HIKVISION

iVMS-5200 HD Mobile Client

User Manual (Android Tablet)

<u>**User Manual**</u>

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About this Manual

This Manual is applicable to iVMS-5200 HD Mobile Client.

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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Contents

Chapter 1 Overview

1.1 Introduction

iVMS-5200 HD Mobile Client is designed for Android tablet. 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, video clipping, and alarm notification.

Notes:
- Before you can get live view or playback of the camera via iVMS-5200 HD 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

The tablet should be based on Android OS (version 4.1 or higher).

Chapter 2 Installing and Uninstalling

2.1 Installing the Mobile Client

Purpose:

Follow the procedures to install the iVMS-5200 HD Mobile Client on the Android tablet.

Steps:

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

2.2 Uninstalling the Mobile Client

Purpose:

Follow the procedure to uninstall the iVMS-5200 HD Mobile Client on the Android tablet.

Steps:

1. Enter the Application Management interface of your tablet (**Settings > Applications > Manage applications**).
2. Tap the client icon.
3. In the Application info interface of the client, tap **Uninstall** button and then tap **OK** button to uninstall the mobile client.

Chapter 3 Running the Mobile Client

3.1 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.

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 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 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. Input the server address (IP address or domain) you want to connect.
4. Tap **Login** to log in.
   Notes:
   - 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 Pro via iVMS-5200 HD Mobile Client 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:

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. Input the server address you want to connect.
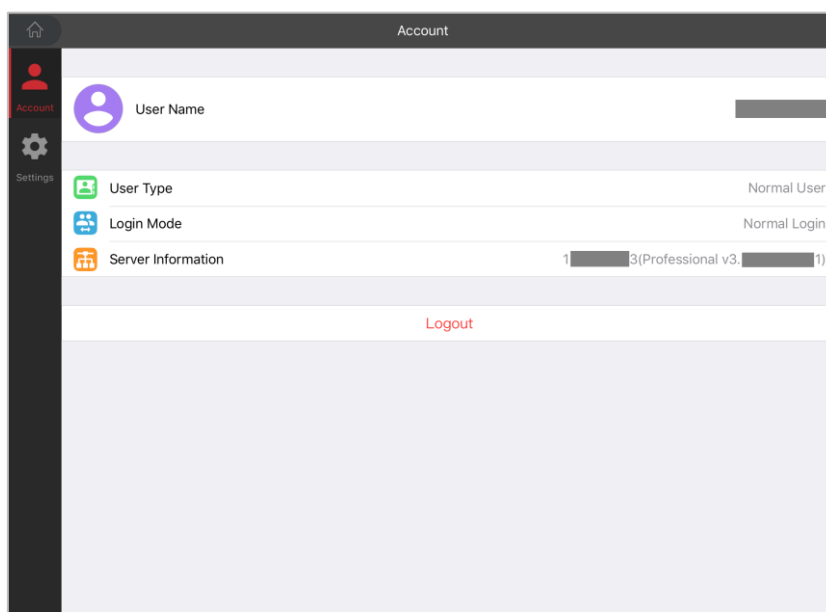4. Tap **Login** to log in.
   Notes:
   - If failed login attempt is detected, you are required to input the verification code before you can login successfully.
   - The remaining login attempts will be displayed after failed password attempt is detected. The account will be frozen for 10 minutes after 5 failed password attempts.

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

3.2 Logging Out

Steps:

1. On the home page, tap [icon] or slide on the screen to show the Me module, and tap the Me module to enter the Me interface. You can check the login information.

2. Tap **Logout** and tap **OK** in the pop-up dialog.

3.3 Function Module Introduction

After login, the home page displays.
Mobile Client provides the following main functions. You can tap the icons or slide on the screen to switch between functions modules.

Main Module Introduction

Module	Descriptions
Video	View the Live video and playback of the cameras.
Business Intelligence	Show the calculation of the raw data into useful information for business analysis purposes. *Note:* You should have the permission to access Business Intelligence.
Picture and Video	Display and manage the local video files and pictures.
Me	Check the traffic statistics, enable hardware decoding and alarm notification, view software's version information, and new features, and perform software update.

Chapter 4 Video Management

Tap video module on home page to enter the Video interface. By default, you enter the live view interface.

4.1 Camera Management

Tap the Control Center field to list the areas of the system.

Tap to select an area to list its cameras or child areas (if any).

Note: If child areas exists, you can tap **All** to show the parent area's cameras, or tap the child area to list its cameras or child areas.

4.1.1 Display Mode

Purpose:

Mobile Client offers two display modes for the showing the available cameras, including List Mode and Thumbnail Mode.

By default, the cameras are shown in list mode, and you can tap ▦/▦ to switch between Thumbnail Mode and List Mode.

List Mode

The cameras display as list and you can check its name, area, and captured picture.

You can drag the camera node to the display window for live view (refer to *Section 4.2 Live View*) or playback (refer to *Section 4.3 Playback*).

Tap ‖ of a camera and slide left to show the hidden icons.

Tap **Details** to get the detailed information of the selected camera, including captured picture of the camera view, area, online status, and PTZ control permission.

Tap **Add/Cancel** to add the camera to or remove it from the favorites.
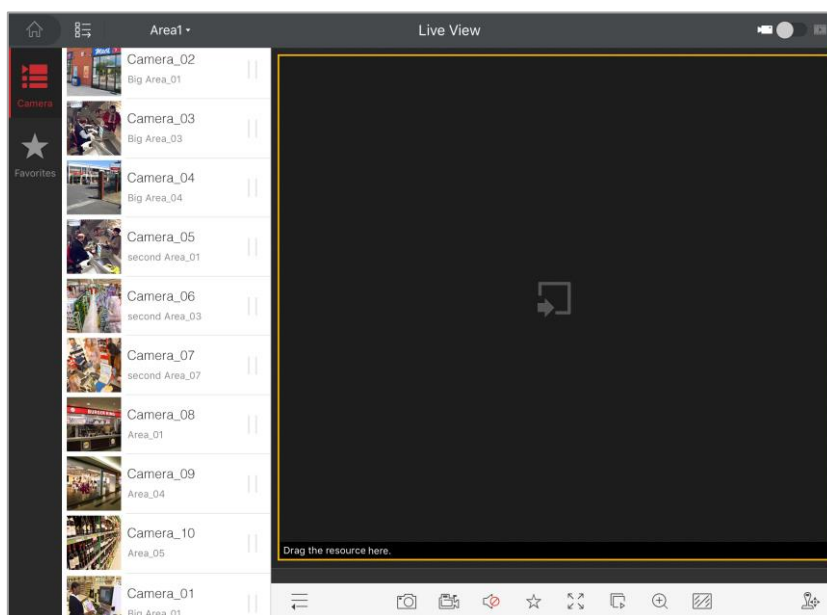
Thumbnail Mode

The cameras display with their captured pictures, and you can check its name, area.

Tap ⬚ of a camera to show the hidden icons (tap ✕ to back).

Tap **Details** to get the detailed information of the selected camera, including live view of the camera view, area, online status, and PTZ control permission.

Tap **Add/Cancel** to add the camera to or remove it from the favorites.

Tap ⊘ to select cameras for live view or playback, and the window division and the location of the camera will display. Tap 🖵 or ▷ to start live view or playback of the selected camers.

Notes:

- The window division varies based on the seleted cameras number. You can tap the window division to cancel the live view or playback of the camera.

- You can tap **View Selected Cameras** to show the selected cameras only.
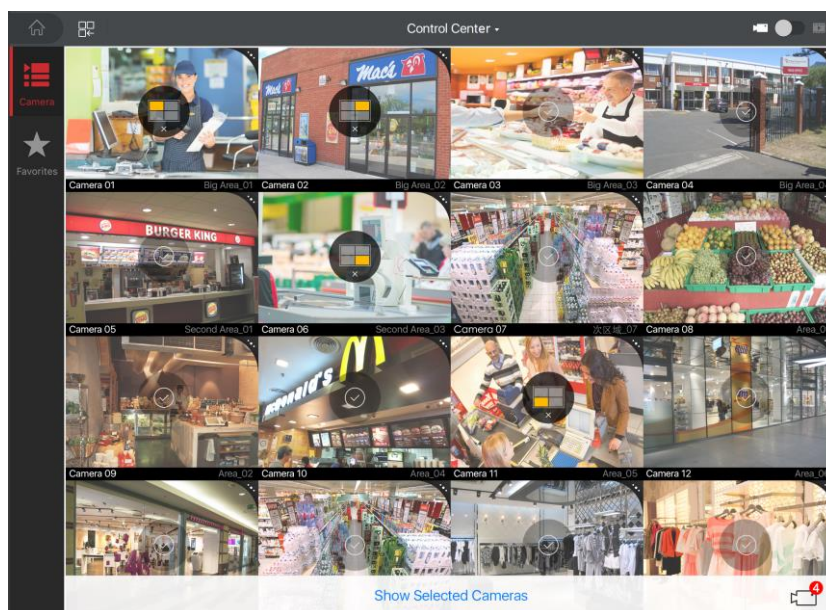
4.1.2 Favorites

Purpose:

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

Steps:

1. Start live view of the camera. For details, refer to *Section 4.2 Live View*.

    You can also add the cameras to the Favorites when viewing the camera list. For details, refer to *Section 4.1.1 Display Mode*.

2. Tap ☆ to add the camera to the Favorites.

3. Tap **Favorites**, and the added cameras display.
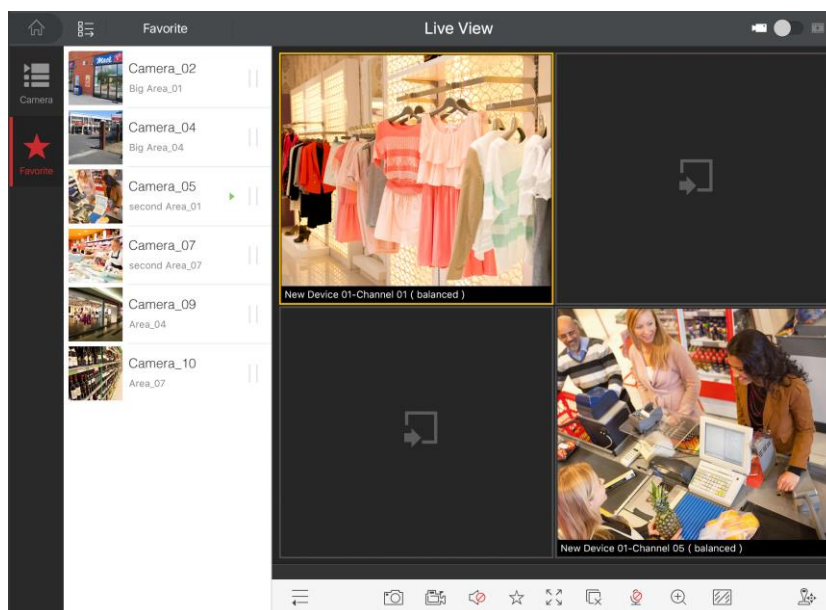
4. Tap $\parallel$ of a camera and slide left to show the hidden icons. Tap **Details** to get the detailed information of the selected camera, including captured picture of the camera view, area, online status, and PTZ control permission. Tap **Delete** to remove it from the Favorites.
5. Drag the camera to the display window to start live view.
6. You can tap $\boxed{\parallel}$ to enter the Thumbnail Mode. Tap the window division to remove the camera from the Favorites (tap $\bigcirc$ to add it to Favorites). Tap $\boxed{}$ of a camera to show the hidden icons (tap $\boxed{X}$ to back).

   Tap **Details** to get the detailed information of the selected camera, including live view of the camera, area, online status, and PTZ control permission. Tap **Add/Cancel** to add the camera to or remove it from the favorites.

   Tap **Delete** to remove the camera from the Favorites.

4.2 Live View

The following icons are available on the live view interface.

Icon	Description
	Back to home page.
	Switch camera display mode.
Control Center ▾	Select area to show its cameras.
	Switch between live view and playback mode.
	Hide the camera list.
	Capture picture of the selected live view window.
	Record the video of the selected live view window.
	Audio control.
☆	Add the camera to Favorites.
	Enter full-screen mode.
/	Stop all the live view/Recover the previous live view.
	Digital zoom.
	Set the image quality to HD (High Definition), SD (Standard Definition) or fluent.

PTZ control panel.

4.2.1 Starting Live View

Steps:
1. Tap the area field and select area to display its cameras.
2. Drag the camera node to the display window for live view.
3. You can also start live view of cameras shown in thumbnail mode. Refer to *Section 4.1.1 Display Mode* for details.
4. 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 / 9 / 16-division mode.
5. You can drag and move the window to adjust the window sequence. Double-tap the live view window to display the camera in 1-division mode and double-tap again to restore.

Note: Up to 16 cameras can be live viewed at the same time.
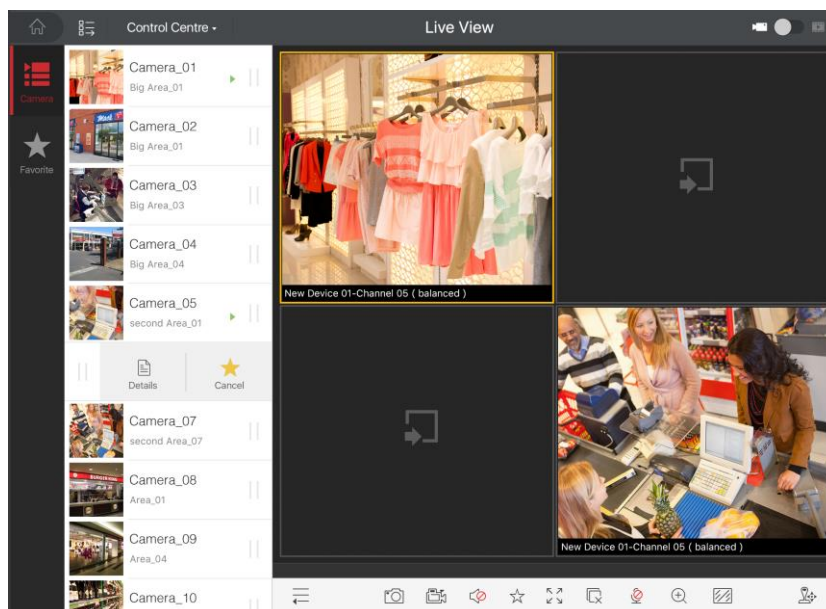
4.2.2 Stopping Live View

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.
1. Tap and hold the live view 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.

4.2.3 PTZ Control

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

Note: The PTZ control should be supported by the added device.

Icon	Description
↻	Start auto-scan.
🌲	Zoom +
🌲🌲	Zoom -
▢	Focus +
⬚	Focus -
◉	Iris +
◉	Iris -
3D◎	Enable 3D positioning of the camera.
◉	PTZ movements.

Setting a Preset

Steps:

1. Use [◉] to move the camera to the desired scene.

2. Tap **Preset** tab to enter the preset settings interface. Tap a preset and then tap ✎ under it to set the current scene as a preset.
   Note: Up to 256 presets can be configured.

3. To call the defined preset, tap the preset and then tap ▷ under it.

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

4.2.4 Recording and Capture

In live view mode, select a live viewing window and tap 📹 to record the video of it and tap the icon again to finish recording.

Tap 📷 to capture a picture of the camera under live view.

The videos and pictures can be viewed and managed in the Picture & Video Management interface (refer to *Chapter 6*).

4.2.5 Digital Zoom

You can realize the digital zoom during live view.

Steps:

1. Tap to select a live viewing window.
2. Tap ⊕ 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. Or you can double-tap on the live view image to realize digital zoom.

4.2.6 Favorites

Purpose:

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

Steps:

1. Select a window that is under live view.
2. Tap ☆.
3. Tap **OK** in the pop-up dialog to add to camera to Favorites.

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

4.2.7 Full-Screen Live View

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

Note: You can touch the screen to activate the control panel after it hides. You can also drag the control panel adjust its position.

Icon	Description
🔲	Stop all the live view.
☆	Add the camera to Favorites.
📹	Record the video of the selected live view window.
🔊	Audio control.

		Image quality panel.
		Digital zoom.
		Capture picture of the selected live view window.
		Lock the toolbar.
		Leave full-screen mode.
		PTZ control.

4.3 Remote Playback

Set the ⬛◯▦ switch to ⬛◯▦ to enter the Remote Playback mode. The following icons are available on the remote playback interface.

Icon   **Description**

|	
	Hide the camera list.
	Pause the playback. When no video played, it shows as ▷.
	Adjust the playback speed to 1/4X, 1/2X, 1X, 2X and 4X.
	Capture picture of the selected playback window.
	Clip the playback video of the selected playback window.
	Audio control.
	Enter full-screen mode.
	Stop all the playback.
	Digital zoom.
	Enter the PIP (Picture in Picture) mode.
	Set the search conditions, including date and storage location.

4.3.1 Starting Playback

Steps:
1. Tap the area field and select area to display its cameras.
2. Drag the 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 video can be played.
3. In 4-division mode, you can drag and move the window to adjust the window sequence. Double-tap the playback window to display the camera in 1-division mode and double-tap again to restore.
4. Tap 📅 to set the search conditions, including date and storage location and tap **Search** to search the corresponding video.
5. You can slide the timeline bar to adjust the playback time of the selected window.
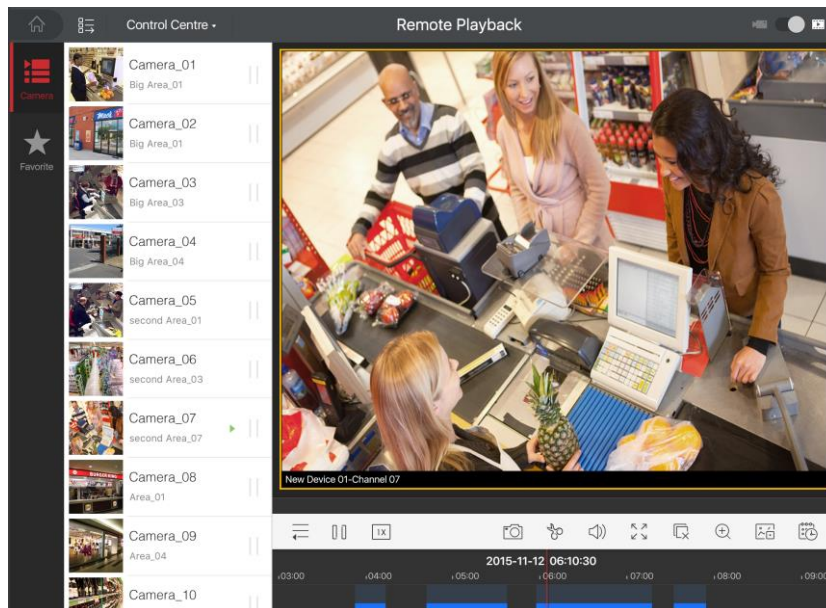
4.3.2 Stopping Playback

You can tap [icon] to stop the playback of all the cameras.

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

Steps:

1. Tap and hold the playback window.

2. Drag the window upwards, and the [icon] icon shows on the top of the window.

3. Drag the window to the [icon] until it changes to [icon] and then release the window.

4.3.3 Entering PIP Mode

The live view window can be displayed on the playback window at the same time. In this mode, you can view the playback and live view of the camera simultaneously.

Steps:

1. Select a playback window.

2. Tap [icon] and the selected window will be displayed on the full screen, and the live video of the camera shows in inset window on the upper-right corner.

3. Tap and drag the inset window to adjust its position.
4. Click the inset window to switch the live view and playback.
   Example: If the live view shows in the inset window, tap the inset window and the live view displays on the full screen and the playback video shows in the inset window.

The following icons are available for controlling the playback:

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

Icon	Description
	Pause the playback.
	Adjust the playback speed to 1/4X, 1/2X, 1X, 2X and 4X.
	Capture picture of the playback video.
	Clip the playback video.
	Audio control.
	Digital zoom.
	Leave PIP mode.

The following icons are available for controlling the live view:

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

Icon	Description
	Lock the toolbar.
	Record the video of the selected live view window.
	Audio control.
	Image quality panel.
	Digital zoom.
	Capture picture of the selected live view window.
	Leave PIP mode.
	PTZ control.

4.3.4 Clipping and Capture

During the playback, select a playback window and tap ✂ to clip the playback video of it and tap the icon again to finish clipping.

Tap 🖾 to capture pictures of the camera under playback.

The clipped video and captured pictures can be viewed and managed in the Picture & Video Management interface (refer to *Chapter 6*).

4.3.5 Digital Zoom

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

Steps:

1. Select a playback window.
2. Tap ⊕ 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. Or you can double-tap on the playing video to realize digital zoom.

4.3.6 Full-screen Playback

During playback, tap ⤢ to enter the full-screen mode.

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

Icon	Description
⏸	Pause the playback.
1x	Adjust the playback speed to 1/4X, 1/2X, 1X, 2X and 4X.
🖾	Capture picture of the playback video.
✂	Clip the playback video.
🔊	Audio control.
⤡	Exit full-screen mode.
🗙	Stop all the playback.
⊕	Digital zoom.
⊡	Enter PIP mode.

Chapter 5 Business Intelligent

Tap Business Intelligent (hereafter simplified as BI) module on home page to enter the BI interface.

Purpose:

With the 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.

Note: If the License you purchased does not support the **Business Intelligence** module, you will not see the module displayed on the home page.

5.1 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.

5.1.1 Transaction Report

Purpose:

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

Steps:

1. Tap the [icon] icon to enter the transaction report interface.

2. Tap and select the start time and end time.

3. Move the cursor along the horizontal axis to view the transaction of each cashier.
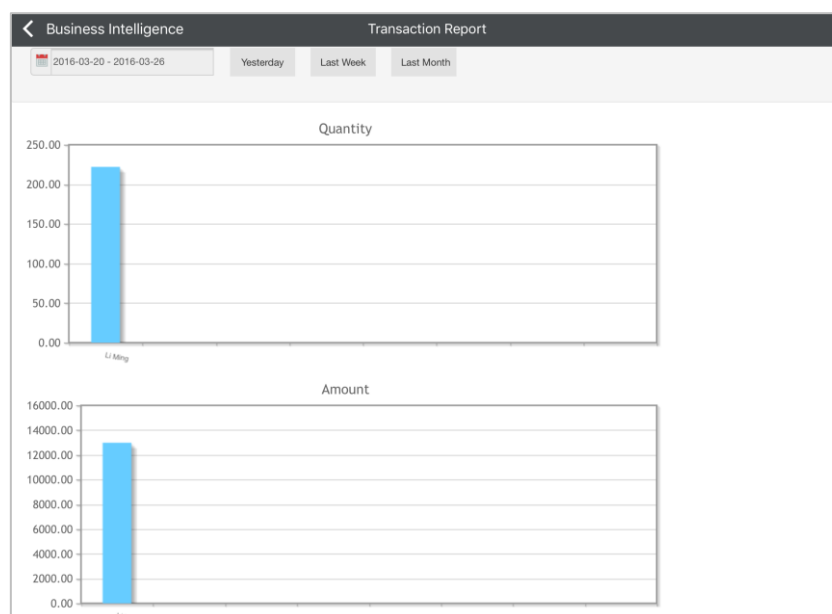   **Horizontal axis**: The name of the cashier.
   Vertical axis: The sales quantity and total transaction (unit: dollar) completed by the cashier.

4. Tap **Yesterday**/**Last Week**/**Last Month** to select different time period for the report.

5.1.2 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. Tap the icon to enter the commodity sales volume report
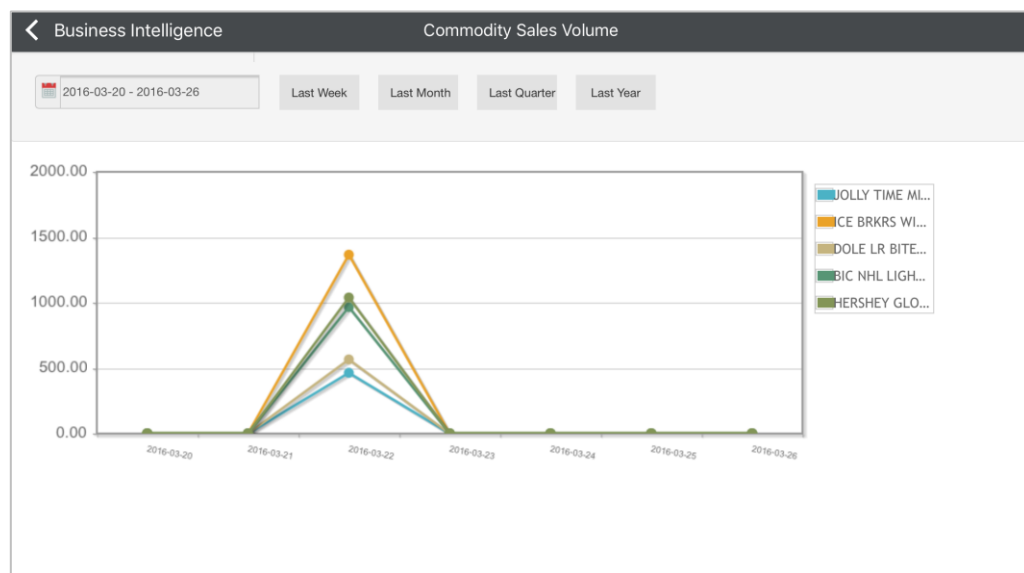
2. Tap and select the start time and end time.

3. 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.

4. Tap **Last Week/Last Month /Last Quarter/Last Year** to select different time period for the report.

5.1.3 Top Selling

Purpose:

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

Steps:

1. Tap the [icon] icon to enter the top selling report.

2. Tap [icon] and select the start time and end time.

3. 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.

4. Tap **Yesterday/Last Week/Last Month** to select different time period for the report.

5.2 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.

5.2.1 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.

Steps:

1. Tap the [icon] icon to enter the traffic distribution interface.
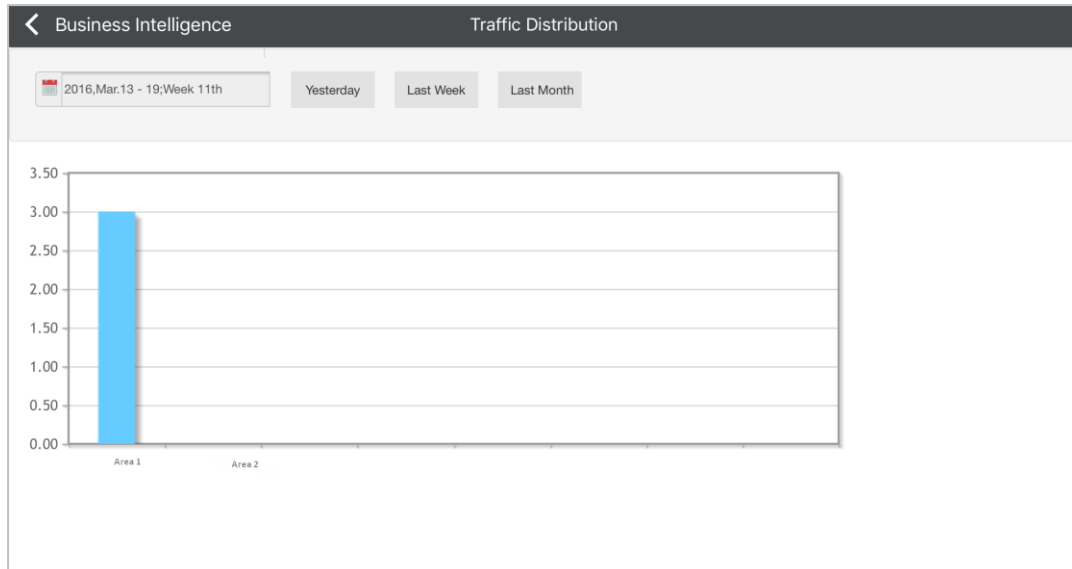
2. Tap [icon] and select the start time and end time.

3. 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.

4. Tap **Yesterday/Last Week/Last Month** to select different time period for the report.

5.2.2 Traffic Trending

Purpose:

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

Steps:

1. Tap the [icon] icon to enter the traffic trending interface.
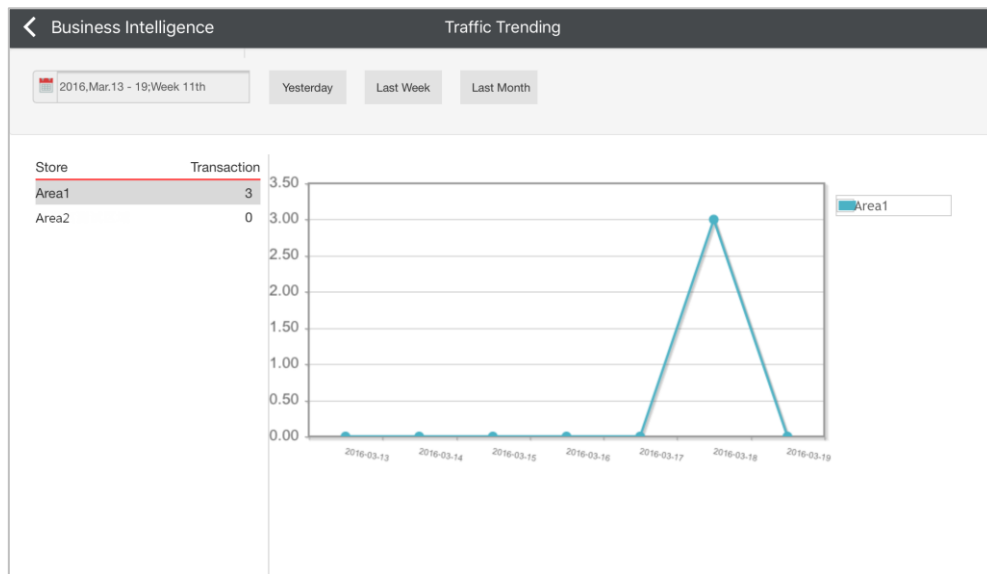
2. Tap [icon] and select the start time and end time.

3. 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.

4. Tap **Yesterday/Last Week/Last Month** to select different time period for the report.

5.2.3 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:

1. Tap the [icon] icon to enter the customer gender analysis interface.
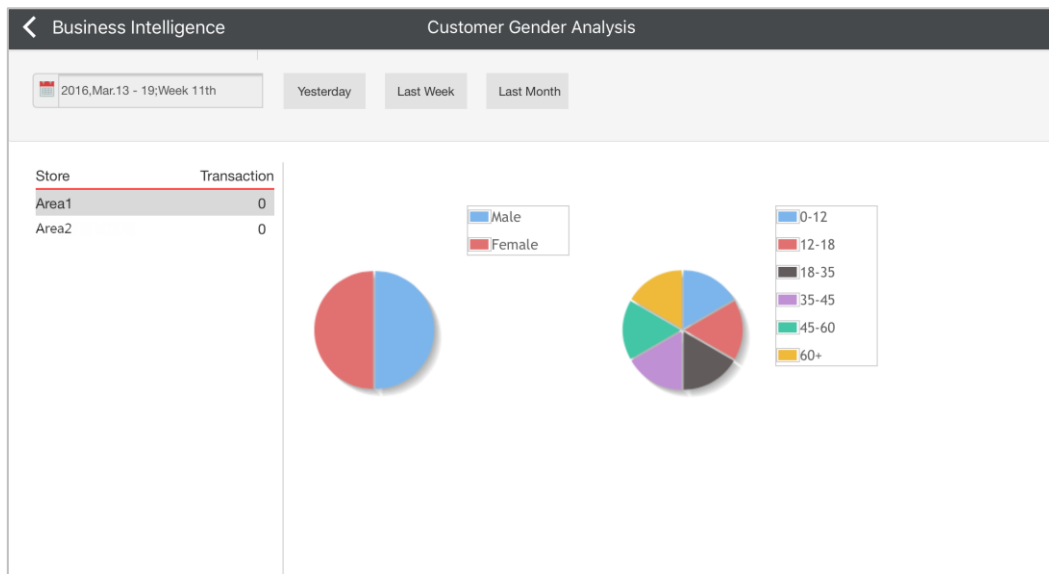
2. Tap [icon] and select the start time and end time that are required.

3. View the customer gender analysis report.
   Gender Ratio: The male/female ratio of the customers who have visited the store.
   Age Distribution: The age group of the customers.

4. Tap **Yesterday/Last Week/Last Month** to select different time period for the report.

5.2.4 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:

1. Tap the [icon] icon to enter the conversion rate interface.
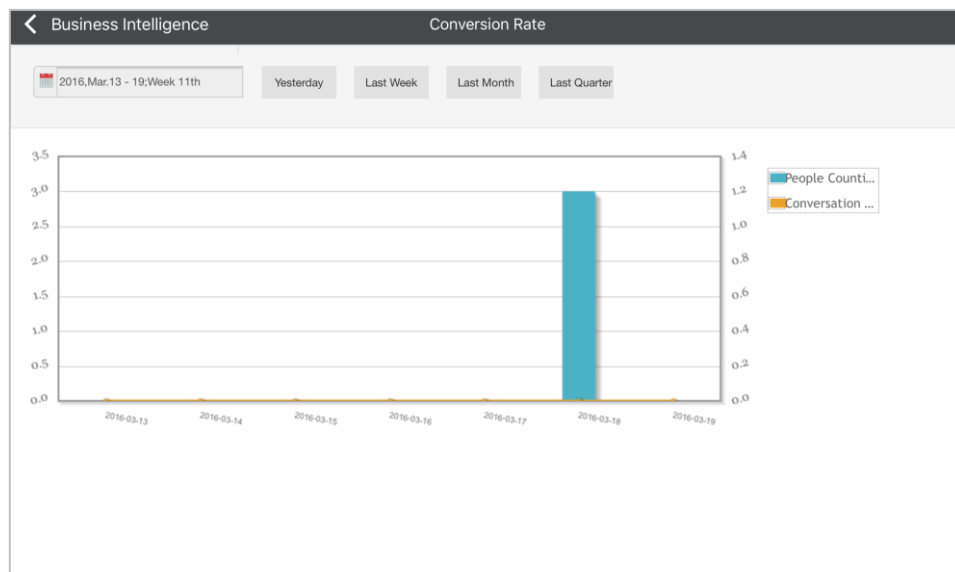
2. Tap ⬛ and select the start time and end time.

3. 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 (blue): The traffic volume of the store.
   Vertical axis (orange): The conversion rate of the store.

4. Tap **Yesterday/Last Week/Last Month** to select different time period for the report.

5.3 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.

5.3.1 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:

1. Tap the ⬛ icon to enter the heat map interface.
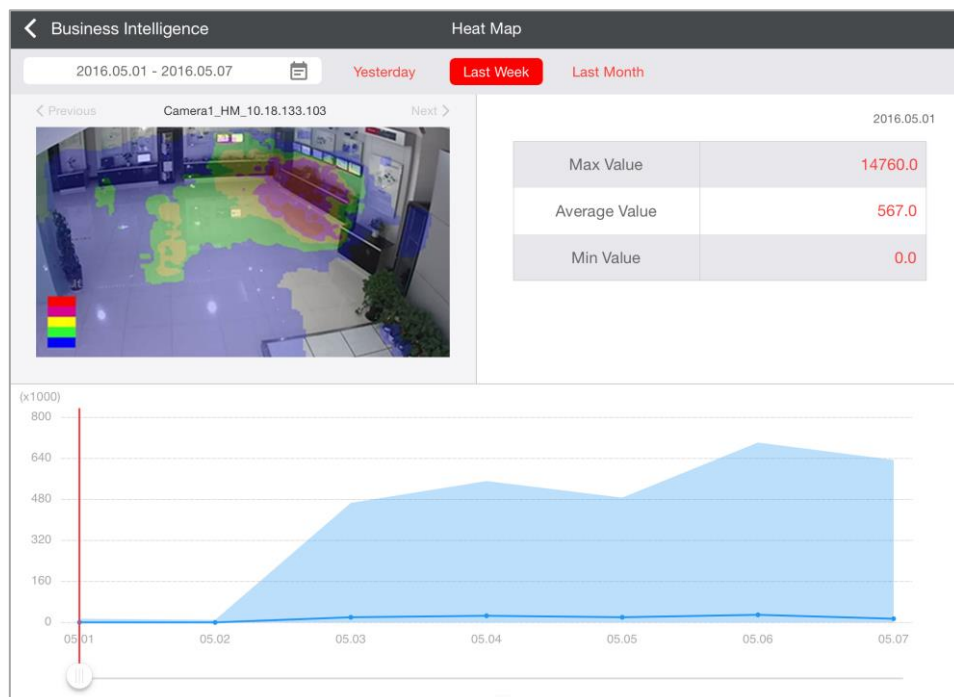
2. Tap ⬛ and select the start time and end time that are required.

3. Tap **Previous/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. Tap **Yesterday/Last Week/Last Month** to select different time period for the report.

5.3.2 Interested Area Analysis

Purpose:

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

Steps:

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

2. Tap and select the start time and end time that are required.

3. View the hot area of the map.

4. Tap **Yesterday/Last Week/Last Month** to select different time period for the report.

Chapter 6 Picture and Video Management

Tap Picture and Video module on home page to enter the Picture and Video management interface.

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 Remote Playback interface. The pictures and video files are stored in the iVMS-5200 HD directory of the SD card. You can also share the pictures and video files to other available applications.

The pictures and videos are dispalyed by date.
If you want to share the pictures and videos to other applications, please perform the following steps.

Steps:

1. Tap **Select** and then tap to select the pictures and videos for sending.
2. Tap ⬆ and select the application to share.

If you want to delete the pictures and videos in batch, perform the steps below.

Steps:

1. Tap **Select** and then tap to select the pictures and videos you want to delete.
2. Tap 🗑 to delete the selected file(s). Or you can tap **Cancel** to cancel it.
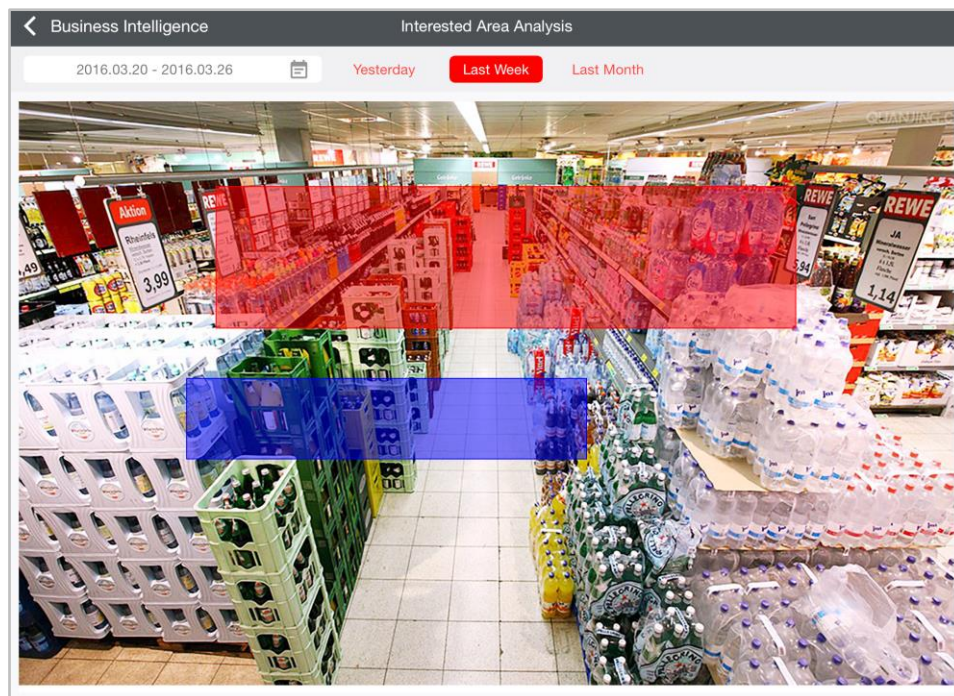
Picture Management

Steps:

1. Tap a picture and the picture displays in full screen.
2. You can tap 🗑 if you want to delete it, and tap ⬆ and select application to share the picture to.
3. 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.
4. Tap **Picture and Video** to back to the Picture & Video Management interface.

Video Management

Steps:

1. Tap a video and the video shows in full screen. You can tap 🗑 if you want to delete it, and tap ⬆ and select application to share the video to.
2. Tap ▶ to play it. You can slide the timeline bar to adjust the playback time.
   - ⏸ Pause the playback.
   - 📷 Capture a picture of the playback video.
   - 🔊 Audio control.

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 if you enable the alarm notification. You can check the alarm information and view the alarm linked live video and playback.

Notes:

● For enabling alarm notification, refer to *Section 8.2 Alarm Notification*.

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

Steps:

1. 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 tablet to check the received alarm notification.
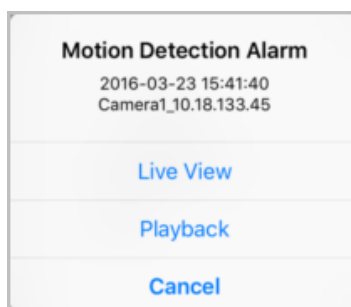
2. You can check the detailed information of the alarm, including the alarm type, alarm time and the alarm source.

3. Tap **Live View** or **Playback** to view the live view or record file of the camera.

   Note: The related video file of the day the alarm occurred 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 Local Configuration

Tap Me module on home page to enter the Me interface for local configuration.

8.1 Account

Tap the **Account** tab and you can check the login information, including user name, user type, login mode, and system information.
You can also tap **Logout** to log out of system.

8.2 Alarm Notification

Steps:
1. Tap **Settings** tab to enter the local settings interface.
2. Set the **Alarm Notification** switch as on to enable the alarm notification for receiving the alarm information.

8.3 Hardware Decoding

Purpose:
Hardware Decoding can provide better decoding performance and lower CPU usage when playing the HD videos during live view or playback.
Steps:
1. Tap **Settings** tab to enter the local settings interface.
2. Set the **Hard-Decoding Preferred** switch as on to enable decoding by hardware for live view and playback.

Notes:
● Hardware decoding is only available for H.264 and H.264+.
● Hardware decoding doesn't support manual capture and digital zoom.
● If hardware decoding cannot be enabled, it will switch to software decoding.

8.4 Flow Statistics

Purpose:
The network traffic consumed during live view and remote playback can be checked. You can check the mobile network traffic and Wi-Fi network traffic separately.
Steps:
1. Tap **Settings** tab to enter the local settings interface.
2. Tap **Flow Statistics** to enter Flow Statistics interface to view the data usage.
   Mobile Network: Refer to the cellular data consumed during live view and remote playback.
   Wi-Fi: Refer to the Wi-Fi data consumed during live view and remote playback.
   Current Day: The traffic data consumed today.
   Current Month: The traffic data consumed this month.

History: The traffic data consumed since you started using the software.

3. (Optional) You can tap **Clear** to empty the data.

8.5 About

Steps:

1. Tap **Settings** tab to enter the local settings interface.
2. Tap **New Features** to view the new features of the Mobile Client.
3. If the **Software Update** displays, tap **Software Update** to update the client.
   Note: The **Software Update** item displays when there is a new version available in the Google Play.

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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