American Dynamics

A Tyco International Company

HDVR Mobile App User Guide

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HDVR Mobile User Guide

Introduction

HDVR Mobile is a fully featured video surveillance viewer for American Dynamics Hybrid Digital Video Recorder (HDVR) that allows remote monitoring of your HDVR system on an iPhone, iPod Touch, and iPad.

American Dynamics HDVR has two types of server: the HDVR Server and the HDVR Web Server. The HDVR Mobile app works with the HDVR Web Server.

Note

If you do not currently have the HDVR Web Server set up, contact American Dynamics.

The HDVR Web Server is pre-installed on all HDVR systems, though it is disabled initially.

Installing the HDVR Web Server

To start the HDVR Web Server, access the **Start Menu ► Programs ► HDVR Web Service ► Start HDVR Web Service**.

From this same location, you can also have the HDVR Web Service stop, start automatically on startup, or only start manually.

If it is not installed already, run the set up file while logged in as the administrator of the server.

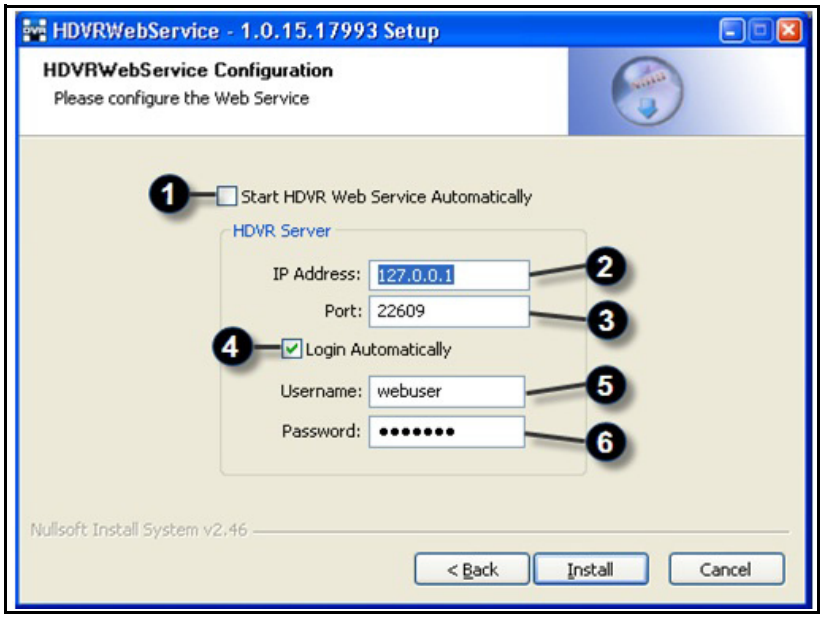

Figure 1-1 HDVR Web Service Configuration

1 If checked, the HDVR Web Service will start when the computer starts.

2 This is the address of the HDVR Server you will be connecting to. The address **127.0.0.1** corresponds to the HDVR Server and the HDVR Web Server residing on the same machine.

3 This is the port used by the HDVR Server. By default, the port is 22609.

4 If you wish to have an automatic login for web clients, check this box, and fill in the Username and Password. If left unchecked, the system will require the user to enter a user name and password each time they log in.

5 The Username is the account that the HDVR Web Server will use to connect to the HDVR Server. This is treated like any other account on the system.

6 The Password is the corresponding password of the account used in the Username field.

Validating the HDVR Web Server

The HDVR Mobile HDVR Mobile app will only work if you have correctly set up your HDVR Web Server. Once the HDVR Web Server is set up and running, you must verify that you can connect to it from your mobile device.

Procedure 1-1 Validating the HDVR Web Server

Step	Action
1	Open the Safari browser app and enter the address of your HDVR Web Server. **Note** If you receive an error from Safari while connecting, you might have an older version of the HDVR Web Server. Contact American Dynamics to upgrade or repair.
2	Ensure you can get the following response on your iPhone when you connect the Safari app to your HDVR Web Server:

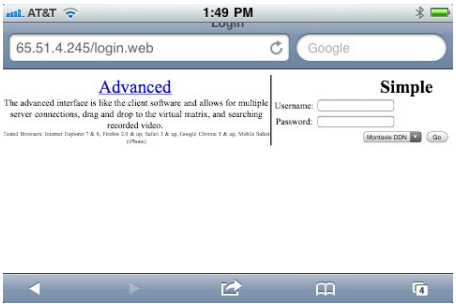

Figure 1-2 Validating the HDVR Web Server

- End -

Protecting your HDVR Web Server

If you use your HDVR Web Server with the default configuration, then it is not protected. The two main ways to protect it is to use a Virtual Private Network (VPN) or use HTTPS.

Note

Your IT personnel can help you with VPN.

Using the HDVR Mobile app

Initializing the app

When you launch the HDVR Mobile app for the first time, you are prompted to add a HDVR Web Server, as shown in the screenshot below.

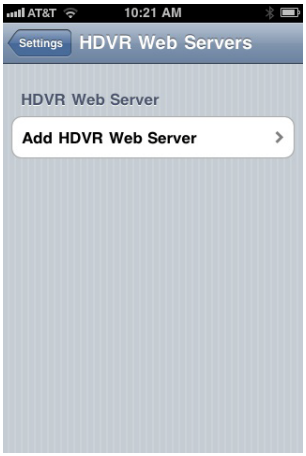

Figure 1-3 First Launch

Procedure 1-2 Initializing the HDVR Mobile app

Step	Action

1 Select the "HDVR Web Server" item to continue. The app will show the New Device screen as shown below.

2 Enter the IP address and Port of your HDVR Web Server and select the "Save" button.

- The first field (Friendly Name) is just a name that you want to associate with the Web Server. If you add multiple Web Servers in the future, the “Friendly Name” will help you to distinguish it.
- The address field allows you to enter the IP Address (as 192.168.1.104 below) or a DNS name
- The port is 80 by default. If your HDVR Web Server works on another port, set the port field to the appropriate value.

3 Select the protocol to your HDVR Web Server. By default it is HTTP. If the HDVR Web Server is configured to use HTTPS protocol, select the HTTPS option.

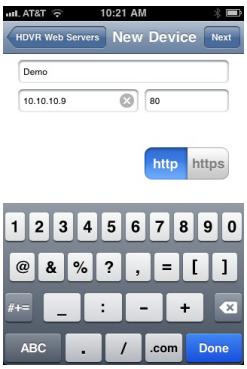

Figure 1-4 New Device

4 Select the “Save” button when you have entered all the HDVR Web Server information. The app will connect to the HDVR Web Server and download the list of HDVR Servers that it controls. One HDVR Web Server can control multiple HDVR Servers.

Figure 1-5 List of Servers

This screen contains the following items, from top to bottom.

- The back button named "Web Servers" : allows you to go back to the previous screen.
- The refresh button : When you add/remove camera(s) or HDVR Server(s) to the Web Server, tap the refresh button to synchronize the app with the Web Server.
- Entry for an HDVR Server. Each entry contains four parts:
  - Icon. The icon shows either an open or closed lock. If the lock is closed, then the HDVR Server is protected. You will need to know the user name and password in order to access this HDVR Server.
  - The name of the HDVR Server. When you tap the name, the app will display the list of its cameras.
  - Below the name, the app shows how many cameras the HDVR Server has. It will display "0 cameras" if you need user name and password credentials to access this Server
  - The details button on the right side (white arrow in blue circle). The details button is only available for Servers that are protected by user name and password. Tap it to enter credentials for the server.
- Under the list of servers you will see the Edit button. Use this button if you need to update any properties of the HDVR Web Server. It will bring you to the same screen that you saw when you added the Web Server.

- End -

Accessing password-protected HDVR Servers

A HDVR Web Server can control multiple HDVR Servers. For each, it is possible to limit access to authorized users only. The HDVR Mobile app will detect these restrictions and will prompt you to enter a user name and password for each password-protected Server.

Providing user name and password

In order to specify a user name and password to access a protected Server, touch the details button next to the Server name. You will see the following screen. Enter the credentials and tap the Save button.

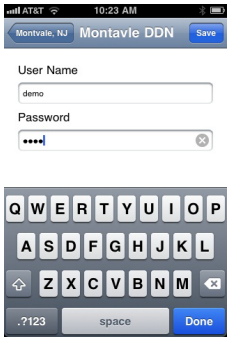

Figure 1-6 User Name & Password fields

Requesting the list of cameras

Open the list of Servers (see List of Servers), tap on a Server to see its cameras. An example of the list of cameras screen is displayed below.

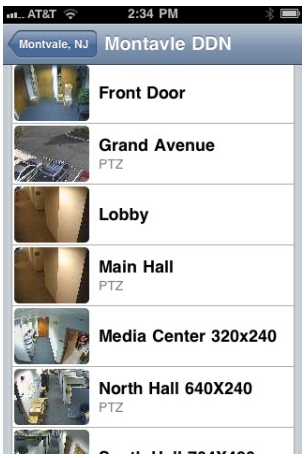

Figure 1-7 List of Cameras

The name of the Server is displayed in the title. Each camera entry will have the thumbnail view of the camera, Camera Name and the PTZ subtitle (if the camera is PTZ-capable).

Touch a camera to see live video from it. If you want to go back to the list of servers, tap the back button on the top-left corner.

Monitoring Live Video

Viewing the full screen mode

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

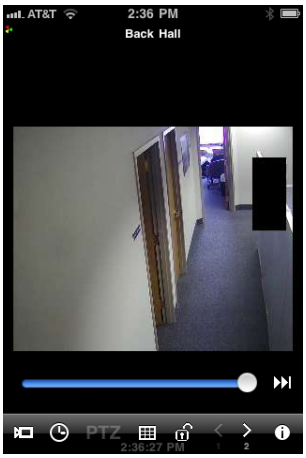

Figure 1-8 Full Screen Mode

The following functions are available in full screen mode only.

- Digital PTZ
- Instant replay of live video (scrubbing)

Digital PTZ

When video is displayed in the full screen mode, you can perform Digital PTZ. Use standard iOS multi-touch gestures: pinch out and pinch in to digitally zoom into the picture.

The HDVR Mobile app will automatically switch to higher resolution video as needed in order to provide you with more detailed image when you zoom in. Once the picture is zoomed in, you can hold and slide your finger to digitally pan and tilt the image.

Scrubbing live video

When video is displayed in full screen mode, you can perform instant replay. The slider bar at the bottom of the screen gives you instant access to recently displayed video. Scrub it to find the desired time. When you are ready to switch to live video, tap the double arrow button on the right side, or just tap the image to leave the full screen mode.

Monitoring multiple cameras

The HDVR Mobile app allows you to monitor live video from up to 16 cameras simultaneously on iPhone and iPod touch and up to 30 cameras on iPad. Each cell that displays video has the camera name at the top and the time stamp at the bottom of the screen.

Changing layout template

The HDVR Mobile app comes with multiple layout templates. You can display video in 2x2 grid, 4x4 grid and etc. To select active layout template tap the Layout button and then tap the desired template. The picture below shows the available templates at the bottom.

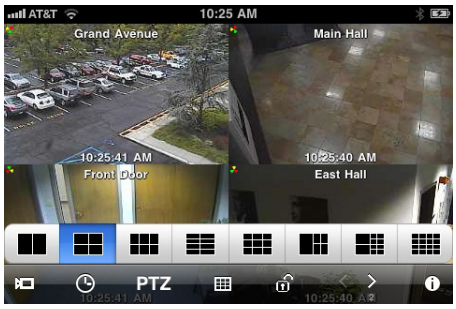

Figure 1-9 Changing Layout Template

Changing camera displaying position

When the HDVR is not in full-screen mode, you can change the position of each camera. To do this, hold a camera image and drag it to the desired position. The picture below shows the process of moving an image from the lower-left corner.

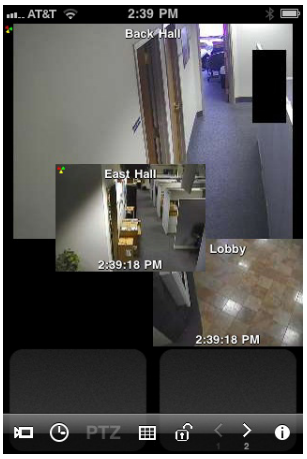

Figure 1-10 Changing Camera Displaying Position

Taking a screenshot or e-mailing image

When you hold your finger on an image for about one second, the HDVR displays the following on-screen menu.

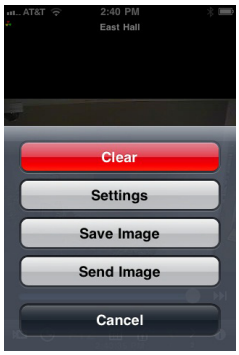

Figure 1-11 Screenshot/Emailing menu

This menu will be displayed regardless if the current mode is full-screen or not.

- Clear: stops displaying video from the camera
- Save Image: save the currently displayed image. To access the image later, find it in the Photos app or synchronize your iPhone device with iTunes.
- Send Image: email the currently displayed image. The standard email form will appear to allow you to add comments, title and recipients.
- Cancel: dismisses the menu.

Adding cameras using on-screen camera list

Any time when you see the main screen, you can add cameras for displaying without leaving the main screen. To do this:

Procedure 1-3 Adding cameras

Step	Action
1	Tap the "Add" button on the toolbar. The app will display the row of buttons, with one button for each web server.
2	Tap the web server of your choice. You will see the row of servers above the row of web servers. Pick the server to see the row of its cameras. The row of cameras might extend beyond the main screen.
3	Use the standard horizontal scrolling gestures to scroll the list of cameras. You can add a camera in any of two following ways: **a** Tap a camera. It will be displayed in the first available cell. If no cell is available it will be displayed in the first cell. All the currently displayed cameras will be moved to make room for it. **b** Drag the camera to the place on the screen where you want it displayed.

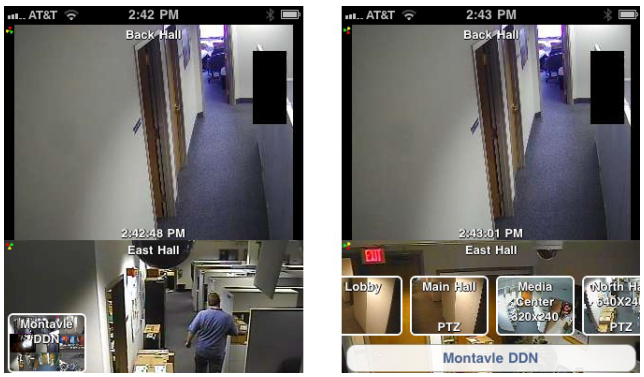

Figure 1-12 Adding Cameras

- End -

Playing back recorded video

Displaying recorded video

When you watch live video on the main screen and need to view previously recorded video, use the Search button on the toolbar.

If the app displays multiple cameras, then the first camera will be automatically switched to the full screen mode. The recorded video will be displayed in the full screen mode. To search for video, select the start time and duration of the video segment you need.

Note

Note: Digital PTZ functionality is available for recorded video as well. Use standard multi-touch pinch out and pinch in gestures as needed.

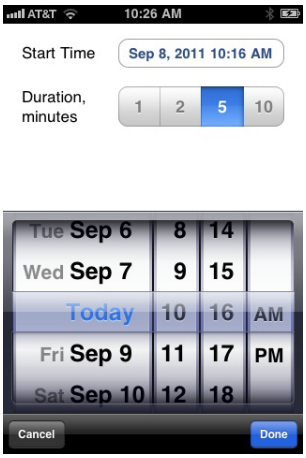

Figure 1-13 Searching for Video

Using scrubbing and frame step controls

Please allow a few minutes for the video segment to download fully. You can start watching recorded video and use the playback controls before the video segment is downloaded fully.

As video is being downloaded, all playback controls will work within the downloaded portion. You can pause, play, go to the next image and go to the previous image. In order to get to the end, tap the double arrow at the right of the slider. The slider allows you easily scrub through the video.

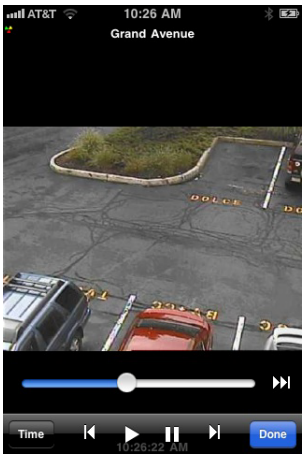

Figure 1-14 Scrubbing

Changing time

If you need to display other video segments, tap the "Time" button on the toolbar to select the time. You will see the same time selection screen. When you are done with the search, tap the "Done" button in the toolbar to return to the main screen.

E-mailing Technical Support

If you need additional support with the HDVR Mobile app, you can use in-app functionality 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 efficient troubleshooting.

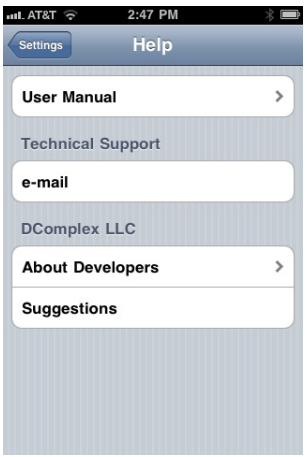

Figure 1-15 Emailing Technical Support

Troubleshooting

App does not start or exits on its own

iOS devices have limited amount of memory (RAM). The memory is used by apps currently running on your device, such as email and other third party apps. It is also possible that the app that you launched earlier, leaked some memory. If the memory is running low on your iOS device, it is possible that there will not be enough left for the HDVR Mobile app to run properly. If this occurs, try to reboot your iOS device and then run the HDVR again.

App does not save configuration

The HDVR Mobile app is supposed to automatically save configurations on exit. In the unlikelihood that it does not, the following workaround should help. Go to the Settings screen and refresh every Web Server. To refresh a web server, tap its name. You will see the list of Video Recorders that it controls and the refresh button on the top right corner.

Refreshing the Web Server also helps when you have added or removed cameras from your Web Server. By refreshing the app it will automatically download the current list of cameras from the Web Server.

Figure 1-16 Refreshing the Web Server

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