

# DiViS DVR Viewer (iPhone App)

Installation and User Manual



[www.DiViSdvr.com](http://www.DiViSdvr.com)



**DiViS DVR.com**

\*All contents of this document may change without prior notice

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## 1. Thank You!

We thank you for your continued support of **DiViS products**. We always strive to provide you services of the highest quality. For more information on any of our products, please visit our website, [divisdvr.com](http://divisdvr.com).

For any questions or concerns you have, please contact us through the LiveChat service.

Once again, **thank you!**

## 2. DiViS DVR Viewer Feature

- DiViS DVR Viewer is a mobile application for Apple iPod Touch, iPhone, and iPad.
- The application allows remote connection to DiViS DVR software with Apple mobile products anytime, anywhere.
- **Features in Live View**
  - 1) 1, 6, 12 multi channel view
  - 2) Landscape view
  - 3) PTZ Camera control interface
  - 4) Bookmarking favorite sites
  - 5) Screen capture function
  - 6) Digital zoom function
  - 7) Multi-site connection
- **Features in Search View**
  - 1) Dynamic Search Range – time, date, camera, & more
  - 2) 1, 6, 12 multi channel view
  - 3) Landscape view
  - 4) Dynamic playback control interface - play, rewind, fast forward, next frame, & more
  - 5) Screen capture function
  - 6) Digital zoom function

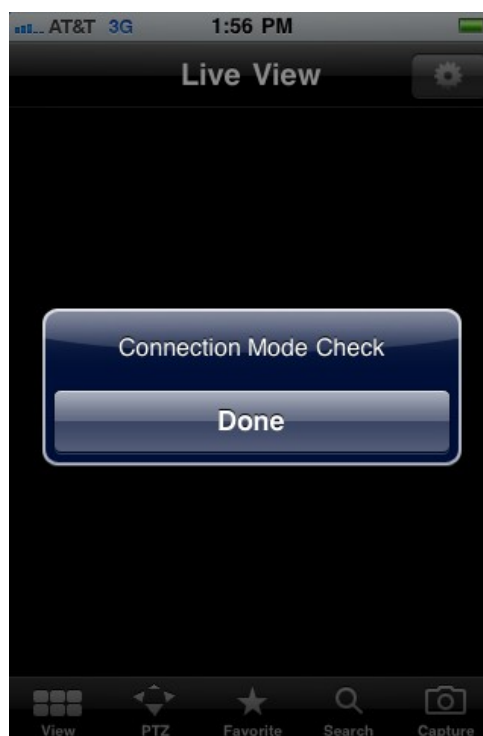
## 3. Installation and Checkpoint

- DiViS DVR Viewer is a mobile program only for **Apple iPod Touch, iPhone, and iPad**.
- DiViS DVR Viewer is compatible with **iOS 3.2 or higher**.
- DiViS DVR Viewer can be downloaded from the [Apple App Store](#).
- DiViS DVR Viewer requires [DiViS DVR Main software version 12.11.0 or higher](#).
  - Download numbers 1 and 2 on the list (the latest driver and DiViS main software) and install the DiViS DVR main software on the server system. The [guide for installation and use](#) can be found on our website.
  - Previous versions of DiViS DVR Main software require the installation of the [iPhone patch](#), which can also be found on our website. Keep in mind that there are different patches for different versions of DiViS DVR Main software.
- The target device, iPod Touch, iPhone, or iPad, must support either **WiFi or 4G**.
- Though very unlikely, it is possible to be disconnected from the server or experience low performance when connected via wireless internet or 4G due to heavy traffic on the network.
- After following all the necessary steps in this guide, if the application doesn't operate properly, try the following:
  1. Access our **Demo system** via your Apple device to verify that a stable connection is established and that all the configurations are set up correctly on the Apple device. Refer to **Register a New Site** on **page 10** for necessary information on our demo site.
  2. Check the **connection** on your **DVR server system**. Though very rare, there are situations where the network isn't stable or strong enough to transfer the data to your Apple device.
  3. Please check to make sure that the **port** you've entered in site registration is **open on the DVR server system**. The specified port must be open for the data to be transferred.

## 4. Getting Started



: Tap the application icon to start the program.



When starting for the very first time after installation, the application will return a “Connection Mode Check” message. This is because you have yet to set up a site for the application to connect to. Simply tap “Done” and it will automatically load into the settings page. To learn how to register a new site, refer to **Register New Sites** on **page 10**.

If you already have a site registered, the application will automatically connect to the site designated in Settings and display the Live View page.

## 5. Settings

In settings, you can change your login credentials, choose what to display on the screen, toggle between single and multiple site connection, register new sites, modify or delete existing sites, and view basic information of the application.

### Prompt for Login

To prompt for login each time DiViS DVR Viewer runs, tap the “Login” toggle switch to on.

### Change the Password

To change the password required when prompted for login, simply type in the new password in the provided input space.

### Display Site Name

When you register a new site, you are prompted to enter a site name, used for personal use. To display the site name in Live View or Search View, tap the “SiteName” toggle switch to on.

### Display Camera Number

Each camera is associated with a channel number in the DVR server system. To display this number, tap the “Camera Number” toggle switch to on.

### Display Camera Name

Similar to the camera number, each camera is given a name in the DVR server system. To display camera name in Live View or Search View, tap the “Camera Name” toggle switch to on.

### Display Date & Time

To display the current date and time of the DVR server system, tap the “Date & Time” toggle switch to on.





## Choose Site Connection Mode

There are two different modes of connecting to the registered sites: Single and Multiple. Single site connection means you will connect to a single DVR server system, while Multiple site connection refers to accessing several DVR server systems at once. Note that you cannot setup the site connection mode without registering a site first. If you have not registered a site yet, go to **Register New Sites** on **page 10** to learn how.

Some advantages of connecting to a **single** site include:

- faster and more stable network connection

Some advantages of connecting to **multiple** sites include:

- ability to monitor several DVR systems at once
1. Tap either **Single** or **Multiple**. Both will take you to the same page that looks like the image to the right.
  2. Tap either “Single” or “Multiple” switch. Note that you can only choose one or the other.

### To set up Single Site Connection:

3. To set up single site connection, tap on the button just underneath “Single Site”. This will take you to a list of all registered sites.
4. Choose a site to connect to from the list.
5. Tap **Settings** to return to Settings.
6. Tap **Done** on the top left corner to return to Live View.



Congratulations, you have just set up a new single site connection! When you exit out of the settings, you should see the Live View display with all the registered cameras from that site.

Setting up Multi-site connection is slightly more complex in that you have to specify which camera from which site you’re connecting to for every channel you decide to use.

### To set up Multi-Site Connection:

3. Tap on the channel you want to set up for multi-site connection.
4. Choose the appropriate site from the list of sites.
5. Enter the camera number as designated on the designated site in the space provided.
6. Tap **Settings** to return to Settings.
7. Tap **Done** on the top left corner to return to Live View.

As previously explained, camera numbers are channel numbers of specific cameras on a DVR system.

**Note that you can register duplicate cameras using multi-site connection.**

The process can be tedious, but worry not because DiViS DVR Viewer provides a very easy way to save your configuration so you can access it with one tap, using our “one-touch connection” feature. Refer to **Bookmark a Site** on **page 13** to read more about site bookmarking features.

To edit the connection mode settings, simply repeat the above steps.

## Register New Sites

If you have not registered a site yet, there should only be “Add Site” button under Site List. Otherwise, you should see a list of registered sites below the “Add Site” button in chronological order.

1. Tap “**Add Site**” under Site List. You should now come to a page similar to the one to the right.
2. Enter a **Site Name** – a sort of nickname you give to the new site for identification.
3. Enter the **IP Address** of the DVR server system – you can find this information by going to [whatismyip.com](http://whatismyip.com) on your DVR server system.
4. Enter the **number of channels** you want to access. (If you want channels, 1 to 4, simply enter 4)
5. Enter the **default port number**. ([Default port numbers](#) are explained on our website. They are the ports used by the server system for transferring various data types. **By default, the value you need to enter is set to be 3000.**)
6. Enter the username and password required for login on the **DVR server system**.
7. Tap **Settings** to save and return to Settings.

Field	Value
Site Name	Demo
Address	206.40.195.71
Channel	16
Port	3000
User Name	1
Password	1

In the picture above is the information and configuration to our demo system. Feel free to use the above settings as a hands-on learning experience before entering information for your system. **The username and password is 1.**

**You MUST set up the site connection mode before you can view registered sites in Live View display.** Refer to section **Choose Site Connection Mode** on the **page 9** to learn how to set up site connection mode.

## Modify or Delete Existing Sites

Once you register one or more sites on the application, there should be a list of registered sites below “Add Site” under Site List.

1. Tap on the site you want to modify or delete. You should now be at a page similar to the one on the right.

### To modify:

2. Simply change any of the fields in the appropriate space. For detailed information on each field, refer to **Register New Sites** on **page 10**.

### To delete:

2. Tap the **Delete** button on the top right corner.
3. It will bring up a confirmation. Select “YES” and you will be brought back to the Settings page.



## Version Information of DiViS DVR Viewer

In order to view the version information of DiViS DVR Viewer, simply tap **About** in Settings.



## 6. Live View

In **Live View**, you can browse through multiple channels, change how many channels you want to view, control registered PTZ cameras directly, browse through your favorite sites, take a screen capture, and access Settings and Search View.

### Change Channels


Browsing through the available channels is very simple.

1. Firstly, look at the center of screen just above the OSD (on-screen display) menu. You should see one or more “**dots**”. These dots indicate the number of channels or groups of channels available for browsing.
2. After confirming that there is more than one dot, simply slide your finger from one side of the screen to the other just as you would when browsing through home screen or safari browser.

If there is only a **single dot**, it indicates that you are viewing the only registered channel or group of channels.

### Change the Channel Display Mode


You have the option of choosing how many channels you want to view in one screen. This is what we call **channel display mode**. In single-site connection mode, you have the option of choosing from **1, 6, or 12 channel display modes** while in multi-site connection mode, you only have **1 or 6 channel display modes**.

1. Tap the **View** button. 
2. Select the desired **channel display mode**. You can browse through the available groups of channels just as you would single channels.



### Control Pan/Tilt/Zoom (PTZ) Cameras


DiViS DVR Viewer, among many other incredible features, comes with a built in **PTZ control interface**. If one of the cameras you registered has pan/tilt functions, you can control the camera by accessing our PTZ control interface. **Note that you may only use the PTZ control interface in 1 channel display mode.**

1. Tap **PTZ**.  You should see that the display is now divided into **9 different squares** and that you also have a **zoom control interface** on the bottom right hand corner.
2. You can pan the camera by tapping and holding any of the outer squares in the desired direction and zoom by tapping and holding the magnifying glasses in the zoom control interface.

Re-tap the **PTZ** button to close PTZ control interface.

### Bookmark a Site

The bookmark function is a very convenient way to save the current configuration of the channels for easy access in the future.

1. Tap the **Favorite** button. 
2. Tap "**Add Site**".

#### In single site connection mode:


3. Type in a name for the current configuration.

#### In multi-site connection mode:

3. Type in a name for the current configuration.
4. Note that you have the option of changing channel information. For specific instructions on how to configure individual channels, refer to section **Choose Site Connection Mode** on **page 9**.

### Access a Favorite Site



Accessing a bookmarked configuration uses what we call "one-touch connection" feature, an awesome feature that allows you to access any single site and any multiple sites with a single tap as long as they are bookmarked and saved in the list of favorites.

1. Tap the **Favorite** button. 
2. Tap any of the bookmarked sites to start monitoring the bookmarked configuration.



## Edit or Delete an Existing Favorite Site

Especially when bookmarking a multi-site connection, it is easy to make a mistake while setting up one of the channels. When you spot a mistake, you don't have to go back through the tedious multi-site connection set up; you simply need to go back to the bookmarked site and edit the single channel.

1. Tap the **Favorite** button. 
2. Tap the **Edit** button on the top right corner. 


### To edit:

3. Tap the bookmarked favorite that you want to edit.
4. Make changes to desired channel. For specific instructions on how to configure individual channels, refer to section **Choose Site Connection Mode** on **page 9**.

### To delete:

3. Tap the **red circular icon** to the left of the bookmarked favorite you want to delete.
4. Tap the red **Delete** button that appears.

## Take a Screenshot and Access Saved Images

1. Tap the **Capture** button. 
2. It will return a "Saved Photo" message. Tap **Done**.
3. Return to home screen on the device.
4. Click "**Photos**" to access pictures saved on your device. The saved images should be in the default folder.

## Digital Zoom

The **digital zoom** feature is a technically advanced feature that allows you to zoom in to acquire better details. However, zooming does not guarantee a clearer or higher quality image. The quality of the image is determined by the recorded quality and resolution, determined on the DVR server system, as well as the strength of the connection. Note that the digital zoom feature can **only be used in 1 channel display mode**.

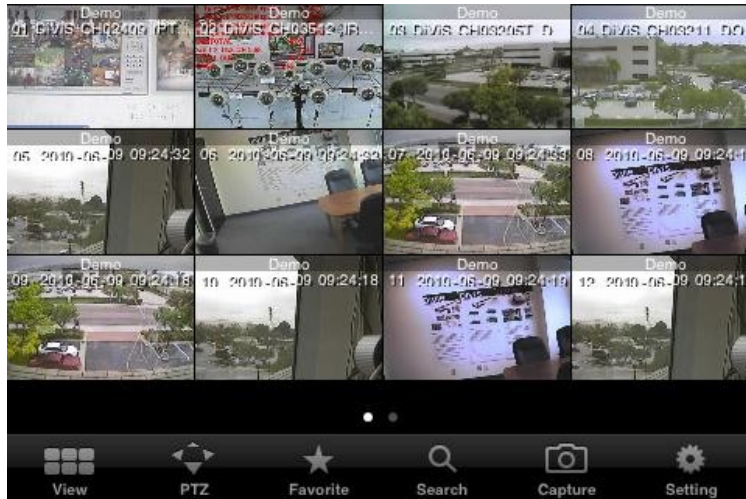
The digital zoom feature incorporates Apple devices' native digital zoom methods, meaning you can do either of the following to zoom in on a specific channel:

- **Double Tap** on a specific section of the screen.
- Use the **multitouch** feature.

For specific instructions for using the above features, visit [here](#). To return to the original image resolution, simply double tap anywhere on the screen.

### View in Widescreen Orientation

Widescreen orientation, also known as landscape view mode, is one of Apple's native features that allow you to see the display in widescreen orientation simply by turning the device sideways.



### Access Settings


**Settings** allows you to configure your device in order to remotely access a DVR server system.

Simply tap the gear icon on the top right corner to access **Settings**. 

In Landscape view, the gear icon, is on the bottom right corner as **Settings** button. For more information on Settings, refer to **Chapter 5: Settings** on **page 8**.

### Access Search View

**Search View** lets you view previously recorded files directly on the Apple device.

To access Search View, tap the **Search** button. 

For more information on Search View, refer to **Search View** on **page 16**.

## 7. Search View

In Search View, you can search for very specific data using wide range of variables, easily search for new data, have access to a dynamic playback control interface, and take a screenshot.

### Search for Data

Search View will take you to the Calendar page, similar to the image on the right. From here, you can search for recorded data using well organized, built-in search assistance. Using this search assistance, you can search based on the year, month, day, hour, and even minute that the recording was made on a specific camera from a specific site.

1. Tap the button below "Selected Site" and specify the camera number and select a site from the list of registered sites.
2. Select the **date & time** at which you want to begin your search.
3. Tap **Done** on the top left corner.
4. Search will automatically load the data of the date you specified from the DVR server system.



### Monitor Playback

DiViS DVR Viewer's dynamic playback control interface includes numerous features for you to take advantage of when monitoring playback. You can search frame by frame, play at real-time speed, and fast forward or rewind for quickly overlooking the recorded data.

#### To Pause:

DiViS DVR Viewer will highlight the button that is currently in use. Simply re-tap the **highlighted** button to pause.

### Change the Channel Display Mode

Similar to the function in Live View, you can change the channel display mode to view several channels. By changing the channel display mode, you can **monitor more than one channel at once**.







1. Tap the **Menu** button.
2. Choose from **1, 6, or 12 channel display modes**.
3. Tap any of the playback control buttons to begin monitoring several channels at once.

## Change Search Variables

You can easily make changes to the time or the site you've chosen without having to exit out of Search View.



1. Tap the **Menu** button.
2. Tap the **Site** button.  This will take you back to the Calendar page.
3. Specify new time and/or site then tap **Done** on the top left corner.

For specific instructions on configuring search variables, refer to **Search for Data** on **page 16**.

## Take a Screenshot and Access Saved Images

Just as in Live View, you can take a screenshot to save an image on the device.



1. Tap the **Capture** button on the top right corner.
2. It will return a "Saved Photo" message. Tap **Done**.
3. Return to home screen on the device.
4. Click "**Photos**" to access pictures saved on your device. The saved images should be in one of the folders.

## Digital Zoom

Just as in Live View, Search View includes a **digital zoom** feature, which can **only be used in 1 channel display mode**. The digital zoom feature incorporates Apple devices' native digital zoom methods, meaning you can do either of the following to zoom in on a specific channel:

- **Double Tap** on a specific section of the screen.
- Use the **multitouch** feature.

For specific instructions for using the above features, visit [here](#). To return to the original image resolution, simply double tap anywhere on the screen.

For detailed information on the digital zoom feature, refer to **Digital Zoom** on **page 13**.

## View in Widescreen Orientation

By turning the device sideways, you can view the display in widescreen orientation.

## Return to Live View

1. Tap the **Menu** button.



2. Tap the **Live** button.



## 8. Appendix

Here, you will find information on generic error messages and their meanings.

### Error Images

There will be several images if the configuration is either incorrect or incomplete. Here are ones that will be displayed in place of streaming images when the configuration is invalid.



This image will be displayed when DiViS DVR Viewer cannot access the DVR server system. You may need to check the network and the configuration of the currently connected site. For specific instructions on how, refer to **Modify or Delete Existing Sites** on page 11.



This image will be displayed when DiViS DVR Viewer has access to the site and is connected but the camera is inactive or disconnected. You may need to check the configuration of the specific camera in the DVR server system.



This image will be displayed when DiViS DVR Viewer can establish a connection to the site but does not have access to the site due to version conflict or incorrect login information. You should make sure that the DVR Main Software is updated to version equal to or higher than 12.11.0. Otherwise, you may need to check the login configuration. For specific instructions on how, refer to **Modify or Delete Existing Sites** on page 11.

## Error Messages

There are several messages that pop up to let you know that something isn't going as smoothly as possible. Here is a list and explanation of the error messages on DiViS DVR Viewer.

### Connection Mode Check

The one that all of you will see at one point or another is the “**Connection Mode Check**” error message. This pops up when DiViS DVR Viewer is not configured to connect to any site. Of course, when you first run the application, you will not have registered any site yet, hence the error message. To fix this error message, make sure you have a site registered and that you have configured the site connection mode correctly. For instructions on how to register a site, refer to **Register New Sites** on **page 10**. For instructions on how to configure site connection mode, refer to **Choose Site Connection Mode** on **page 9**.

### Check Camera Blank

One of the more common error messages is “**Check Camera Blank**”. This message may pop up when setting up site connection mode in Settings or searching for data in Search View. This message simply means that you are trying to select a registered site without having specified the camera number. You must specify a camera number before you can select a site because a conflict can arise due to registering specific and different number of cameras for each site.

### No Login

The “**No Login**” error message may pop up when searching for data in Search View if the login credentials for the site you've selected are incorrect or invalid. Return to Settings and double check the login credentials for the specific site. For instructions on how to modify site configuration, refer to **Modify or Delete Existing Sites** on **page 11**.

### No Camera

The “**No Camera**” error message is very similar to the “**No Login**” message. It may pop up while searching for data in Search View if the camera you've selected is not registered, disconnected, or invalid. To fix this issue, either check the site configuration to verify that the camera is registered or check the camera configuration in the DVR server system. For instructions on how to modify site configuration, refer to **Modify or Delete Existing Sites** on **page 11**.

If you are checking the camera configuration in the DVR server system, run DVR Settings and check that the specified camera is enabled under Camera Setup and check that the user is authorized to access the camera under User Administration Setup.

### **Site Name is a Duplicate**

While registering a new site, if the name you've chosen for the site already exists, DiViS DVR Viewer will return a "**Site Name is a Duplicate**" error message. Simply choose a different name for the new site or change the name of the existing site with the conflicting name. For instructions on how to modify site configuration, refer to **Modify or Delete Existing Sites** on **page 11**.

### **Check Blank**

When you try to enter an incomplete configuration, DiViS DVR Viewer will return a "**Check Blank**" error message. This just means that you haven't completely filled out the necessary information to complete the process. Look through and make sure to fill out whatever blanks you have.

### **Check Password**

The "**Check Password**" error message will pop up when you enter the incorrect password at the login prompt or if you try to enable the **prompt for login** feature without a password. For the first situation, make sure you know what your password is and try again. For the latter, simply type in a new password or disable the prompt for login feature. For instructions on how to **toggle the prompt for login** feature and **change the password**, refer to **Prompt for Login** and **Change the Password** on **page 8**.

### **Time Check**

You will get a "**Time Check**" error message when you input an invalid time at Search View's Calendar page. DiViS DVR Viewer will automatically detect the time range for existing data on the selected site, so wait for the application to update automatically before tapping **Done**. For instructions on how to navigate the recorded data, refer to **Search for Data** on **page 16**.

### **Authorization Required**

When you try to use or access a feature, such as Pan / Tilt Control or Search, that you have no access to, DiViS DVR Viewer will return an "**Authorization Required**" error message. Check the **User Admin Setup** in the DVR server system to make sure you have authorization to use or access the features. If you know the login credentials for an administrator on the DVR server system, you can also change your login credentials to those of an admin in site configuration. For instructions on how to modify site configuration, refer to **Modify or Delete Existing Sites** on **page 11**.