

# **IP Camera Viewer for Mac**

**by DComplex LLC**

## **User Manual**

This document has the latest documentation about the IP Camera Viewer app for monitoring IP Cameras on your Mac.

Download IP Camera Viewer app from Apple App Store:  
<http://itunes.apple.com/us/app/ip-camera-viewer/id412795760>

IP Camera Viewer app is designed and developed by  
DComplex LLC in New York, USA.

DComplex LLC is a software development company focusing  
on professional iPhone and Mac video surveillance solutions.  
[dcomplex.com](http://dcomplex.com)

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## How to Prepare an IP Camera

### **Validate Access to Your IP Camera**

Once you have an IP Camera setup on your network and running, verify that you can connect to it from your Mac.

For this, on your Mac, open the **Safari** app and enter the address of your IP Camera. You should get the web page of the camera.

The camera's web page might need to install plug-ins to your browser to function properly in **Safari**. However, you do not need to install those in order for IP Camera Viewer app to work. If you see the camera home page in Safari, this is sufficient for the IP Camera Viewer app to access the camera.

If you do not see the camera home page in **Safari**, please see the instructions that came with the camera to make sure that the camera is configured properly and if the address of the camera is spelled correctly.

**If the **Safari** app on your Mac cannot connect to your IP Camera, then the IP Camera Viewer app will not work as well. Ask your network administrator to allow access to the IP Camera from your Mac.**

## Configuring Audio on Your IP Camera

IP Camera Viewer allows to hear audio from Axis and Panasonic IP Cameras. Before you can use audio in the app, you need to enable it in your Axis or Panasonic camera.

1. Connect to your camera using a Web Browser and find Settings.
2. In the Settings, select Audio section. Set the Enable Audio checkbox and save the settings.



3. Select desired audio properties. You have to select either G711 or G726 as Encoding.



4. Update and save camera audio settings.

## ***Protect Your IP Camera***

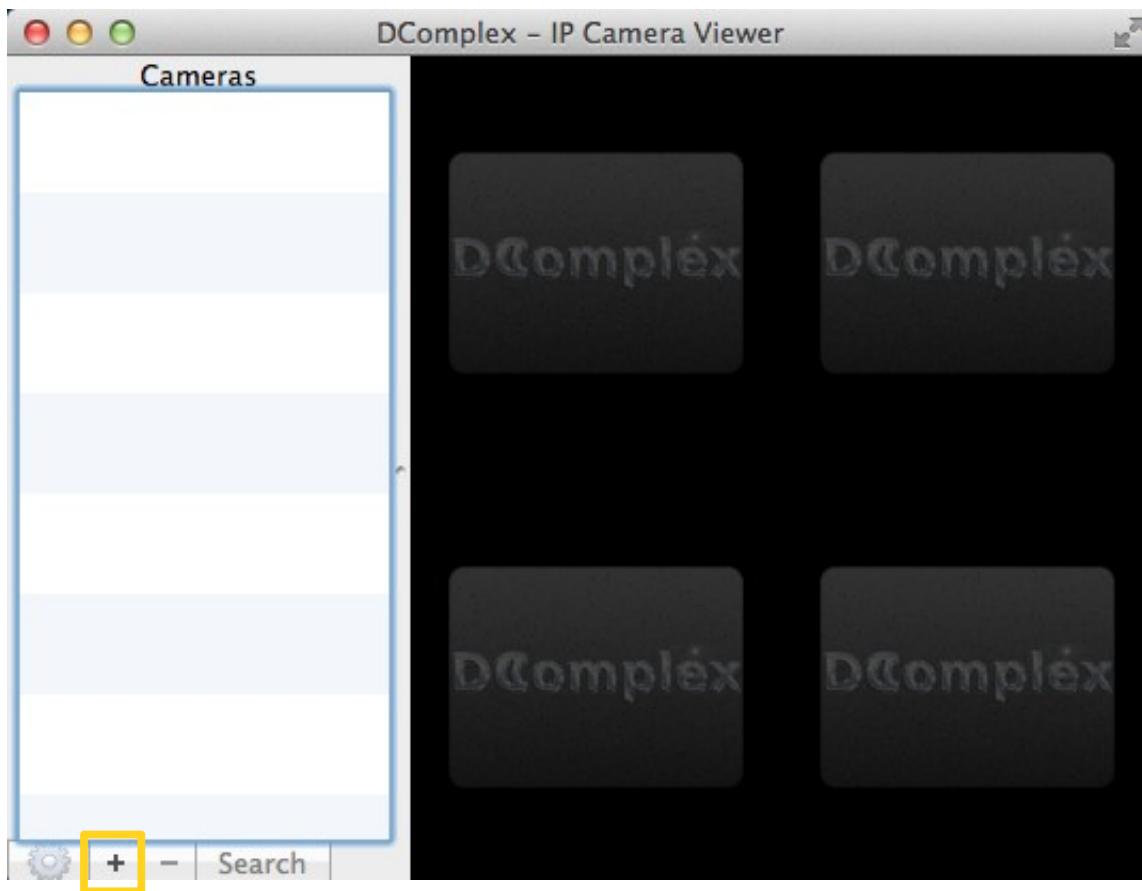
In the default configuration, your username and password will be sent to the camera in clear text.

We recommend to activate the Secure Sockets Layer (SSL, aka TLS, aka HTTPS) on the camera to protect the network traffic. Each cameras has a different procedure for it. Please see camera manual.

# How to Use IP Camera Viewer

## **The First Launch**

When you launch the IP Camera Viewer app the first time, your screen will look like the following:



The only operation available is Add Camera.

IP Camera Viewer app provides you with two ways how to add a camera

- [Manually](#): using IP address
- [Automatically](#): using camera discovery mechanism

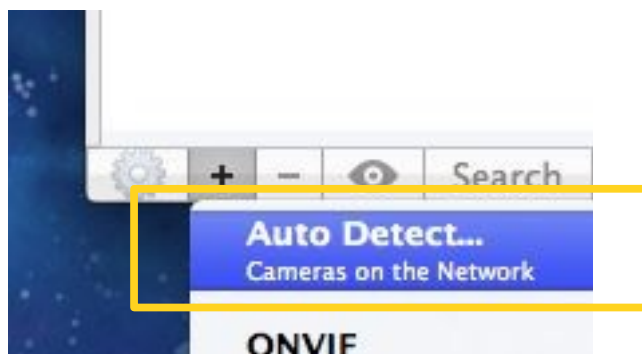
### Add a Camera Using Auto-Detection

IP Camera Viewer can automatically discover many camera models.

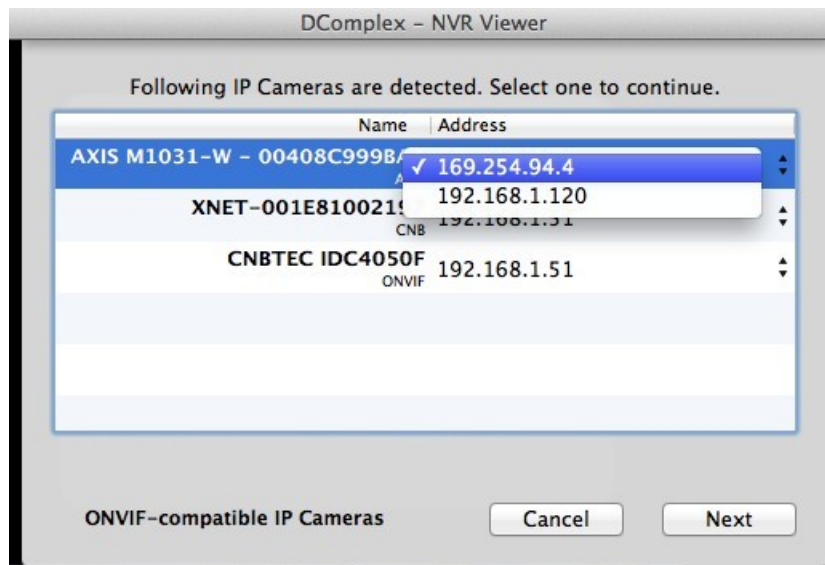
Invoke the Add Camera menu either by using

- the + button on the bottom-left corner of the app
- or
- the Camera menu on the top of the computer screen.

Select Auto Detect menu to see all discovered cameras.



When you tap the Auto Detect menu item, you would see the following window.



The following information will be shown for each found camera:

- **Camera Name:** It is typically set by manufacturer to show some info about the camera, such as model and MAC address. Once you add the camera, you will be able to modify the name that helps you to identify the camera.

- **Manufacturer or model:** In the screenshot above it is CNB and ONVIF.
- **IP Address:** The address is shown on the right through a drop down box. Some cameras might have multiple IP Addresses configured. In this case, use the drop down menu to select the address you wish to use. Often, any address would work just fine.

Select an IP camera from the list of detected cameras.

- Only one camera can be added at a time. For any additional cameras you will need to repeat the process.
- Some IP camera models can be additionally integrated through [ONVIF](#) protocol. In this case, the Auto-Detection window may show the camera the twice.
- The list will contain all detected cameras, even ones that you have already added to the app.

Tap the **Next** button.

Setup the [camera's connection parameters](#) as needed, tap the **Next** button.

The app will attempt to connect to the camera to check what functionality is available. For example: whether the camera allows Pan Tilt and Zoom controls.

The camera has been added to the app **Cameras** list now. It is set up with default configuration. Click the **Save** button to use the camera with the default configuration, or [adjust camera configuration](#) in this window.

At this point, you also can add camera to your [video layout](#) to be able to see [live video](#) from it.

## **Add a Camera Using its Address**

If you know the Address of the camera and the camera model, you can add the camera manually. Typically you would use camera IP Address here. However, if your camera has less popular address format, such as DNS (like: mycam.dyndns.org), or local address (like: axis-a3.local.) - it would work as well.

Invoke the **Add Camera** menu either by using

- the **+** button on the lower-left corner of the app  
or
- the **Camera** menu on the top of the screen.

Then select the camera type, such Axis, Sony or ONVIF.

Setup the [camera's connection parameters](#) as needed, tap the **Next** button.

The app will attempt to connect to the camera to see what functionality is available. For example: whether the camera allows Pan Tilt and Zoom controls.


The camera has been added to the app **Cameras** list now. It is set up with default configuration. Click the **Save** button to use the camera with the default configuration, or [adjust camera configuration](#) in this window.

At this point, you also can add camera to your [video layout](#) to be able to see [live video](#) from it.

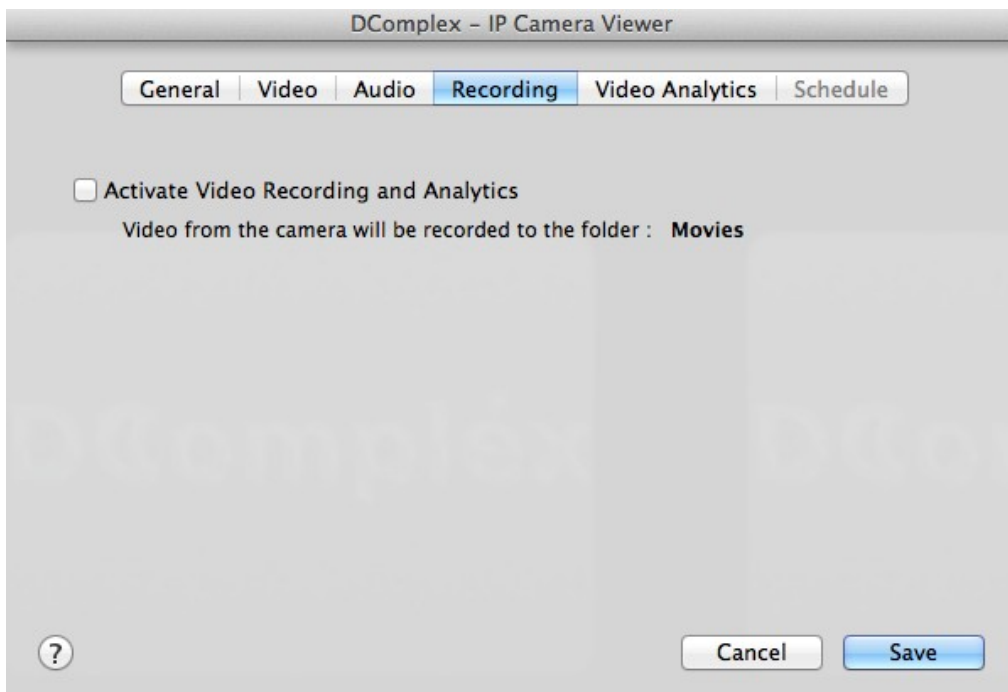
## Configuring Camera

IP Camera Viewer allow you to modify your cameras' settings.

You can access the camera configuration through **Edit Camera** menu item from

- the **Camera** menu on the top of the computer screen  
or
- the pop-up menu on the camera from **Cameras** list  
or
- by using the  button on the bottom-left corner of the app.

The camera configuration window looks like the following.



It has the following tabs:

- [General](#): contains connection parameters of the camera
- [Video](#): contains quality parameters of the video stream
- [Audio](#): contains parameters of the audio stream
- [Recording](#): contains parameters for recording video
- [Video Analytics](#): contains parameters for detecting motion and faces and

generating events

- [Schedule](#): contains parameters for continuous recording.

## Configuring Camera Connection Settings (General)

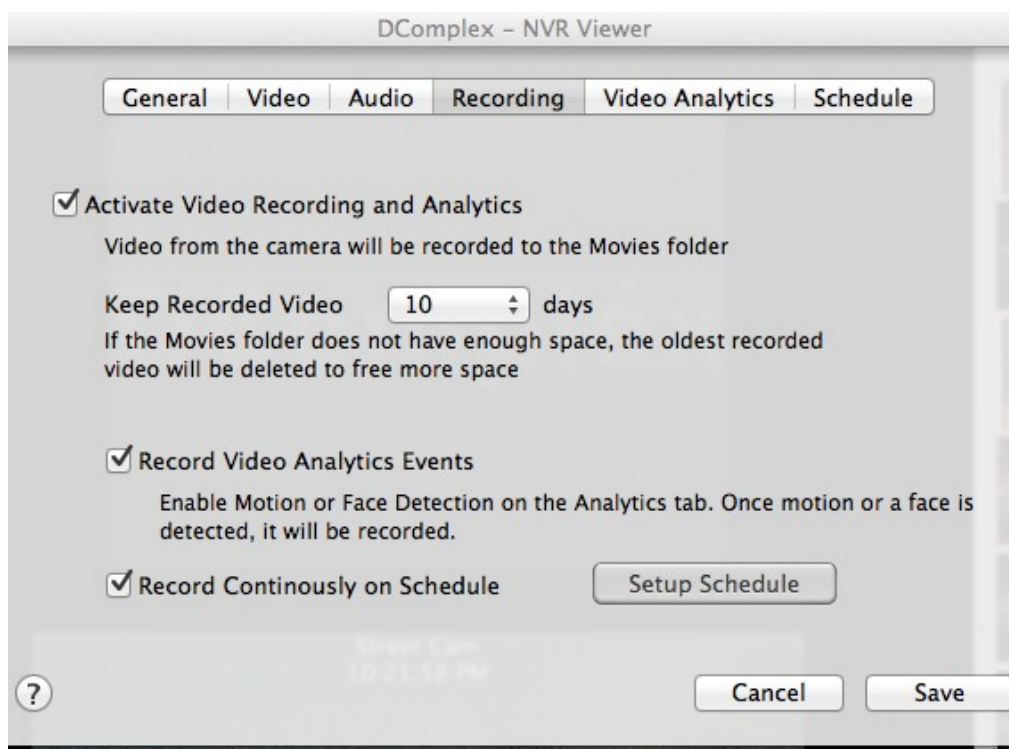
Depending on the camera type, you will see the list of parameters that you can control.

Parameter	Value
Name:	AXIS M1031-W
Address:	192.168.1.120
Port:	80
Protocol:	http
User Name:	root
Password:	•••••

- **Name:** Enter any name that helps you to identify the camera, such as “Front Entrance”.
- **Address:** Address of the camera. It is OK to use IP Address or a name, such as axis-a3.local. or me.dyndns.org. **Do NOT enter http:// nor port number into the address field.**  
Note: Auto-Detect will automatically set the address of the camera for you.
- **Port:** Most cameras are configured to operate on port 80. If you changed it, select the appropriate port number.
- **Protocol:** Most cameras operate using http protocol, which is not secure. If you configured the camera to operate on https protocol, select it from the list.
- **User Name and Password:** if the camera allows access only to specific users, enter the credentials of the user.

## Configuring Video Recording and Analytics

IP Camera Viewer apps allows you to record video from an IP Camera automatically, either using schedule or record only events, or both.



To automatically record video from an IP Camera, set **Activate Video Recording and Analytics** item.

Note: Automatic video recording is initially available only for one camera.

- When you enable recording for additional cameras, the app will prompt you to purchase in-app item **Recording Camera #2**, **Recording Camera #3** and etc.
- The app could record video from up to 5 cameras.

Video will be recorded to your **Movies** folder

- Video will be stored the specified number of days, if space permits.
- The app monitors your hard drive for free space. You can always see the current hard drive status in [Storage](#) window.
- If there is not enough space in the **Movies** folder, the oldest video recorded

by the app will be deleted automatically to free up space for newest video.

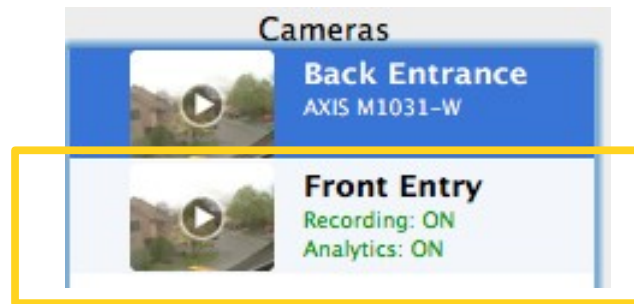
Note: if your hard drive is 90% full with system files or your other files, IP Camera Viewer will not record video automatically.

To record video when the motion or a face is detected, activate **Motion Detection** or **Face Detection** for the camera using the [Video Analytics](#) tab.

To record video continuously, select **Record Continuously** on **Schedule** item.

- You could further adjust schedule for continuous recording using the [Setup Schedule](#) button.

Once you have activated video recording on the camera, you will see the camera's status in **Cameras** list as following.

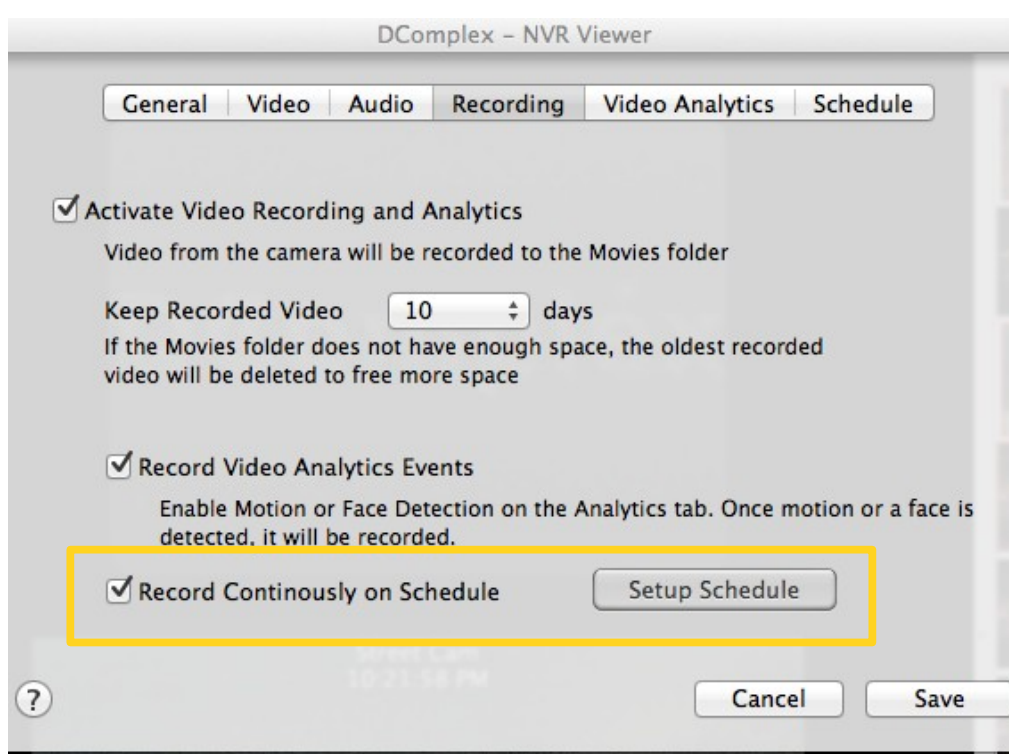


Note: When your computer goes to sleep, video recording will NOT work. You must [disable Mac sleep mode](#) to be able to continue record video.

## Configuring Video Recording on Schedule

IP Camera Viewer apps allows you to record video from an IP Camera automatically using schedule. For this, activate Record Continuously on Schedule item.

- Open [Camera Settings](#) window
- Select Recording tab
- Check Record Continuously on Schedule item.



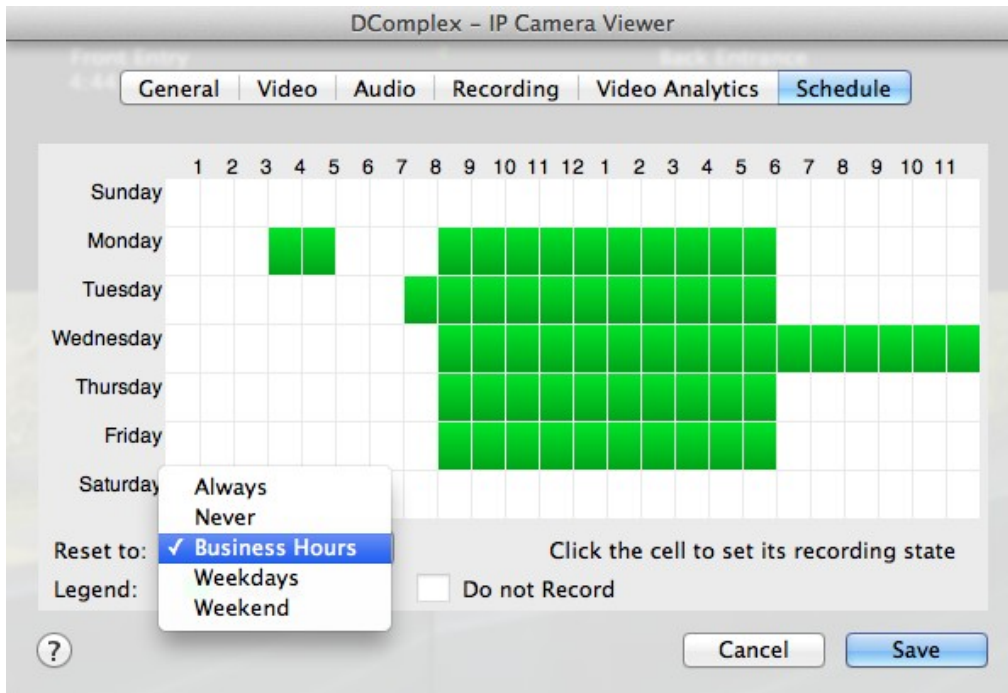
Notice that Setup Schedule button and Schedule tab become activated.

Now you can set up video recording based on the time of day and the day of the week.

To access Schedule configuration window, select

- the Setup Schedule button  
or
- Schedule tab

The Schedule configuration window will look something like the following.



Use your mouse to select time (in green) for continuous recording for each day of the week.

You can reset the schedule to one of the pre-configured templates (Always, Never, Business Hours, Weekdays or Weekend) using Reset to combo-box.

After you Save your configuration, IP Camera Viewer apps will start recording video from the IP Camera automatically using the schedule.

Note: When your computer goes to sleep, the scheduled recording will NOT work. You must [disable Mac sleep mode](#) to be able to continue record video.

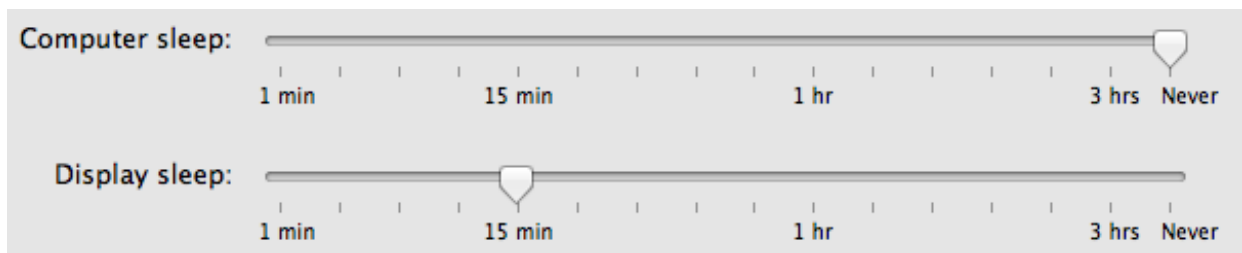
## **Video Recording and Sleep Mode in Mac OSX**

When your computer goes to sleep, the app will STOP video recording. That means that your scheduled recording will NOT work as well.

To learn more about what happens when your Mac goes to sleep read [About Energy Saver sleep and idle modes in Mac OS X](#) article.

Here is how to disable sleep mode on your Mac.

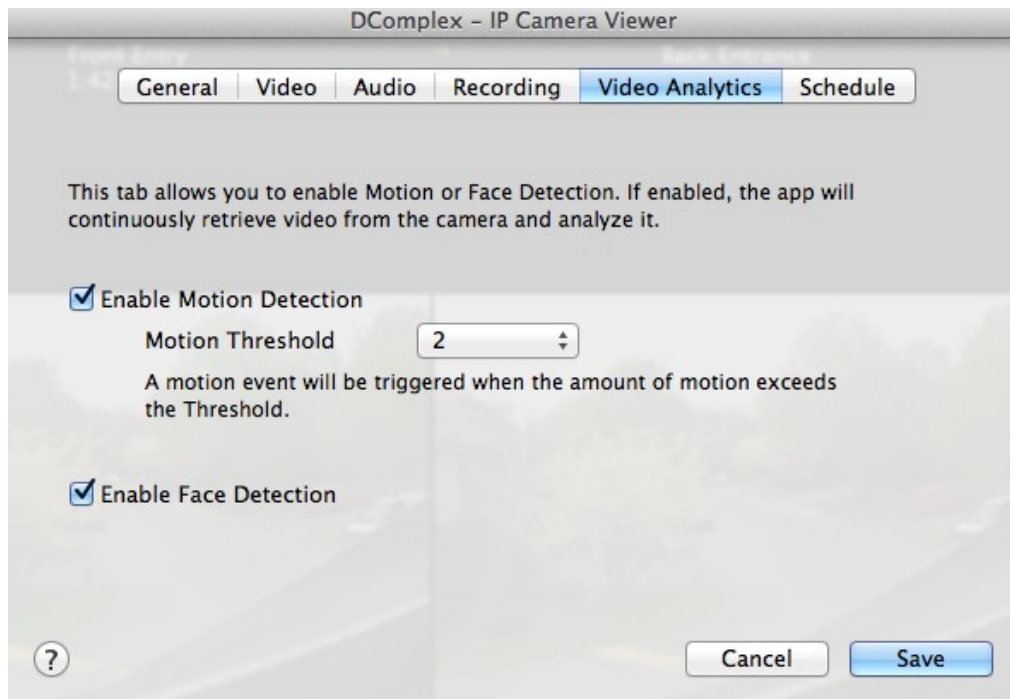
- Open the Finder app and select Applications item
- From it launch System Preferences app
- Select Energy Saver under Hardware section
- You will see two sliders



- If you set the Computer Sleep slider to Never - the computer will always stay on.
- You could keep Display Sleep to some small value, like 5 minutes to save energy.

## Video Analytics

IP Camera Viewer app can continuously analyze video stream from configured IP Cameras to detect motion or detect faces.



For the **Motion Detection** event, configure the **Threshold** to have the event triggered only when the amount of motion exceeds the value.

- The **Motion Detection** and **Face Detection** algorithms provide basic functionality at this time. They might occasionally generate events when there is no face in the camera or there is only irrelevant motion.
- Take some time to play with both video analytics events to understand how they can be used in your environment. When used correctly, the events can save you a lot of time during video search.

Once motion or a face is detected, the app will add the event to the [Events](#) list.

You can also [record the video](#) that triggered the event.

You can always search recorded video for events from a camera by using [Video Search](#) functionality.

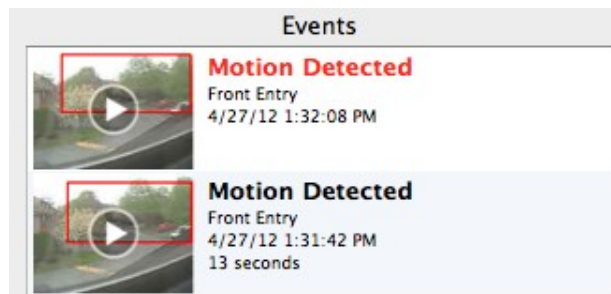
## Managing the Events List

IP Camera Viewer allows you to monitor Motion Detection and Face Detection events from any camera.

To see the Events list, activate Show Events item from the Window menu.

Before you [configure any events](#) or after restarting the IP Camera Viewer, the Events list is empty.

Once motion or a face is detected, the app will add the event to the Events list.



Note: The number of items in the Events list is limited. However, you can still find all events from the camera in [Video Search](#) window.

In order to help you to see which portion of the image caused the event, the event's thumbnail image will have a red rectangle highlighting the region of the event.

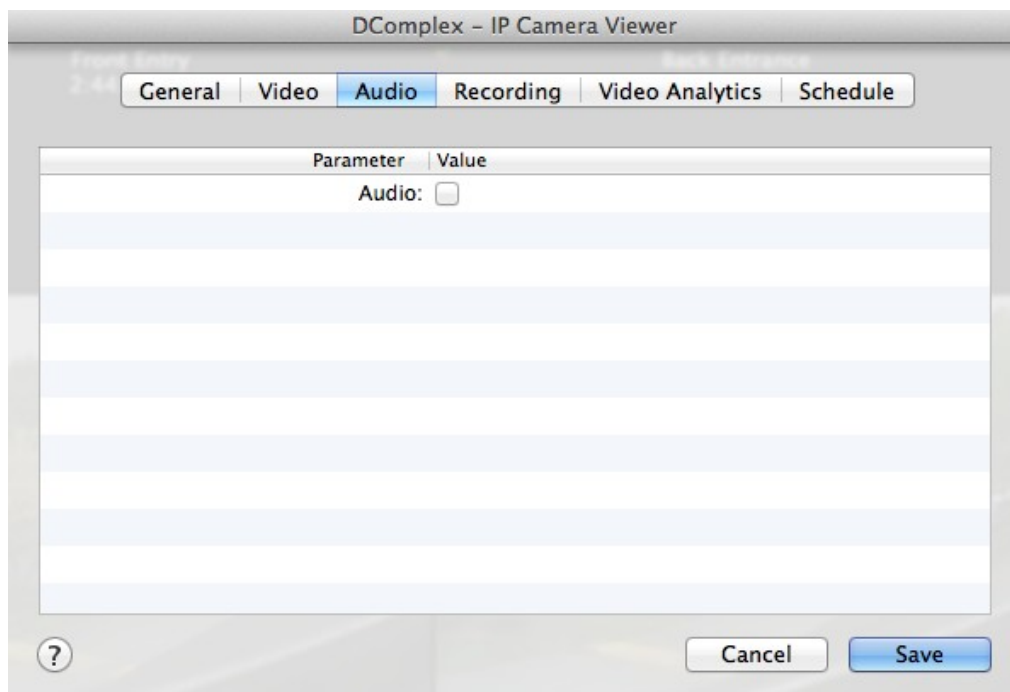
You can always search recorded video for events from a camera by using [Video Search](#) functionality.

## Configuring Audio

After you have [activated audio](#) and/or updated any audio setting in your IP Camera, you need to download new settings to the IP Camera Viewer app.

To activate audio in IP Camera Viewer

- Open [Camera Settings](#) window
- Select Audio tab
- Select Audio check box
- Save new settings.



Now you should hear the sound from the camera.

If needed, go back to your camera and adjust camera mic sensitivity (Input Gain) to get the desired audio volume.

## **Removing a Camera**

You can easily remove a camera from IP Camera Viewer app.

Select the camera you want to remove.

Invoke the **Remove Camera** menu either by using

- the - button on the lower-left corner of the app  
or
- the **Camera** menu on the top of the screen  
or
- the pop-up menu on the camera from **Cameras** list

Confirm removing.

The camera will be permanently removed from **Cameras** list. Any video cell from the camera will be closed.

## Monitoring Live Video

Monitoring live video will take the lion's share of your app use. Please review these tips to get familiar with all relevant features. You might find something that makes your experience much better.

### **Layout Templates**

IP Camera Viewer app comes with multiple layout templates.

You can display video in 2x2 grid, 3x3 grid and etc.

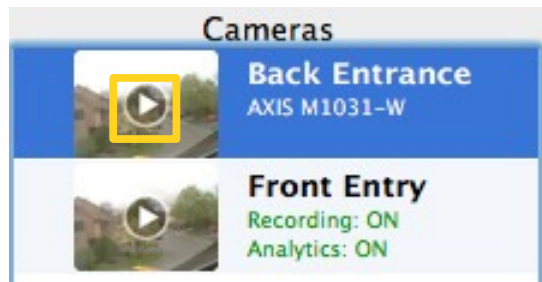
To change active layout template use the [Layout](#) menu.

### **Live Video**

To watch live video from a camera

- Tap on the ▶ button in the middle of the camera video icon

Note: If there is no empty cells in your current layout, the camera will replace one of the displayed cameras.



or

- Drag the camera from the [Cameras](#) list into the desired cell.

You should see the video from the camera now.

## **Monitoring Multiple Cameras**

IP Camera Viewer app allows to monitor live video from up to 25 cameras simultaneously.

Each cell that displays video has camera name at the top and [toolbar](#) at the bottom.

## **Toolbar**

Each video cell has toolbar for managing video.



To display video toolbar, simply move the mouse into the video cell.


The toolbar automatically appear/disappears every time you move the mouse on/away from the video cell.

The toolbar has following buttons in order of their appearance:

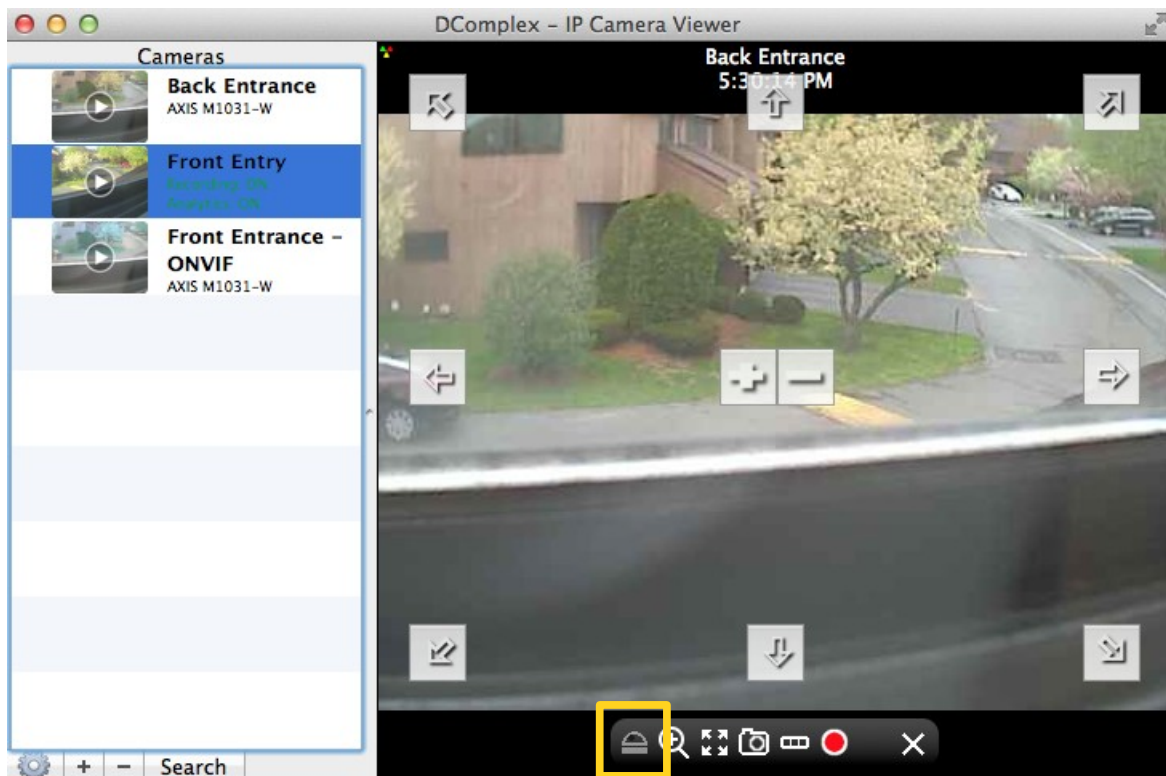
- [Camera PTZ](#): for controlling Pan, Tilt or Zoom on camera models that support PTZ functionality.
- [Digital PTZ](#): for controlling digital PTZ.
- [Full Window Mode](#): for displaying video from one camera with max dimensions.
- [Save Image](#): for capturing snapshots from a camera.
- Time Line: for quick review of recent video activities from a camera.
- [Record Movie](#): for recording of a small video clips from a camera.
- [Close](#): for removing a camera from a video cell.

## Camera PTZ

Some IP Cameras models support PTZ functionality: a user can Pan, Tilt or Zoom the camera and control PTZ presets.

If PTZ is available for your camera, the app will show an activated PTZ  button in the main video cell's toolbar.

The PTZ button is a toggle button. Tap the button to see arrows that control PTZ. Tab it again to hide arrows.



In order to start moving in a specific direction, press the arrow button. To stop moving, press the button again to release it.

Note: PTZ presets must be configured on the camera before they can be used by IP Camera Viewer app.

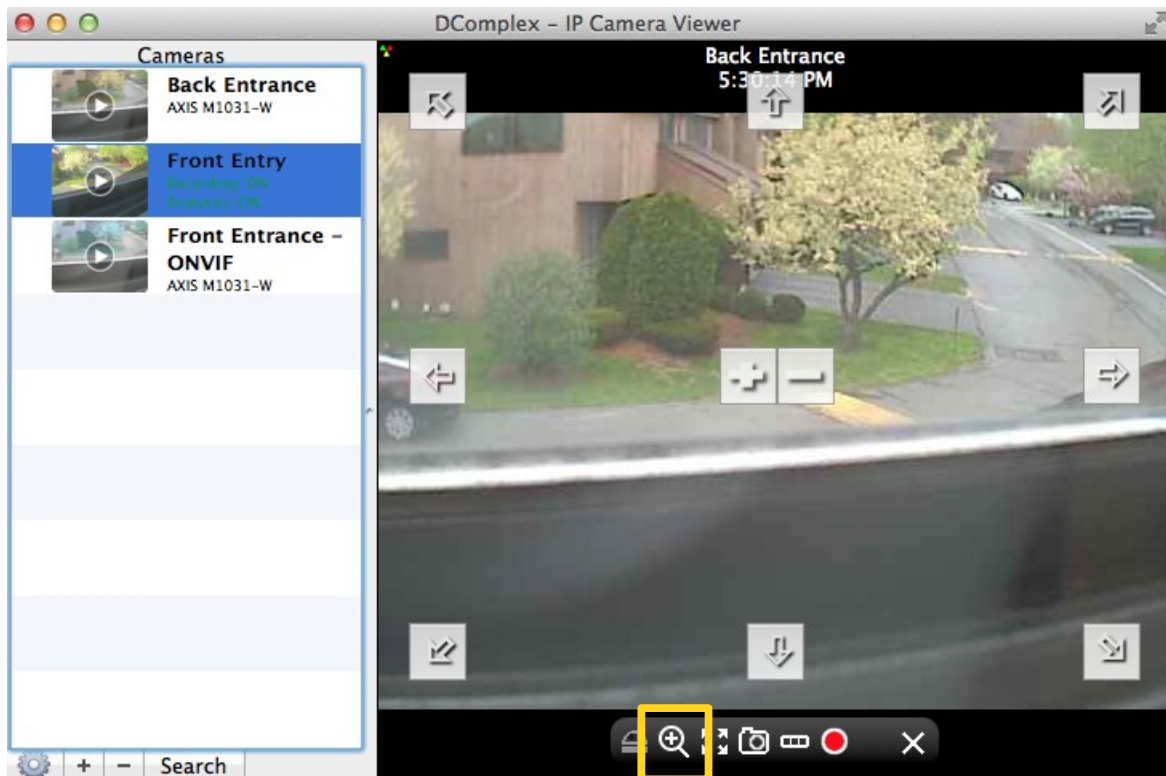
Note: Camera PTZ functionality is only available when video cell is in the [full window mode](#). If the video cell is in the layout mode, activating camera PTZ functionality will automatically move the cell into the full screen mode. To return to layout mode, tab Full Screen Mode button.

## Digital PTZ

Digital PTZ is available for any camera model.

The app always displays Digital PTZ  button in the video cell's toolbar.

The Digital PTZ button is a toggle button. Tap the button to see arrows that control Digital PTZ. Tap it again to hide arrows.



In order to start moving in a specific direction, press the arrow button. To stop moving, press the button again to release it.

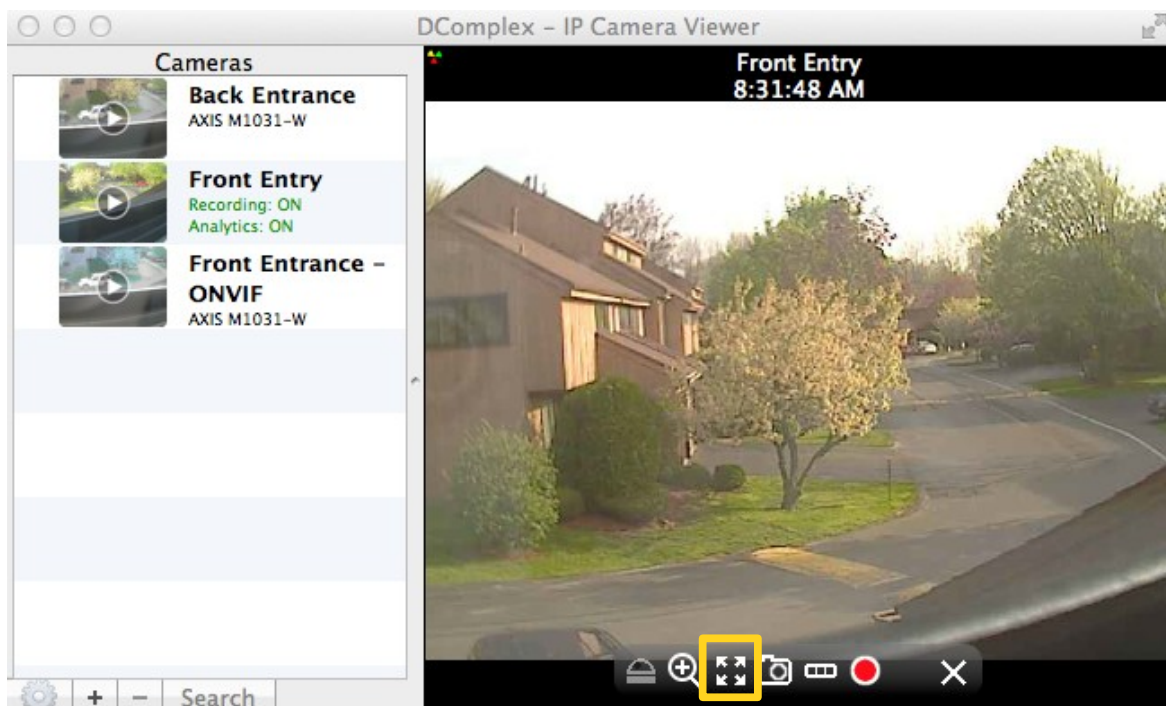
Note: Digital PTZ functionality is only available when video cell is in the [full window mode](#). If the video cell is in the layout mode, activating digital PTZ functionality will automatically move the cell into the full screen mode. To return to layout mode, tap Full Screen Mode button.

## The Full Window Mode

The full window mode displays video from one camera at a time, centering the image and making it as large as the window allows.

The app always displays the Full Window Mode  button in the video cell's toolbar.

The Full Window Mode button is a toggle button. Tap the button to see switch between full window and layout modes.



The following functions are available in the full screen mode only.

- PTZ
- Digital PTZ

If the video cell is in the layout mode, activating any of the above functionality will automatically move the cell into the full screen mode. To return to layout mode, tap Full Screen Mode button.

## Saving a Snapshot

IP Camera Viewer app allows to save an image from any camera.

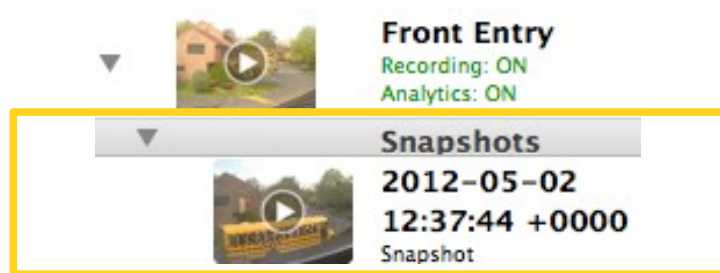
The app always displays the Save Image  button in the video cell's toolbar.

Tap it to capture the snapshot from the camera. The captured image will be opened in Preview app, where you could edit the image, or email it and etc.

IP Camera Viewer automatically manages all exported images. Notice that now the camera has ► symbol before it in Cameras list control.



Tap it to see Snapshots and Movies from the camera.



All your images will be stored in Snapshots section under the corresponding camera.

You can open image any time by tapping on the ► button in the middle of the snapshot icon. The image will be opened by Preview app.



You can remove any snapshot by selecting it and tapping - button on the lower-left corner of the app.

## **Scrubbing Live Video**

IP Camera Viewer app automatically buffers video for up to 10 minutes for all displayed cameras.

Scrubbing live video functionality allows you to access and instantly replay that video from any camera.

The app always displays the Time Line  button in the video cell's toolbar.

The Time Line button is a toggle button. Tap the button to see recently displayed video.



Scrub the images with the mouse to find the desired time.

Note: Every time you are in Time Line mode, the camera's video cell is NOT displaying live video.

When you are ready to switch to live video, tap the Time Line button again.

## Record a Movie Clip

IP Camera Viewer app allows to record a short movie clip from any camera.

The app displays the Record Movie  button in the video cell's toolbar.

The Record Movie button is a toggle button. Tap it to start recording a movie clip.

Notice the red flashing icon in the top left corner of the video cell. It is an indicator of video currently being recorded from the camera.

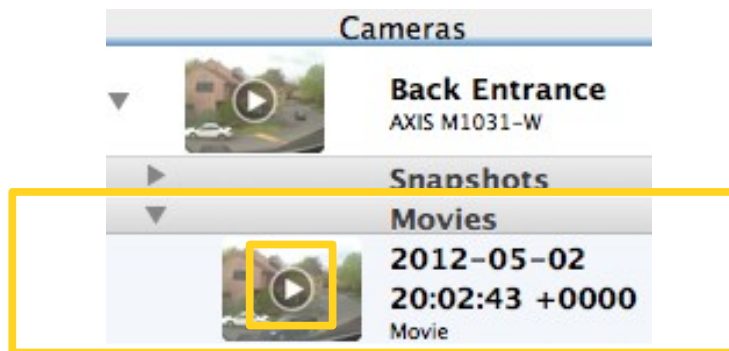
When you are ready to stop recording, tap the Record Movie button again.

The recorded movie clip will be opened by QuickTime Player app. It allows you to play back the movie, email it and etc.

Notice that now the camera has ► symbol before it in Cameras list control.



Tap it, it will open into additional section Movies.



All your movies will be listed in Movies section under the corresponding camera.

You can play it by tapping on the ► button in the middle of the movie clip video icon. The recorded movie clip will be opened by QuickTime Player app. It allows you to play back the movie, email it and etc.

You can always remove any movie clip by selecting it and tapping - button on the lower-left corner of the app.

## ***Closing a Video Cell***

You can easily stop displaying a camera from any video cell.

The app always displays the Close  button in the video cell's toolbar.

Note: Tapping the Close button will only STOP displaying video from the camera. It will NOT [remove the camera](#) from IP Camera Viewer app.

## Storage

IP Camera Viewer closely monitors your Mac's hard drive. It collects information about its capacity, amount of space used for other applications, video recording and free space available. It makes decisions on when to remove old video to free space for new one.

You can see the summary of the current hard drive status by activating **Show Storage Info** menu item from the **Window** menu.

The Storage window looks like the following.



## Video Search

IP Camera Viewer app provides Video Search functionality to manage recorded video for any recorded camera.

### **Launch Video Search Window**

You can launch Video Search window to search recorded video for any camera that has [video recording](#) and/or [video analytics](#) activated.

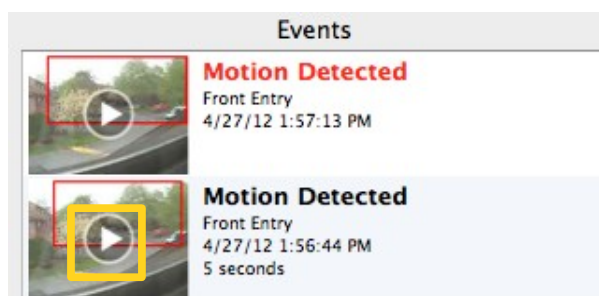
Once you have configured video recording on a camera, you can search recorded video for events from the camera. For this, select the camera and tap

- The Camera menu on the top of the computer screen and select Video Search item.  
or
- The Video Search item from the camera's pop-up menu.  
or
- The Search button in the bottom-left corner of the app screen.

IP Camera app will open Video Search window.

If, in addition to video recording, you have configured video analytics you can also launch and view video from any event in Events list. For this, select the event from Events list and

- Tap on the ► button in the middle of the event video icon

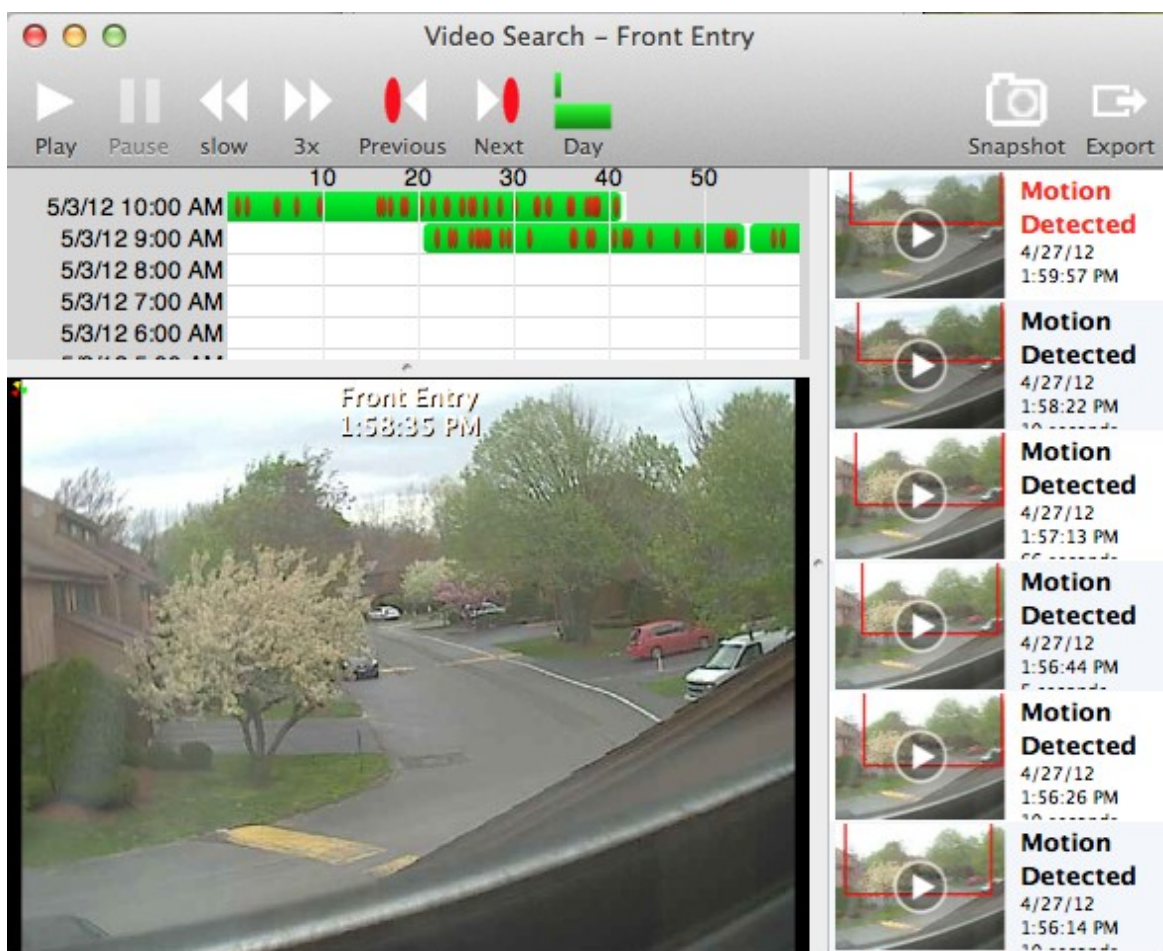


IP Camera app will open Video Search window.

## Functionality Overview

Video Search window contains the following elements

- **Toolbar:** for navigating the Time Line and video
- **Time Line:** for graphical display of recorded video and events
- **Video Cell:** for playing recorded video
- **Events List:** for showing any events detected from the camera




## Time Line

Video Search window allows you to pick time from Time Line control by tapping anywhere on it.

The Time Line can show video allocation time line in two different time intervals


- One Hour interval



The toolbar will display  button. The Time Line control will show 1 hour time per line.

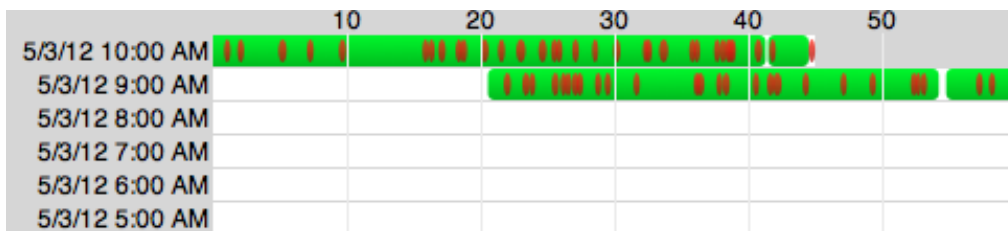
- One Day interval



The toolbar will display  button. The Time Line control will show 1 day time per line.

Use the buttons above to switch between different time interval modes.

Video is graphically marked on the Time Line using green for continuous recorded video and red for events.



You can scroll the Time Line all the way down to the first available video.

Once you have selected the time from the time line, video cell will start [video playback](#) from that time automatically.

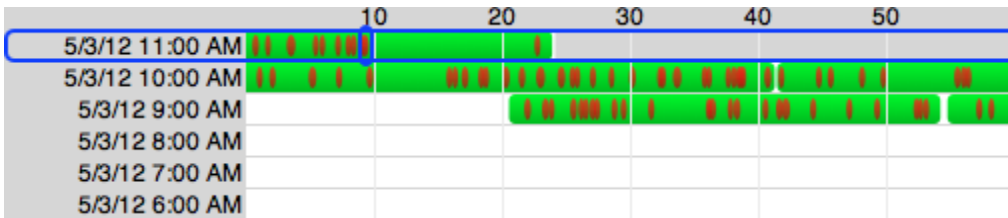
You can navigate between to the closest events next to the selected time by using button below.



## Events List


Video Search window allows you to search through all events from the camera, and/or export any event or any video clip.

Event list has all events generated from the camera for the time selected in [Time Line](#) control. You can see the selection as [blue](#) rectangle.



Tapping on any other lines will switch the selection. Every time you do it, the Event list will be refilled with updated events from the selected time frame.

Simply selecting an event from Events list will automatically

- Mark the event position on the time line  and
- Start video playback from the event in the video cell control. The video playback will play for the duration of the event and then stop automatically.

Video Search window allows instant export of any selected event.

The window always displays  button in its toolbar.

Tap it to open the configuration window below.

The screenshot shows a configuration window for exporting an event. It has two input fields: 'Start time:' with a dropdown menu showing '5/ 3/2012 11:35:23 AM' and 'Duration:' with a text box containing '15' and the word 'seconds' to its right. At the bottom, there are two buttons: 'Cancel' and 'Export'.

The event will be opened by QuickTime Player app. It allows you to play back the movie, email it and etc.

## **Playing Recorded Video**

Video Search window allows you to search through all video from the camera.

Once you have selected the time from [Time Line](#) control, it start video playback from that time automatically.

You have the following controls in the toolbar to help you search recorded video.



Video Search window allows to save an image of recorded video from the camera.

The window always displays the Snapshot  button in its toolbar.

Tap it to capture the snapshot of the recorded video. The captured image will be opened by [Preview](#) app.

## **Other IP Camera Viewer Features**

### ***E-mailing Technical Support***

If you need help with the app, you can use the menu to send an email directly to Technical Support.

This is especially useful when the app generates error messages. The most recent error messages will automatically be included in the email for more efficient troubleshooting.

If you have any questions or comments about the app, please send email to [support@dcomplex.com](mailto:support@dcomplex.com)