

The HIKVISION logo is displayed on a red horizontal bar. The word "HIKVISION" is written in a bold, white, italicized sans-serif font. A white diagonal line is positioned to the left of the text, starting from the top edge of the bar and extending downwards.

HIKVISION

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

User Manual (V3.1)

UD.6L0202D1011A01

Thank you for purchasing our product. This manual applies to iVMS-4500 (iPad) 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 (iPad) V3.1 mobile client software, which is designed for iPad on the basis of iOS (Version 4.3 or higher), can be used to remotely monitor the live video from embedded DVR, NVR, network camera, network speed dome and DVS via wireless network, play back record files, control alarm output and realize PTZ control as well. With this software installed in your iPad, you are able to log on to 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 iPad.
2. Network traffic charges may be produced during the use of this client software. Please refer to the local ISP.

1.2 System Requirements

iOS 4.3 or higher version, including iPad2, iPad3, iPad4 and iPad mini series products.

1.3 Conventions

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

Chapter 2 Installing and Uninstalling the Software

2.1 Installing the Software

Steps:

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

2.2 Uninstalling the Software

Click and hold the  icon in the program list until it changes to . Click  to uninstall the mobile client software.

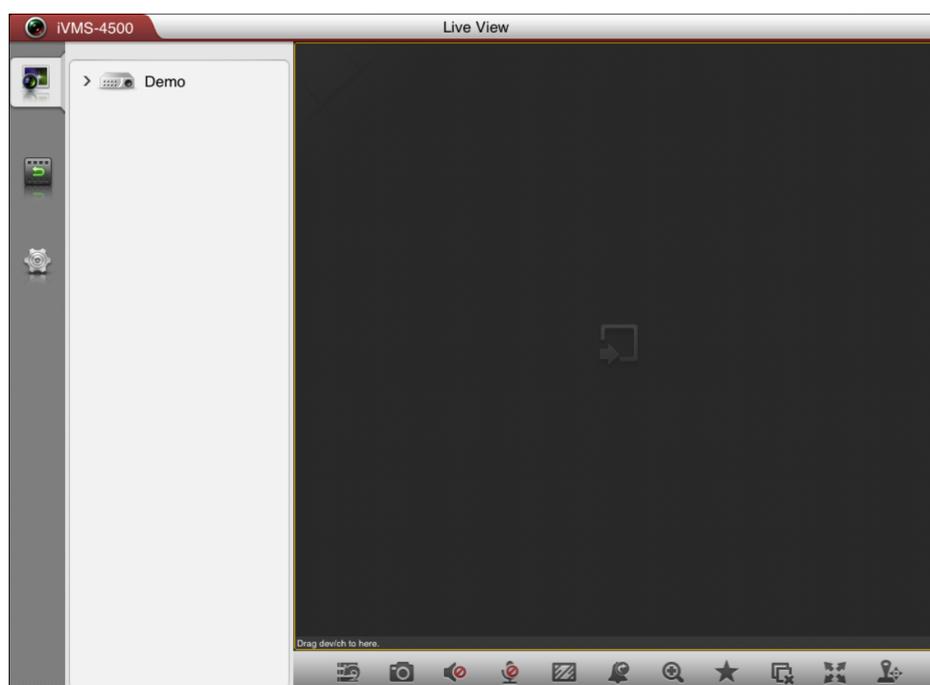
Chapter 3 Running the Software

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

3.1 Interfaces Introduction

The software has three main functions, including Live View, Remote Playback and Configuration.

Note: The  Demo 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*).



Icon Description

Icon		Descriptions
	Live View	Live view, PTZ control, alarm outputs management, etc.
	Remote Playback	Play back the recorded files.
	Devices	Display device list, add/delete/modify device, view device information, etc.
	Favorites	Define specific cameras and views to

		your favorites.
	Local Configuration	Configure password protection.
	Help	Show software's quick operation guide and main features.
	About	Display software's version information and new features, and configure software update and email feedback.

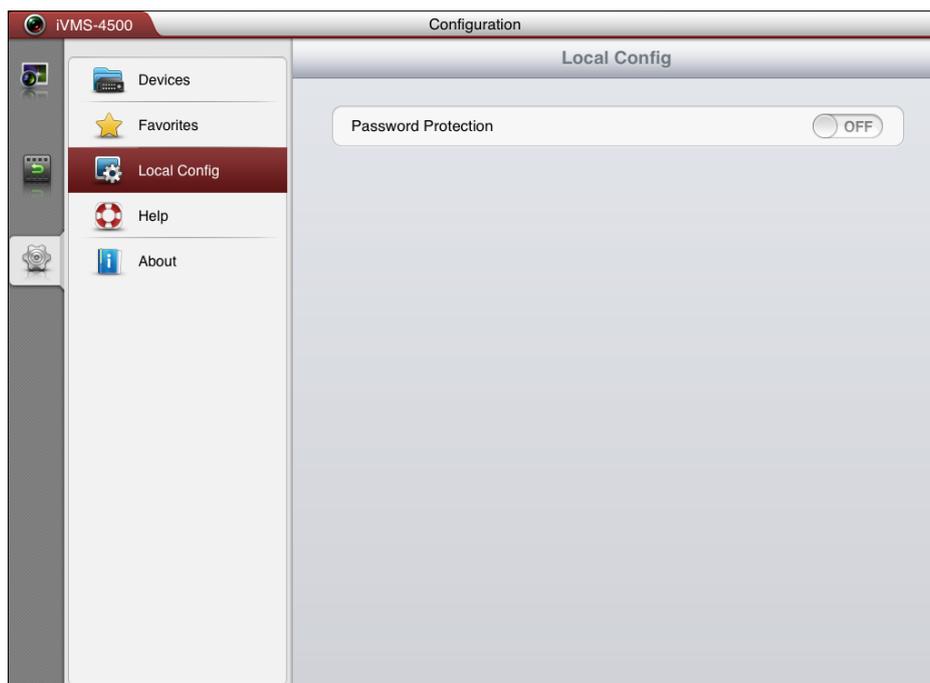
3.2 Password Protection

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 Local Configuration interface.



2. Slide the OFF to ON in Password Protection item to activate password protection.

Create Password

Password 1~10 characters

Confirm 1~10 characters

3. In the dialog box, enter the password for the software and click  to

save the settings.

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



A dark blue dialog box titled "Enter Password". It contains a text input field labeled "Password" with a placeholder "1~10 characters". Below the input field are two buttons: "Confirm" and "Cancel".

Task 2: Modify the Password

Click  and enter corresponding information to modify the password.



A dark blue dialog box titled "Modify Password". It contains three text input fields: "Old" (placeholder "1~10 characters"), "New" (placeholder "1~10 characters"), and "Confirm" (placeholder "1~10 characters"). Below the input fields are two buttons: "Confirm" and "Cancel".

Task 3: Disable Password Protection

Steps:

1. Slide the  to  in Password Protection item to disable password protection.
2. In the pop-up dialog box, enter the password to confirm the settings.



A dark blue dialog box titled "Enter Password". It contains a text input field labeled "Password" with a placeholder "1~10 characters". Below the input field are two buttons: "Confirm" and "Cancel".

Chapter 4 Device Management

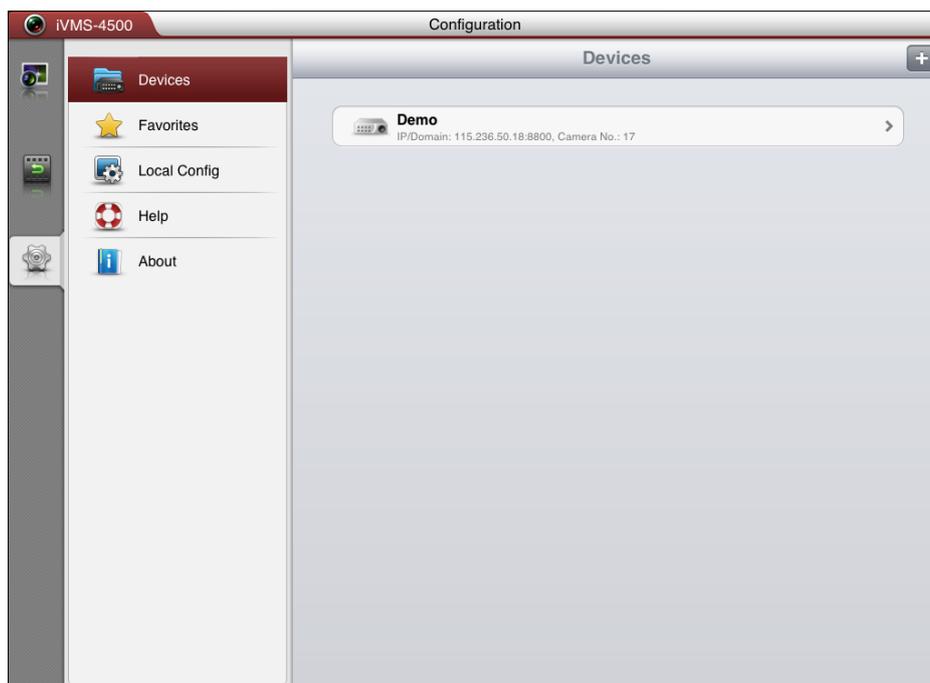
4.1 Adding a Device

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

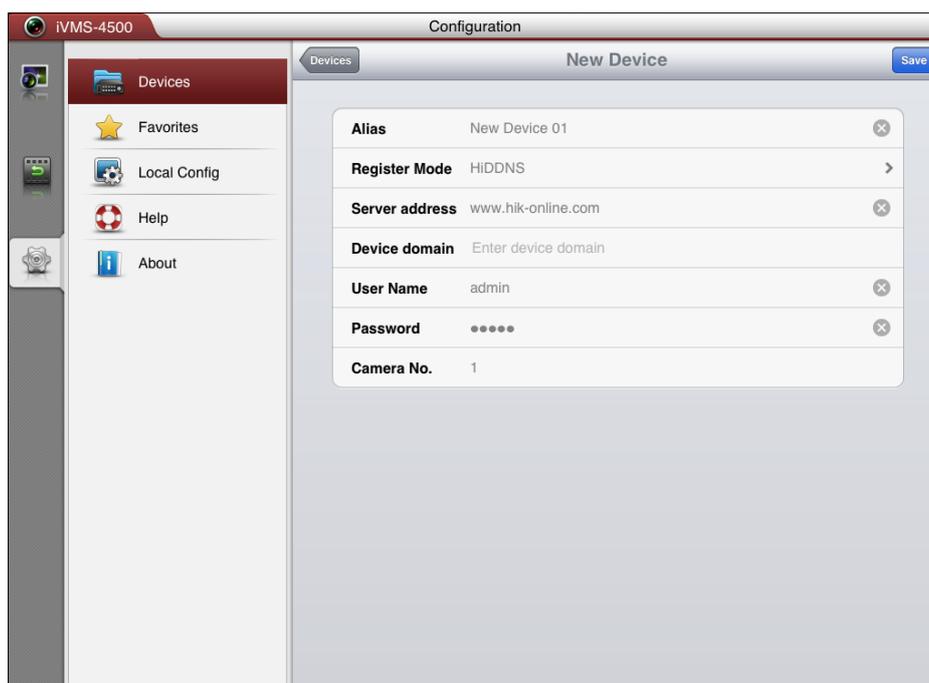
Note: The  Demo is a demo added by default when you run the software for the first time. You can view the live video (refer to *Chapter 5*) and play back the record files (refer to *Chapter 6*) of the demo. And you can also modify the demo (refer to *Chapter 4.2*) or remove the demo (refer to *Chapter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

Steps:

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



2. Click  to add a new device.



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.

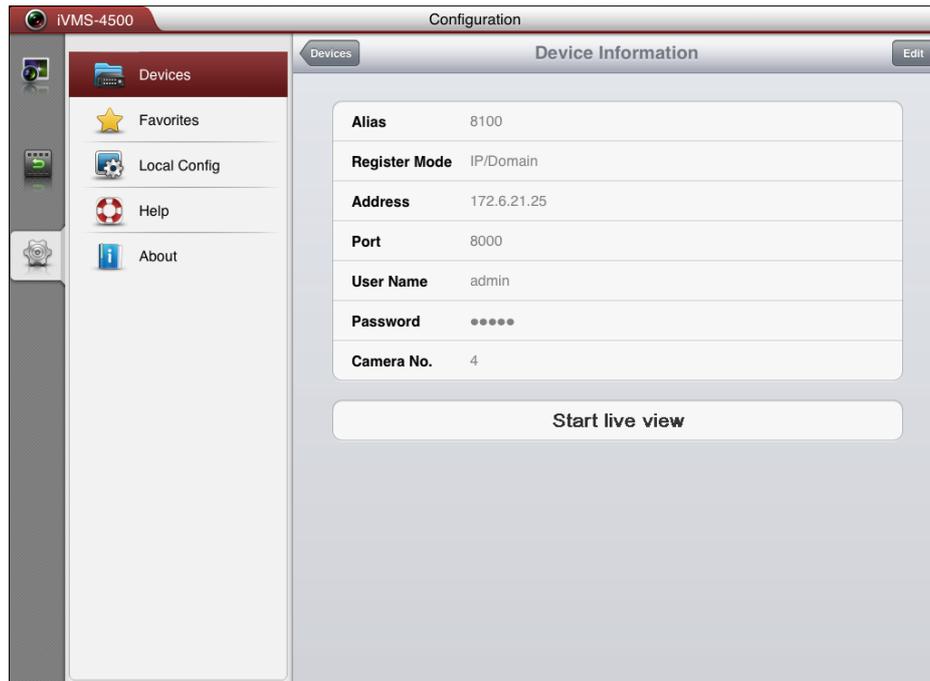
IP Server: You can access the device through IP Server. You need to set the IP Server address and device identifier which is device name or device serial No..

HiDDNS	✓
IP/Domain	
IP Server	

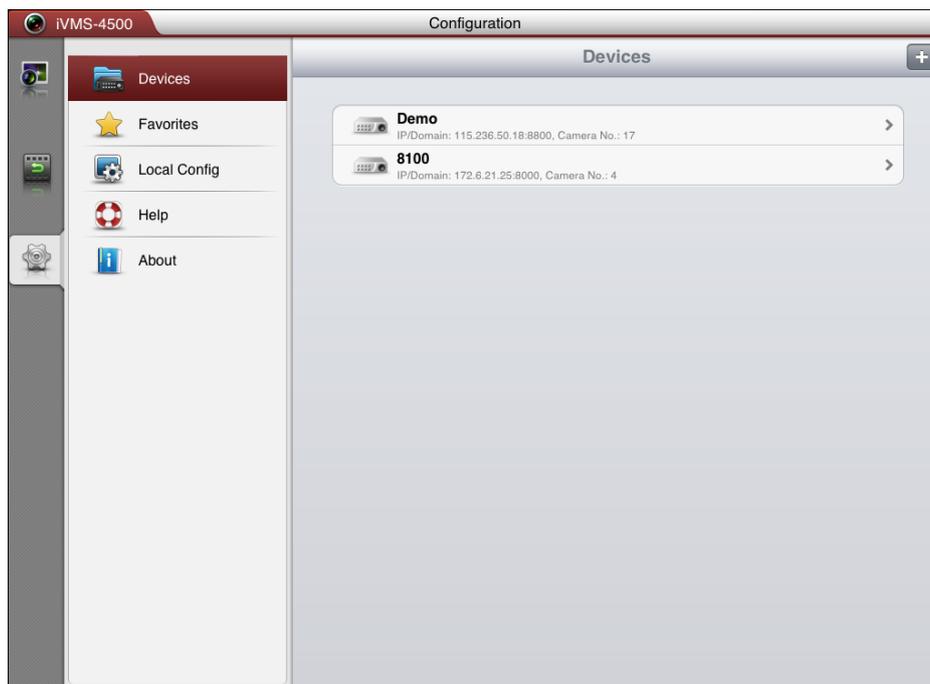
5. Enter the login user name and password of the device to be added.
6. Click  to confirm the settings.

Notes:

- 1) If the device is successfully added, the software can obtain the camera information of the device and the **Start live view** button will display.
- 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.



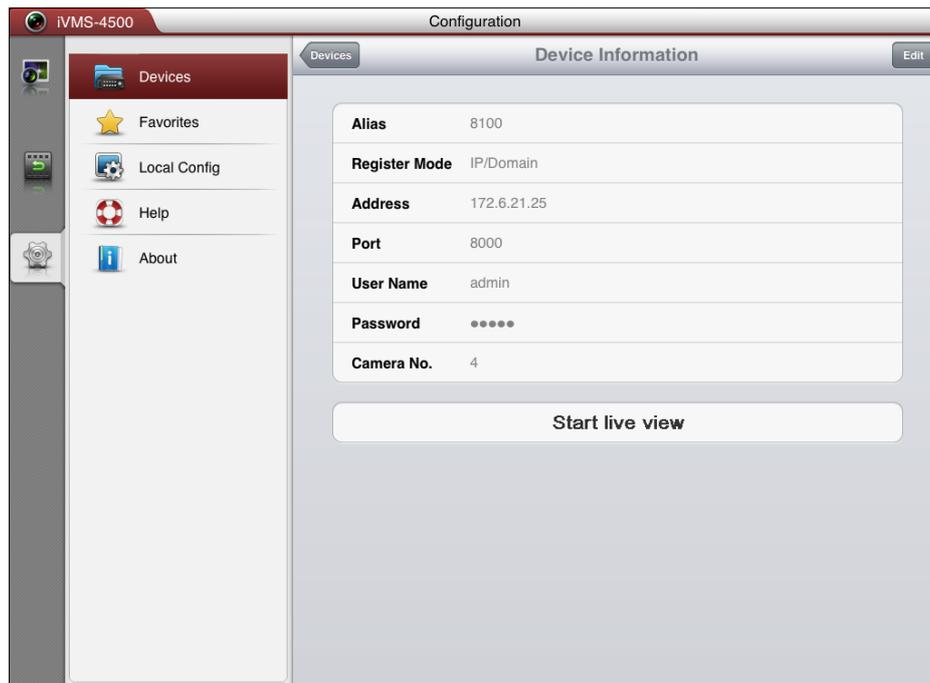
Click **Devices** to return to the Device Management interface. The successfully added new device will be displayed in the Device Management interface.



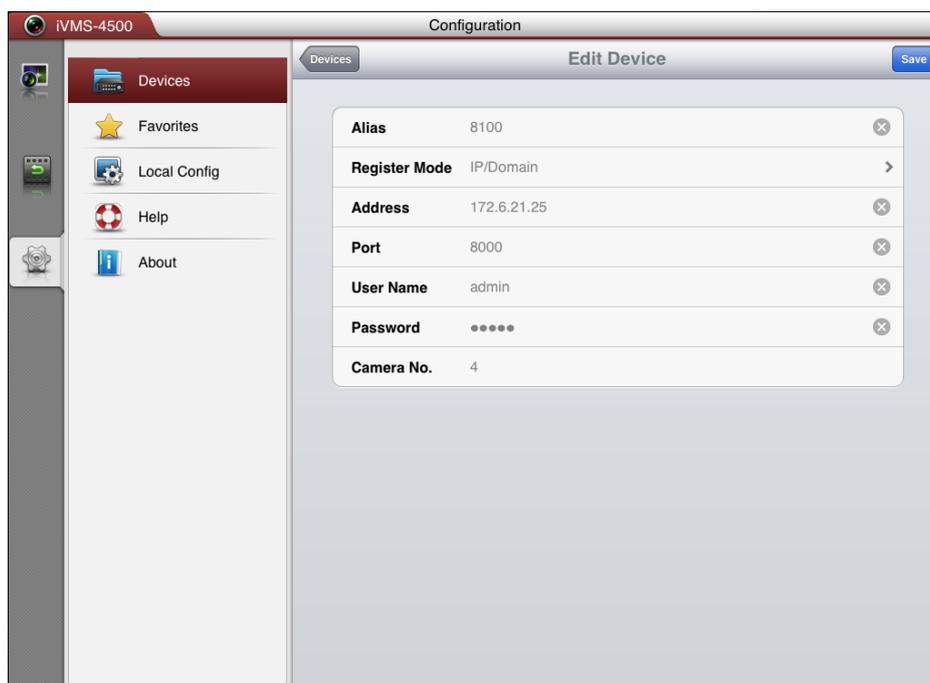
4.2 Modifying a Device

Steps:

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



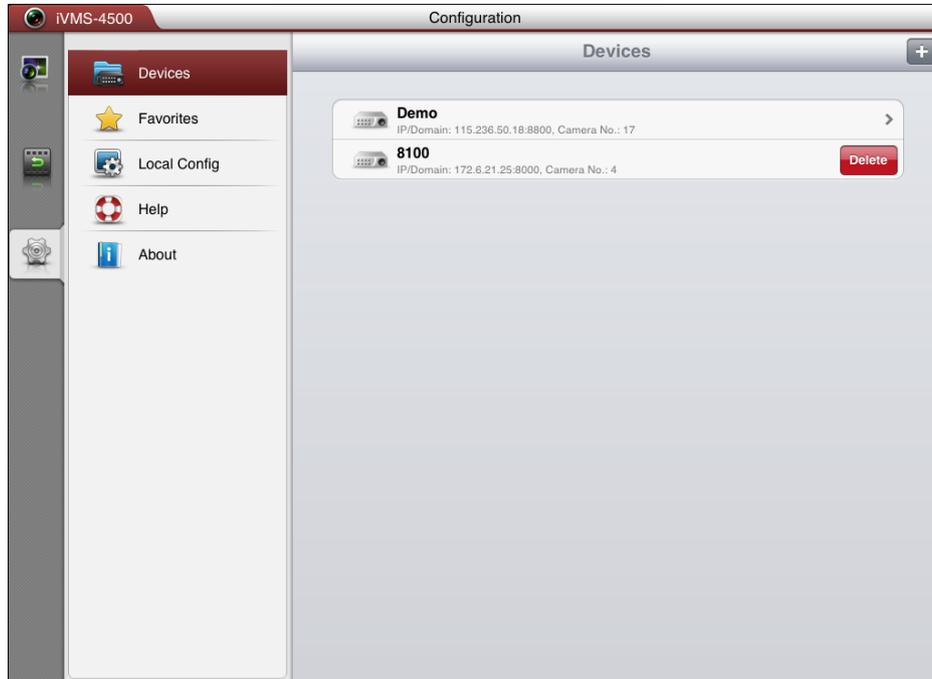
2. Click  and then modify the parameters of the device according to actual needs.



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 slide the item from right to left to access the **Delete** button. Click **Delete** to delete the selected device.

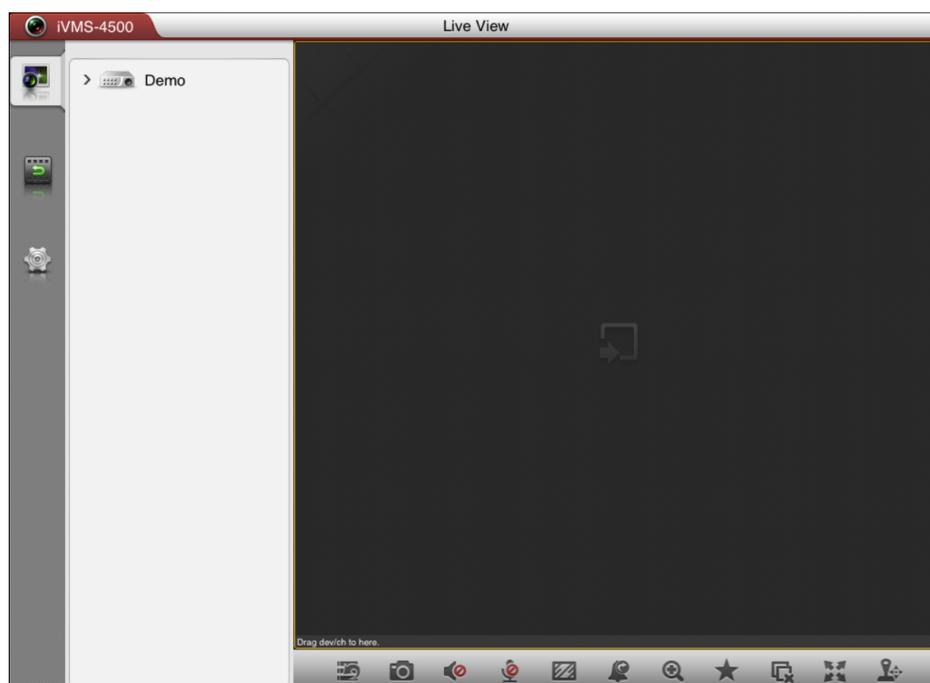


Chapter 5 Live View

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



Description of Live View Icons:

Icons	Descriptions	Icons	Descriptions
	Hide/Show the device nodes		Capture picture of the selected live view window
	Mute/Audio on		Start/stop two-way audio
	Set image quality to Clear, Balanced, Fluent or Customized		Enable / disable alarm outputs
	Enable / disable digital zoom		Set favorite cameras and views
	Stop all the live view		Full-screen mode / Restore
	PTZ control		

Start Live View

Click the device node to list all the cameras under it. Drag the camera node to the window for live viewing. Alternatively, you can drag the device node to the window for viewing all the cameras of the device.

Note:

- 1) Up to 16 cameras can be live viewed at the same time. If you drag a device node that contains more than 16 cameras for live view, then the live videos of first 16 cameras will be played.
- 2) If the channel-zero is supported by the device and it has been configured, you can select to live view channel-zero.

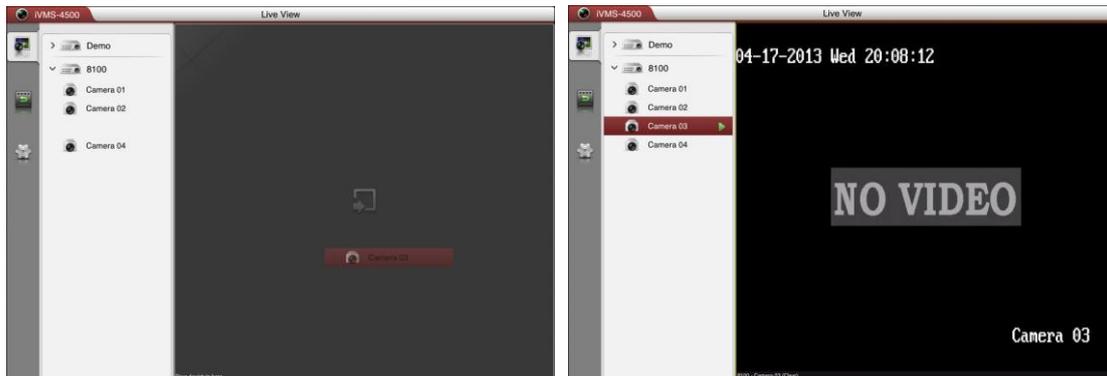


Image Quality

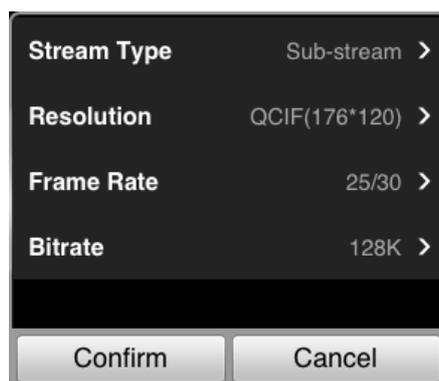
There are three defined image quality types provided, including Clear, Balanced and Fluent. And you can also customize the image quality. Click  to adjust the quality according to the performance of your network and phone hardware.



Customize the Image Quality

Steps:

1. Click  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.

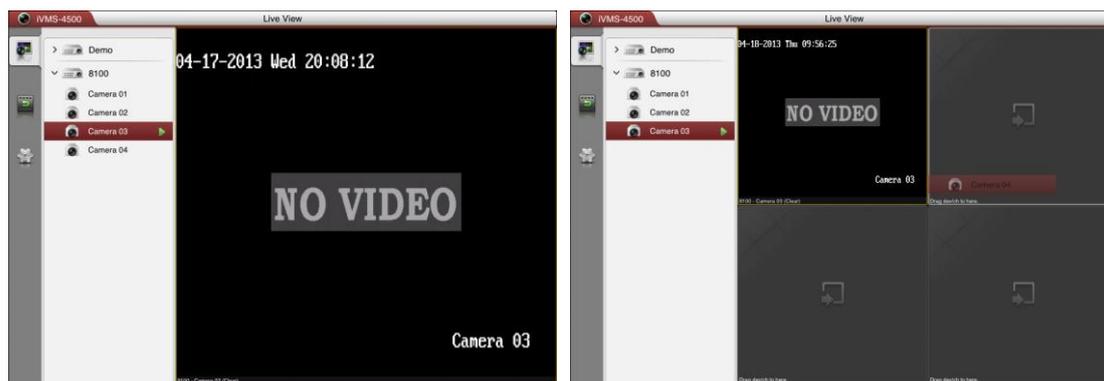
The following table shows the recommended frame rate and bitrate configuration for different resolution at H.264 video compression by using iPad 2.

Resolution	1-ch	2-ch	4-ch	6-ch	9-ch	16-ch	Recommended Configuration
HD1080P	√						Frame rate: 4fps; Bitrate: 1024Kbps
UXGA	√						Frame rate: 6fps; Bitrate: 1024Kbps
XVGA	√						Frame rate: 15fps; Bitrate: 1024Kbps
HD720P	√						Frame rate: 15fps; Bitrate: 1024Kbps
4CIF	√	√					Frame rate: 25fps; Bitrate: 1024Kbps
VGA	√	√					Frame rate: 25fps; Bitrate: 512Kbps
CIF	√	√	√	√			Frame rate: 25fps; Bitrate: 256Kbps
QVGA	√	√	√	√	√	√	Frame rate: 25fps; Bitrate: 128Kbps
QCIF	√	√	√	√	√	√	Frame rate: 25fps; Bitrate: 128Kbps

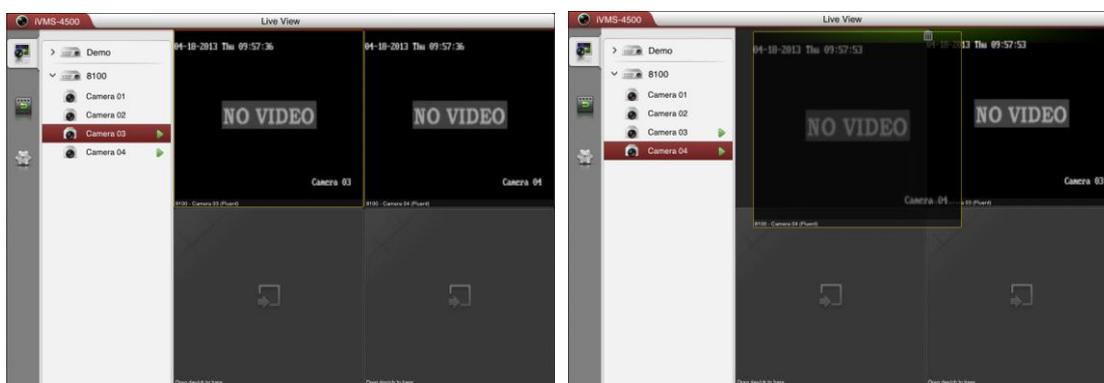
Window Division

When all the current windows are in live view, you can drag a more camera node to the live view window until the window division mode switches and then drag it to the free window for live view.

Note: The software supports 1 / 4 / 6 / 9 / 16-division mode.



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

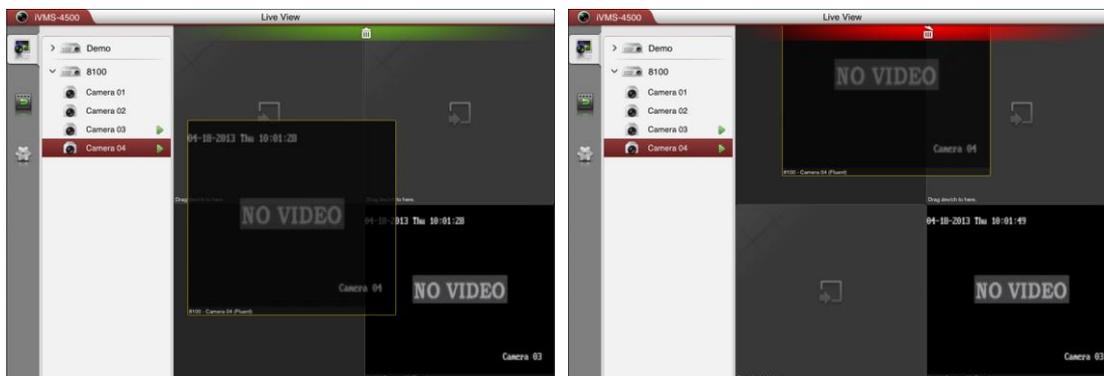


Stop Live View

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

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

1. Click and hold the live view window.
2. Drag the window upwards, and the  will display in the top of the software. Drag the window to the  until it changes to  and then release the window. In this way, you can stop the specified live video.



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 activate the alarm output control panel.



2. 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  and the selected window will be displayed in 1-division mode.
3. Spread two fingers apart to zoom in or pinch them together to zoom out the live view.

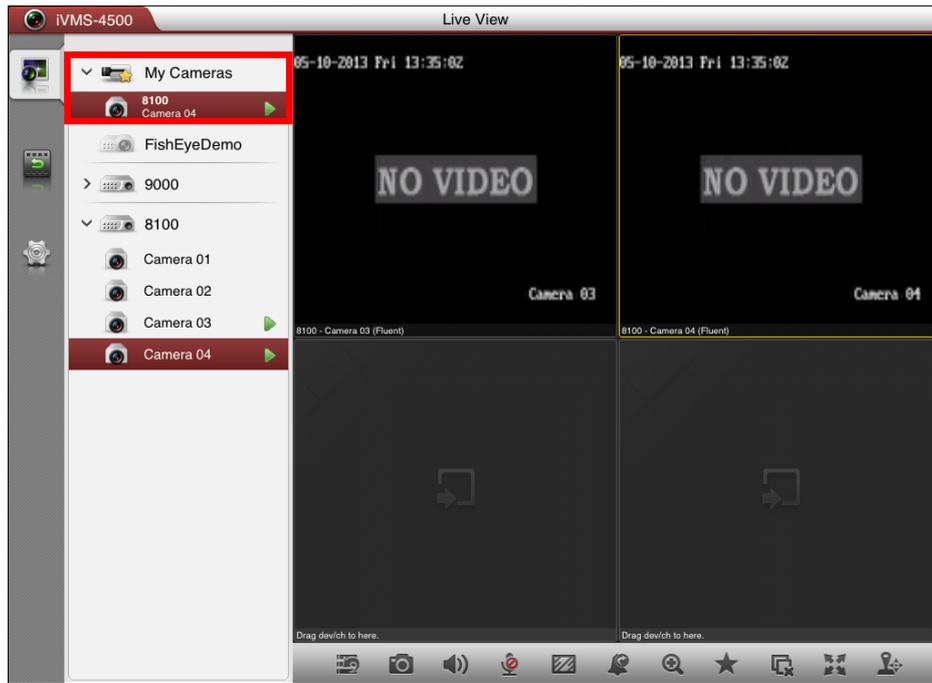
Configure My Cameras and Views

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

Task 1: My Cameras

Select a window that is under live view. Click  and select  to add the camera to My Cameras.

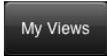
The successfully added camera will be listed under My Cameras node in the device nodes area. In this way, you can easily view the camera by dragging it from My Cameras node to the window area.



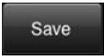
Task 2: My Views

You can add the current view information to My Views.

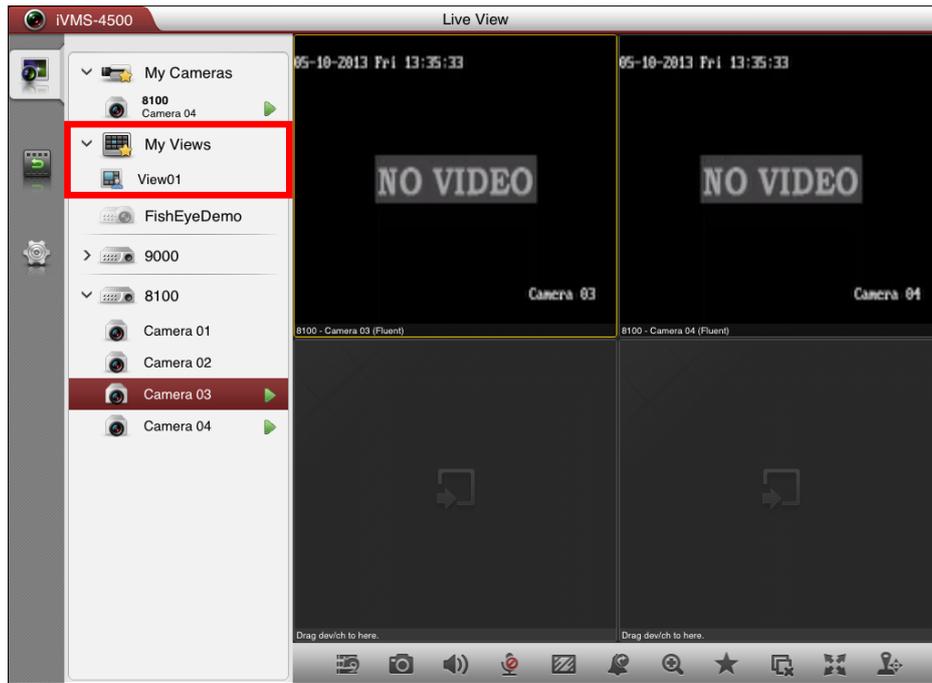
Steps:

1. Click  and select .



2. In the pop-up dialog box, edit the name for the view.
3. Click  to confirm the settings.

After that, you can see the view listed under My Views node in the device nodes area. You can drag it to the window area to easily access the common view.



Capture

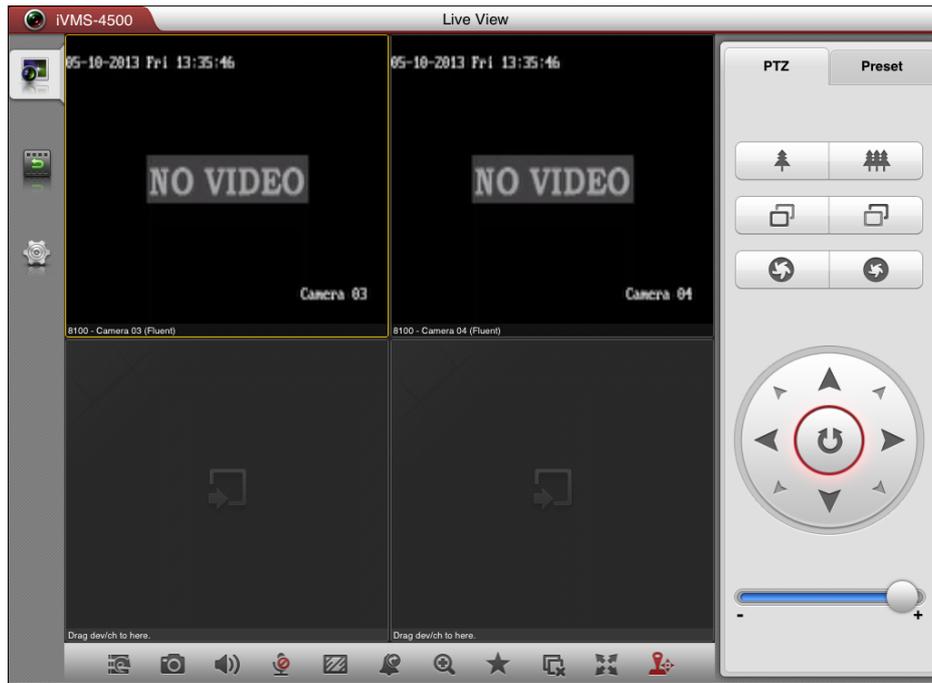
In live view mode, select the live viewing window and click the  to capture a picture.

Note: The captured pictures are saved in the *photo* folder of your iPad by default. You can 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.



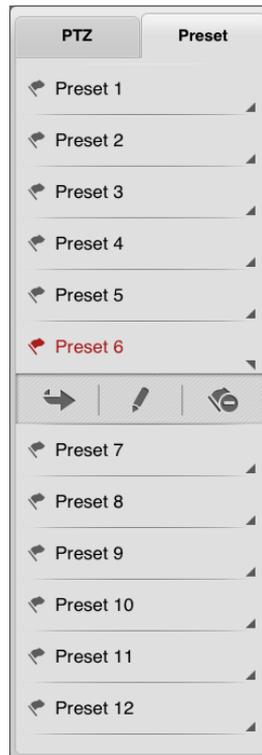
Icons	Descriptions	Icons	Descriptions
	Zoom+		Zoom-
	Focus+		Focus-
	Iris+		Iris-
	Click the button to control PTZ movements or start auto-scan.		PTZ steps for adjusting the pan/tilt movement speed.

Configuring Presets

Steps:

1. In the PTZ control mode, use  to move the camera to the desired scene.
2. Click **Preset** to activate the preset settings interface. Click a preset and then click  under it to set the current scene as a preset.

Note: Up to 256 presets can be configured.



3. To call the defined preset, click the preset and then click  under it.
4. To delete the defined preset, click the preset and then click  under it.

After completion of PTZ control, click  or slide the PTZ panel to the right side to hide the PTZ control panel.

Full-screen Live View

During live view, you can click  to enter the full-screen mode.

Note: You can touch the screen to activate the control panel after it hides.



Description of Icon

Icons	Descriptions	Icons	Descriptions
	PTZ control. Slide the button to control PTZ movements.		Restore
	Mute / Audio on		Start/stop two-way audio
	Capture picture of the selected live view window		Set image quality
	Stop all the live view		Enable / disable alarm output management
	Enable / disable digital zoom		

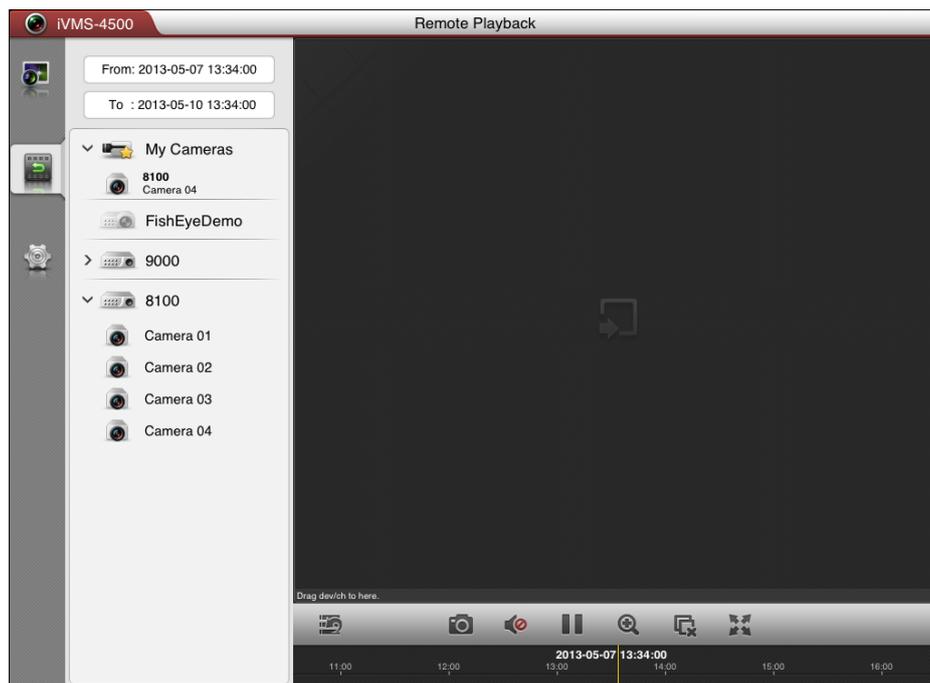
Chapter 6 Playback

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

Start Playback

Steps:

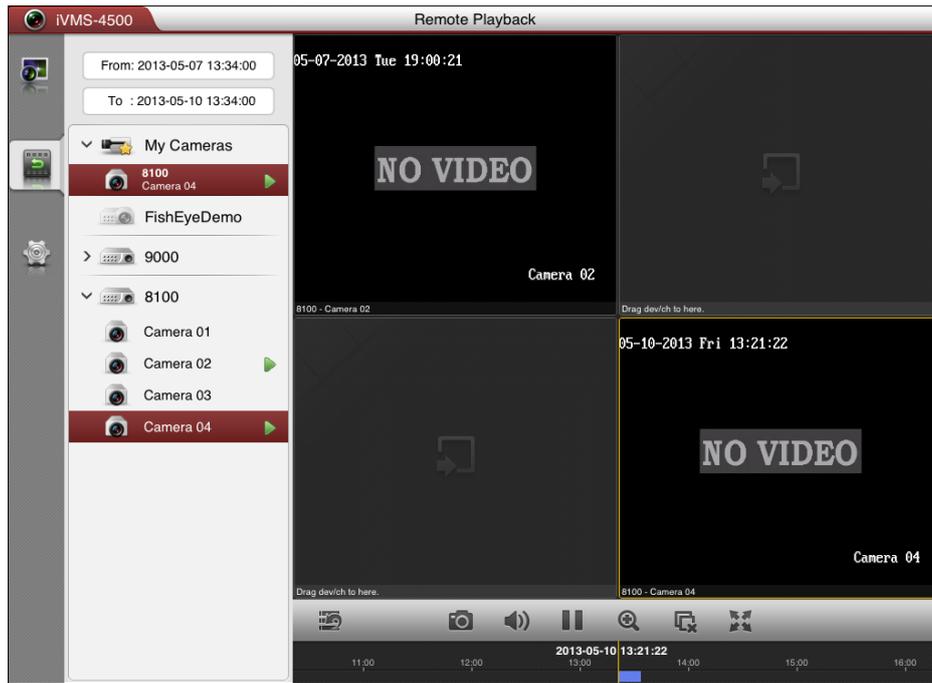
1. Click  to enter the Remote Playback interface.



2. Set the start time and end time in the **From** and **To** text field to define the search condition.
3. Drag the device node or camera node to the display window for playback.

Notes:

- 1) You can view the playback of up to 4 windows at the same time.
- 2) Only the camera with record during that period can be played back successfully.



4. In 4-division mode, you can drag and move the window to adjust the window sequence. Double-click the playback window to display the camera in 1-division mode and double-click again to restore.
5. You can slide the timeline bar to adjust the playback time of the selected window.
6. You can also click  to pause the playback of the selected window.



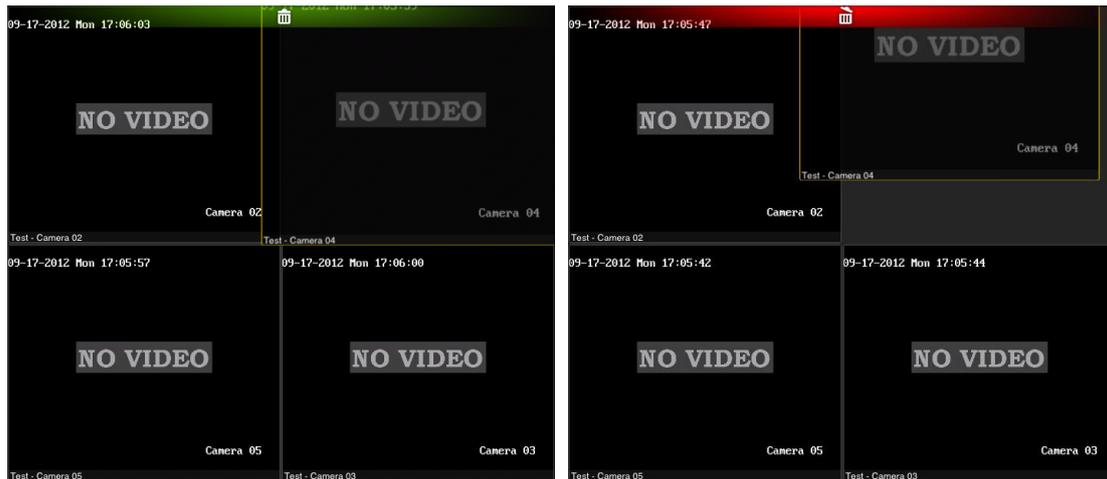
Stop Playback

There are two ways available for stopping the playback.

You can click  to stop playback of all the windows.

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

1. Click and hold the playback window.
2. Drag the window upwards, and the  will display in the top of the software.
3. 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.

Steps:

1. Select a playback window.
2. Click  and the selected window will be displayed in 1-window mode.
3. Spread two fingers apart to zoom in or pinch them together to zoom out the video.

Capture

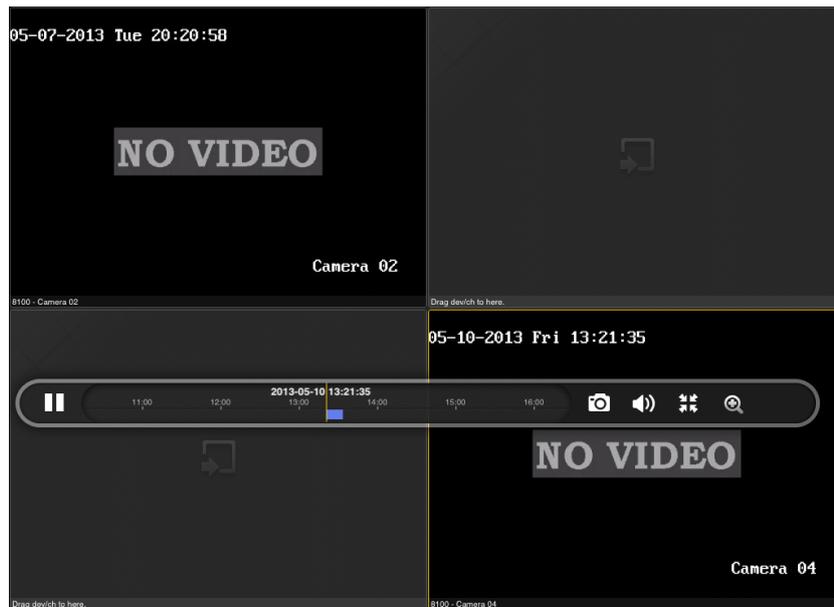
During the playback, you can click  to capture pictures of the selected window.

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

Full-screen Playback

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

Note: You can touch the screen to activate the control bar after it hides.



Description of Icon

Icons	Descriptions	Icons	Descriptions
	Pause the playback		Capture picture of the selected playback window
	Mute/Audio on		Restore
	Enable / disable digital zoom		

Chapter 7 Favorites

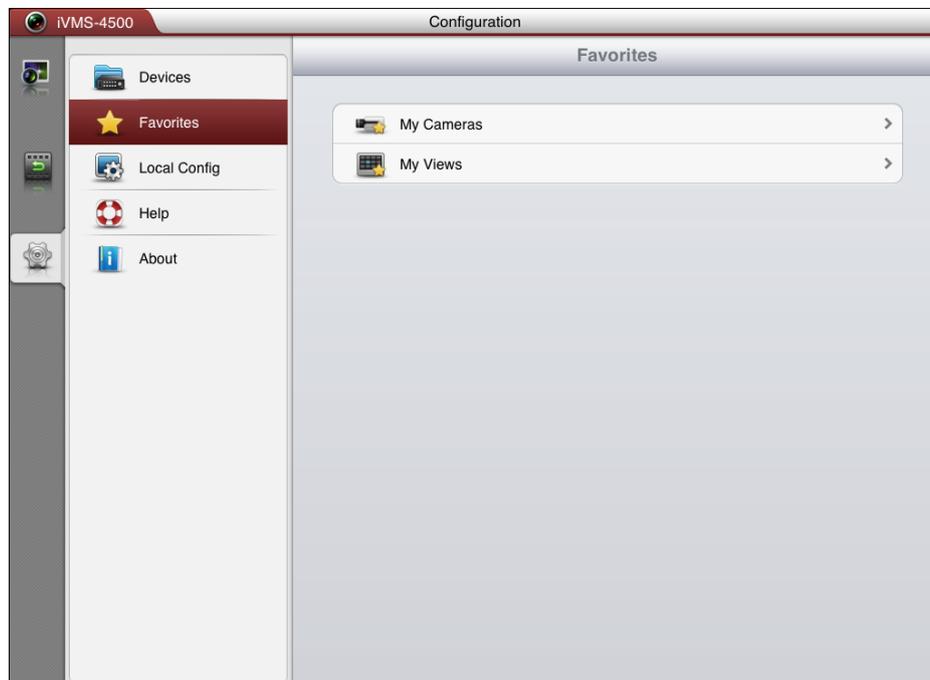
The **Favorites** function can be used for management of My Views and My Cameras to make the live view of commonly used cameras and views more easily and conveniently.

My Cameras: You can collect the commonly used cameras.

My Views: You can collect the commonly used views.

Note: For adding cameras or views to the favorites in live view mode, please refer to **Configure My Cameras and Views** in *Chapter 5*.

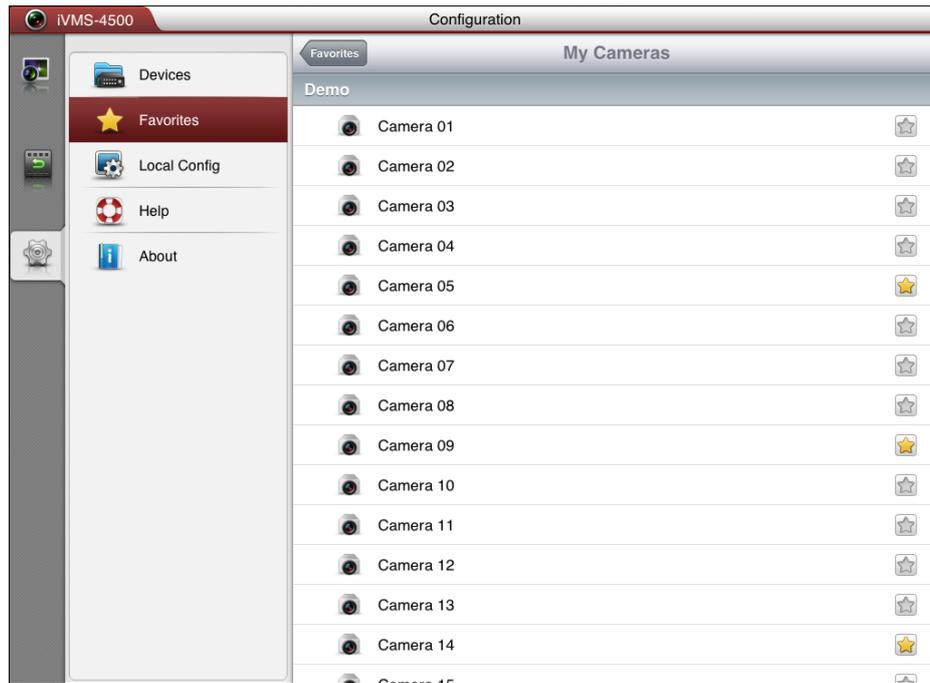
Click  and select  to enter the Favorites interface.

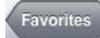


Task 1: My Cameras

Steps:

1. Click **My Cameras** to enter My Cameras interface. All the cameras of the added devices will be listed.

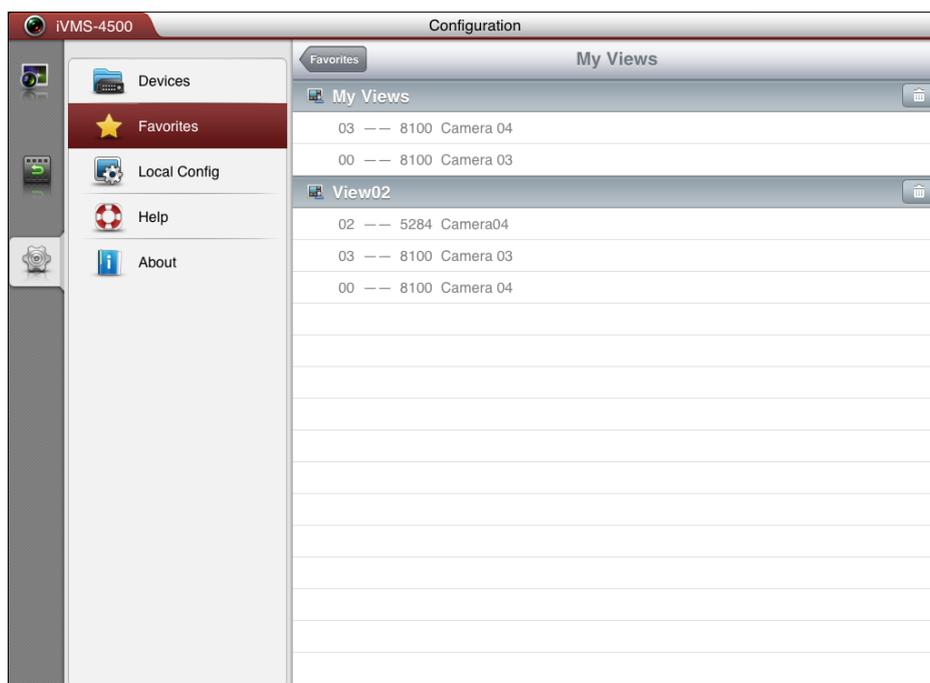


2. The cameras that have been added to My Cameras will be marked with .
3. Click  to add the camera to My Cameras. Or click  to remove the camera from My Cameras.
4. You can click  to return to the Favorites interface.

Task 2: My Views

Steps:

1. Click **My Views** to enter My Views interface. You can see all the added views.



2. You can click  to delete the view as desired.

3. For adding views to My Views, please refer to **Configure My Cameras and Views** in *Chapter 5*.
4. You can click  to return to the Favorites interface.

Note: Up to 32 views can be added to My Views.

All the successfully added cameras and views will also be listed under My Cameras node and My Views node in the device nodes area in the Live View interface.

Chapter 8 Others

Update the Software

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

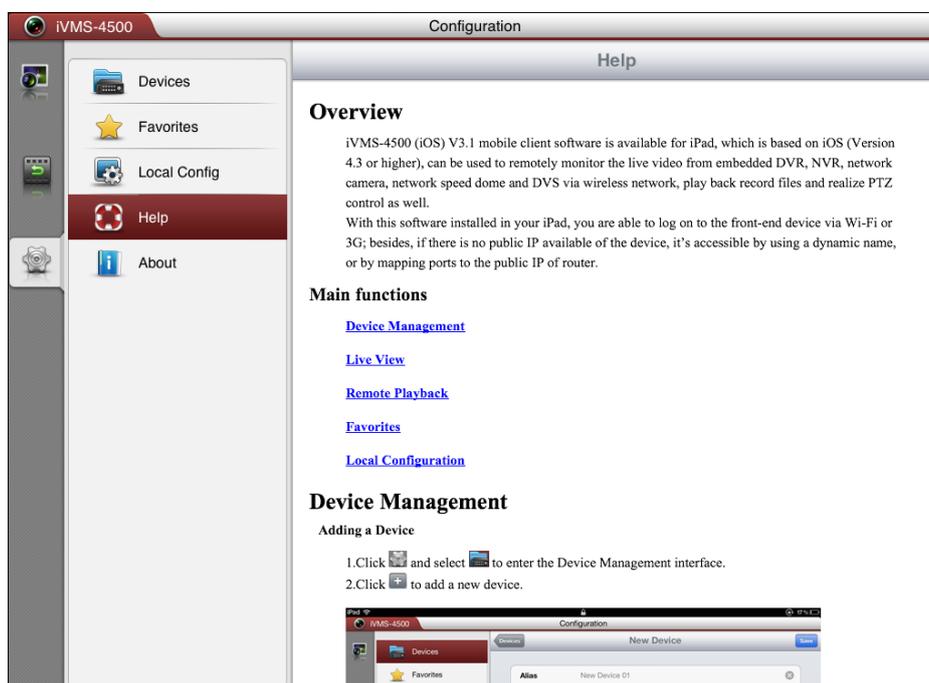
Steps:

1. Click  and select  to enter the About interface.
2. If the **New** shows in the **Software Update** item, click **Software Update** to update the software.

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

Help and New Features

Click  and select  to enter the Help interface. You can view the quick operation guide of the software.



Click  and select  to enter the About interface. Click **New Features** to view the new features of the software.

Feedback

If there is any problem or suggestion during you use the software, please feel free to

send emails to us by clicking [Feedback](#). Our technical engineers will handle your problems and suggestions as soon as possible.

Appendix

Version History

V 3.1

Added New Features:

1. Support live viewing channel-zero.
2. Support customized image quality during live view mode.
3. Enable and disable alarm outputs.
4. Support audio control.
5. Preset configuration.
6. Support email feedback.
7. Support digital zoom.
8. Fisheye camera compatible.

Troubleshooting

- ***What kinds of devices are compatible with iVMS-4500 (iPad) 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 iPad.

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

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

