



HIKVISION

iVMS-5260 Client Software

User Manual (iPad)

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User Manual

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About this Manual

This Manual is applicable to iVMS-5260 Mobile Client Software.

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website (<http://overseas.hikvision.com/en/>).

Please use this user manual under the guidance of professionals.

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Chapter 1 Overview

1.1 Introduction of the iVMS-5260

iVMS-5260 client software is installed on the iOS 6.0 or higher version mobile platform. It gets access to the iVMS-5200 Professional (hereafter simplified as iVMS-5200 Pro) via Wi-Fi, 3G and 4G network, and fulfills the functions of the devices connected to the iVMS-5200 Pro, such as live view, remote playback, PTZ control, and video clipping and so on.

Notes:

- Before you can get live view or playback of the camera via iVMS-5260 Mobile Client, you should configure SMS (Stream Media Server) for the area that the camera belongs to. For configuring SMS for the area, please refer to the *User Manual of iVMS-5200 Professional Web Manager*.
- Network traffic charges may be produced during the use of this client software. Please refer to the local ISP.

1.2 System Requirements

iOS 6.0 or higher version, iPad2, New iPad, iPad4, iPad Air and Mini iPad series products.

Chapter 2 Installing and Uninstalling

2.1 Installing the Mobile Client

Purpose:

Follow the procedures to install the iVMS-5260 Mobile Client Software on the iOS system.

Steps:


1. Log in the App Store and search the “iVMS-5260”.
Or you can use your iPad to scan the QR code shown on the login page of Web Manager, Control Client or Web Client to directly enter the iVMS-5260 download page of App Store.
2. Download the Mobile Client and install it on the iOS system.

2.2 Uninstalling the Client Software

Purpose:

Follow the procedure to uninstall the iVMS-5260 Mobile Client Software on the iOS system.

Steps:

1. Long-press the  icon.
2. Click on the “X” on the left top of the icon.


Chapter 3 Running the iVMS-5260

3.1 Configuring the Server Address

Purpose:

After you open the software, the login interface appears by default. You should configure the server address before you log in the system.

Steps:

1. Click the  icon to open the software.

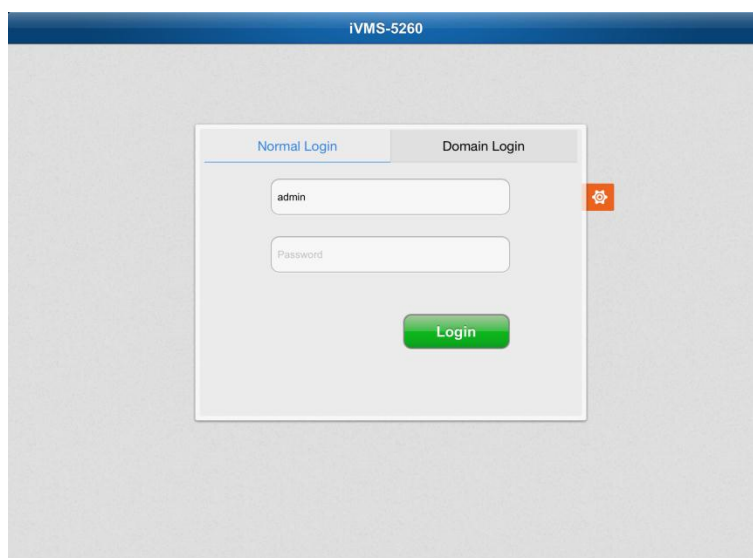



Figure 3-1 Login Interface of iVMS-5260

2. Click the  icon to go to the server address configuration interface, as shown in the following figure.

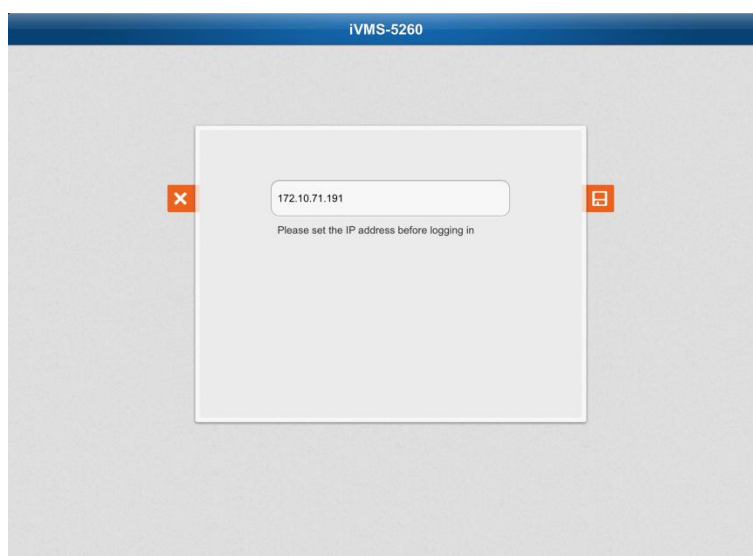




Figure 3-2 Server Address Configuration Interface

- Input the server address you want to connect and click the  icon to save the setting and back to the login interface.

Or you can click  to exit without saving the settings.

3.2 Logging In


Purpose:

You can log in the system after filling the required information.

Two kinds of user (normal user and domain user) are supported for accessing the iVMS-5200 Pro. Please refer to the *User Manual of iVMS-5200 Professional Web Manager* for the detailed introduction.

Option 1: Login with Normal User

Steps:


- Select **Normal Login** and input the user name and password in the login interface.
Note: The user must be added on the iVMS-5200 Pro. For configuration of adding users, please refer to the *User Manual of iVMS-5200 Professional Web Manager*.
- Click the  button to log in.

Notes:

- The account will be frozen for 10 minutes after 5 failed password attempts.
- The number of the users who simultaneously log into the iVMS-5200 Pro via iVMS-5260 is limited by the License you purchased. If the current logged in users have reached the limit, then no more users can login again.

Option 2: Login with Domain User

Steps:


- Click **Domain Login** and input the domain user name and password.
- Click the  button to log in.

Notes:

- The account will be frozen for 10 minutes after 5 failed password attempts.
- The number of the users who simultaneously log into the iVMS-5200 Pro via iVMS-5260 is limited by the License you purchased. If the current logged in users have reached the limit, then no more users can login again.

3.3 Logging Out

Steps:

- Click the  tab on the left side bar to enter the interface of other functions.

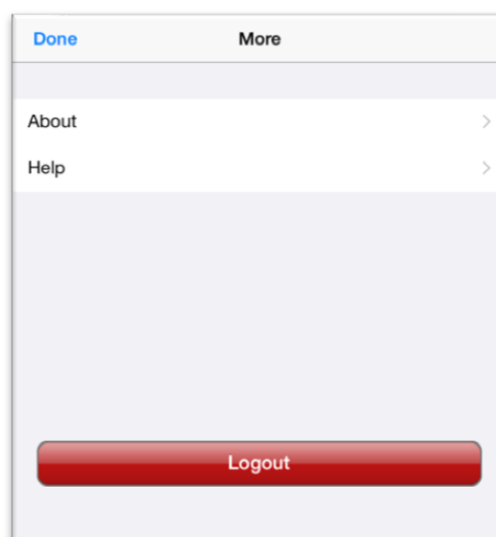



Figure 3-3 Interface of More Tab

2. Click the  in that interface.
3. Click **Logout** in the popup menu.

Chapter 4 Camera Management

After you log in, the video interface appears by default.

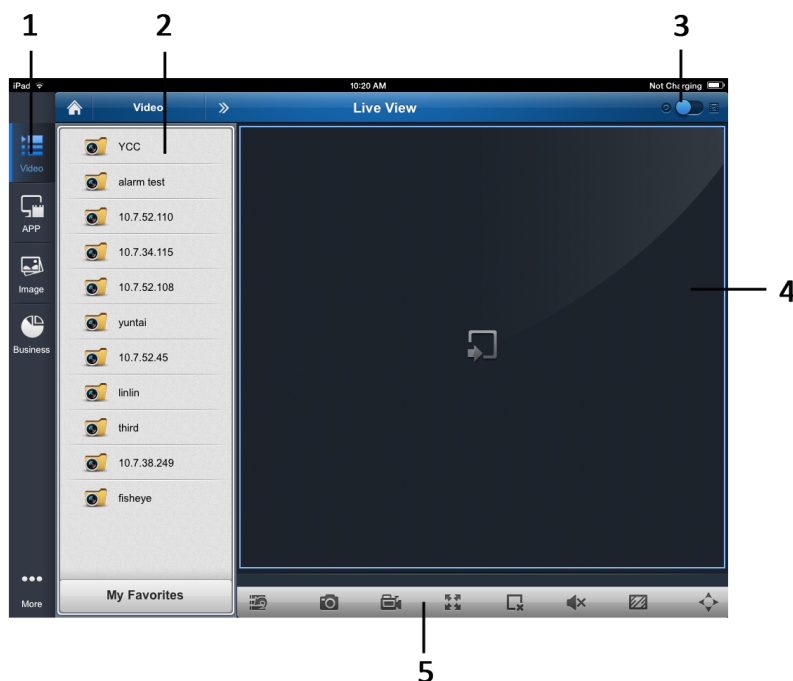


Figure 4-1 Video Interface

Table 4-1 Video Interface Introduction


Index	Description	Index	Description
1	Control Bar	2	Device List
3	Live View/Playback Switch (Left: Live View Right: Playback)	4	Image Window
5	Play Toolbar		




4.1 Live View

Purpose:

In the live view mode, you can realize the PTZ control, capture, and video clipping for the camera.

Steps:

1. Click the  Video tab to enter the video interface, as shown in the Figure 4-1.

Three kinds of icon will be displayed:  (control center),  (area) and  (camera).

2. Click the area name until the camera list appears.
3. Drag the camera name to the image window to get the live view, and up to 16 cameras can be viewed at the same time.

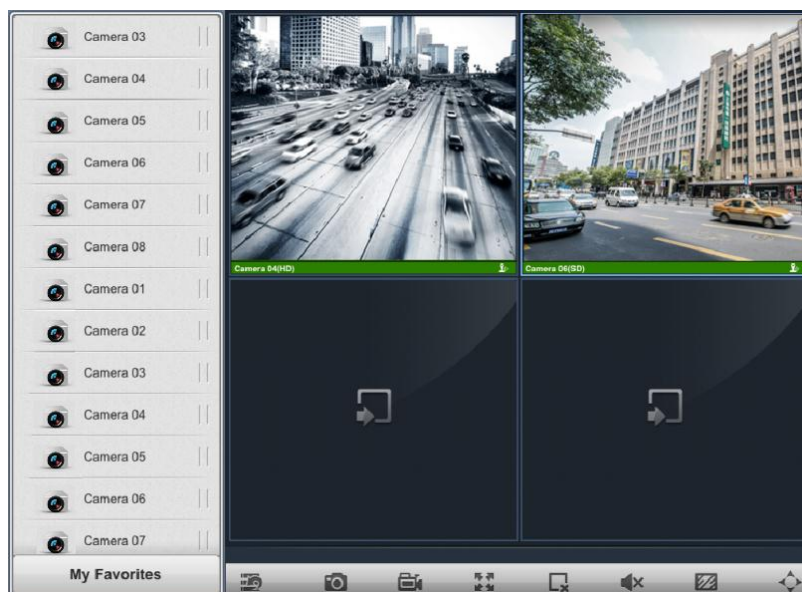



Figure 4-2 4-window Division Live View

Table 4-2 Description of Live View Toobbar


Icon	Description	Icon	Description
	Hide/Display Camera List		Manual Capture
	Manual recording		Full Screen
	Delete the live view window		Audio on/off
	Image Definition Selection		PTZ control

- **Full-screen Live View**

Click the  button to enter the full-screen live view mode.


- **Stop the Live View Window**

OPTION 1:

Select a window and tap  to stop it.

OPTION 2:

Steps:

- 1) Drag the image until the  icon appears on the title bar, as shown in the figure below.

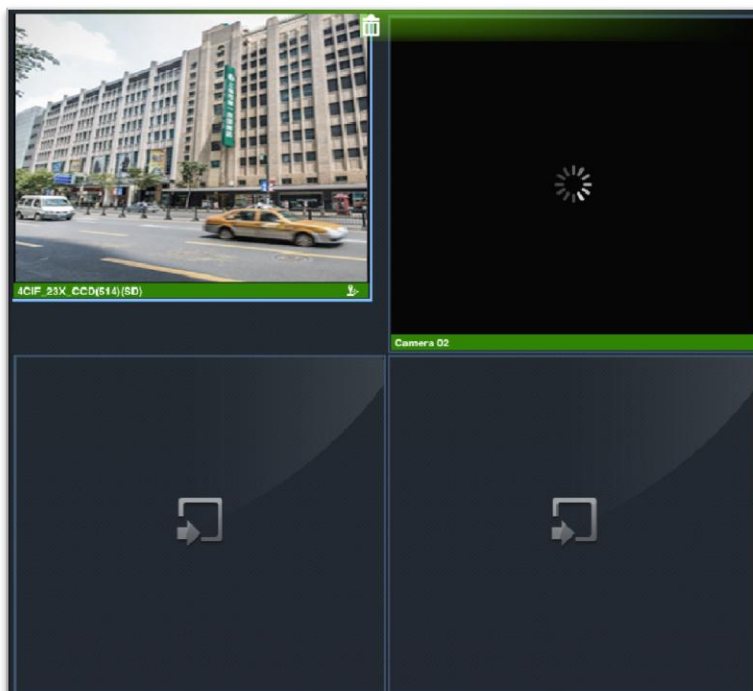



Figure 4-3 Delete the Live View Window



- 2) Move the image to the  icon, and then the corresponding live view window will be stopped.


- **Manual Capture**

In the live view mode, click  icon to capture the image.

Note: The captured pictures can be viewed and managed in the Image Management interface, please refer to the Chapter 6 Image Management for details.

- **Manual Recording**

Click the  icon to start clipping the video and the icon becomes .

Click the  icon to finish video clipping.

- **PTZ Control**



When clicking the PTZ control icon , it turns to blue icon , and the PTZ control toolbar appears on the left side of the screen, as shown in the Figure 4-4.



Figure 4-4 PTZ Control Toolbar

Table 4-3 Description of PTZ ControlToobbar

Icon	Description
	Zoom in/out
	Focus near/far
	Iris close/open
 	Enter/exit the 3D Zoom function
	Direction control: slide the joystick to different directions to adjust the angle of lens. Eight directions control can be realized, as

You can quit the PTZ control interface by clicking on the blue icon

● Image Quality Selection


For the network status varies, you can click the button to select the video quality.

Notes:

- The video quality of third-party camera cannot be set as Fluent.
- When the video quality is set as Fluent, the audio will be disabled.

4.2 Playback

Steps:

1. Click the  tab to enter the video management interface, and slide the live view/playback switch to the right.
2. Drag a camera to the image window, then the client will start to search and play back the recording file of that day automatically.

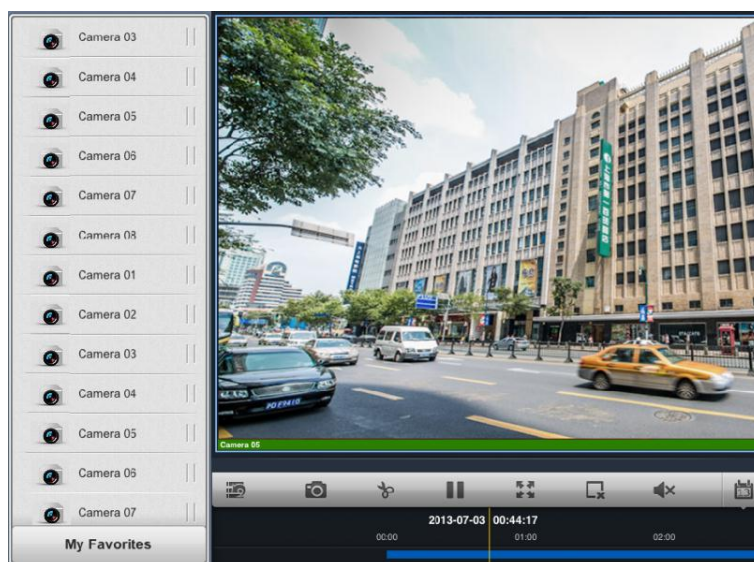










Figure 4-5 Playback Interface

Table 4-4 Description of Live View Toobbar

Icon	Description	Icon	Description
	Hide/Display Camera List		Capture picture
	Video clip		Play/Pause
	Full Screen		Delete the live view window
	Audio on/off		Search condition


3. You can drag the timeline to the specific time.
4. Full-screen playback is also supported by clicking the button.
5. You can click  to select the search conditions, including date and storage, as shown in the Figure 4-6.



Figure 4-6 Search Condition

- Click the to set the search condition, or you can click the to cancel and back to the playback interface.

4.3 Managing Camera List

Purpose:

This chapter introduces the procedures of getting the camera information, including appearance, line status, PTZ control, device type, manufacturer and location of the device and managing the folder of My Favorites.

4.3.1 Getting Camera Information

Steps:

- Click the tab to enter the camera list interface, slide the of the camera to the left.
- Click button to get into the detail information of the selected camera, as shown in the Figure 4-7.

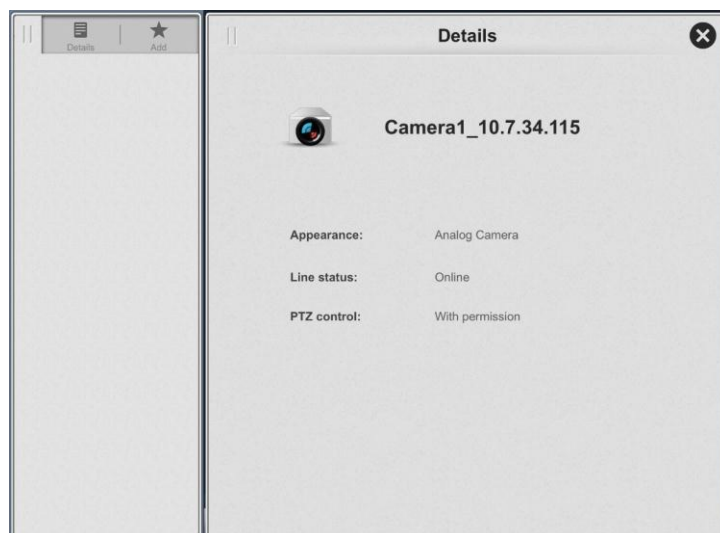








Figure 4-7 Camera Information

3. Click the  icon to exit the details of camera interface.

4.3.2 Managing My Favorites

Steps:

1. Click the  tab to enter the camera list interface, slide the  of the camera to the left.
2. Click the  icon to add the camera to the My Favorites, then the icon becomes .
Click the  again to remove it.
3. Click the My Favorites tab on the bottom of the camera list to expand the folder, and you can check the contents of My Favorites.

Chapter 5 Image Management

Steps:



1. Click the **Image** tab to enter the image management interface.
The pictures and video clips are listed by time, as shown in the Figure 5-1.



Figure 5-1 Image Interface

Slide to the left or right to view the images of previous or next period.
Or you can click the icon of a specific day to view the images and video clips of that day directly.

2. Tap the image or video clip you want to preview.

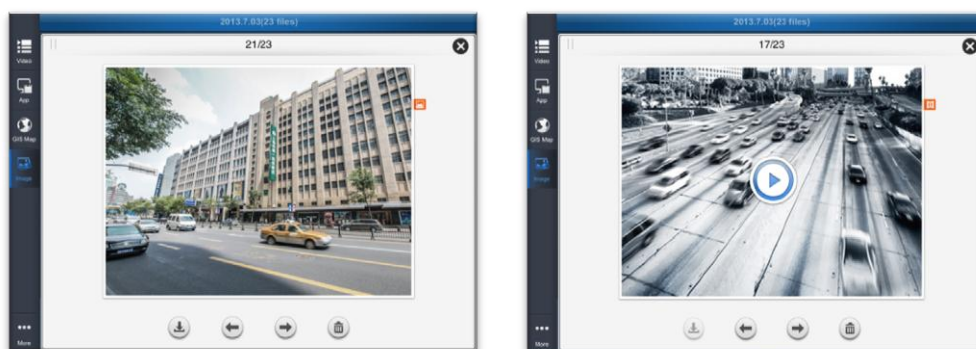



Figure 5-2 Image and Video Clip Preview Interfaces

You can click the icon on the bottom of the screen to delete the file.

Slide to the left or right, or click the / to view other images.

Supported by the image only, you click the  button to download the image to the **Photo** folder of you iPad.

3. For video files only, click  to play the record.



Figure 5-3 Play Video Clip Interface

Chapter 6 Business Intelligent

Purpose:

With the business intelligence (hereafter simplified as BI) function, you can view the calculation of the raw data into useful information for business analysis purposes, such as displaying the total number of every cashier transaction volume to know the cashier's performance.



Click the **Business** tab to enter the business intelligent interface.

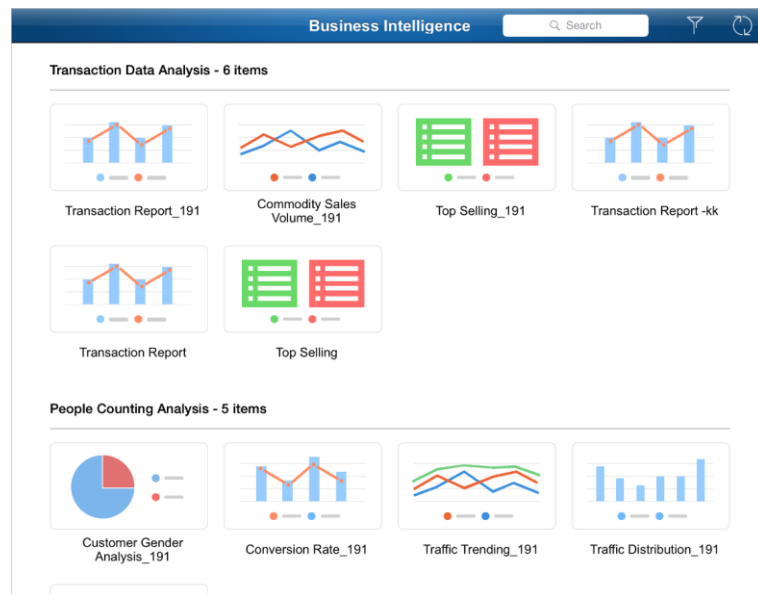


Figure 6-1 Business Intelligent Analysis

Note: If the License you purchased does not support the **Business Intelligence** module, you will not see the module displayed in the application.

6.1 Transaction Data Analysis

Purpose:

In the Transaction Data Analysis section, you can view the transaction report, commodity sales volume report and top selling report which may help you to clearly understand the working condition of the staff, and the commodity transaction condition of the store.

6.1.1 Transaction Report

Purpose:

This report display the total number of every cashier's transaction volume during a period of time, to reflect the performance of the cashier.

Steps:

1. Click the icon to enter the transaction report interface.

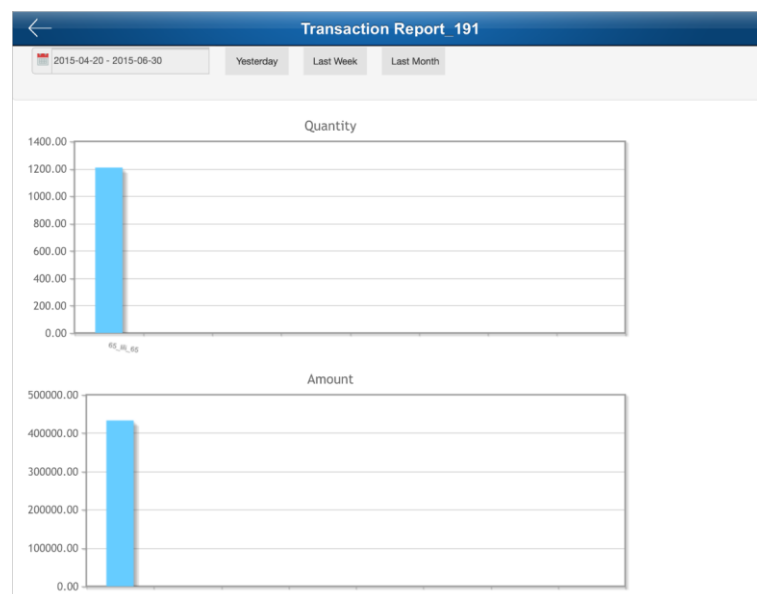



Figure 6-2 Transaction Report

2. Click the date box  and select the start time and end time that are required.
3. Move the cursor along the horizontal axis to view the transaction of each cashier.
Horizontal axis: the name of the cashier.
Vertical axis (left/blue bar): The total operator
Vertical axis (right/orange line): the total transaction (unit: dollar) completed by the cashier.
4. Click the button of **Yesterday/Last week/Last month** to select different time period for the report.

6.1.2 Commodity Sales Volume

Purpose:

This report shows the calculation of the sales volume of the selected commodities to help the manager to clearly see the peak and valley value of the commodity transaction and their corresponding time point in a period of time. The manager can make sales decision according to the calculation.

Steps:

1. Click the icon to enter the commodity sales volume report

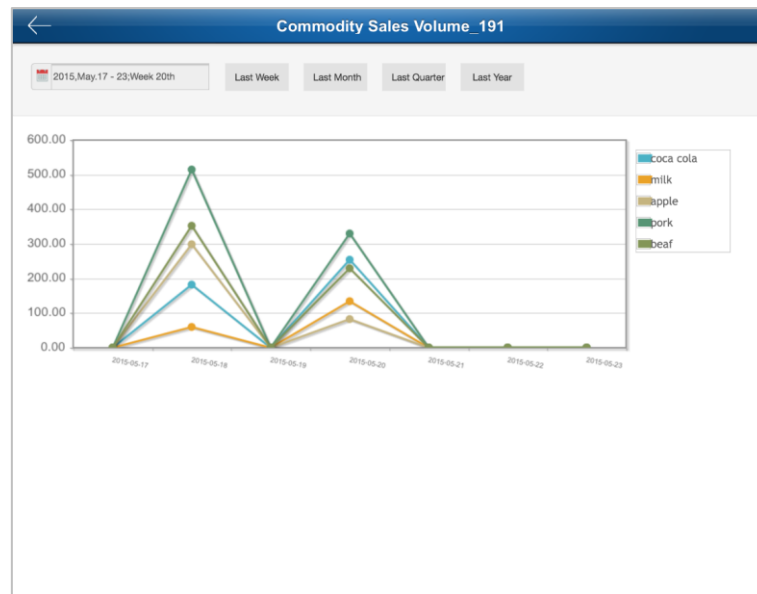



Figure 6-3 Commodity Sales Volume Report

- Click the date box  and select the start time and end time that are required.
- Move the cursor along the horizontal axis to view the sales volume of different kind of commodities on each time points.
Horizontal axis: the time point (date)
Vertical axis: The sales volume of the commodity.
Lines in different color: one color represents a kind of commodity
- Click the button of **Yesterday/Last week/Last quarter/Last month** to select different time period for the report.

6.1.3 Top Selling

Purpose:

This report helps to know the best seller and bad seller, thus managers can rearrange the goods storage.

Steps:



- Click the  icon to enter the top selling report.



Figure 6-4 Top Selling Report

- Click the date box  and select the start time and end time that are required.
- View the top selling report.

Left Table: the commodity information (including NO., commodity name, and amount) of top 10 selling

Right Table: the commodity information (including NO., commodity name, and amount) of bottom 10 selling
- Click the button of **Yesterday/Last week/Last month** to select different time period for the report.

6.2 People Counting Analysis

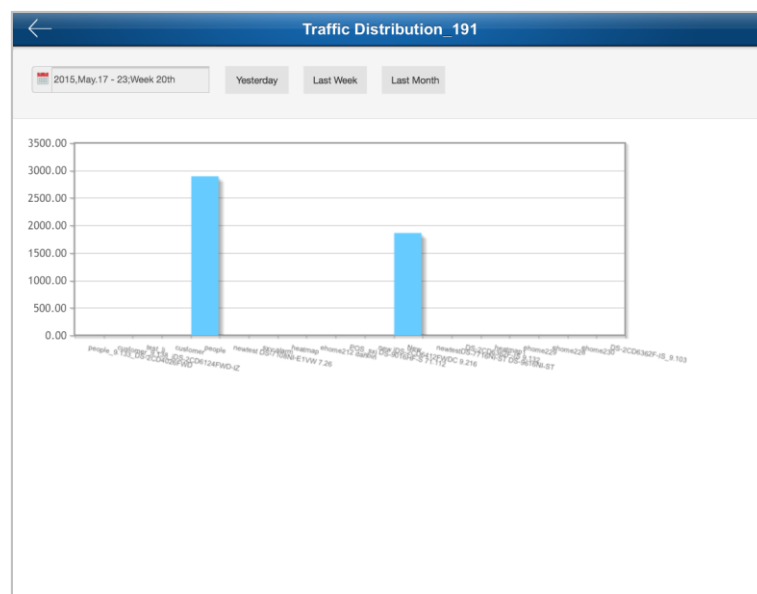
In the people counting analysis section, you can view the customer distribution report, customer tendency report and customer gender report, which helps you to understand the priority, interests, and satisfaction of customers who has visited your store.


6.2.1 Traffic Distribution

Purpose:

This report provides the total traffic volume of every store during a period of time, to know which store has the least traffic and then take action to get a better performance.

-
- | Age Group | Number of People |
|-----------|------------------|
| 10-19 | 40 |
| 20-29 | 30 |
| 30-39 | 20 |
| 40-49 | 30 |
| 50-59 | 30 |
| 60-69 | 60 |



- Click the date box  and select the start time and end time that are required.
- Move the cursor along the horizontal axis to view the customer distribution for each store.
Horizontal axis: the store name
Vertical axis: the traffic volume
- Click the button of **Yesterday/Last week/Last month** to select different time period for the report.

6.2.2 Traffic Trending

Purpose:

This report shows the historic traffic data of each store, which can help the manager predicting the afterward traffic flow for the store.

Steps:

-
- Line graph showing the percentage of people who are 'Very satisfied' with the U.S. president from 1993 to 2017. The graph shows three lines: a green line for Clinton, a blue line for Bush, and an orange line for Obama. The green line starts at approximately 65% in 1993, peaks at 75% in 1995, and ends at 65% in 2001. The blue line starts at 55% in 1993, peaks at 70% in 1995, and ends at 55% in 2001. The orange line starts at 55% in 2001, peaks at 75% in 2003, and ends at 65% in 2017.

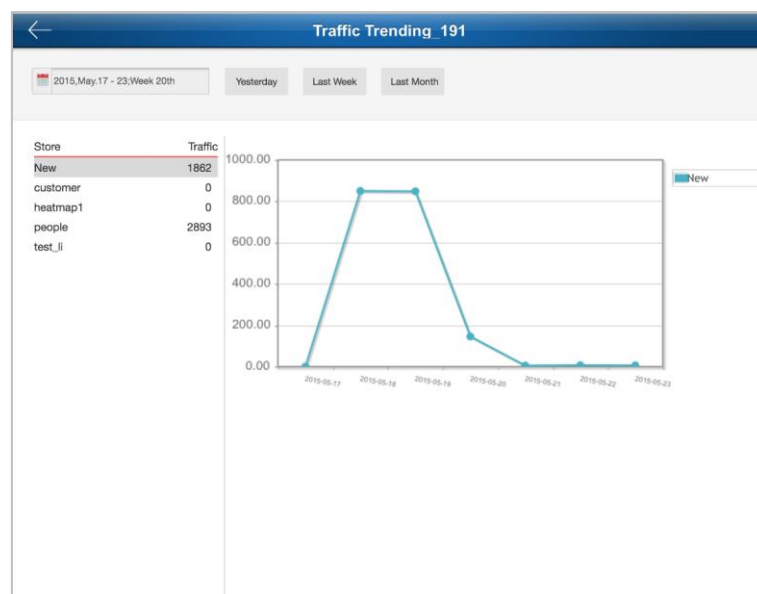



Figure 6-6 Traffic Trending Report


- Click the date box  and select the start time and end time that are required.
- Move the cursor along the horizontal axis to view the customer number of different stores on each time point.
Horizontal axis: the time point (date)
Vertical axis: the number of customers who have visited the store
Lines in different color: each color represents one store
- Click the button of **Yesterday/Last week/Last month** to select different time period for the report.

6.2.3 Customer Gender Analysis

Purpose:

This report help to have a vivid view of in which gender group the product is more popular or help the manager to program the decoration styles for the store.

Steps:

- Click the  icon to enter the customer gender analysis interface.

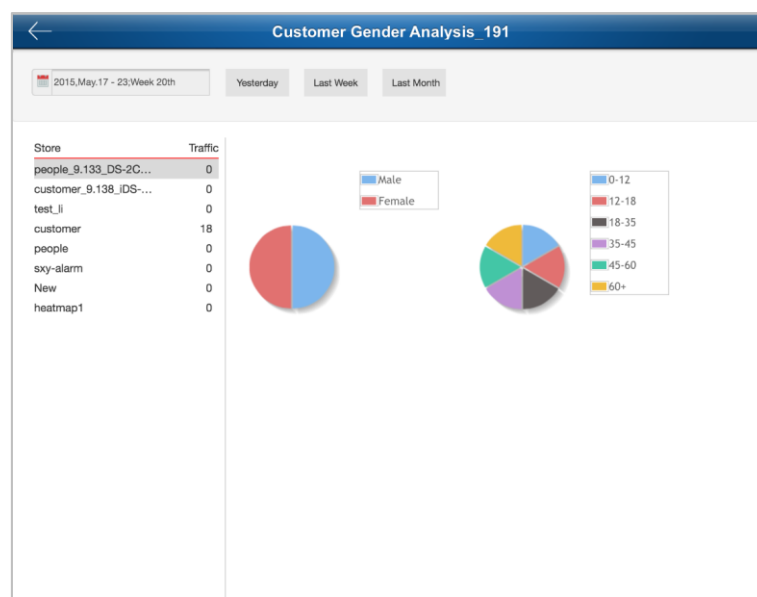



Figure 6-7 Customer Gender Analysis Report


- Click the date box  and select the start time and end time that are required.
- View the customer gender analysis report.
Sex Ratio: the male/female ratio of the customers who have visited the store.
Age Distribution: the age group of the customers.
- Click the button of **Yesterday/Last week/Last month** to select different time period for the report.

6.2.4 Conversion Rate

Purpose:

This report shows the calculation of the conversion rate and helps to know the customer satisfaction of the sales and whether the commodity in the store meets the market requirement.

Steps:

- Click the  icon to enter the conversion rate interface.

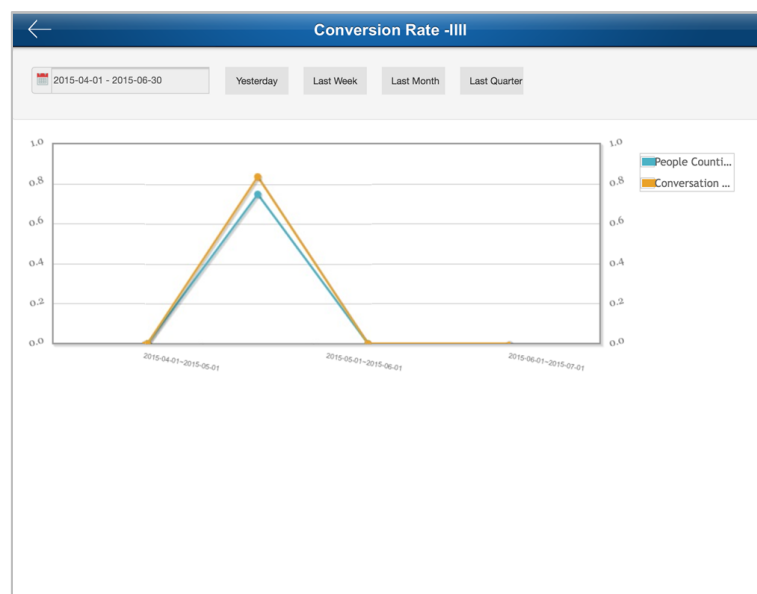



Figure 6-8 Conversion Rate Report

- Click the date box  and select the start time and end time that are required.
- Move the cursor along the horizontal axis to view the conversion rate and traffic volume of the store on each time point.
Horizontal axis: the time point (date)
Vertical axis (left/blue bar): the traffic volume of the store
Vertical axis (right/orange line): the conversion rate of the store
- Click the button of **Yesterday/Last week/Last month** to select different time period for the report.

6.3 Retail Traffic Analysis

Purpose:


In the retail traffic section, you can view the heat map and hot area, which can help you to understand the rush time and customer interested area of your store.

6.3.1 Heat Map

Purpose:

This report shows the rush time of the store and to help the manager with assigning the working shift of the staffs and to create good customer experience.

Steps:

- Click the  icon to enter the heat map interface.

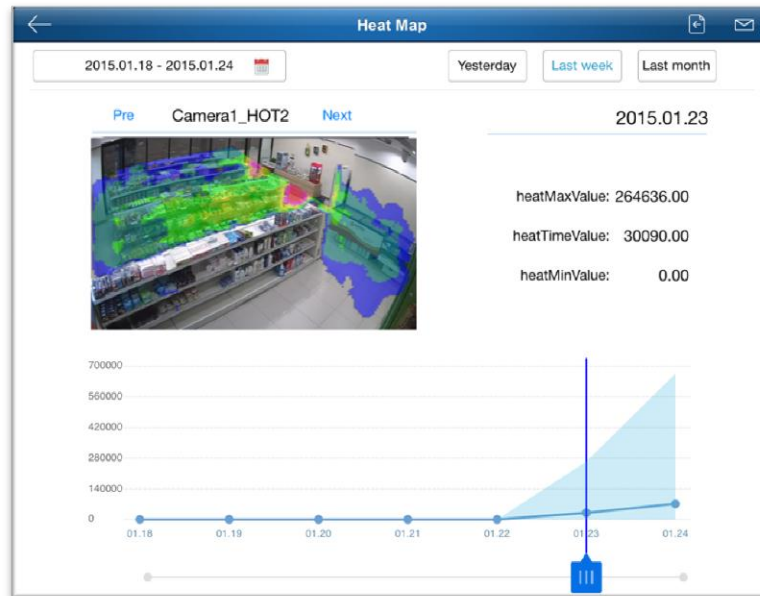



Figure 6-9 Heat Map


2. Click the date box  and select the start time and end time that are required.
3. Click **Pre/Next** to select a camera.
4. Move the cursor along the horizontal axis to view the customer traffic density (manifested as the heat value) in different monitoring area at different time.
Horizontal axis: the time point (date)
Vertical axis: customer traffic density (manifested as the heat value)
5. Click the button of **Yesterday/Last week/Last month** to select different time period for the report.

6.3.2 Interested Area Analysis

Purpose:

This report shows which area is the most interested area, and where the customer rarely patronized.

Steps:

1. Click the  icon to enter the interested area interface.

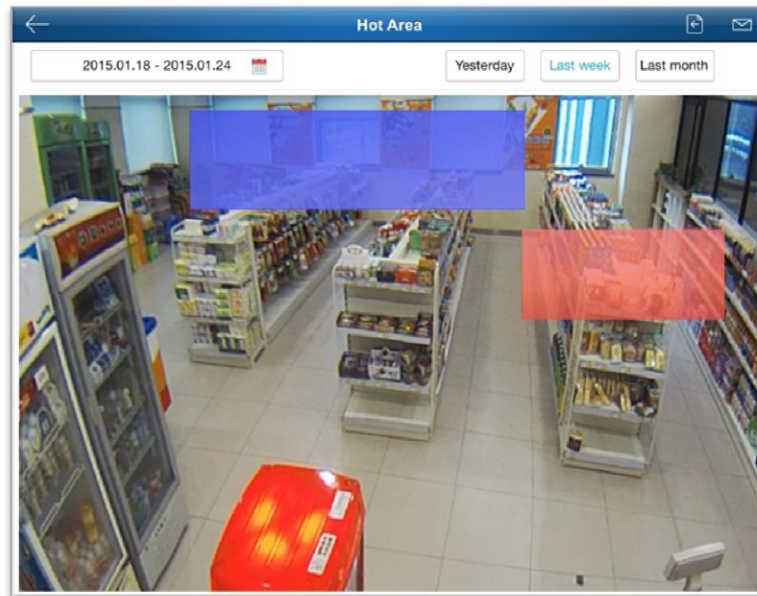



Figure 6-10 Interested Area Analysis

2. Click the date box  and select the start time and end time that are required.
3. View the hot area of the map.
4. Click the button of **Yesterday/Last week/Last month** to select different time period for the report.

Chapter 7 Alarm Notification

Purpose:

The alarm message of the cameras that are connected to the iVMS-5200 Pro can be pushed to your Mobile Client. You can check the alarm information and view the alarm linked live video and playback.

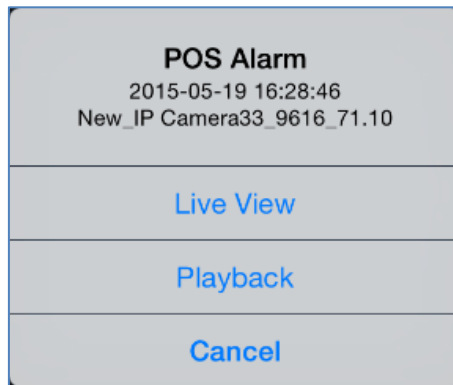


The camera should have been configured with alarm notification as alarm linkage via Web Manager. For details, refer to the *User Manual of iVMS-5200 Professional Web Manager*.

Steps:

1. When the Mobile Client received the alarm notification, the following window pops up.

Note: If you do not run the Mobile Client or it runs in the background, you can go to the notification center of your phone to check the received alarm notification.



2. You can check the detailed information of the alarm, including the alarm type, alarm time and the alarm source.
3. Click **Live View** or **Playback** to view the live view or record file of the camera.




Note: The related record file of current day will be searched, and it will be played from 5 minutes before the alarm occurs. E.g., if the motion detection alarm occurred at 11:30, then the record file plays from 11:25.

Chapter 8 Other Functions


8.1 About

Steps:

1. Click the  tab to enter the interface of other functions.
2. Click **About** to get the software information.

8.2 Help

Steps:

1. Click the  tab to enter the interface of other functions.
2. Click **Help** to get the tutorial of the software.

Appendix

Appendix 1 Error Code and Troubleshooting

Troubleshooting for N Class Error	
N122, N123, N124 and N125	<ol style="list-style-type: none"> 1. Please verify the network of your mobile device is connected. 2. Please verify the server is online.
N124, N140, N141 and N142	Verify the iVMS-5200 Pro supports the mobile device access.
N170	Please verify the Stream Media Server is working.
N171	Please verify you have the control authentication of iVMS-5200 Pro.
Troubleshooting for R Class Error	
R 1	<ol style="list-style-type: none"> 1. Restart the client software. 2. The performance of the mobile device is not enough, or the software is not compatible with the mobile device, please change one and try again.
R 3 and R13	Restart the client software.
R 12	Use the <code>getDeviceInfo</code> command and check if the return user name and password are empty.
R 14	<ol style="list-style-type: none"> 1. Restart the client software. 2. Close the other programs.
R 17	Use the <code>getRealPlayURL</code> command and check if the response rtsp address from the iVMS-5200 Pro is correct.
R 18	<ol style="list-style-type: none"> 1. Verify the network between the stream media server and mobile network is connected. 2. Enter the More tab and verify the line selection is correct.
R 103, R 104, R 202, R203, R 302, R 303, R 402, R 403, R 502, R 503, R 602, R 603, R 702, R 703, R 802 and R 803	Poor network connection, please change a network or try later.
R 101, R 105, R 106, R 204, R 205, R 304, R 305, R 404, R 405, R 504, R 505, R 604, R 605, R 704, R 705, R 804 and R 805	The return signaling from the stream media server is incorrect; you may capture packages on the server and analyze the content.
R 903 and R 1001	<p>The port for getting stream of stream media server is blocked.</p> <ol style="list-style-type: none"> 1. Please verify the udp port is mapped; 2. Shutdown the firewall.

R 1103	The port for getting stream of stream media server is blocked. Please verify the tcp port is mapped; Shutdown the firewall.
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Appendix 2 Error Code Description

N Class Error Code and Description (for interaction with CMS mainly)	
N100	Inputting parameters error.
N120	Creating url object failed.
N121	Creating request object failed.
N122	http request timeout.
N123	http request exception.
N124	The response content of http request is not "Successful".
N125	The response content of http request is empty.
N140	Creating data doc object failed.
N141	Getting root node failed.
N142	Analyzing response status code and description failed.
N160	Data is not found.
N161	No enough parameters or the parameters are incorrect when getting the URL from the iVMS-5200 Pro.
N162	Session error.
N163	User is not found.
N164	The password is incorrect.
N165	The device is not found.
N166	The camera is not found.
N167	The line is not found.
N168	The control center is not found.
N169	The area is not found.
N170	The stream media server is not enabled.
N171	No permission.
N172	The recording file is not found.
N173	The user is blocked.
N174	The user is already logged in.
N175	The function is not supported by the iVMS-5200 Pro.
N199	Unknown error.
N200	Server exception.
R Class Error Code and Description (for interaction with SMS mainly)	
R 1	HPR initializing failed.
R 2	Message queue starting failed.
R 3	RtspClient initializing failed.
R 4	Unsupported protocol.

R 5	Call-back parameter is empty.
R6	Creating Rtsp engine failed.
R7	No more than 32 rtsp engines can be allocated.
R8	Invalid engine ID.
R9	The engine is not found.
R10	The engine is empty.
R11	The start time is empty.
R12	The device name or password is empty.
R13	Incorrect basic port number.
R14	Memory allocating failed.
R15	Uninitialized engine.
R16	VTDU4.0 does not support rtp or tcp.
R17	Incorrect rtsp address.
R18	Connecting stream media server failed.
R19	Not playing.
R101	Describe redirecting failed.
R102	Creating Describe signaling failed.
R103	Sending Describe signaling failed.
R104	Receiving Describe signaling failed.
R105	The response content of Describe signaling is not "Successful"
R106	Describe analyzing failed.
R201	Creating Setup signaling failed.
R202	Sending Setup signaling failed.
R203	Receiving Setup signaling failed.
R204	The response content of Setup signaling is not "Successful".
R205	Analyzing Setup failed.
R301	Creating Play signaling failed.
R302	Sending Play signaling failed.
R303	Receiving Play signaling failed.
R304	The response content of Play signaling is not "Successful".
R401	Creating change bitrate signaling failed.
R402	Sending change bitrate signaling failed.
R403	Receiving change bitrate signaling failed.
R404	The response content of change bitrate signaling is not "Successful".
R501	Creating force I frame signaling failed.
R502	Sending force I frame signaling failed.
R503	Receiving force I frame signaling failed.
R504	The response content of force I frame signaling is not "Successful".
R601	Creating random location signaling failed.
R602	Sending random location signaling failed.
R603	Receiving random location signaling failed.
R604	The response action of random location is not "Successful".
R701	Creating pause signaling failed.

R702	Sending pause signaling failed.
R703	Receiving pause signaling failed.
R704	The response content of pause signaling is not "Successful".
R705	Not in the pause status.
R801	Creating restore signaling failed.
R802	Sending restore signaling failed.
R803	Receiving restore signaling failed.
R804	The response content of restore signaling is not "Successful".
R901	Creating RtpUdp engine failed.
R902	Initializing RtpUdp engine failed.
R903	Starting RtpUdp engine failed.
R1001	Creating RtcpUdp engine failed.
R1002	Initializing RtcpUdp engine failed.
R1003	Starting RtcpUdp engine failed.
R1101	Creating RtpTcp engine failed.
R1102	Initializing RtpTcp engine failed.
R1103	Starting RtpTcp engine failed.
R1201	Creating RtpRtsp engine failed.
R1202	Initializing RtpRtsp engine failed.
R1203	Starting RtpRtsp engine failed.



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