iVMS-5200 Mobile Client

User Manual (iPhone)

UD01748B

User Manual

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About this Manual

This Manual is applicable to iVMS-5200 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/).

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Chapter 1 Overview

1.1 Introduction

iVMS-5200 Mobile Client is installed on the iPhone. The iVMS-5200 Mobile Client is the mobile client software designed for getting access to the iVMS-5200 Professional via Wi-Fi, 3G and 4G network with mobile device, it fulfills the functions of the devices connected to the iVMS-5200 Professional, such as live view, playback, PTZ control and so on.

NOTE

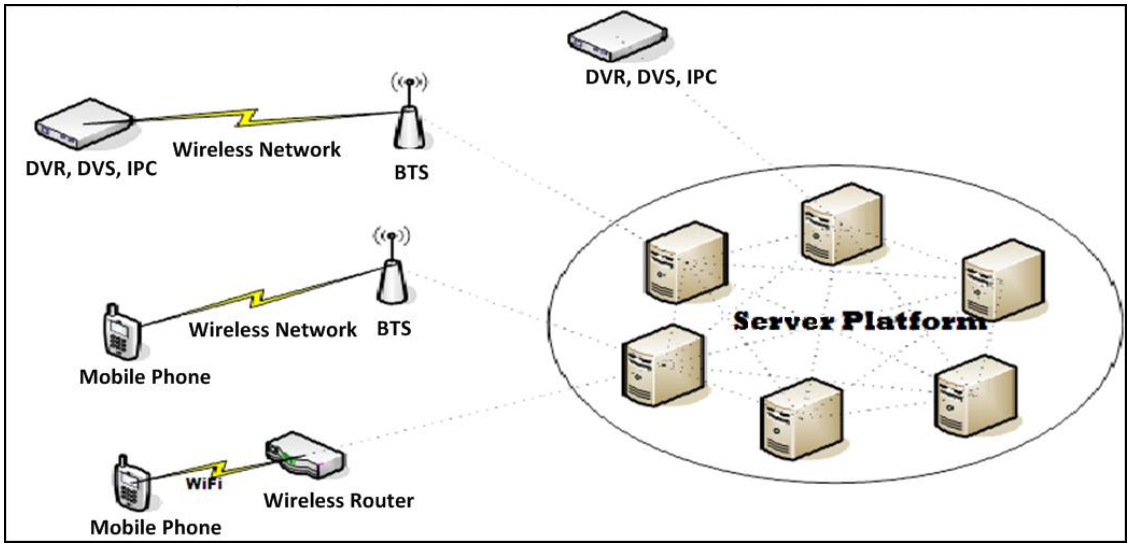
- Before you can get live view or playback of the camera via iVMS-5200 Mobile Client, you should configure SMS (Stream Media Server) for the area that the camera belongs to. For configuring SMS for the area, please refer to the *User Manual of iVMS-5200 Professional Web Client*.
- Network traffic charges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

1.2 System Requirements

iOS 7.0 and later (since iPhone 4S)

1.3 Network Topology

Please refer to the following figure for the network topology diagram.



Chapter 2 Installing and Uninstalling

2.1 Installing the Mobile Client

Purpose:

Follow the procedures to install the iVMS-5200 Mobile Client on the iOS system.

Steps:

1. Log in the App Store and search the "iVMS-5200 Mobile Client".
   Or you can use your phone to scan the QR code shown on the login page of Control Client or Web Client to directly enter the iVMS-5200 download page of App Store.
2. Download the Mobile Client and install it on the iOS system.

2.2 Uninstalling the Mobile Client

Purpose:

Follow the procedure to uninstall the iVMS-5200 Mobile Client on the iOS system.

Steps:

1. Long-press the icon.
2. Tap on the "X" in the top-left corner of the icon.

Chapter 3 Running the Mobile Client

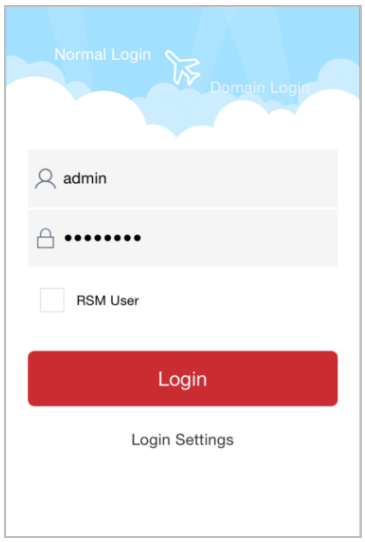
3.1 Configuring the Server Address

Purpose:

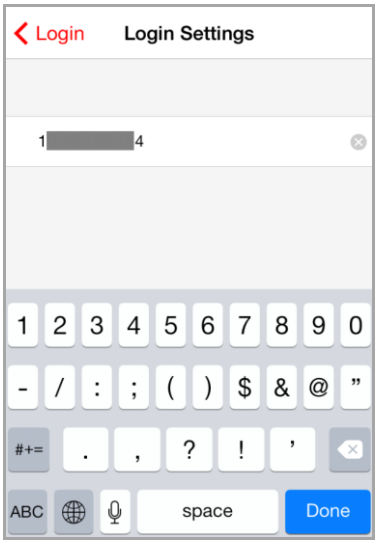
After you open the Mobile Client, the login interface appears by default. You may configure the server address before you log in the system.

Steps:

1. Tap the icon to open the Mobile Client.



2. Tap **Login Settings** to go to the server address configuration interface, as shown in the following figure.



3. Input the server address (IP address or domain name) you want to connect and tap the icon to save the setting and back to the login interface.

3.2 Logging In

Purpose:

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

Before you start:

Make sure you have configured the server address first, or there will be a hint after tapping the **Login** button, and the screen jumps to the server address configuration interface.

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

Option 1: Login with Normal User

Steps:

1. Select **Normal Login** and input the user name and password of iVMS-5200 Professional.

   The user must be added on the iVMS-5200 *Professional*. For configuration of adding users, please refer to the *User Manual of iVMS-5200 Professional Web Client*.

2. Check the **RSM User** checkbox if you want to login as a RSM (Remote Site Manager) user and the user has the permission for accessing the CMS (Central Management Server).

   Note: For introduction about RSM user, refer to the *User Manual of iVMS-5200 Professional Web Client.*

3. Tap **Login** to log in.

   - If failed login attempt is detected, you are required to input the verification code before you can login successfully.
   - The remaining login attempts will be displayed after failed password attempt is detected. 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 Professional via iVMS-5200 Mobile Client is limited by the License you purchased. If the current logged in users have reached the limit, then no more users can log in again.

Option 2: Login with Domain User

Steps:

1. Tap **Domain Login** and input the domain user name and password.
2. Check the **RSM User** checkbox if you want to login as a RSM user and the user has the permission for accessing the CMS.
3. Tap **Login** to log in.

   - If failed login attempt is detected, you are required to input the verification code before you can login successfully.
   - The remaining login attempts will be displayed after failed password attempt is

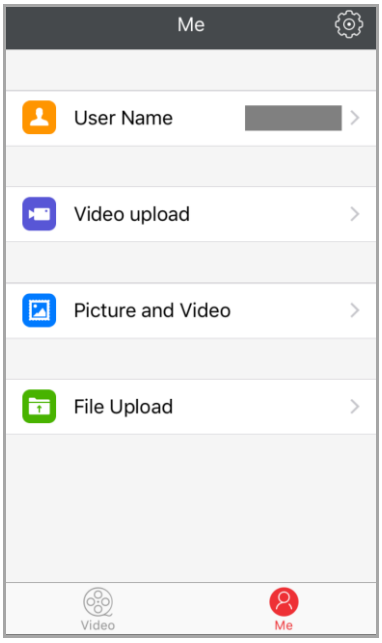
detected. The account will be frozen for 10 minutes after 5 failed password attempts.

- The number of the users who simultaneously log into the iVMS-5200 Professional via iVMS-5200 Mobile Client is limited by the License you purchased. If the current logged in users have reached the limit, then no more users can log in again.

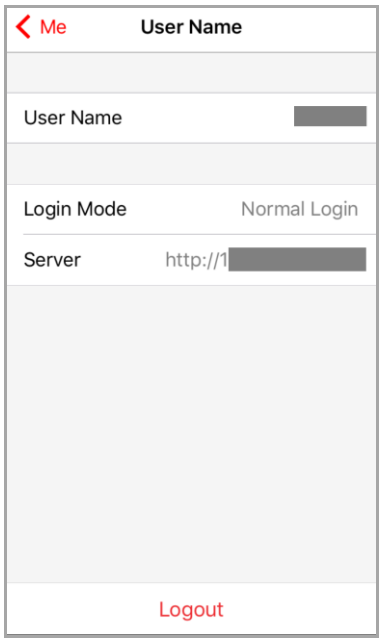
3.3 Logging Out

Steps:

1. Tap **Me** tab to enter the Basic Information interface.



2. Tap the **User Name** field and tap the **Logout** in that interface.



3. Tap **Confirm** in the popup menu.

Chapter 4 Camera Management

Purpose:

You can view the cameras of the system, check cameras' detailed information, and add commonly used cameras to the favorites.

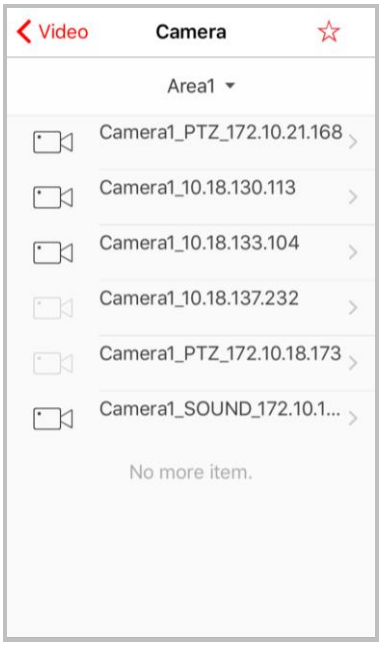
4.1 Checking Camera Information

Steps:

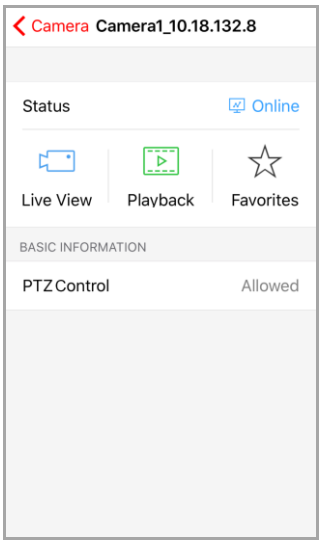
1. Tap the **Camera** to enter the camera list page, and you can view all the cameras of the system.

   NOTE

   You can side upwards to get more cameras and you can also slide downwards to refresh the cameras.
2. Tap the Control Center field to list the areas of the system, and tap to select an area to list its cameras or sub-areas (if any).



3. Tap a camera item to get the detailed information of the selected camera, including online status, and PTZ control permission. The entry to live view and playback are also available.
4. You can also add the camera to or remove it from the favorites.



5. Tap to back to the camera list.

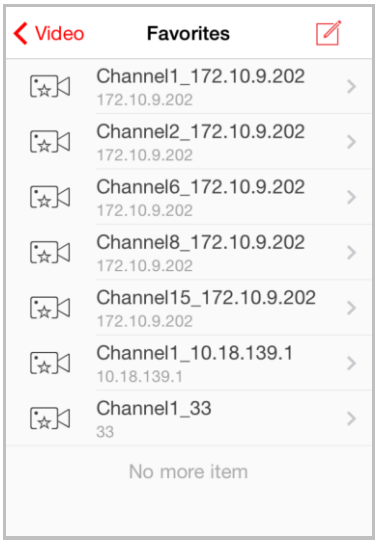
4.2 Managing My Favorites

Purpose:

You can add the commonly used camera(s) to the favorites so that you can access the camera(s) conveniently.

Steps:

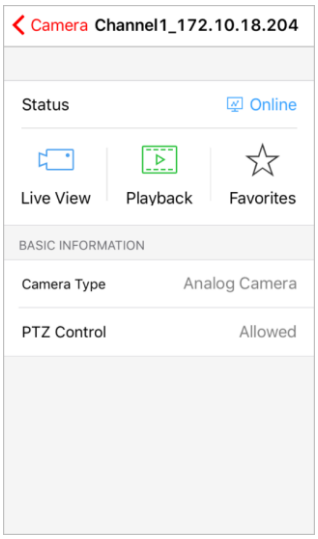
1. Tap **Favorites** to enter the Favorites page. Or you can tap **Camera** and then tap . All the cameras added to Favorites are displayed on the Favorites interface.



2. Tap and tap to enter the camera list page.
   Tap the Control Center field to list the areas of the system, and tap to select an area to list its cameras or sub-areas (if any).

3. Tap (it changes to) of the camera item to add it to Favorites. You can tap it again to remove it.

4. Tap to back to the Favorites page. You can see the added cameras.
5. Tap and you can tap , and then tap to remove the camera from Favorites.
6. You can also tap a camera item to get its detailed information. You can also tap to remove it from the Favorites or tap to add it to the Favorites.



Chapter 5 Live View

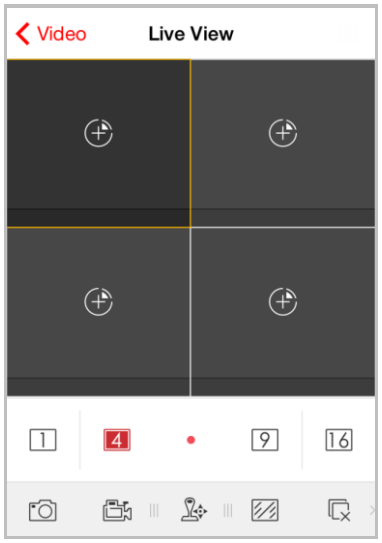
Purpose:

In the live view mode, you can realize the PTZ control, capture, video clips and so on.

NOTE

The PTZ control should be supported by the added device.

Tap the **Live View** to enter the live video interface. The screen will be displayed in 4-division mode by default.



You can slide the control bar to left or right to show the hidden icons. Please refer to the next table for detailed descriptions.

Icon	Description
1 4 9 16	1/4/9/16-window division.
	Select a camera for live view.
	Capture picture of the selected live view window.
	Record the video of the selected live view window.
	PTZ control panel.
	Image quality panel.
	Stop all the live view.
	Audio control.
	Digital zoom.
	Add the camera(s) to Favorites.

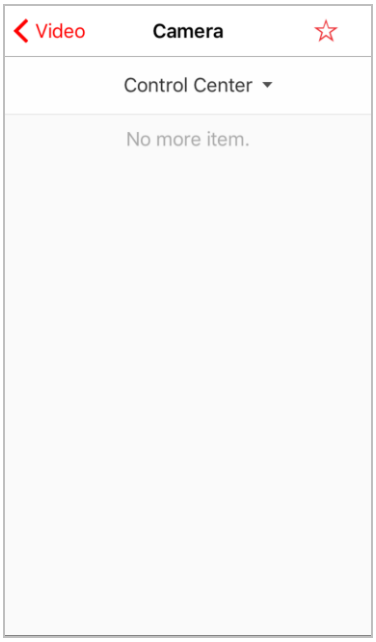
5.1 Starting Live View

Purpose:

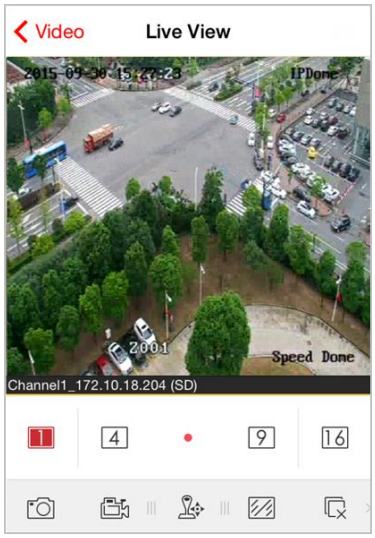
You can view the live video of specific camera.

Steps:

1. Tap to enter the Camera List interface. You can tap the Control Center field to select the area you want, and the cameras contained in the area list. You can also tap to show the cameras added to the Favorites.

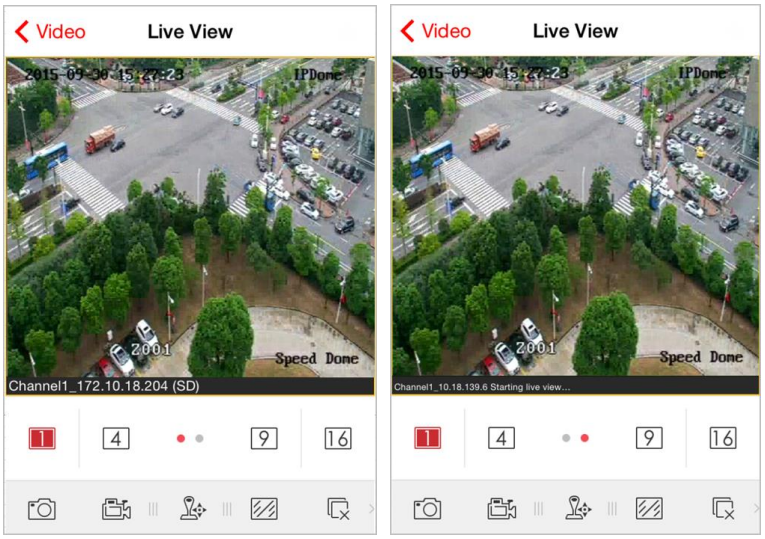


2. Tap to select one camera for live view.



5.2 Window Division

You can tap 1/4/9/16 to set the window division as desired. When there are multiple pages of playing windows, you can slide the screen to go to the next or previous page.



You can drag and move the window to adjust the window sequence. You can double-tap the live view window to display the camera in 1-division mode and double-tap again to restore.

5.3 Record & Capture

In live view mode, select a live viewing window and tap to record the video of it, or tap to capture a picture of it.

The videos and pictures can be viewed and managed in the Picture and Video interface (refer to *Chapter 8 Picture and Video*).

5.4 PTZ Control

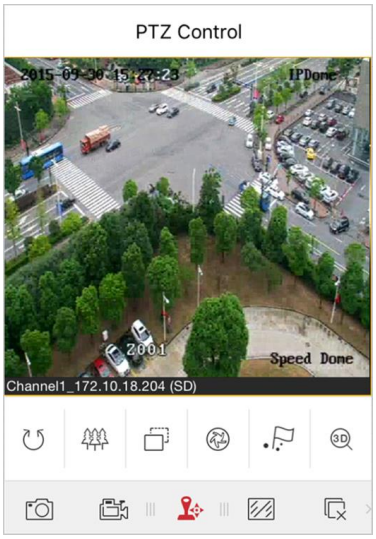
In live view mode, select a playing window and tap to activate PTZ control panel, and the changes to .

NOTE

The PTZ control should be supported by the added device.

You can slide on the live view window to realize the pan left/right and tilt up/down movements.

You can also pinch two fingers together to zoom out or spread them apart to zoom in the live view.



Icon	Description
	Start/stop the auto-scan.
	Zoom control: Zoom+/Zoom-
	Focus control: Focus+/Focus-
	Iris control: Iris+/Iris-
	Set, delete and call the preset.
	3D positioning.

5.4.1 Setting a Preset

Steps:

1. In the PTZ control mode, slide on the live view window to move the camera to the desired scene.
2. Tap to access the following dialog box.

3. Slide the number area to set the preset No..

NOTE

The preset No. should be between 1 and 256.

4. Tap **Set** to finish the preset settings. You can tap **Delete** to delete the preset.

5.4.2 Calling a Preset

For the programmed preset, you can slide to set the preset No. in the dialog box and tap **Call** to call it.

After completion of PTZ control, tap to hide the PTZ control panel.

5.5 Image Quality

There are three defined image quality types provided, including **Fluent**, **SD** and **HD**. Tap to adjust the quality according to the performance of your network and phone hardware.

NOTE

- If you change the image quality, the live view and recording of the device may be affected due to the new settings.
- The live view effect is related to the performance of your network and phone hardware. If the live view is not fluent or the screen appears blurred, please set the image quality as Fluent mode.
- When the video quality is set as Fluent, the audio will be disabled.

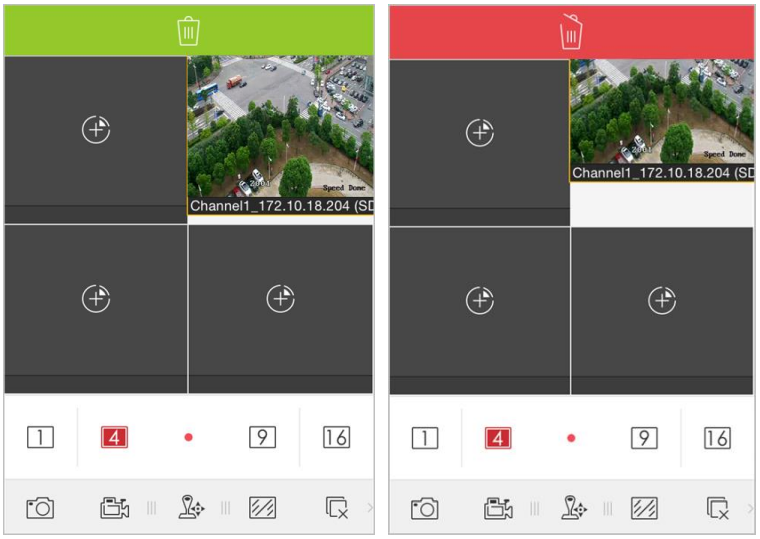
5.6 Stopping Live View

During the live view, you can tap (it changes to) to stop live view of all cameras. And you can also tap to recover the previous live view.

Or you can perform the following steps to stop live view of the specific camera.

Steps:

1. Tap and hold the live view window.
2. Drag the window upwards, and the shows on the top of the window.
3. Drag the window to the until it changes to and then release the window.



5.7 Digital Zoom

You can realize the digital zoom during live view.

Steps:

1. Tap to select a playing window.
2. Slide the icon toolbar to access the hidden icons.
3. Tap and the selected window will be display in 1-division mode.
4. Spread two fingers apart to zoom in or pinch them together to zoom out the live view. Or

you can double-tap on the live view image to realize digital zoom.

5.8 Favorites

Purpose:

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

Select a window that is under live view. Tap ☆, tap ☆ on the video and tap **Done** to add the camera to Favorites.

NOTE

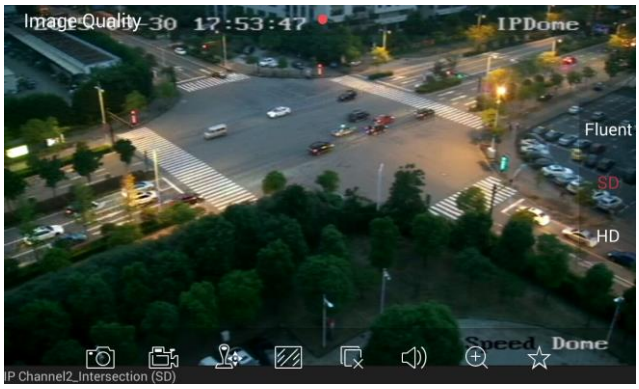
If the camera has been added to Favorites, you can tap ★ on the video to remove it from Favorites.

The successfully added camera will be listed in Favorites page. In this way, you can easily find the camera in Favorites.

5.9 Full-Screen Live View

During live view, you can rotate your phone to enter the full-screen mode.

Note: Please release the rotation lock of your phone to realize this function. You can touch the screen to activate the control panel after it hides.



Icon	Description
1 4 9 16	1/4/9/16-window division.
	Capture picture of the selected live view window.
	Record the video of the selected live view window.
	PTZ control panel.
	Image quality panel.
	Stop all the live view.
	Audio control.
	Digital zoom.
	Add the camera to Favorites.

Chapter 6 Playback

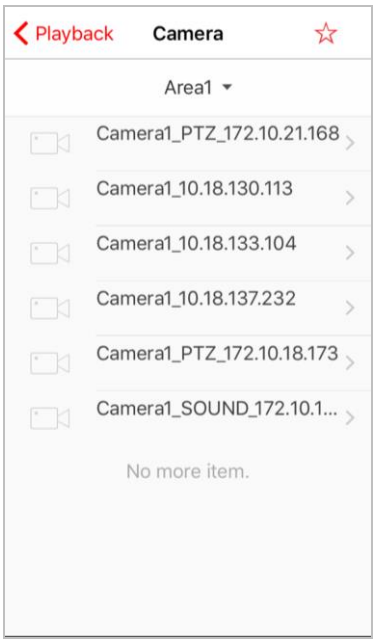
Purpose:

You can search the recorded video files of the added device for playback.

6.1 Starting Playback

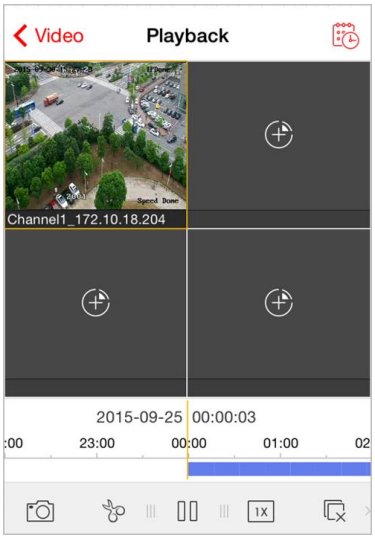
Steps:

1. Tap **Playback** to enter the Playback page.
2. Tap to enter the Camera List interface. You can tap the Control Center field to select the area you want, and the cameras contained in the area list. You can also tap to show the cameras added to the Favorites.

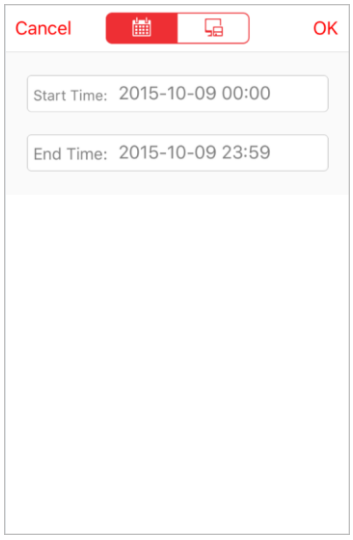


3. Tap to select one camera for playback.

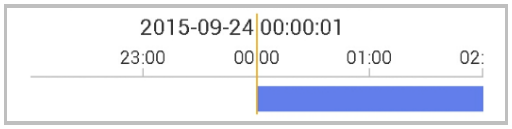
You can drag and move the window to adjust the window sequence. You can double-tap the playback window to display the camera in 1-division mode and double-tap again to restore.



4. Tap on the top-right of the screen to set the search conditions, including date and storage location.



5. You can slide the timeline bar to adjust the playback time.



Icon	Description
	Capture picture of the playback window.
	Clip the playback video.
	Pause the playback.
	Adjust the playback speed.
	Stop the playback.
	Audio control.
	Digital zoom.

NOTE

You can slide the icon toolbar to show the hidden icons

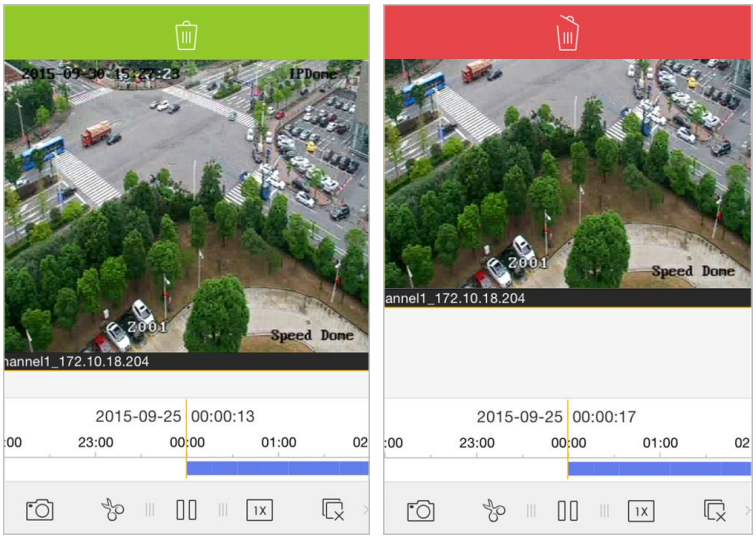
6.2 Stopping Playback

You can tap to stop the playback.

Or you can perform the following steps to stop the playback.

Steps:

1. Tap and hold the playback window.
2. Drag the window upwards, and the shows on the top of the window.
3. Drag the window to the until it changes to and then release the window.



6.3 Clip & Capture

During the playback, you can tap to clip the playback video, or tap to capture pictures of it.

The clipped video and captured pictures can be viewed and managed in the Picture and Video interface (refer to *Chapter 8 Picture and Video*).

6.4 Playback Speed

You can set the playback speed of the video files as 1/4X, 1/2X, 1X, 2X and 4X.

Steps:

1. Tap to select a playing window.
2. Tap and select the corresponding speed for playback.

NOTE

The playback speed effect is related to the performance of your network and iPhone hardware.

6.5 Digital Zoom

You can realize the digital zoom during playback of video files.

Steps:

1. Slide the icon toolbar to access the hidden icons.
2. Tap and then spread two fingers apart to zoom in or pinch them together to zoom out the video. Or you can double-tap on the playing video to realize digital zoom.

6.6 Full-Screen Playback

During playback, you can rotate your phone to enter the full-screen mode.

Please release the rotation lock of your phone to realize this function. You can touch the screen to activate the control panel after it hides.

Icon	Description
	Capture picture of the playback video.
	Clip the playback video.
	Pause the playback.
	Adjust the playback speed.
	Stop the playback.
	Audio control.
	Digital zoom.

Chapter 7 Picture and Video

Purpose:

In Picture and Video Management interface, you can view and manage the local video files and pictures that you manually record (clip) and capture in Live View and Playback interface. You can also export the pictures to your photo album of your iPhone, or send the pictures and videos to your email.

Tap **Me** in the bottom right corner and tap **Picture and Video** to enter the Picture and Video interface.

The pictures and videos are dispalyed by date.

If you want to export pictures to your photo album, please perform the following steps.

Steps:

1. Tap and then select the pictures for exporting.
2. Tap and select .
3. Tap **Confirm** to export the selected pictures to your photo album.

If you want to send the pictures and videos to your email, please follow the steps.

Steps:

1. Tap and then select the pictures and videos for sending.
2. Tap and select .
3. On the pop-up email interface, edit the receiver's account and email subject, and tap **Send** to send the pictures and videos to the designate email account.

For deleting the pictures and videos in batch, please perform the steps below.

1. Tap and then select the pictures and videos you want to delete.
2. Tap to delete the selected file(s). Or you can tap to cancel.

7.1 Picture Management

Steps:

1. Tap a picture and the picture displays in full screen. You can tap if you want to delete it, and tap to export the picture to your photo album or send it to your email.

2. You can pinch two fingers together to zoom out or spread them apart to zoom in the picture. Or you can double-tap on the picture to realize digital zoom. You can also slide to pan the picture under zoom-in mode.
3. You can also rotate the iPhone to enter the full-screen mode.
   Note: Please release the rotation lock of your phone to realize this function.
4. Tap to back to the Picture and Video interface.

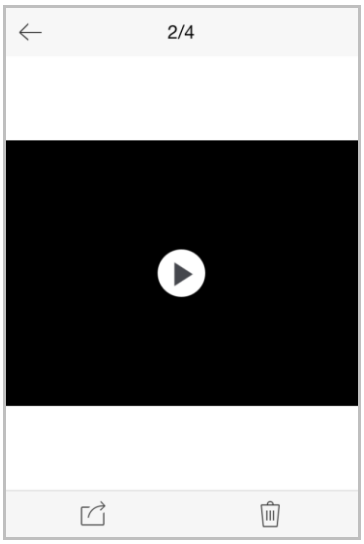
7.2 Video Management

Steps:

1. In the Picture & Video Management interface, tap a video and the video shows in full screen. Tap if you want to delete it, and tap to send it to your email.

   NOTE

   Exporting the clipped video to your photo album is not supported.



2. Tap to play it. You can slide the time line bar to adjust the playback time.

   Capture a picture of the playback video.

   Pause the playback.

   Audio control.

3. You can also rotate the phone to enter the full-screen mode.

NOTE

Please release the rotation lock of the phone to realize this function.

Chapter 8 Uploading the Video

Purpose:

The live video and video file taken by the mobile terminal can be uploaded to Control Client and FTP server.

Before you start:

At least one mobile terminal should be added to the iVMS-5200 Professional and the area that contains the mobile terminal should be configured with SMS. For adding mobile terminal and managing the area, refer to the *User Manual of iVMS-5200 Professional Web Client.*

8.1 Uploading Live Video to Control Client

Purpose:

The live video of the mobile terminal which has installed with iVMS-5200 Mobile Client can be uploaded to the Control Client for viewing.

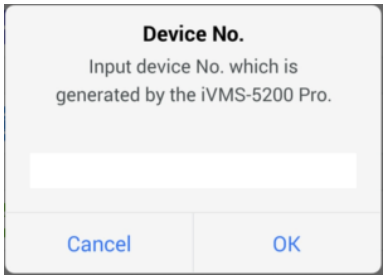
Two modes are available for viewing the live video from the mobile terminal.

Upload the Video: Actively ask for uploading the live video to the Control Client.

Receive the Video Upload Request: Allow the request from the Control Client of uploading the live video.

Steps:

1. Tap **Me** in the bottom right corner and tap enter the interface of other functions.
2. Tap the **Upload Video** button to set the video upload parameters.
3. Tap to pop up the device No. dialog.



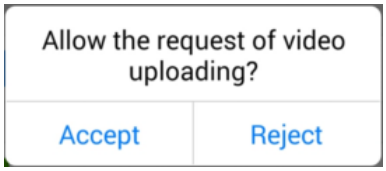
4. Input the device No. of the mobile terminal that is added to iVMS-5200 Professional and tap **OK** to save the settings.

   NOTE

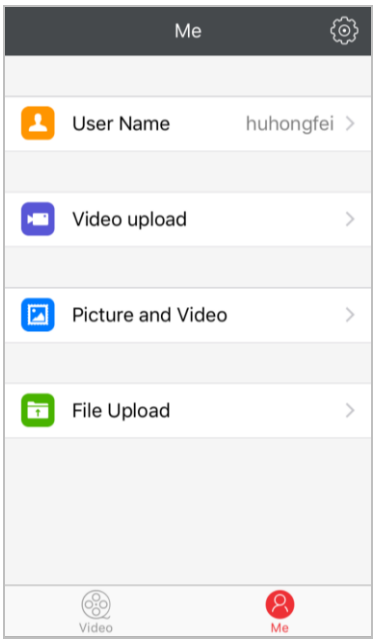
   Login the iVMS-5200 Professional via Web Client to check the device No. of the mobile terminal. For details, refer to the *User Manual of iVMS-5200 Professional Web Client (Resource Management->Adding the Mobile Terminal)*.
5. (Optional) Set the switch for **Allow Video Upload Request** as on so that the Control Client can request for video upload.

   You can also turn on the swicth of **Automatically Accept Request** to accept the video uploading request from the Control Client automatically. Otherwise, the following window will pop up when the Control Client asks for video upload, and you can tap **Accept** to allow

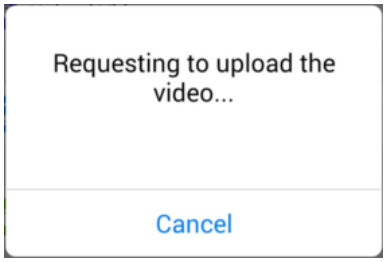
the video uploading request manually.



6. Tap **<Set** and tap **<** to back to the **Me** page.



7. Tap **Upload Video** in **Me** page to ask for uploading the live video to the Control Client and the following dialog pops up. When the Control Client allows the request, the live view taken by the camera of your mobile terminal displays and the user who operate the Control Client can also view the live video. You can adjust your mobile terminal to find a desired view.



NOTE

- For the operation via Control Client, refer to the *User Manual of iVMS-5200 Professional Control Client*.
- You can also tap **Upload Video** in **Me** page directly without setting the steps 1 to 6. Input the device No. in the pop-up window and the Mobile Client will start asking for uploading the live video to the Control Client. In this mode, the device No. will not be recorded by Mobile Client, and you must input it every time you want to upload video.

8. Optionally, you can tap to edit the parameters of the uploaded video, including resolution, frame rate, bit rate and I frame interval.

9. (Optional) Tap to record the video and tap to finish recording. The recorded video can be uploaded to the configured FTP server.

   NOTE

   For viewing and uploading the video to the FTP server, refer to *Chapter 9.2 Uploading Video Files to FTP Server.*

10. Tap button if you want to stop the video uploading.

8.2 Uploading Video File to FTP Server

Purpose:

The recorded video during video upload can be saved to the FTP server for viewing.

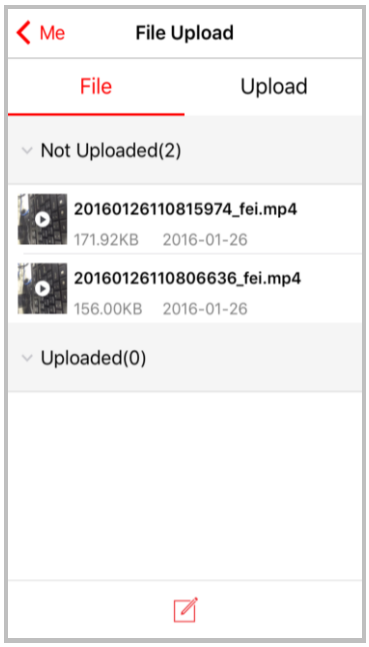
Before you start:

FTP settings should be configured for iVMS-5200 Professional via Web Client. For details, refer to *User Manual of iVMS-5200 Professional Web Client*.

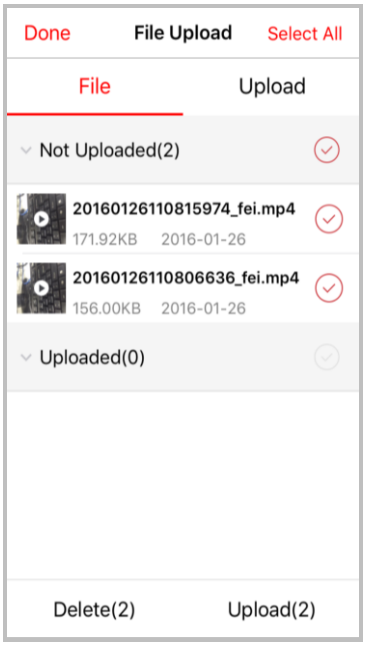
Steps:

1. Record video during uploading live video to Control Client (step 9 in Chapter 9.1).
2. Go to the **Me** page and tap **File Upload**.
3. Tap **Not Uploaded** item to show the recorded videos to be uploaded.

   You can tap to play the video file. Tap to pause the video and tap to control the audio during playback.



4. Tap and then select the videos. You can also tap **Select All** to select all the videos.
5. Tap **Upload** to upload the selected videos to FTP server. You can also tap **Delete** to delete the selected videos.



6. Tap **Done** to leave the edit mode.

   The uploaded videos are shown under **Uploaded** item and you can also tap to edit the uploaded videos. Tap **Upload** tab to check the progress of the videos being uploaded.

   You can download the uploaded videos from FTP server and view the videos.

Chapter 9 Alarm Notification

Purpose:

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

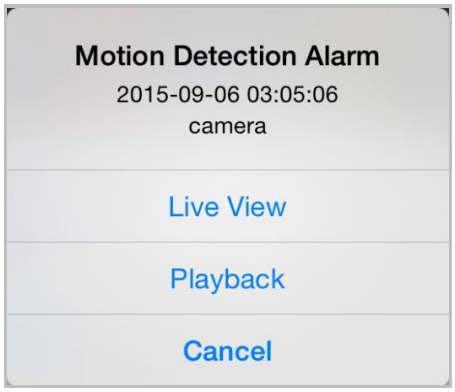
NOTE

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

Steps:

1. Tap **Me** in the bottom right corner and tap enter the interface of other functions.
2. Set the **Notification** switch as on to enable the alarm notification.
3. When the Mobile Client received the alarm notificaiton, 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.



4. You can check the detailed information of the alarm, including the alarm type, alarm time and the alarm source.
5. Tap **Live View** or **Playback** to view the live view or video file of the camera.

   NOTE

   The related video 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 video file plays from 11:25.

Chapter 10 Other Functions

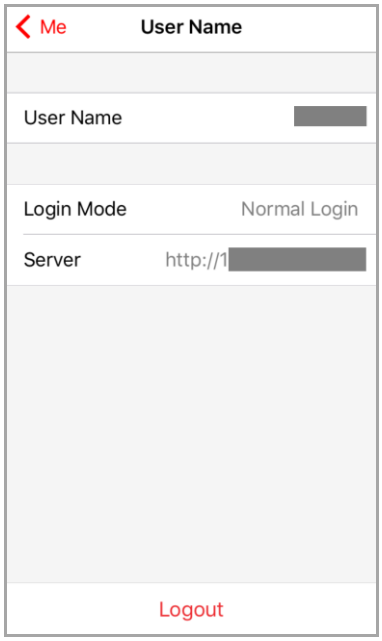
10.1 Basic Information

Purpose:

You can check the current login user, login mode and server address.

Steps:

1. Tap **Me** in the bottom right corner and tap **User Manual** to enter Basic Information interface.
2. You can view the current login user, login mode, and the server address.
3. You can also tap **Logout** to exit the client.



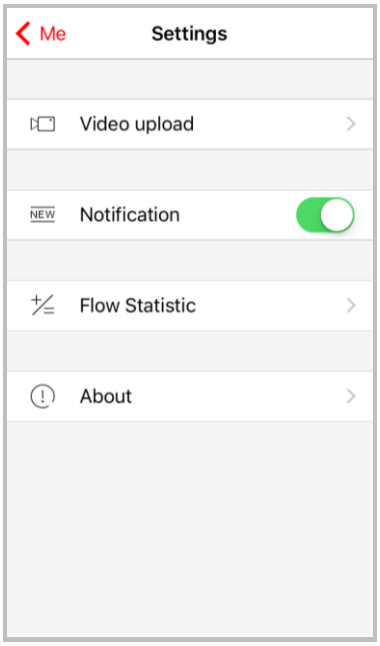
10.2 Traffic Statistics

Purpose:

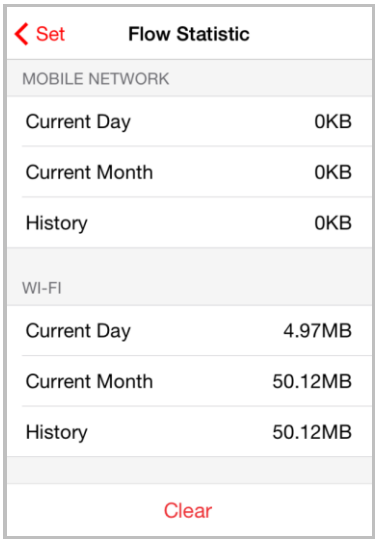
The network traffic consumed during live view and playback can be checked. You can check the mobile network traffic and Wi-Fi network traffic separately.

Steps:

1. Tap **Me** in the bottom right corner and tap enter the interface of other functions.



2. Tap the **Flow Statistic** button to view the data usage. You can tap **Clear** to empty the data.



10.3 About

Purpose:

You can view the client's version information, and new features. And *1* displays on the **About** button when there is a new version available in the App Store.

Steps:

1. Tap **Me** in the bottom right corner and tap enter the interface of other functions.
2. Tap **About** to check the client's version information.
3. Tap **New Features** to view the new features of the client.
4. If the **Software Update** displays, tap **Software Update** to update the client.

Appendix

Appendix Error Code and Troubleshooting

Troubleshooting for **L** Class Error		
Code	**Description**	**Troubleshooting**
1	No network connection.	Please make sure that the network is connected.
4	Creating the captured picture failed.	Please make sure that the SD card is available.
7	SD card is unavailable.	Please make sure that the SD card is available.
8	Insufficient storage space in SD card.	Please make sure that your SD card has sufficient storage space.
9	Insufficient system memory.	Close the background APP programs which are not being used.
202	No video file.	Please make sure that there is video file in the server in this time period.
Troubleshooting for **C** Class Error		
Code	**Description**	**Troubleshooting**
200	Login timeout. Please login again.	Return to the login page and login again.
201	The user account does not exist.	Please make sure that the user account exists.
202	Incorrect password.	Please make sure that the password is correct.
203	No more users can login.	Exit the client and login again later.
205	Linking to domain server failed.	Please make sure that the server is working properly.
900	Area does not exist.	Please make sure that the area you are looking for exists.
902	Area name already exists.	Area name already exists. Rename it.
903	The device does not exist.	Please make sure that the device exists in the server.
912	The camera does not exist.	Please make sure that the camera exists in the server.
914	The channel does not exist.	Return to the login page and login again.
926	The view does not exist.	Please make sure that the view exists in the server.
928	View name already exists.	View name already exists. Rename it.
2000	Network exception.	1. Please make sure that the server is working properly. 2. Please make sure that the local network is connected.
2100	Incorrect return parameters.	Return to the login page and login again.
Troubleshooting for **P** Class Error		
Code	**Description**	**Troubleshooting**

17	Incorrect Stream Media Server address.	Please make sure that you set Stream Media Server for the area that the camera belongs to.
18	Linking to Stream Media Server failed.	Please make sure that the camera's Stream Media Server address is correct.
15300	No network connection.	Please make sure that the network is connected.

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