



**iVMS-4500 (Android)  
Mobile Client Software**

**User Manual (V3.1)**

UD.6L0202D1111A01

Thank you for purchasing our product. This manual applies to iVMS-4500 (Android) V3.1 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 (Android) V3.1 mobile client software, which is designed for the mobile phone on the basis of Android OS (Version 2.3 or higher), can be used to remotely monitor the live video from embedded DVR, NVR, network camera, network speed dome and encoder via wireless network, play back record files, control alarm output and realize PTZ control as well.

With this software installed in your mobile phone, you are able to log onto the front-end device via Wi-Fi or 3G; besides, if there is no public IP available for the device, it's accessible by using a dynamic domain name, or by mapping ports to the public IP of router.

**Notes:**

1. Wi-Fi or 3G access service must be supported by the 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

The mobile phone should be based on Android OS (version 2.3 or higher).

**Note:** The mobile phone with resolution of 480\*800, 480\*854, 960\*540, 1280\*720 or 800\*1280 is supported.


## 1.3 Conventions

In order to simplify the description, we define the “iVMS-4500 (Android) V3.1 mobile client software” as “software” and “DVR, NVR, encoder, network camera and network speed dome” as “device” in the following chapters.

## Chapter 2 Installing and Uninstalling the Software

### 2.1 Installing the Software

**Steps:**


1. Log onto the **Google Play**.
2. Enter “iVMS-4500” to search the mobile client software.
3. Select the **iVMS-4500** software, download and install it to your phone.
4. After having installed the software successfully, you can click  icon to start the software.

### 2.2 Uninstalling the Software

**Steps:**

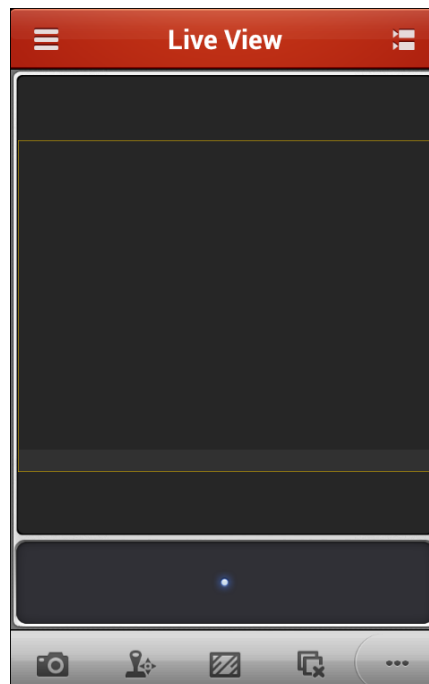
1. Enter the Application Management interface of your mobile phone (e.g., **Settings > Apps**).  
**Note:** The path for entering the Application Management interface varies depending on the Android OS version of your phone.
2. Click the software icon.
3. In the App info interface of the software, click **Uninstall** button and then click **OK** button to uninstall the software.


## Chapter 3 Running the Software

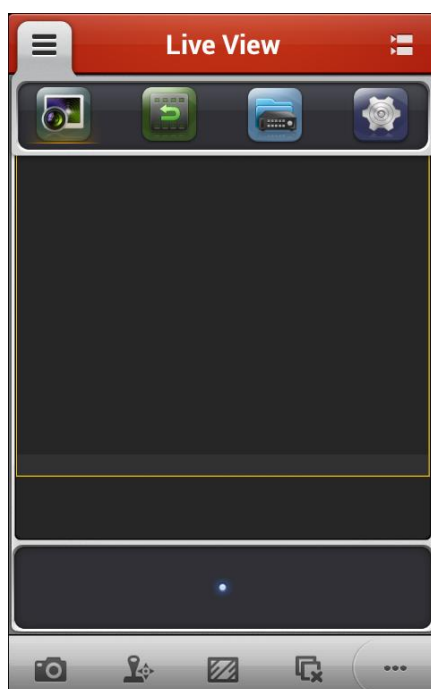
After having installed the software successfully, click  icon to run the software.

### 3.1 Interfaces Introduction





The software has four main functions, including Live View, Remote Playback, Device Management and Configuration.



You can click  to activate the main menu.



### Description of Main Menu



Menu	Descriptions
 <b>Live View</b>	Live view, PTZ control, alarm outputs management, etc.
 <b>Remote Playback</b>	Play back the recorded files.
 <b>Devices</b>	Display device list, add/delete/modify device, view device information, etc.
 <b>Configuration</b>	Configure password protection and software update and email feedback. View software's version information, quick operation guide and main features.

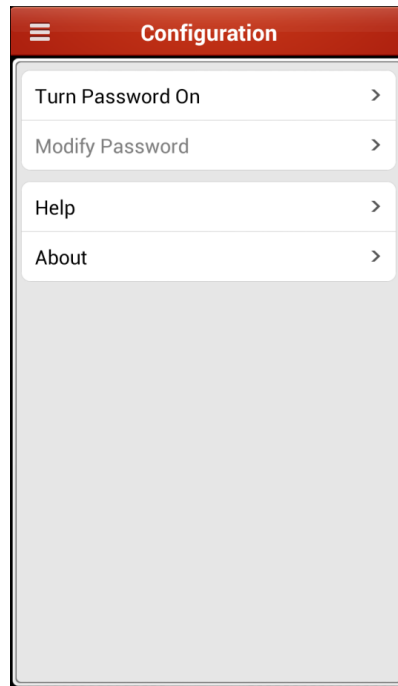
## 3.2 Password Protection

With the password protection enabled, then only the user that has the password can access the software.

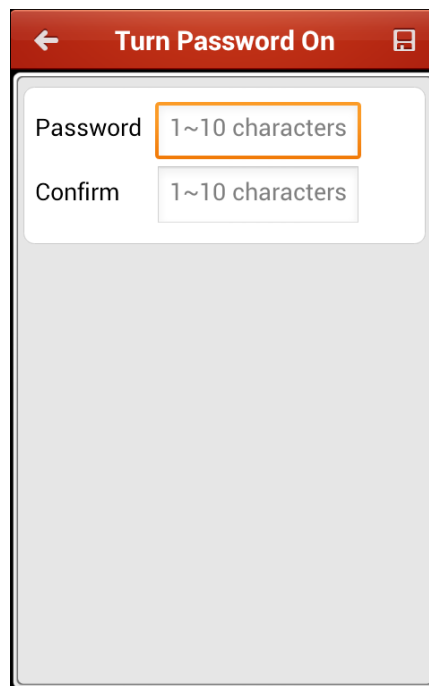
### Task 1: Enable Password Protection

#### Steps:

1. Click  and select  to enter the Configuration interface.



2. Click Turn Password On to enter the password settings interface.

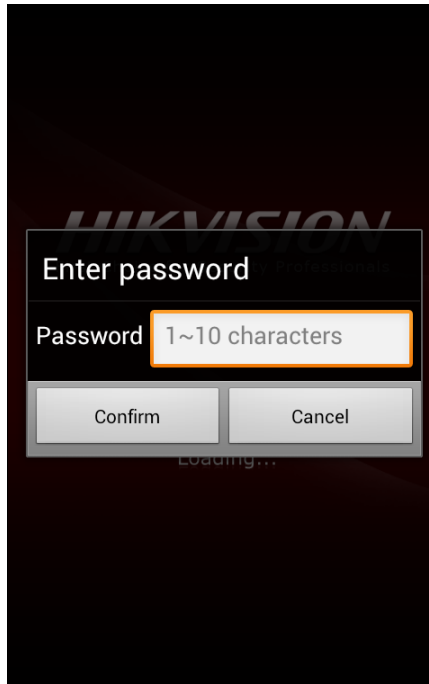


3. Enter the password for the software and confirm it to activate the password protection.

**Note:** The length of the password should be between 1 and 10.

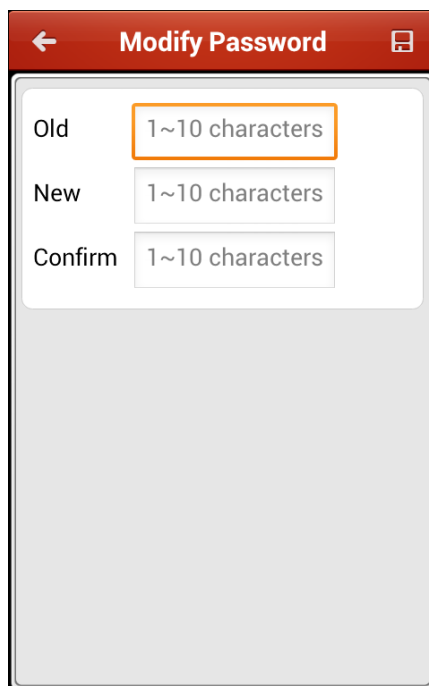
Next time, if you want to run the software after closing the software, you need to enter the password to log in first.





### Task 2: Modify the Password

Click **Modify Password** and enter corresponding information to modify the password.



### Task 3: Disable Password Protection

#### Steps:

1. Click **Turn Password Off** to disable the password protection.
2. Enter the password to confirm the settings.


← Enter password

Password |1~10 characters



## Chapter 4 Device Management

### 4.1 Adding a Device


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

**Note:** The  Demo IP/Domain: is a demo added by default when you run the software for the first time. You can view the live video (refer to *Chapter 5*) and play back the record files (refer to *Chapter 6*) of the demo. And you can also modify the demo (refer to *Chapter 4.2*) or remove the demo (refer to *Chapter 4.3*).

**Steps:**

1. Click  and select  to enter the Device Management interface.



2. Click  to add a new device.

New Device	
Alias	demo04
Register Mode	HiDDNS >
Server address	www.hik-online.com
Device Domain	Enter device domain.
User Name	admin
Password	.....
Camera No.	0


3. Edit the device name in the **Alias** field.
4. Click the **Register Mode** item to select the register mode of the device to HiDDNS, IP/Domain, or IP Server, and configure the corresponding settings.

**HiDDNS:** When the device is registered on the HiDDNS server, you need to enter the HiDDNS server address and the device domain name registered on the server.

**IP/Domain:** You can access the device through fixed IP address or domain name. You need to edit the IP address or domain address and the port of the device.

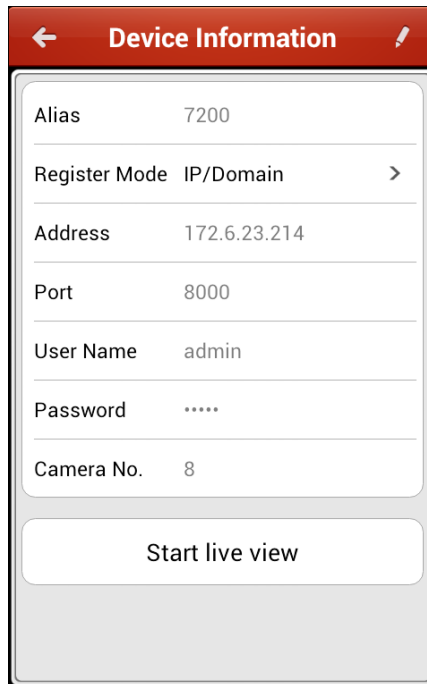
**IP Server:** You can access the device through IP Server. You need to set the IP Server address, and device identifier which is the device name or device serial No..


HiDDNS	<input checked="" type="radio"/>
IP/Domain	<input type="radio"/>
IP Server	<input type="radio"/>

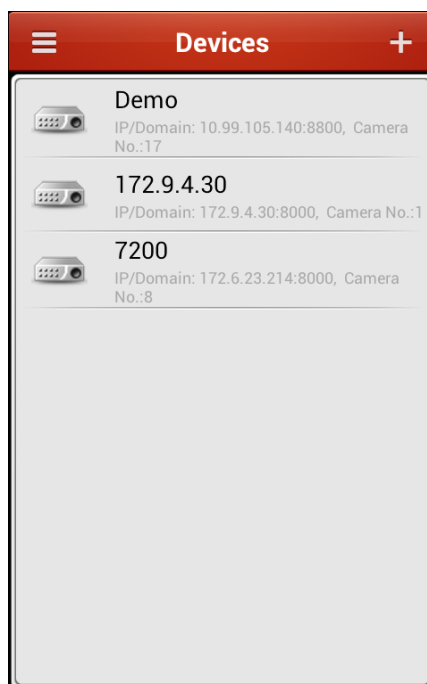
5. Enter the login user name and password of the device to be added.
6. Click  to confirm the settings.

**Notes:**

- 1) If the device is successfully added, the software can obtain the camera information of the device.
- 2) Up to 100 devices can be added.
- 3) You can click **Start live view** to live view the newly added device. Please refer to *Chapter 5* for detailed operation about live view.



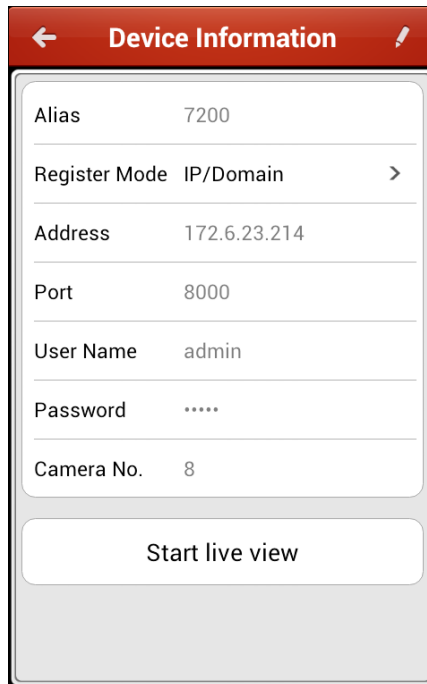
Click  to return to the Device Management interface. The successfully added new device will be displayed in the Device Management interface.




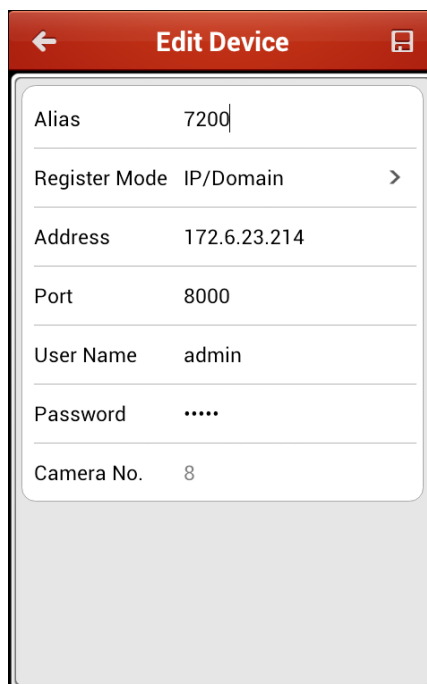
## 4.2 Modifying a Device



### Steps:

1. In the Device Management interface, select a device and click the device item to view its parameters.




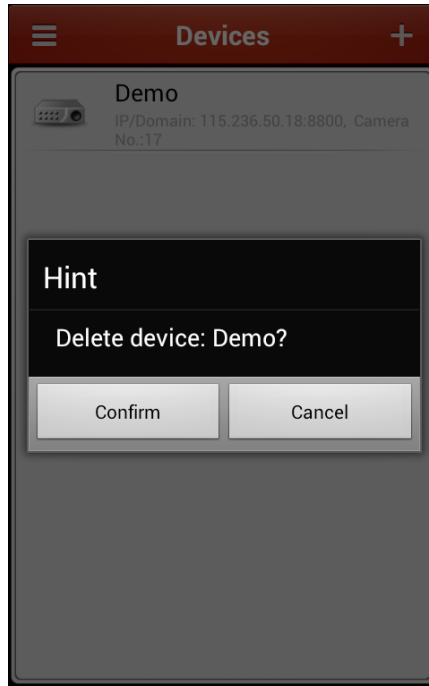
2. Click  and then you can modify the parameters of the device according to actual needs.



3. Click  to save the modification.
4. Click  to return to the Device Management interface.

### 4.3 Deleting a Device



In the Device Management interface, select a device and long press it to activate the deletion window. Click  button to delete the selected device.

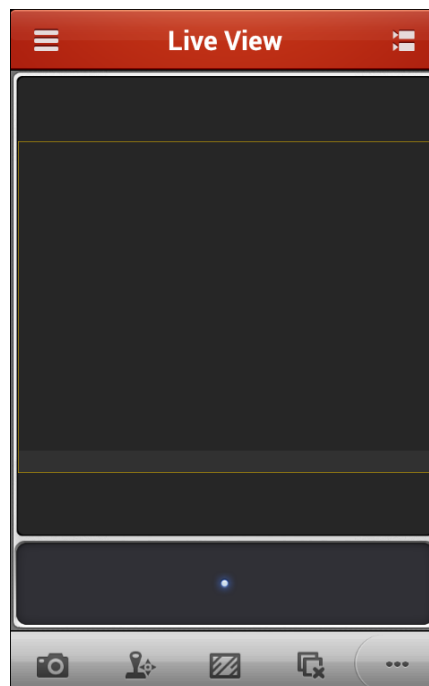


## Chapter 5 Live View









After the device is successfully added, you can view live video from the devices, enable or disable the alarm output of the device and control PTZ movement as well.

**Note:** The alarm output and PTZ control should be supported by the added device.

Click  and select  to enter the Live View interface. The screen will be displayed in 1-division mode by default.



### Description of Icons:


Icons	Descriptions	Icons	Descriptions
	Capture picture of the selected live view window		PTZ control
	Set image quality to Clear, Balanced, Fluent or Customized		Stop all the live view
	Start / stop two-way audio		Enable / disable alarm output management
	Mute/Audio on		Digital zoom

**Note:** You can click  to show the hidden icons and click  to hide them.

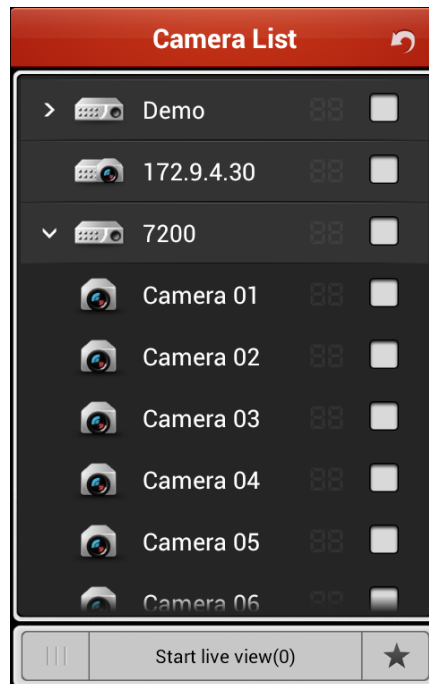
### Start Live View

#### Steps:





1. Click  to display the added device list. Click a device node to list all the cameras under it.

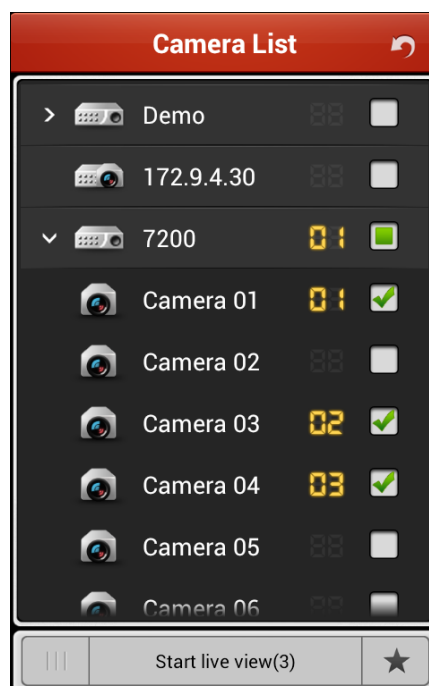
**Note:** The name of the camera under the device is obtained from the device.




2. Check  checkbox in the device item to select all the cameras under it, or check  checkbox in the camera item to select the specific camera as desired.

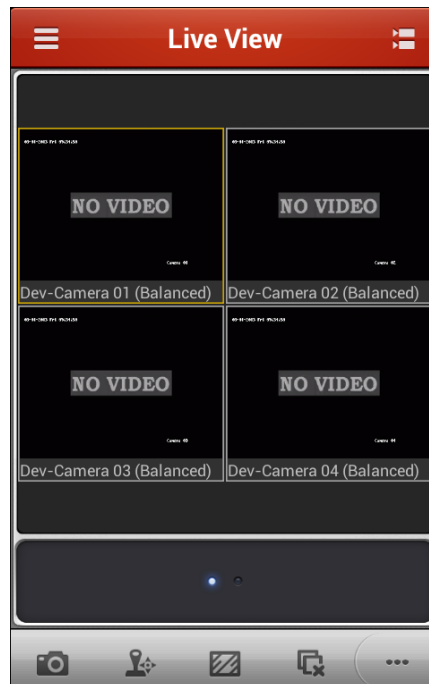
**Notes:**

- 1) If the channel-zero is supported by the device and it has been configured, you can select to live view by channel-zero.
- 2) The number (e.g. **03**) indicates the displaying window No..
- 3) If there is only one channel under the device, the icon of the device shows as . Otherwise, it shows as .



3. Click **Start live view** to start live view of the selected camera(s). Or you can click  to return to the Live View interface.


**Note:** Up to 16 cameras can be selected for live viewing at the same time.

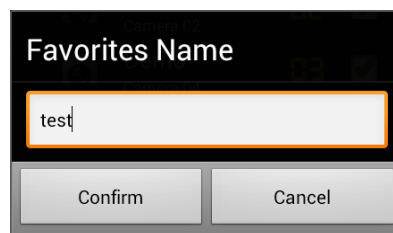


## Favorites Configuration

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

### Steps:

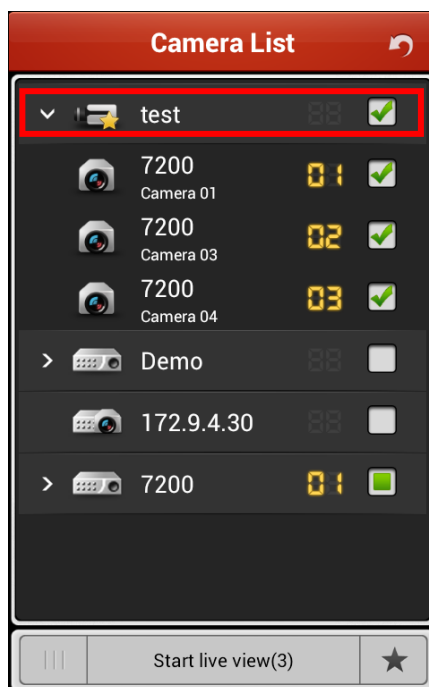
1. Perform the *Step 1* and *Step 2* of *Start Live View* to select the camera(s).
2. Click  to add the camera(s) to the Favorites.
3. In the pop-up dialog box, enter the name for the favorites.




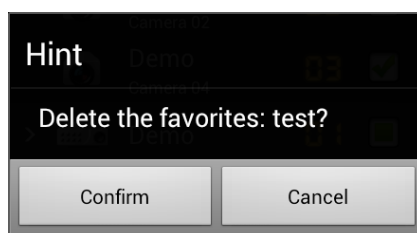
4. Click  to save the settings.

**Note:** Up to 32 favorites can be added.


The successfully added favorites will be shown in the device list area.



If you want to delete the favorites, you can long press it to activate the deletion window. Click  button to delete the selected favorites.






## Capture

In live view mode, select a live viewing window and click the  to capture a picture.

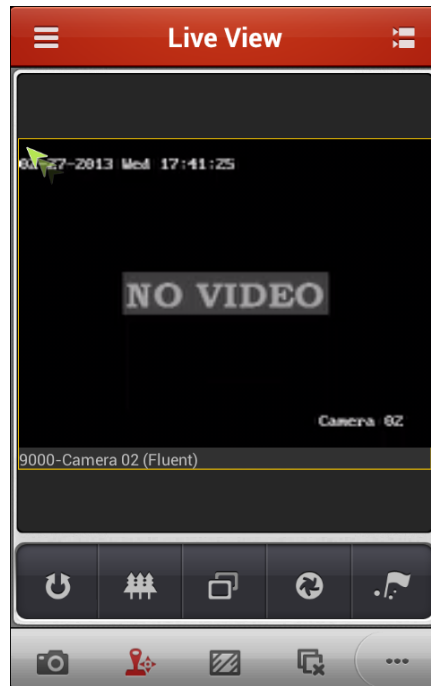
**Note:** The captured pictures are saved in the /sdcard/iVMS-4500/Picture directory of your Tablet by default. You can use some file viewer applications to access the directory to view or delete the pictures.

## PTZ Control

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



### Description of Icons

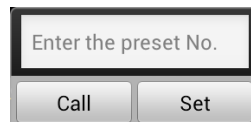
Icons	Descriptions	Icons	Descriptions
	Zoom+		Zoom-
	Focus+		Focus-
	Iris+		Iris-
	Start / stop the auto-scan.		Set and call the preset.

**Note:** Click to activate the and buttons; click to activate the and buttons; click to activate the and buttons.

### 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. Click to access the following dialog box.




3. In the number area, set the preset No..

**Note:** The preset No. should be between 1 and 256.


4. Click to finish the preset settings.

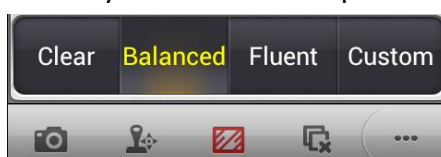
### Calling a Preset

For the programmed preset, edit the preset No. in the dialog box and click  to call it.

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

## Image Quality

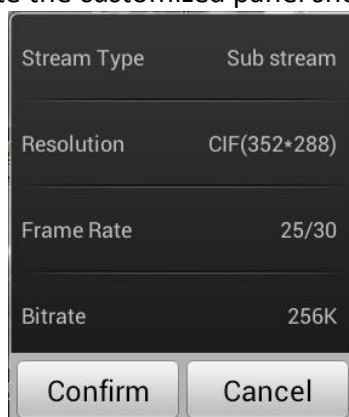
There are three defined image quality types provided, including Clear, Balanced and Fluent. And you can also customize the image quality. Click  to adjust the quality according to the performance of your network and phone hardware.




### Customize the Image Quality

#### Steps:

1. Click **Custom** to activate the customized panel shown below.



2. Configure the parameters according to actual needs, including Stream Type, Resolution, Frame Rate and Bitrate.
3. Click  to save the settings.

**Note:** 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 reduce the resolution, frame rate and bitrate of the camera in Custom mode, or set the image quality as Balanced or Fluent mode.

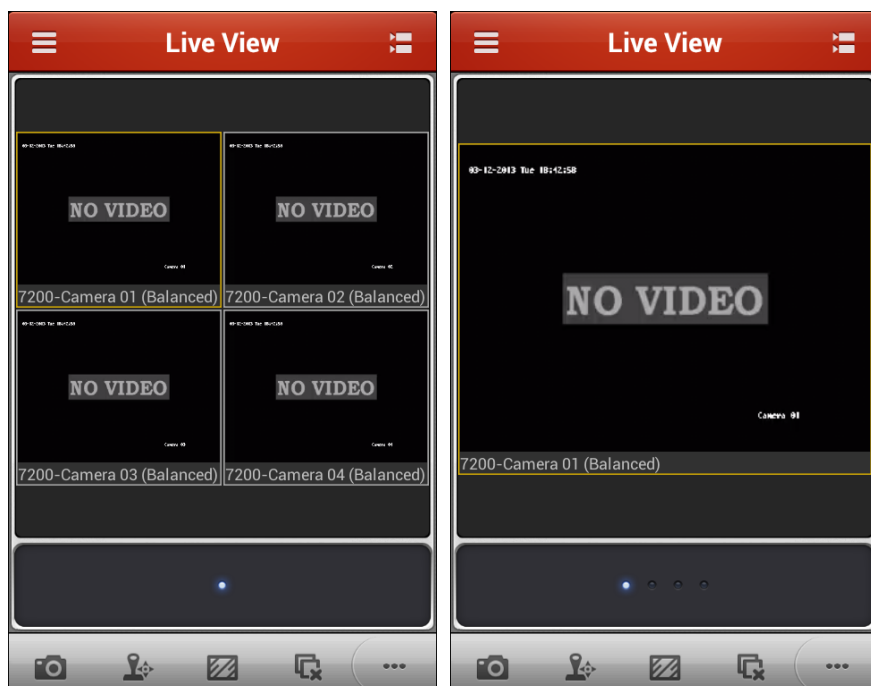
The following table shows the recommended frame rate and bitrate configuration for different resolutions at H.264 video compression by using Samsung I9100 Galaxy SII (CPU: dual-core 1.2 GHz, Memory: 1G).

Resolution	1-ch	2-ch	3-ch	4-ch	Recommended Configuration
HD1080P	√				Frame rate: 4fps; Bitrate: 1024Kbps
UXGA	√				Frame rate: 4fps; Bitrate: 1024Kbps
HD900P	√				Frame rate: 6fps; Bitrate: 1024Kbps

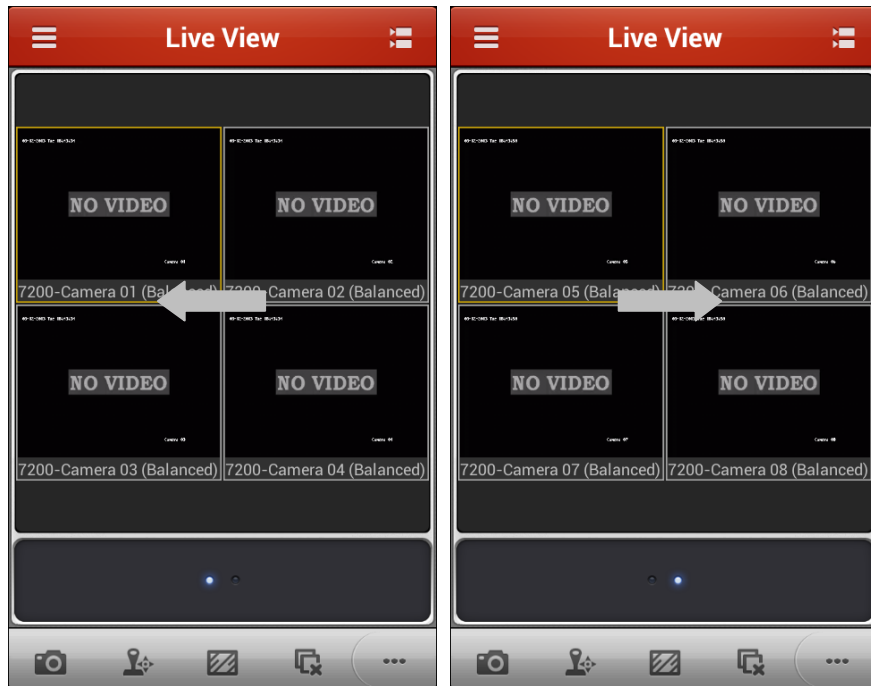
SXGA	√				Frame rate: 10fps; Bitrate: 1024Kbps
XVGA	√				Frame rate: 15fps; Bitrate: 1024Kbps
HD720P	√				Frame rate: 15fps; Bitrate: 1024Kbps
XGA	√				Frame rate: 20fps; Bitrate: 1024Kbps
WD1	√				Frame rate: 25fps; Bitrate: 1024Kbps
SVGA	√				Frame rate: 25fps; Bitrate: 1024Kbps
4CIF	√	√			Frame rate: 25fps; Bitrate: 1024Kbps
VGA	√	√			Frame rate: 25fps; Bitrate: 512Kbps
2CIF	√	√	√	√	Frame rate: 25fps; Bitrate: 512Kbps
CIF	√	√	√	√	Frame rate: 25fps; Bitrate: 256Kbps
QVGA	√	√	√	√	Frame rate: 25fps; Bitrate: 128Kbps
QCIF	√	√	√	√	Frame rate: 25fps; Bitrate: 128Kbps

## Window Division

When multiple cameras are under live view, they are 4-division mode by default. You can double-click the live view window to display the camera in 1-division mode and double-click again to restore.



When there are multiple pages of playing windows, you can slide the screen to go to the next or previous page.






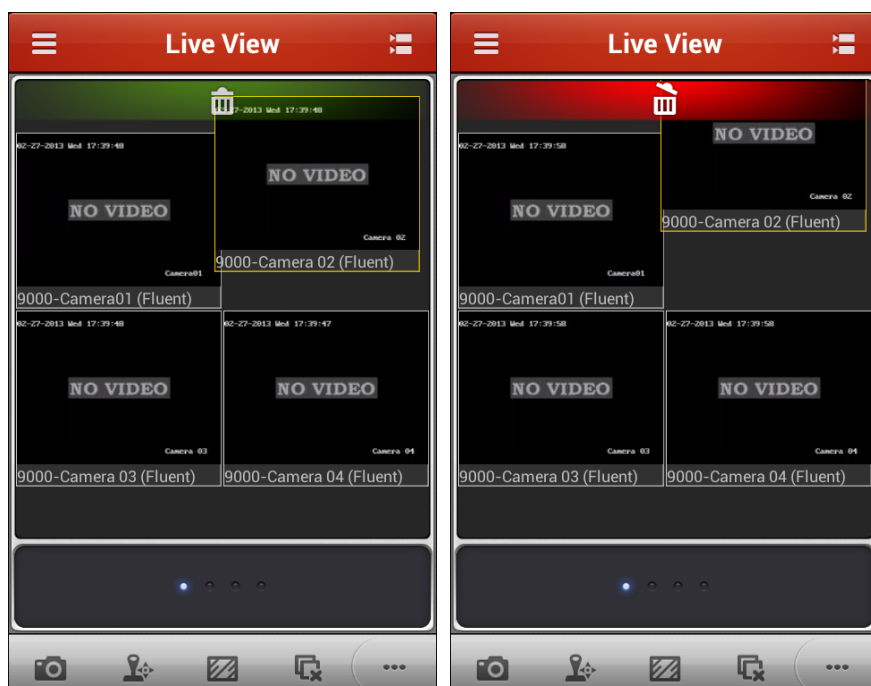
## Stop Live View

During the live view, you can click  to stop live view of all cameras.

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

### Steps:

1. Drag a live view window upwards, and the  icon shows on the top of the software.
2. Drag the window to the  until it changes to  and then release the window.





## Enable / Disable Alarm Output





You can enable or disable the alarm outputs of the added device by the software.

**Note:** The alarm output should be supported by the device.

### Steps:

1. Click  to access the hidden icons.
2. Click  to activate the alarm output control panel.





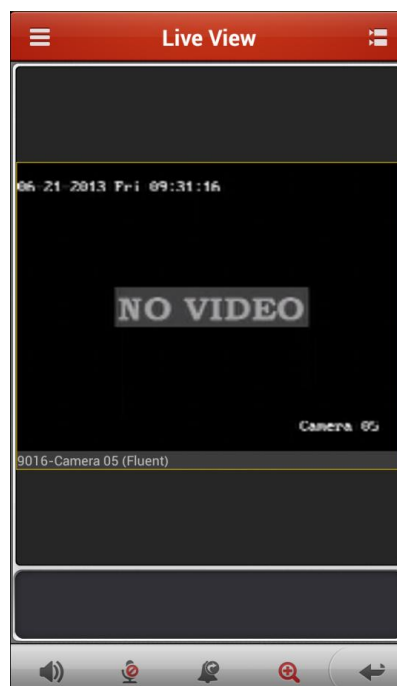
3. Select an alarm output  and click it to set it as  to enable this alarm output. You can also click the enabled alarm output  to set it as  to disable it.

## Digital Zoom

You can realize the partial digital zoom during live view.

### Steps:

1. Click to select a playing window.
2. Click  to access the hidden icons.
3. Click  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

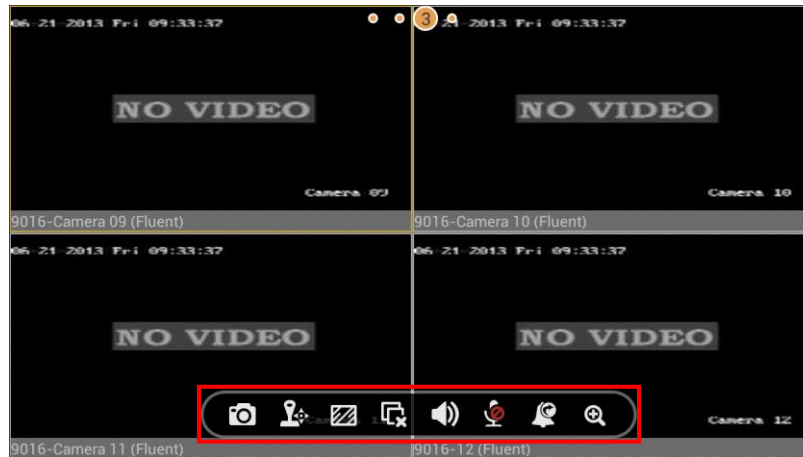


view.









## Full-screen Live View

During live view, you can rotate the phone to enter the full-screen mode. You can press and drag the toolbar to adjust its position.

**Note:** Please enable the Auto-rotate screen function of your phone to realize this function. You can touch the screen to activate the control panel after it hides.



### Description of Icons

Icons	Descriptions	Icons	Descriptions
	Capture picture of the selected live view window		PTZ control
	Set image quality		Stop all the live view
	Start / stop two-way audio		Enable / disable alarm output
	Mute / Audio on		Digital zoom

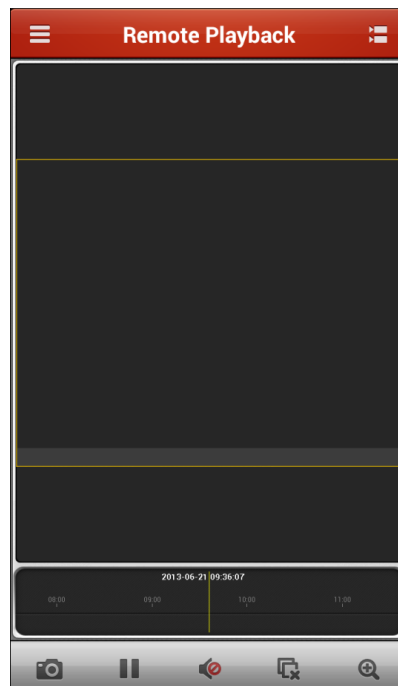
## Chapter 6 Playback


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

### Start Playback

#### Steps:

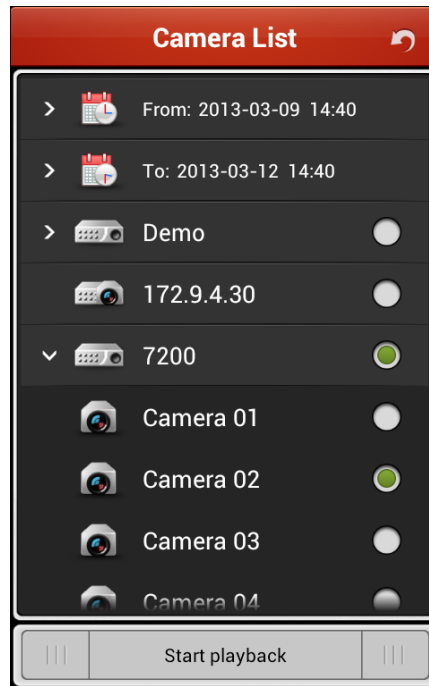
1. Click  and select  to enter the Remote Playback interface.



2. Click  to display the added device list.
3. Set the start time and end time in the **From** and **To** field to define the search condition.
4. Select a device node and click to list all the cameras under it.
5. Check  checkbox in the camera item to select a camera for playback.

#### Notes:

- 1) If you check  checkbox in the device item, then the first camera of the device is selected for playback.
- 2) Only the camera with record during that period can be played back successfully.

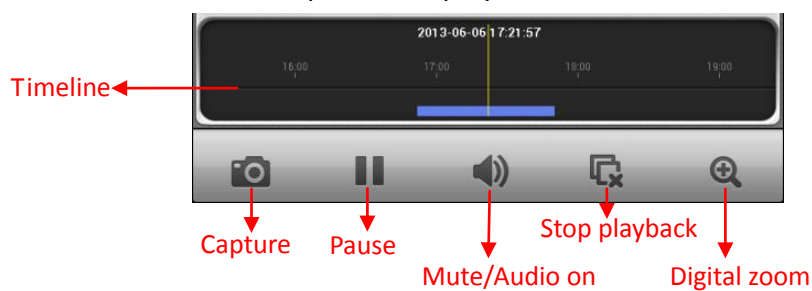


6. Click **Start playback** to start playback.




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

8. You can also click **Pause** to pause the playback.






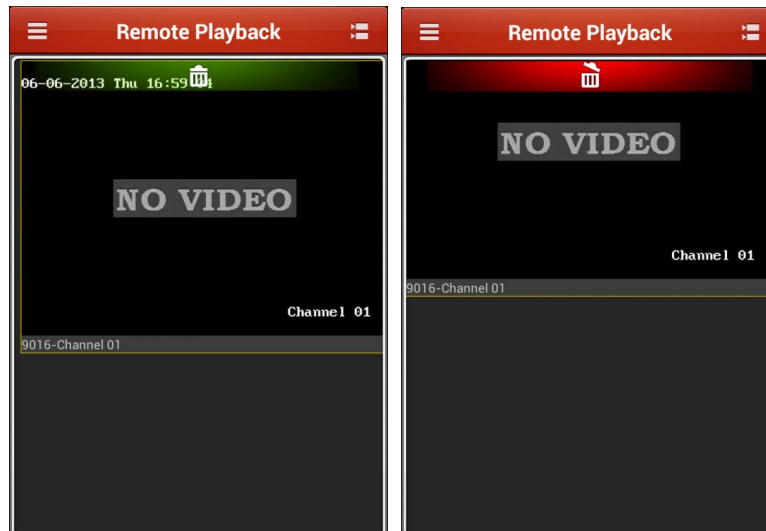
## Stop Playback

You can click  to stop the playback.

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


### Steps:

1. Drag a playback window upwards, and the  icon shows on the top of the software.
2. Drag the window to the  until it changes to  and then release the window.




## Digital Zoom

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

Click  and then spread two fingers apart to zoom in or pinch them together to zoom out the video.



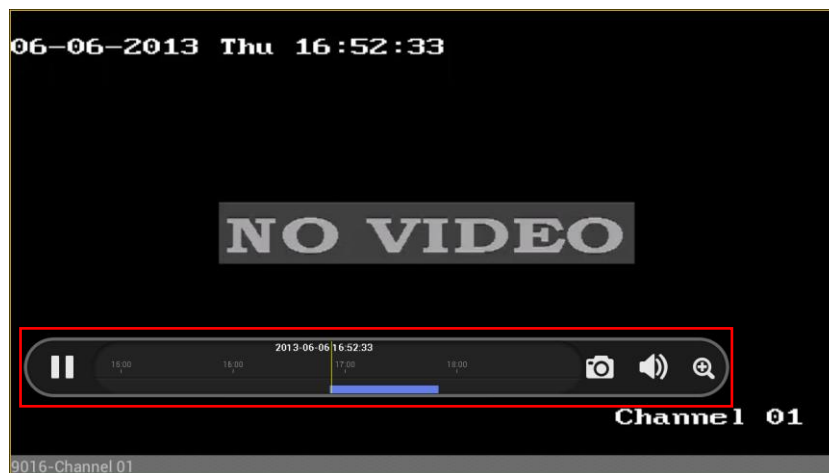
## Capture

During the playback, you can click  to capture pictures of the playback window.





**Note:** The captured pictures are saved in the /sdcard/iVMS-4500/Picture directory of your Tablet by default. You can use some file viewer applications to access the directory to view or delete the pictures.

## Full-screen Playback

During playback, you can rotate the phone to enter the full-screen mode. You can press and drag the toolbar to adjust its position.



### Description of Icons



Icons	Descriptions	Icons	Descriptions
	Pause the playback		Capture picture of the playback window
	Mute/Audio on		Digital zoom

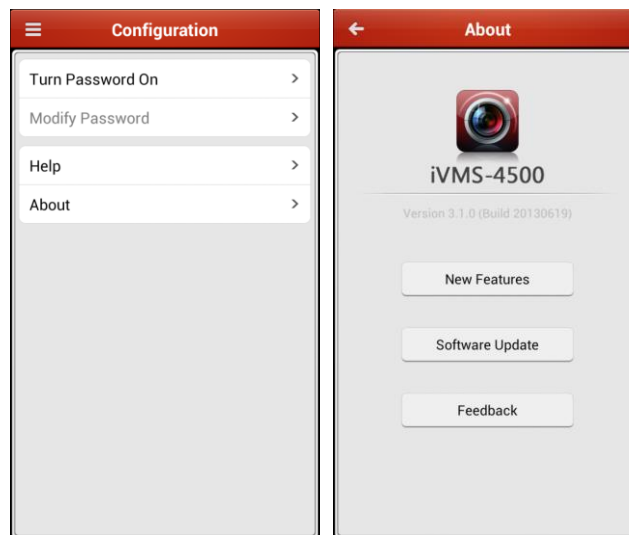
## Chapter 7 Others


### Update the Software

When there is a new version available in the **Google Play**, the software will prompt you to update the software. You can confirm to update the software immediately. You can also cancel it and perform the following steps to update the software next time as desired.

#### Steps:

1. Click  and select  to enter the Configuration interface.
2. Click **About** to enter the About interface.



3. Click **Software Update** to check whether there is a new version for upgrade.
4. If so, click  in the software update dialog box to confirm updating the software and enter **Google Play** to update the software.

**Note:** The **New** displays when there is a new version available in the **Google Play**.

### New Features and Help

In the About interface, click **New Features** to view the main features of the software.

In the Configuration interface, click **Help** and you can enter the Help interface. You can view the quick operation guide of the software.

### Feedback

If there is any problem or suggestion when you use the software, please feel free to send emails to us by clicking **Feedback** in About interface. Our technical engineers will handle your problems and suggestions as soon as possible.

# Appendix

## Version History

### V 3.1

#### Added New Features:

1. Support audio control.
2. Support email feedback.
3. Support digital zoom.

### V 3.0

#### Added New Features:

1. New designed GUI provides convenient operations.
2. Up to 16-ch synchronous live view.
3. Support live view by page.
4. Support live viewing of channel-zero.
5. Optimize the playing performance.
6. Display the quick operation guide and main features of the software.
7. Check new version automatically.
8. Image quality configurable during live view mode.
9. Enable and disable alarm outputs.
10. Password protection.

#### Modified:

1. Optimize PTZ control.
2. Delete the Alarm Management settings.
3. Delete the channel configuration.
4. Cancel the registration when logging in for the first time.

## Troubleshooting

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

The devices which adopt H.264, MPEG4 or MJPEG video compression are compatible with this software.

- ***Why does the mobile client software prompt 'login failed' when access to the device via Wi-Fi?***

Please check whether the Wi-Fi parameters are configured properly in your phone.

- ***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 be due to the lower performance of your phone, please try to view fewer cameras at the same time or decrease the frame rate and resolution. Please refer to *Image Quality* in *Chapter 5 Live View*.



