ACESEE App

User Manual

Thanks for buying our company's products, any questions or needs, please contact us at any time.

About this Instruction

This instruction is universal version for ACESEE App. The functions supported differentiate to different version, please subject to the version you download.

This instruction is intended to be your reference tool when operating. Please fully understand the information of it before installation and use.

All pictures, images, icons and illustrations that instruction offers, just for explanation and Illustration purposes, differences may exit between specific product and this instruction, please subject to the app version you download. Our company will update the contents of this instruction in accordance with the improvement of product features and will regularly improve and update products & Programs described in this manual. Please kindly know that updated content will be added in new version without notice.

Responsibility Declaration

- Under the greatest extent allowed by the laws, all products described in this instruction (includes hardware, software, firmware) are offered based on "current status", which may have flaw, mistake or malfunction, our company will not offer any kind of specific instruction or implied warranty, including but not limited to warranties of merchantability, quality satisfaction, fitness for a particular purpose, non-infringement of third party rights; Nor offer any compensation for special, incidental or indirect damages resulting from the use of this manual or our company's product, including but not limited to loss of business profits, loss of data or documentation.
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Table of Contents

Chapter 1 App Instruction

1.1 Application Environment

ACESEE can run in phone or pad, includes android and IOS systems. User can connect IPC, DVR, NVR, XVR and fisheye camera by phone and PC client. The connection between client and IPC, DVR, NVR, XVR and fisheye camera as shown in figure 2-1.

Instruction

- App supports phone and pad that with or over Android 4.4 version.
- App supports iphone and ipad that with or over IOS 9.0 version.
- Supports medium and high resolution Android phones such as 800*480, 1280*720, 1920*1080.
- Supports 1280*800, 1024*768, 2560*1600, 2048*1536 and other high-resolution 7-inch to 10-inch pad.
- Old version ACESEE can be replaced directly when install new version.
- Support Chinese Simplified,English.
- This manual describes the Android mobile app, and the icon and layout between the app and the iOS app will be different, please subject to the actual App you use.

Chapter 2 Deployment Diagram of System Structure

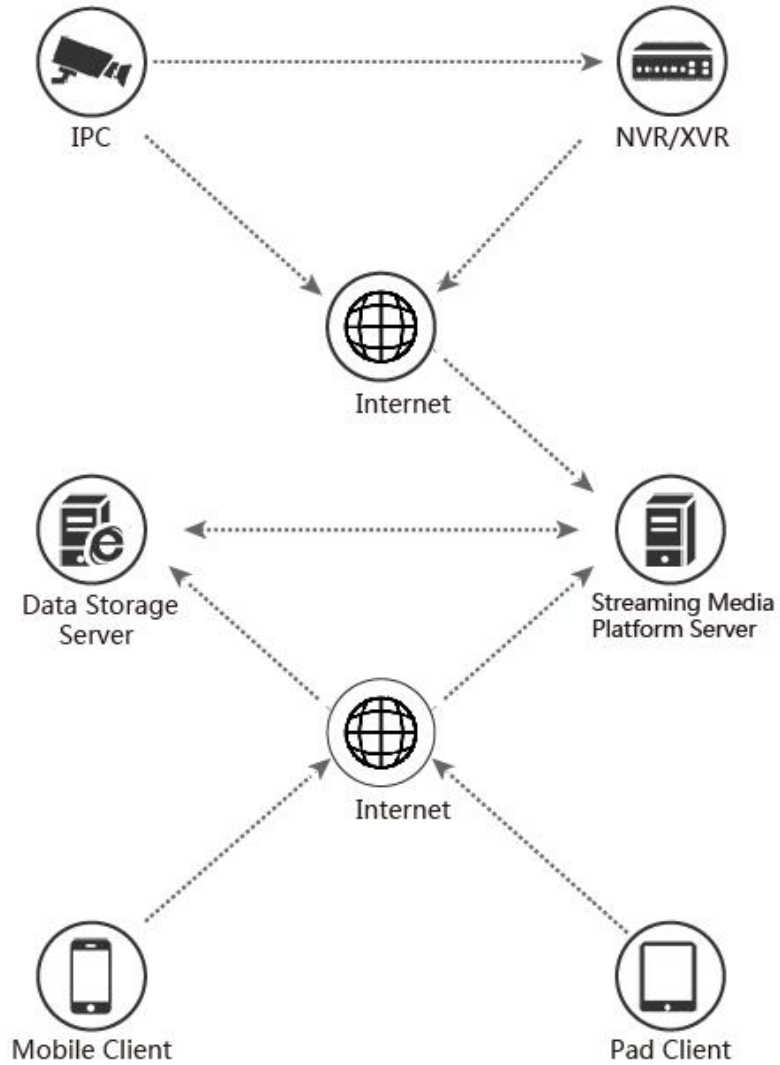Deployment Diagram between devices and phone, pad client as shown in Figure 2-1;

Figure 2-1

Chapter 3 App Function

3.1 Download and Installation

ACESEE Service Procedure: register-->Log in-->Devices Added--> Service Application
It is downloaded and installed on Apple's mobile phone, Android mobile phone, tablet PC, and PC using the following methods.

(1) Scan the image below for the QR code.

Figure3-1 Android Phone Download

Figure 3-2 iOS phone download

(2) Android users go to Google play to download and install, iOS users directly in the App Store search for "ACESEE" to download and install.

(3) Phone or pad client enter the following URL to download and install.
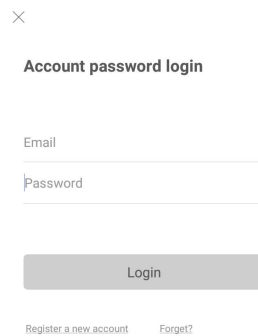
Download address for Android phone:

https://play.google.com/store/apps/details?id=com.gzch.lsapp.bitdogbro

Download address for IOS phone:

https://itunes.apple.com/app/id1476779276

3.2 Login Interface

The login interface consists of the Login, Forgot and Register. The login screen as shown in Figure 3-3.

Figure 3-3

3.2.1 Enter the login screen

Enter the login screen as shown in Figure 3-4.
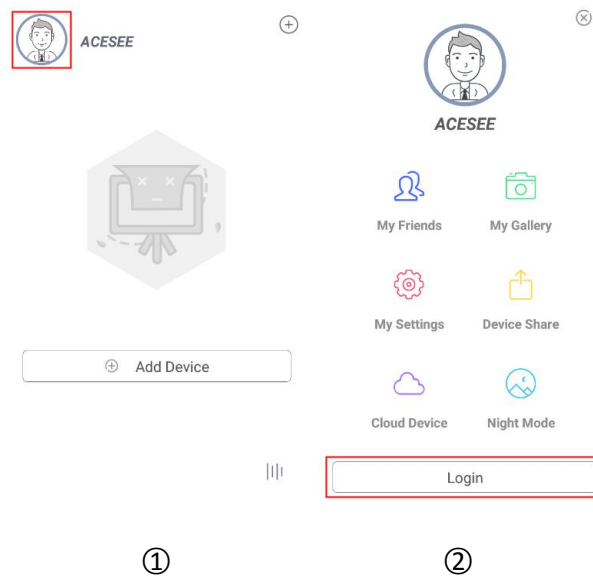

①   ②

Figure 3-4

①   Run "ACESEE" on the phone, click " " in the upper left corner of the preview interface to enter the main menu;

②   Click "Login" above the interface to enter the Login interface;

3.2.2 Register ACESEE Account

New users need to register an account to log in, as shown in Figure 3-5 below:
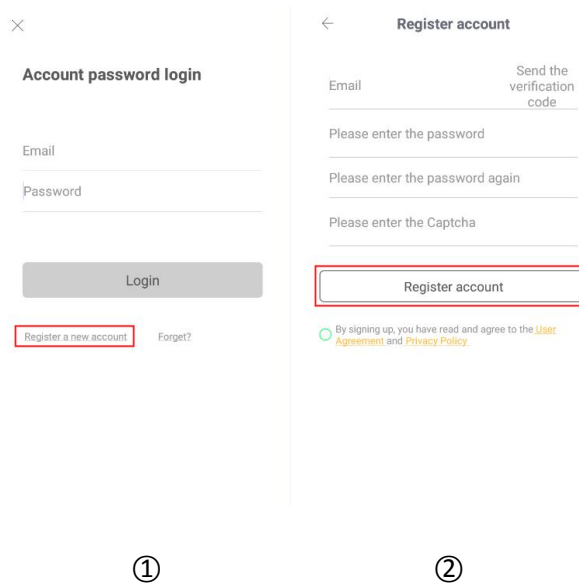

①   ②

Figure 3-5

① Open App, enter the login screen, click "Register a new account";

② Enter the email address, password, password again, click "Send the verification code", enter the captcha received in the registered email address, click "By signing up, you have read and agree to the User Agreement and Privacy Policy→ "Register account".

3.2.3 Forget password

When you forgot password, you can reset it. Reset the password as shown in Figure 3-6.

①   ②

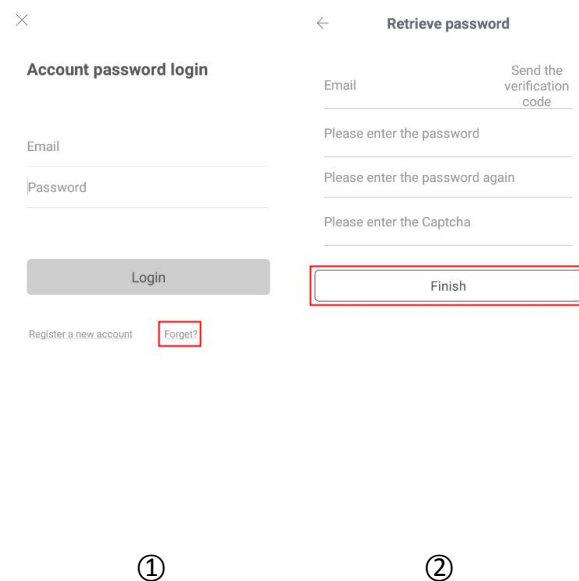Figure 3-6

① Open App, enter the login screen, click "Forget?";

② Enter the email account, and log in to the registered email address to find the verification

code, enter the verification code in the "Please enter the captcha" field, enter the new password, enter the password again, and click "Finish".

☞ Instruction

● Reset password, account when registering must be entered and the account must be valid email, can log in and receive email.

3.2.4 Login

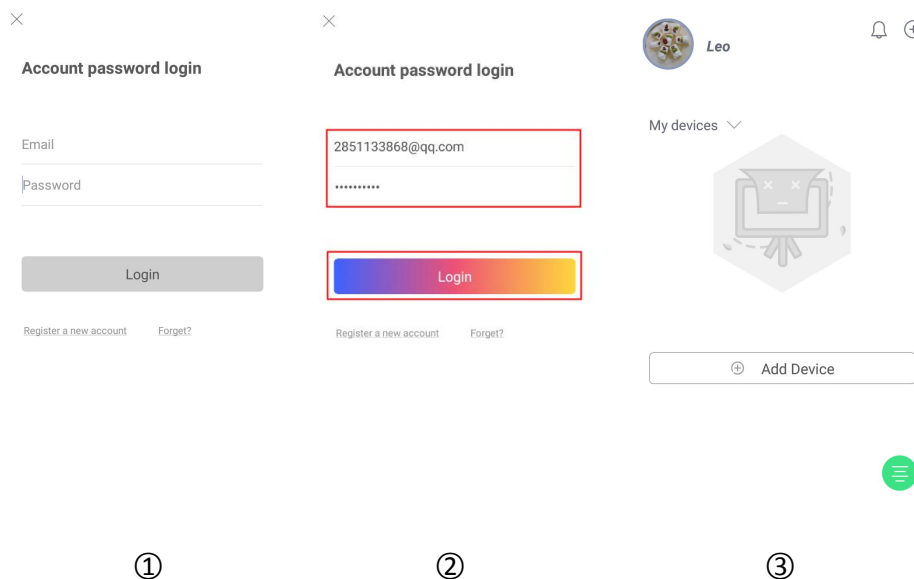Account login ACESEE as shown in Figure 3-7:

①　　　　　　　　②　　　　　　　　③

Figure 3-7

① Open App, enter the login screen;

② Enter the account and password, click "Login";

③ Enter to the main interface.

3.3 Menu Introduction

The ACESEE App menu displays the current App account avatar, which consists of the personal center, my friends, my gallery, my settings, device share, cloud device, day/night mode, and exit/logout. The mobile client App main menu is as shown below. As shown in 3-8:
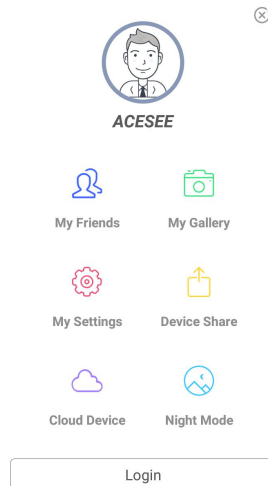
Figure 3-8

 Instruction

- In the main menu interface, press and hold the screen to slide to the left to enter the main interface.

3.4 Main interface

The main interface consists of user, device list, device channel, event message, added device, and

setting, as shown in Figure 3-9 ① .

3.4.1 User

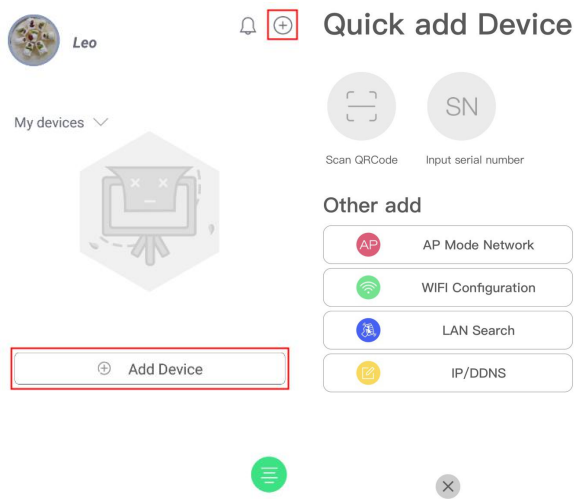Click the user avatar to return to the main menu interface.

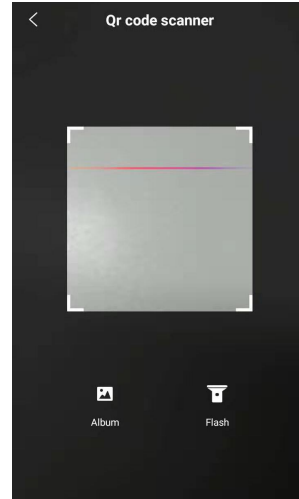## 3.4.2 Add Device

3.4.2.1 SN (Serial Number) Add device

Before adding a device, pay attention to:

1. Make sure that the device to be added is connected to the Internet, P2P is turned on, and it is online.

2. The phone is connected to the wireless network.

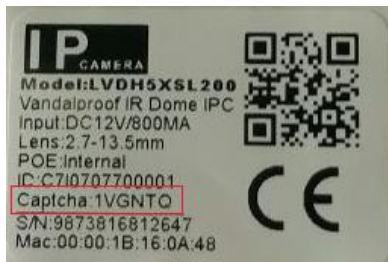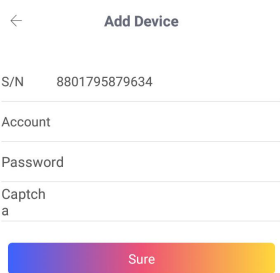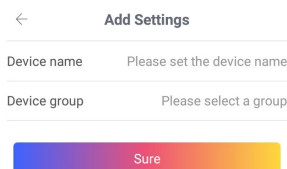**Add device steps as shown in Figure 3-9:**

Leo

My devices ∨

⊕ Add Device

①

Quick add Device

Scan QRCode   Input serial number

Other add

AP   AP Mode Network

WIFI Configuration

LAN Search

IP/DDNS

②

< **Qr code scanner**

Album   Flash

③-1

☑ **BitVision**

Model:LVDH5XSL200
Vandalproof IR Dome IPC
Input:DC12V/800MA
Lens:2.7-13.5mm
POE:Internal
IC:C7I0707700001
Captcha:1VGNTQ
S/N:9873816812647
Mac:00:00:1B:16:0A:48

③-2

8801795879634   Android APP   IOS APP

Connection Status： P2P connection successful

③-3

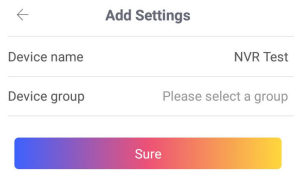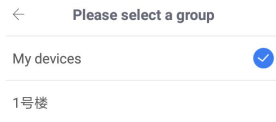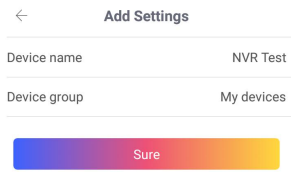← **Add Device**

S/N   8801795879634

Account

Password

Captch
a

Sure

④

← **Add Settings**

Device name   Please set the device name

Device group   Please select a group

Sure

⑤-1

← **Add Settings**

Device name   Please set the device name

Device group   Please select a group

Sure

Device name

Please set the device name

Cancel   Sure

⑤-2

Add Settings	Please select a group	Add Settings

Device name NVR Test

Device group Please select a group

Sure

My devices ✓

1号楼

Device name NVR Test

Device group My devices

Sure

Sure

⑥-1   ⑥-2   ⑥-3
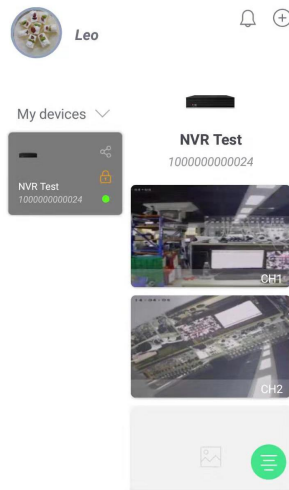
Leo   🔔 ⊕

My devices ∨

NVR Test
1000000000024

NVR Test
1000000000024

CH1

CH2

⑦

Figure 3-9

① Click "⊕ Add Device" or "⊕" in the main interface to enter the quick add device interface;

② Click "⌖ Scan QR Code";

③ Align the QR code on the device or P2P interface to scan; the device web P2P interface is as

shown in Figure 3-9 ③-3;

④ Enter the user "admin", the corresponding password, Verification code of the device (if there

is captcha, printed on the label, as shown in Figure 3-9 ③-2 above), click "Sure";

⑤ Click "Please set the device name" →enter the device name→click "Sure"；

⑥ Click "Please select a group" →select the camera group, click "Sure" →click "Sure";

⑦ The device was added successfully.

Instruction

- When adding a device, you can add the device by manually entering the serial number by

  clicking " SN Input serial number" in the upper right corner.

- you can click " ▲ " to enter the phone album, and select the device serial number QR code
  to add the device.
- When adding a device, you must ensure that the device is online before it can be added
  successfully.
- When adding a device, the user name, password, and verification code entered must be the
  same as the actual ones. Otherwise, the device will fail to be added.
- Add a device with SN Add, AP Mode, Wi-Fi Configuration, LAN Search and IP/DDNS (direct
  add) and other methods.
- AP Mode Netword and WiFi Configuration are used to add configurable Wi-Fi devices,
  following the app prompt steps to configure the device. Connect the device to WiFi and add
  it to that account finally.
- LAN search can support shake, follow the App tips steps to search and add LAN internal
  device.
- Devices searched on the LAN can only preview live video and cannot be added to the device
  list.
- The IP / DDNS mode allows you to directly enter the device information and add a
  direct-attached device for the account. (After you add a direct-attached device, the Local
  device group displays in the device manage).

3.4.2.2 IP / DDNS mode add device

The ACESEE IP/DDNS function is used to directly connect devices that have been port mapped.
You can add, edit, and delete devices to play device video in real time.
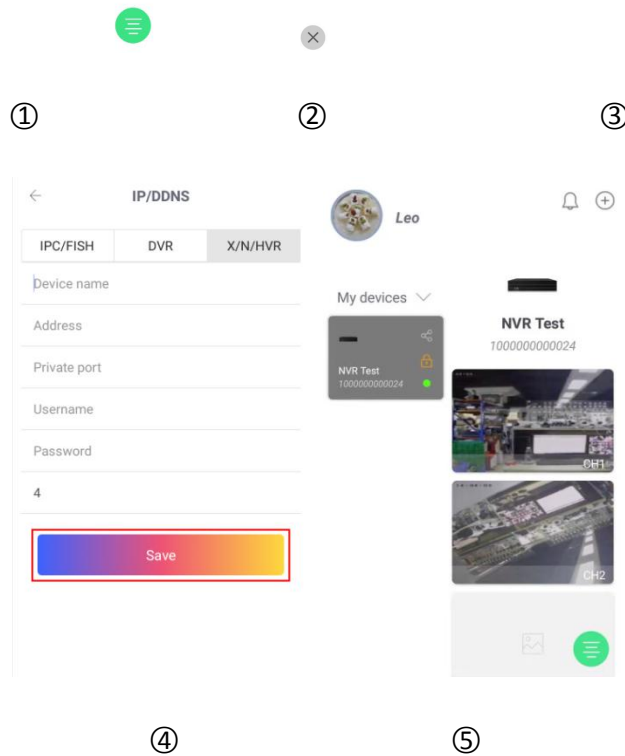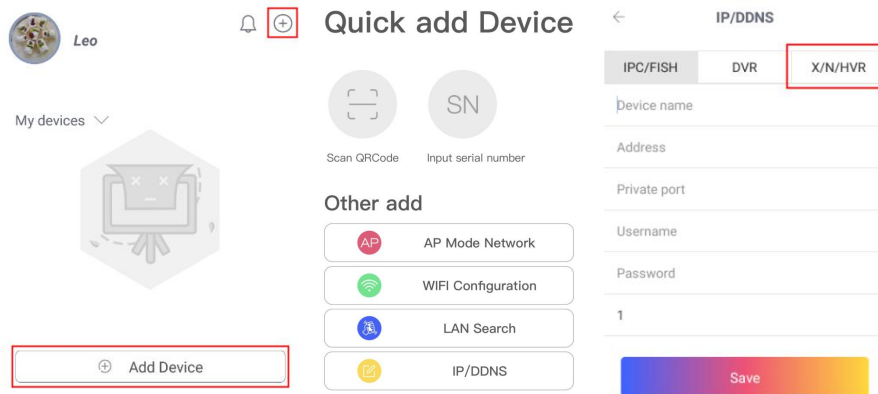IP / DDNS mode add device as shown in Figure 3-10.

①　②　③

④　⑤

Figure 3-10

①　Click "⊕ Add Device" or "⊕" in the main interface to enter the quick add device interface;

②　Click " ✎ IP/DDNS";

③　Select the device type (IPC/FISH, DVR, X/N/HVR), such as "X/N/HVR";

④　Enter the Device name, Address, Private port, Username, Password, and channel number, and click "Save";

⑤　The device is added to the Local device group.

Instruction

- Address: Enter the external network address or domain name mapped by the device.
- Port: Enter IPC/FISH, X/N/HVR as the private protocol port, and DVR as the server port.
- Username: The device username, such as "admin".
- Password: The password corresponding to the device username.
- Channel number: IPC/Fisheye, 1 channel; other device types, according to the actual number of channels filled in by the device, when the number of channels is set more than the actual number, the extra channel will not display video.

3.4.3 Device List

The device list is used to manage all groups under the ACESEE account and display the status of the device.

3.4.3.1 Grouping settings

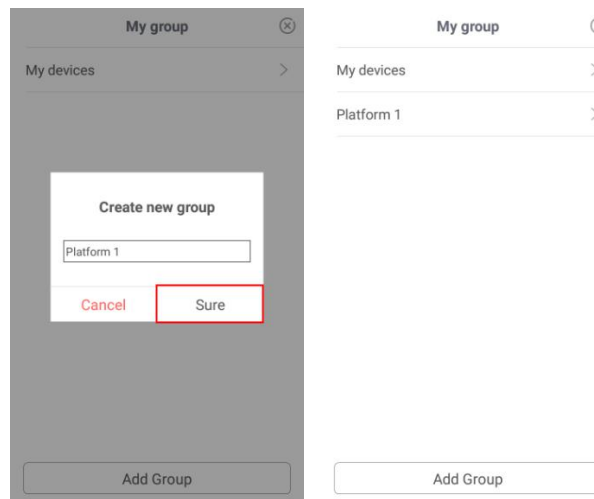Grouping settings are used to add, edit, and delete groups in ACESEE accounts.

■ **Add group**

Add group as shown in Figure 3-11:

①   ②   ③
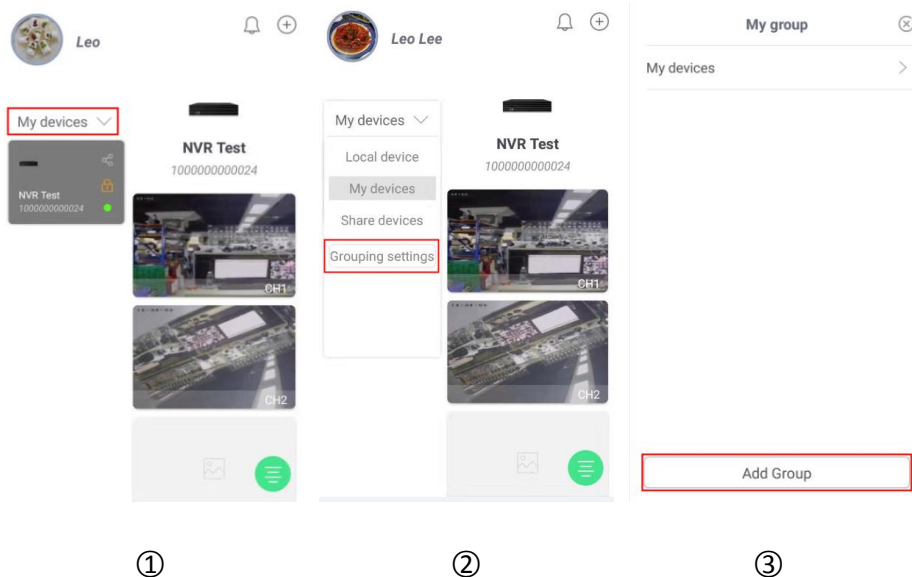
Figure 3-11

① Click "My devices ∨ " in the main interface;

② Click "Grouping settings" to enter the group editing interface;

③ Click "Add Group";

④ Enter the group name and click "Sure";

⑤ The new group was added successfully
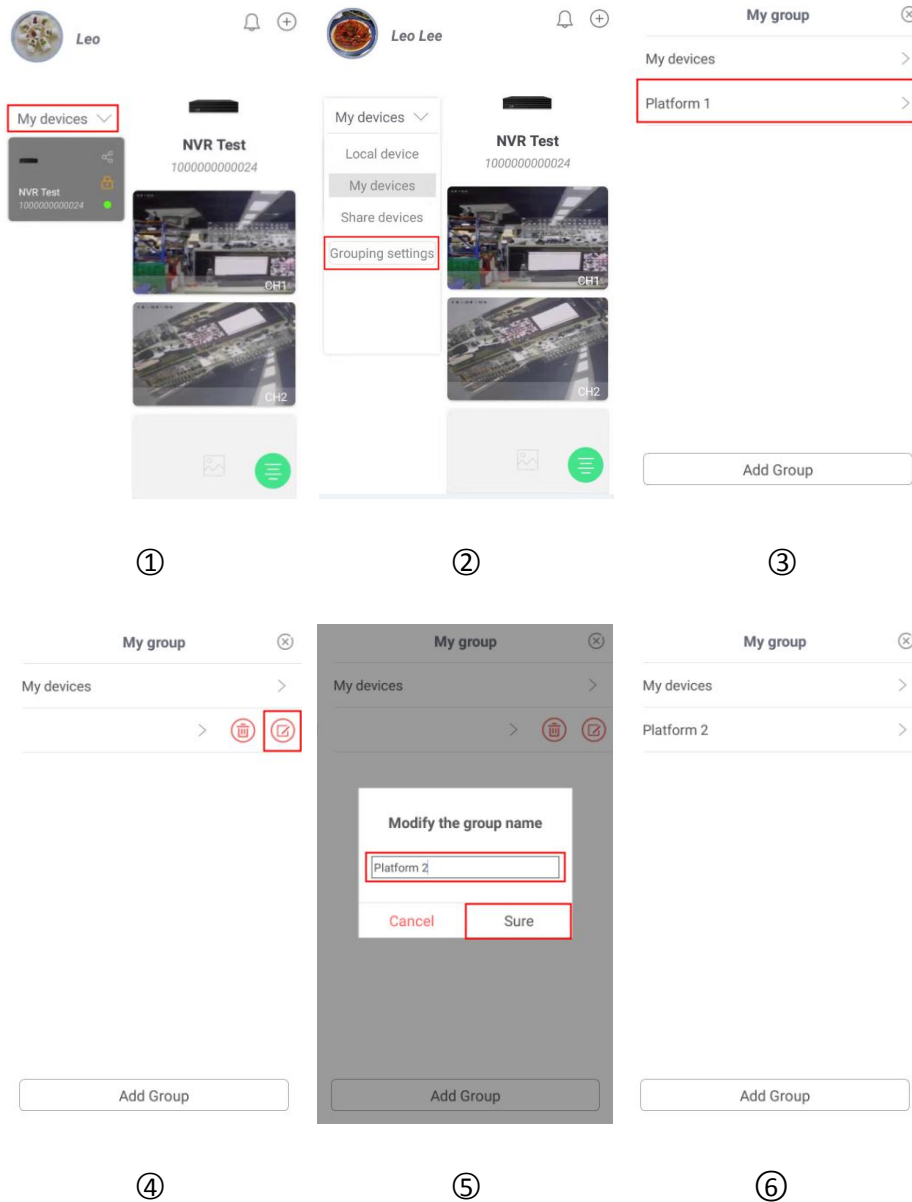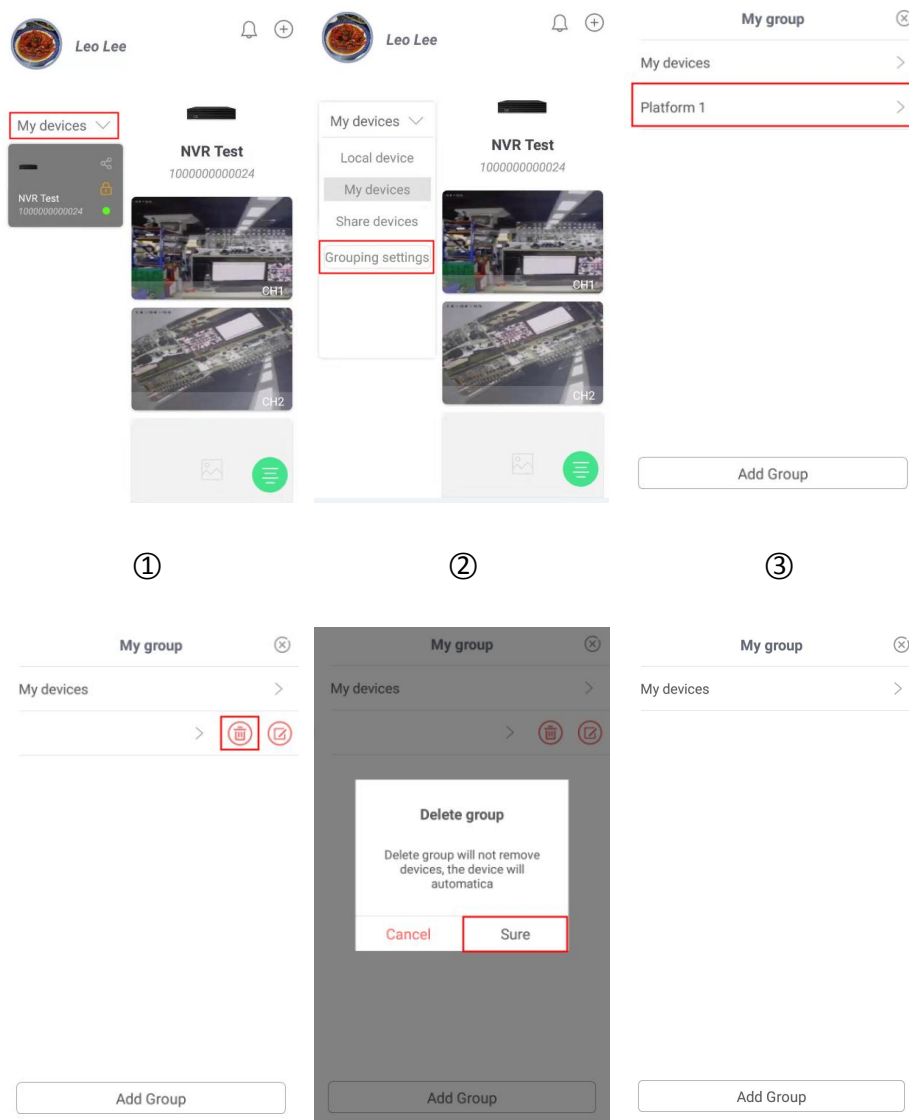
■ **Edit group**

Edit group as shown in Figure 3-12:

①   ②   ③

④   ⑤   ⑥

图 3-12

① Click "My devices ∨ " in the main interface;

② Click "Grouping settings" to enter the group editing interface;

③ Click " ";

④ Press and hold the group to slide the screen to the left, such as "Platform 1".

⑤ Modify the group name and click "Sure";

⑥ The group name was successfully modified.

■ **Delete group**

Delete group as shown in Figure 3-13:

①   ②   ③

④   ⑤   ⑥

图 3-13

① Click "My devices ∨ " in the main interface;

② Click "Grouping settings" to enter the group editing interface;

③ Press and hold the group to slide the screen to the left, such as "Platform 1";

④ Click " 🗑 ";

⑤ Click "Sure";

⑥ The group was successfully deleted.

Instruction

● After a group is deleted, all devices in the group will be placed in the default "My Devices" group.

● The default groupings "My Devices", "Share devices" and "Local device" in the device list cannot be edited, modified, or deleted.

3.4.3.2 Device status view

The device list displays the name, serial number, share, permissions, and online status of each device, as shown in Figure 3-14.
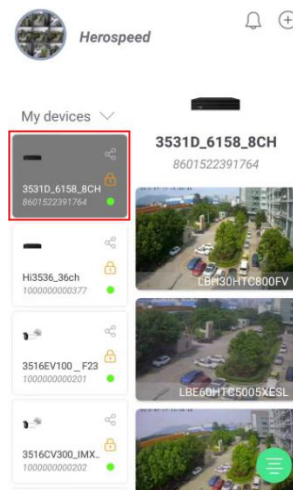
Figure 3-14

Device information is shown in Table 3-1:

No.	icon	Description
1	◉	The device is a fisheye camera.

2		The device is a IP camera.
3		The device is a NVR/XVR/HVR/DVR.
4	Test XVR	Device name
5	10000000000 24	Device serial number
6	/	Share/not shared, when the device sharing display has been shared, the device has been shared with other users.
7	/	Verify permission on/off. When the device permission display is on, you need to enter the correct password to view the device video.
8	/	Device online / not online

Table 3-1

3.4.4 Device Channel

The device channel displays all the channels of the current device. Click to enter the real-time preview, video playback, detection timing and advanced settings interface, as shown in Figure 3-15.
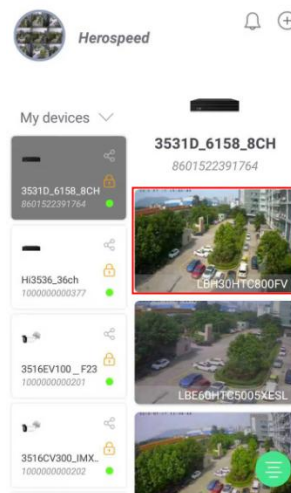
Figure 3-15

3.4.4.1 Real time

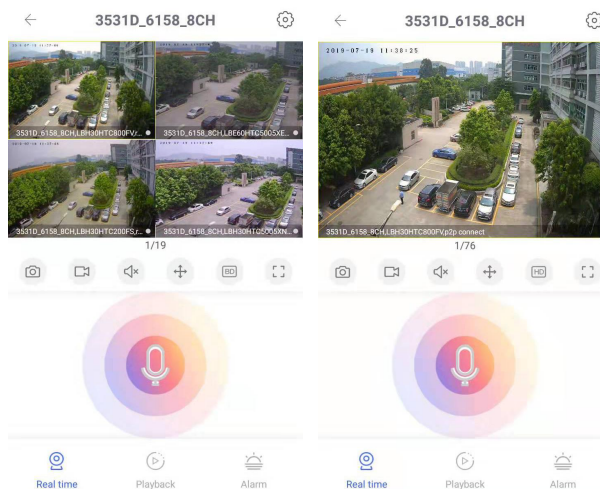The real time video as shown in Figure 3-16.
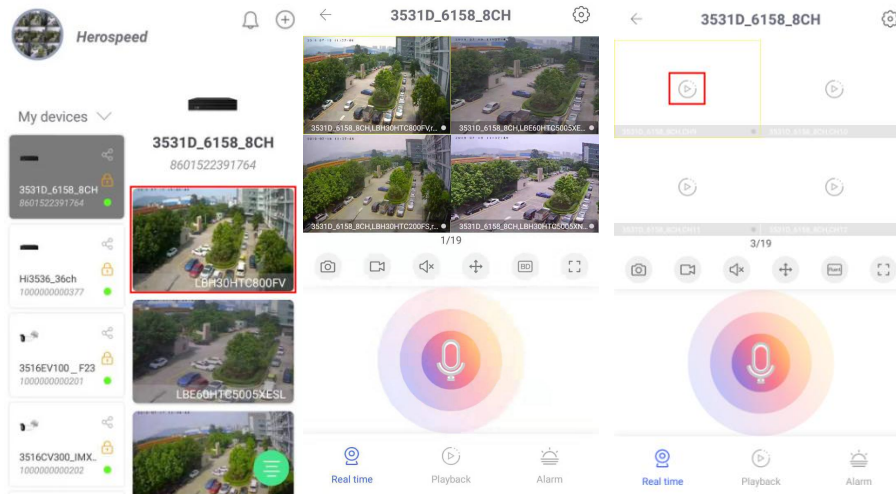
① ② ③

Figure 3-16

① Select group in the device list of the main interface, select the device, click the preview

channel, and enter the preview interface;

② The preview interface plays the live video of the selected device.

Instruction

- When the video is disconnected, click " " to reconnect the video, as shown in Figure 3-16

 ③ .

- In the preview interface, double-click a channel to switch between 4-screen and
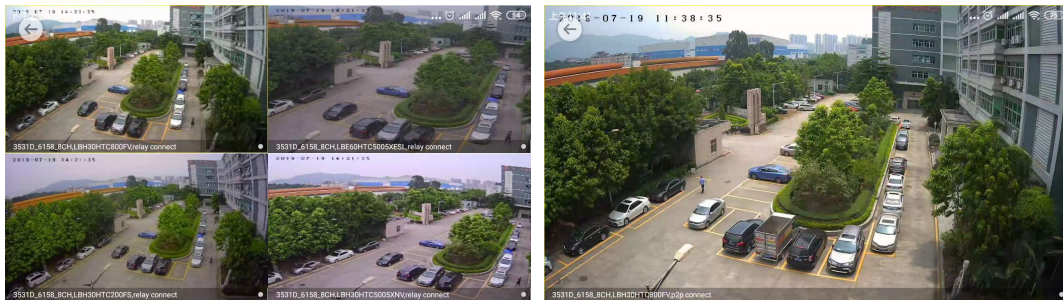
 single-screen on the preview screen, as shown in Figure 3-17 ① ② .

① ②

Figure 3-17

- When previewing, press and hold the screen to slide the interface left and right to switch the preview channel.

- When the phone is turned on horizontally, the full-screen preview of real-time video, as shown in Figure 3-18 ① ② .
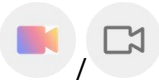
①   ②

Figure 3-18

Slide the bottom toolbar for more functionality, as shown in the following Table 3-2:

Button	Description
←	Click to enter the main menu.
⚙	Click to enter the "Advanced settings" interface.
Real time	Click to enter the "Real time" interface, " " indicates that the current is the real-time video interface.
Playback	Click to enter the "Playback" interface, " " indicates that the current is the video playback interface.
Alarm	Click to enter the "Alarm" interface, " " indicates that the current is the alarm interface.
▷	Video re-connection
/	Start/Stop recording

	Snapshot
	PTZ, when previewing the PTZ device video on a single screen, click this button to open the PTZ control panel, which can control the pan/tilt direction, zoom, and support gesture operations.
	Intercom, press and hold, the device can hear the sound of the mobile phone, release the button to hear the sound of the device, and realize the intercom function between the App and the device.
/	Sound on/off
/ /	Definition (stream) switch
	Full screen preview.
/	Top Mode
/	Top VR Mode
/	Fisheye Mode
/	Single Expansion Mode
/	Four-Screen Mode
/	Dual-Screen Expansion mode
/	Cylinder Mode
/	Wall-mounted Mode

/	Fisheye Wall-mounted Mode
/	Correction Mode

Table 3-2

Instruction

● When previewing the fisheye device, the Real time interface name is "VR". Depending on

how the fisheye device is installed, you can select " "top view or " "

wall-mounted view when previewing live video.

● All buttons on the interface toolbar must be supported by the device to be effective.

3.4.4.2 Playback

ACESEE app Playback the video which record in IPC TF Card & HDD in N/X/H/DVR .etc backend equipment.

Playback as shown in Figure 3-19:

①   ②   ③   ④

Figure 3-19

① Select group in the device list of the main interface, select the device, select the channel, and

enter the preview interface;

② Click " Playback";

③ Playback interface plays the video of the selected channel.

Instruction

- Default 4-screen playback, switch to single-channel playback by double-clicking a channel, as shown in Figure 3-20 ① ② .

① ②
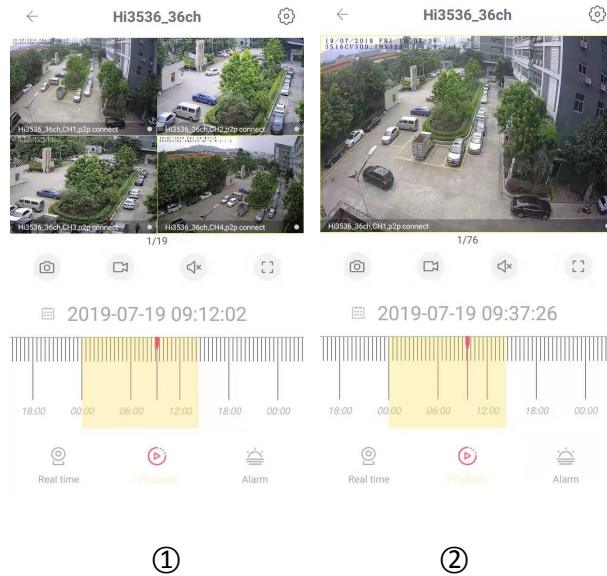
Figure 3-20

- During playback, press and hold the screen to slide the interface left and right to switch the preview channel.
- When the phone opens the horizontal screen, playback the historical video in full screen, as shown in Figure 3-21 ① ② .

① ②
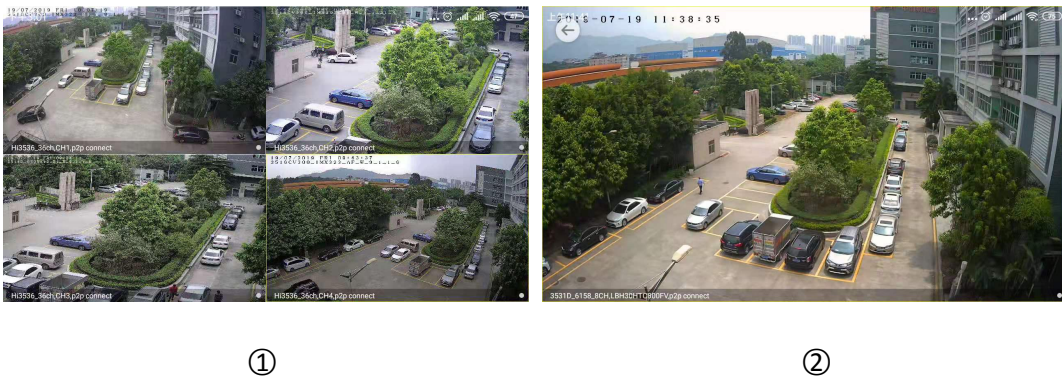
Figure 3-21

- When playing back, click the "▦" on the playback interface, change the date of recordings, or drag the timeline to change the time of recording for the current channel date.

The interface toolbar buttons are shown in Table 3-3:

Button	Description
←	Click to enter the main menu.
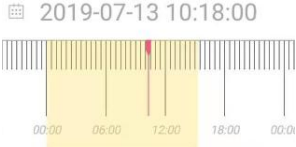
Icon	Description
⚙	Click to enter the "Advanced settings" interface.
Real time	Click to enter the "Real time" interface, " ⊚ " indicates that the current is the real-time video interface.
Playback	Click to enter the "Playback" interface, " ▷ " indicates that the current is the video playback interface.
Alarm	Click to enter the "Alarm" interface, " ☀ " indicates that the current is the alarm interface.
▷	Video re-connection
/	Start/Stop recording
📷	Snapshot
/	Sound on/off
⛶	Full screen preview.
🗓 2019-07-13 10:18:00 ▮▮▮▮▮ 00:00 06:00 12:00 18:00 00:0	1) Timebar, it is to display the record searched for by the current search condition, and the time bar starts from 0 o'clock. 2) In 4-window playback mode, there are corresponding four time bars. Select the playback window, the corresponding window time bar below. 3) During playback, press and hold the time bar to drag left and right to jump play. 4) The thumb and forefinger are separated on the timebar and electronically zoomed in and out of the timebar.
📅	1) Calendar, it's for selecting playback date. 2) In any play mode, click the date you want to see, you can see the corresponding record file trace in the time bar.

Table 3-3

3.4.4.3 Alarm

The ACESEE App monitoring timing interface is used to set device alarm related parameters.

Set the monitoring timing as shown in Figure 3-22:
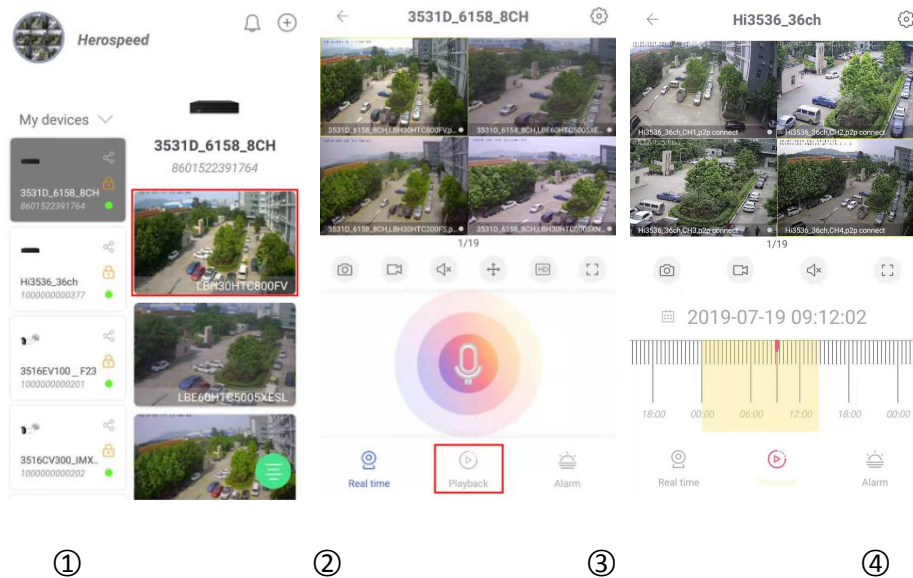

①   ②   ③
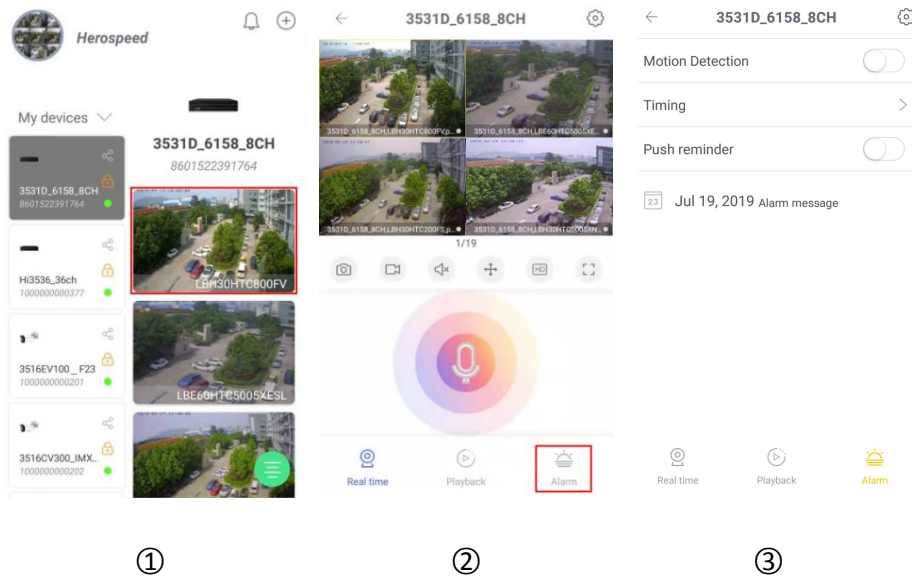
Figure 3-22

①   Select group in the device list of the main interface, select the device, select the channel, and enter the preview interface;

②   Click "   Alarm";

③   Turn on the motion detection, set monitoring timing and monitoring information push reminders as needed.

3.4.4.4 Advanced settings

The ACESEE App advanced settings interface is used to set the device channel coding format, encoding type, resolution, video specifications, factory reset, reboot and delete device.

Set the advanced settings as shown in Figure 3-23:
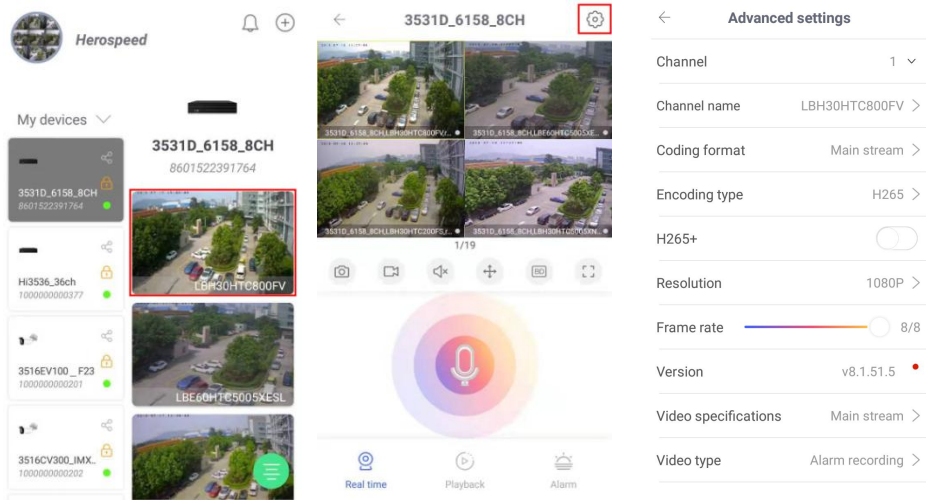
①   ②   ③
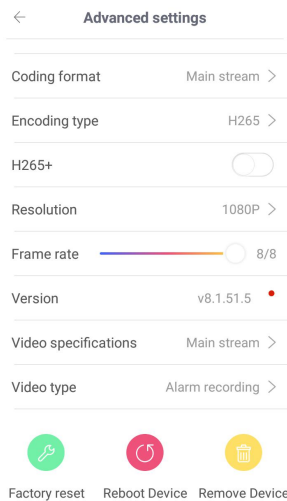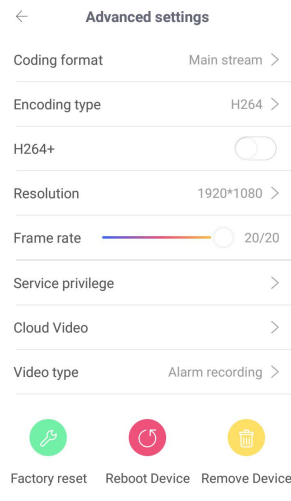
③-2   ④

Figure 3-23

① Select group in the device list of the main interface, select the device, select the channel, and enter the preview interface;

② Click " ⚙ " to enter the advanced settings interface;

③ According to actual needs, select the encoding type and coding format main stream, sub-stream, and third stream (if any), set the encoding type of the corresponding stream, H264+ (if any), H265+ (if any), resolution, draw Quality (if any), frame rate and other related parameters.

■ **Service privilege (if any)**

The service privilege can be renewed for the device cloud service through Paypal. The specific steps are as follows:

In the advanced settings interface, click "Service Privilege" → select cloud storage recording type (MOTION DETECTION, ALL-DAY RECORDING) → select the service time, click Purchase Price → select the payment method, such as "PayPal" → click "Confirm" Pay.

■ **Cloud video (if any)**

The cloud video is used to view the video recording of the device during the cloud service. The video recording can be played back and downloaded. The specific steps are as follows:

In the advanced settings interface, click "Cloud video" → click " ", select Start Time →

select the recording file in the file list to view the recording or click " " on the back of the file to download the file to the mobile terminal.

■ **Version**

When the device is IPC, click "Version" to automatically detects whether the device version is up-to-date. After detecting the latest version of IPC, you can choose whether to upgrade. After clicking "Upgrade", the device starts to download the upgrade package and upgrades the package. You can choose to cancel the upgrade during the process.

When the device is an NVR/XVR/DVR/HVR, click "Version" to automatically detects whether the device version is up-to-date. You can choose whether to upgrade after detecting the latest version. Click "Upgrade" to upgrade and the device starts to upgrade.

■ **Video type**

The video type is used to select the type of recording of the playback device (Alarm recording, Normal recording, and All video). The specific steps are as follows:

In the advanced settings interface, click "Video type" → select the video type, such as alarm recording, and when searching for the device (channel) recording on the video playback interface, only the alarm recording in the device can be searched.

■ **Video specifications**

The video specification is used to select the stream of the playback device. The specific steps are as follows:

In the advanced settings interface, click "Video specifications" → select the code stream type.

■ **Factory reset**

In the device details interface, click "Factory reset" → click "Sure". Wait for the device to resume factory reset (this process is about 60 seconds), refresh the App interface, and complete the factory reset.

■ **Reboot Device**

In the device details interface, click "Reboot Device" → click "Sure". After waiting for the restart (this process is about 60 seconds), refresh the App interface and complete the device restart.

Instruction

- Sharing other people's devices is sharing device groups, and other groups cannot be switched.
- When the sharing device is deleted in the shared account, the sharing account device disappears at the same time.
- The shared device can be deleted by the sharing account or deleted by the sharing party account.
- When formatting the TF card, after refreshing the interface, if the available capacity = total capacity = 0, the device has not finished formatting the memory card.
- At present, each serial number of the alarm push message is limited to push up to 100 pictures per day. Therefore, when the mobile terminal does not receive the push message, it may have reached the maximum number of pushes on the day. At this time, the "Event message-Detection alarm" list may be refreshed. View live push images.
- For each function setting in the above device details, the item will be displayed only when the device supports this function setting, and related settings can be made.
- When the advanced setting interface has the "channel" option, all parameters of the interface are the parameters of the channel, and the setting is to set the channel parameter.
- When the encoding type is H264 and the device supports H264+, H264+ can be set. When the encoding type is H265 and the device supports H265+, it can be set to H265+.

3.4.5 Event message

Event message is used to view alarm messages pushed by the device and to view details of the device's alarm events.

■ **View event messages**

View the event message as shown in Figure 3-24:

①   ②   ③
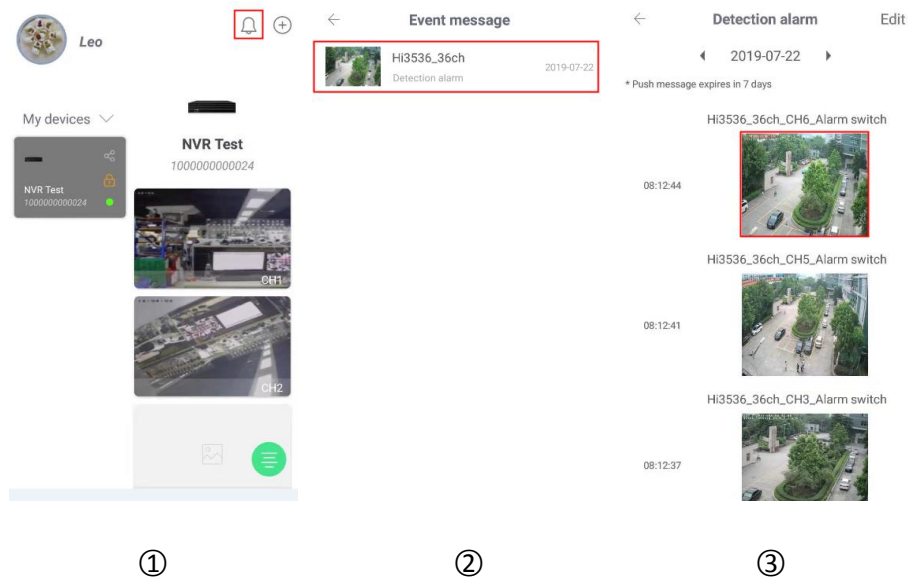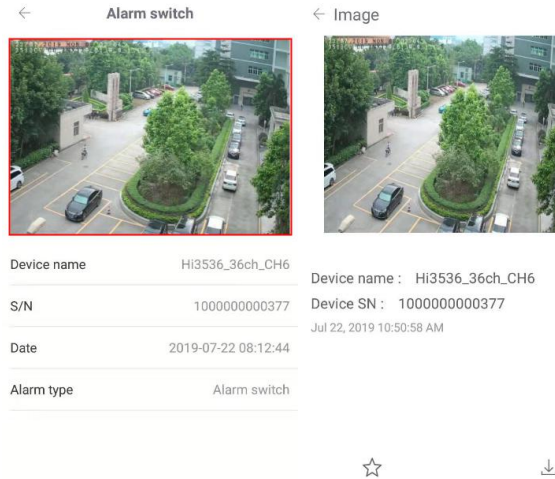
④-1   ④-2

Figure 3-24

① Click " 🔔 " in the main interface;

② Select the alarm device;

③ Click " ◀ " or " ▶ " to select the date and click on the image to view the event;

④ View the details of the message event, click on the picture, and view the alarm picture.

Instruction

- The event message is saved for 7 days, which is subject to the actual prompt.
- When viewing the alarm picture, the electronically magnified picture can be separated and merged with the thumb and forefinger.
- New alarm information will be reminded in the top status bar.
- When the "Event message" in the setting is on, the mobile phone pushes the reminder when receiving the event message; when it is off, the mobile phone does not push the reminder when receiving the event message.
- When viewing the alarm picture, long press the picture, the "Save to Phone" button will pop up, and click to save the picture to the phone album.
- When viewing the alarm picture, click " ☆ " to save the picture to my gallery management favorites, click " ⭐ " to cancel the collection; click " ⤓ " to download the picture to the my gallery.

■ **Delete the entire contents of the event message**

Delete the event message as shown in Figure 3-25.

① ② ③

④ ⑤
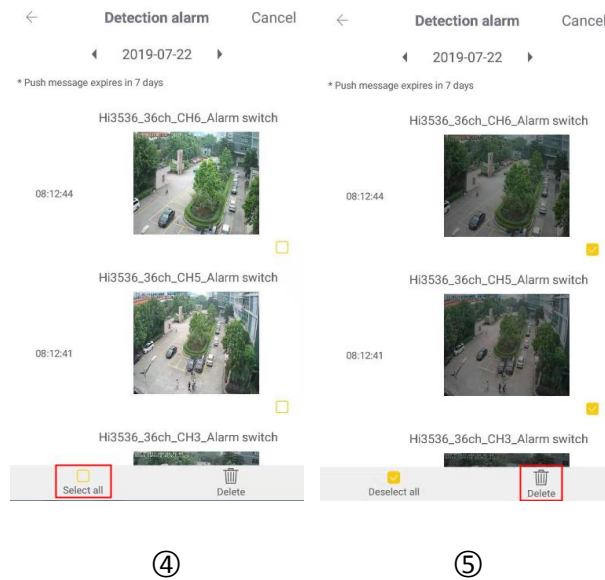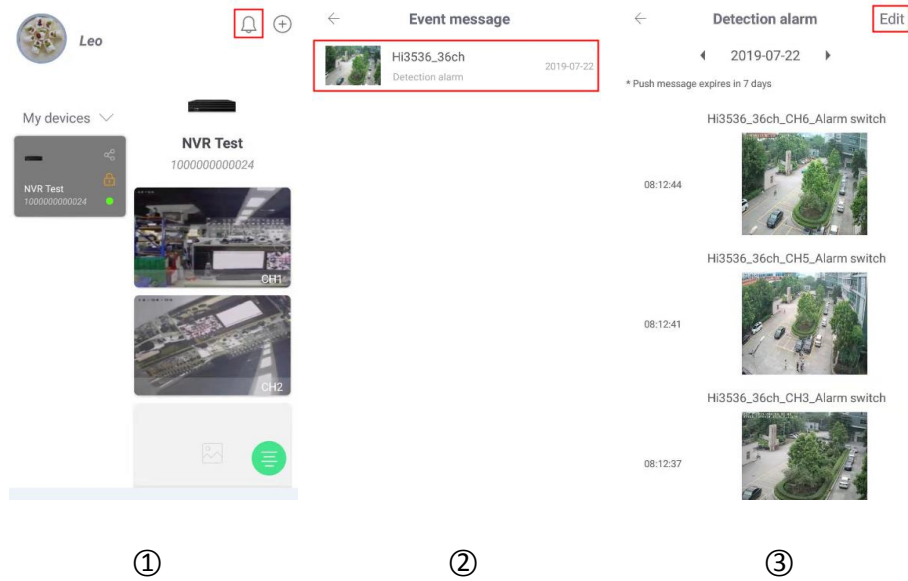
Figure 3-25

① Click "🔔" in the main interface;

② Select the alarm device;

③ Click "Edit" in the top right corner;

④ Click "☐ Select all";

⑤ Click "🗑 Delete".

■ **Delete the selected event message**

Delete the selected event message as shown in Figure 3-26.
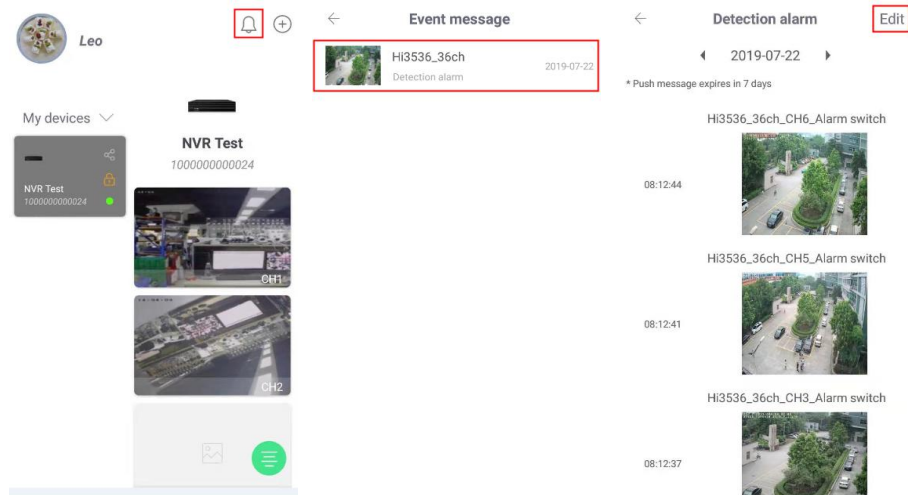
①   ②   ③

④   ⑤

Figure 3-26

① Click " 🔔 " in the main interface;

② Select the alarm device;

③ Click "Edit" in the top right corner;

④ Click to delete the event message picture;

⑤ Click " 🗑 Delete".

3.4.6 Setting

Click " " to enter the setting interface on the main interface. The setting interface consists of Settings, Timing and Share. Click to enter the corresponding interface.

The setting interface is shown in Figure 3-27.
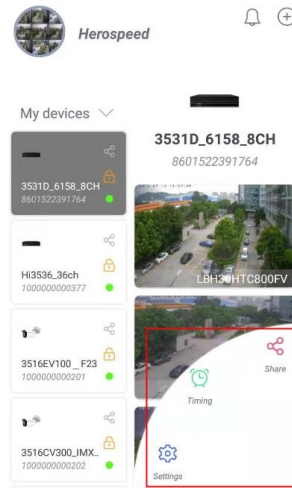
Figure 3-27

3.4.6.1 Settings

The settings are used to set and view all the parameters of the device name, device group, and formatted disk of the currently selected device in the device list, as shown in Figure 3-28.
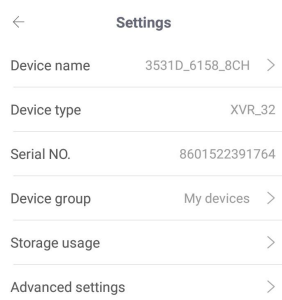
Figure 3-28

■ **Modify the device name**

In the setting area of the main interface, click "Device name"→Modify Device Name→Click

"Finish". Modify the device name as shown in Figure 3-29 ①.

■ **Modify the device group**

In the setting area of the main interface, click "Device group"→select the group → click "Sure".

Modify the group as shown in Figure 3-29 ②.

■ **Storage usage**

In the setting area of the main interface, click "Storage usage" → view device storage related information, click "Disk Formatting" → click "Sure", wait for the device to be formatted (wait for formatting according to disk/TF card size) Different time), refresh the interface, store the remaining capacity = total capacity = actual capacity of the memory card, complete the memory card formatting. The storage usage as shown in Figure 3-29 ③.

| ① | ② | ③ |
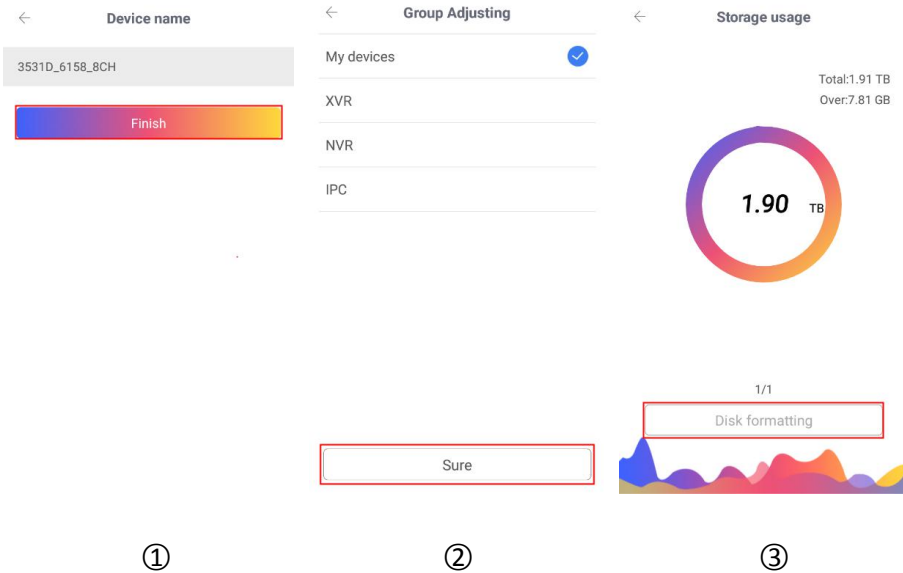
Figure 3-29

Instruction

● After formatting, all recordings on the disk or TF card will be deleted. Please be cautious.

■ **Advanced settings**

In the setting area of the main interface, click Advanced Settings to enter the channel setting interface of the device. For details, see **3.4.4.4 Advanced Settings**.

3.4.6.2 Timing

In the setting area of the main interface, click " Timing" to enter the time alarm setting interface of the device. For details, see **3.4.4.3 Alarm**.

3.4.6.3 Share

Device sharing can share the real time, playback, and settings permissions of the device selected by the current device list to friends. The device sharing is as shown in Figure 3-30.

①　②-1　②-2

③　④　⑤
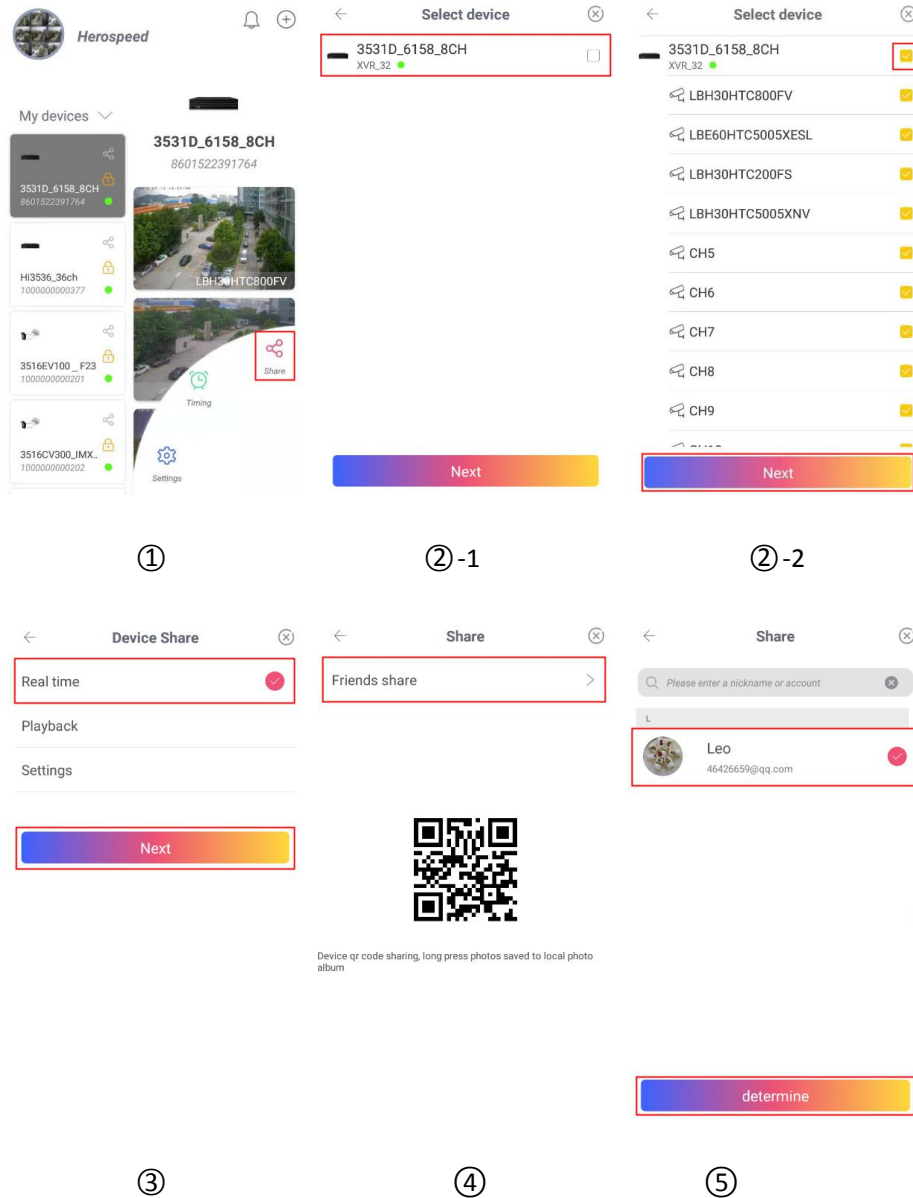
Figure 3-30

① In the setting area of the main interface, click "Share";

② Select the device(When sharing with multi-channel devices, there is this item), select to share the channel and click "Next";

③ Select sharing rights, there are "Real time", "Playback" and "Settings" can be selected, click "Next";

④ Click "Friends share"to enter the friends list;

⑤ Select the friend, and click " determine".

Instruction

● When sharing with friends, long press the device 2D to save the picture to the phone's local album.

● When sharing the device, you can also share the QR code of the account scanning device and add the device ("serial number addition" mode). The device is successfully added to the sharing device group.

● The sharing device link and QR code are valid within 5 minutes, that is, the device can be successfully shared to the friend only after receiving the link or QR code of the sharing device within 5 minutes of accepting sharing.

● To cancel sharing, click "Device Share" in the main menu, click "My Device Sharing", select to cancel the sharing device, click "Stop sharing" → "Sure".

3.5 User center

Click "Avatar" on the main menu to enter the user center interface, as shown in Figure 3-31. Here you can set the App account avatar, nickname, real name, password, and view the email (login account).

① ②
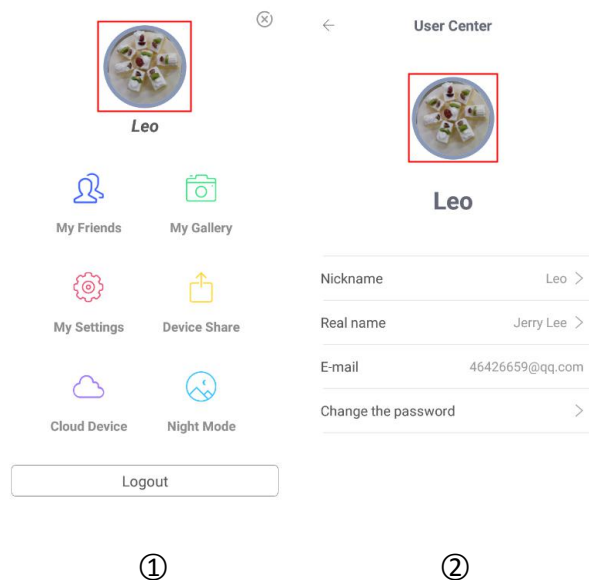
Figure 3-31

3.5.1 App Avatar

Switch the avatar as shown in Figure 3-32.
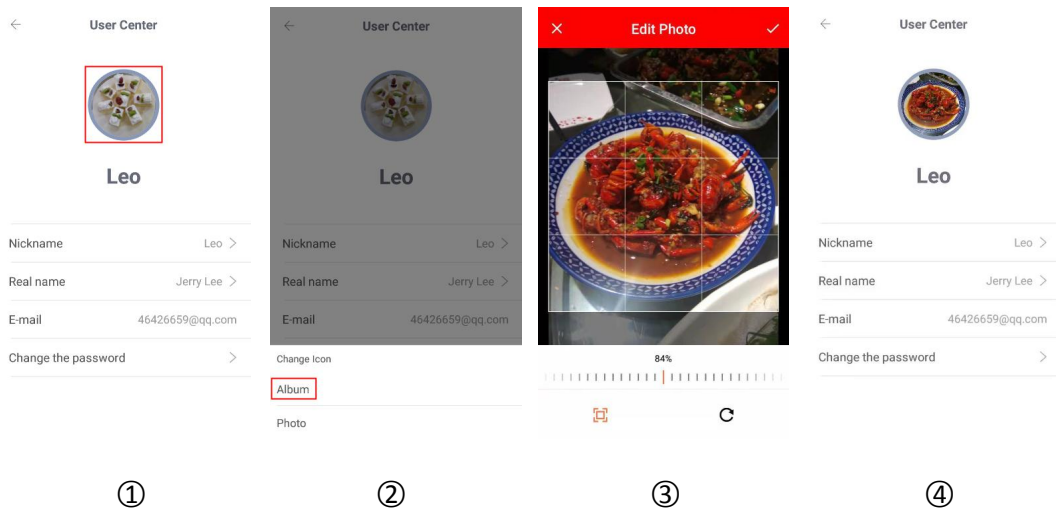
Figure 3-32

① Click the avatar in the user center.

② Enter the mobile photo album to select the picture of the avatar or use a mobile phone to take a photo.

③ Adjust the position and size of the picture on the picture and click " √ ".

④ The avatar has been successfully switched.

3.5.2 Nickname

Edit nick name as shown in Figure 3-33:
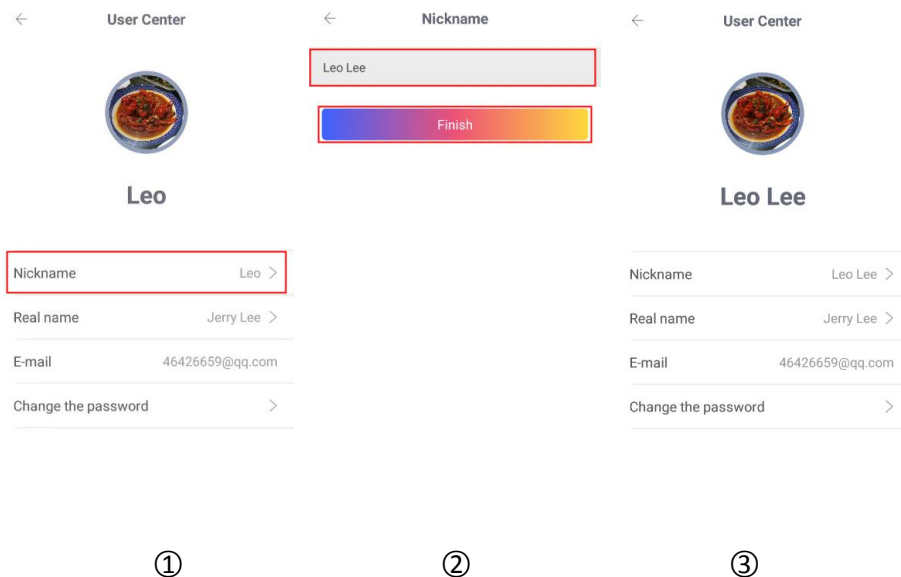
Figure 3-33

① Click "Nickname" in the user center.

② Click the edit box, update username, and click "Finish".

③ The nick name was modified successfully.

3.5.3 Real name

Edit real name as shown in Figure 3-34:

①   ②   ③
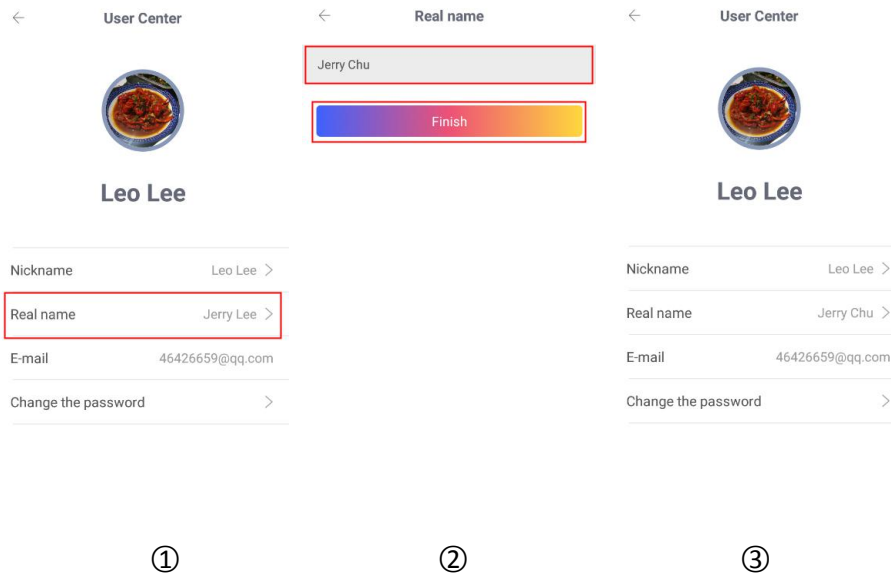
Figure 3-34

① Click "Real name" in the user center.

② Click the edit box, update username, and click "Finish".

③ The real name was modified successfully.

3.5.4 Change the password

Change the account password as shown in Figure 3-35:
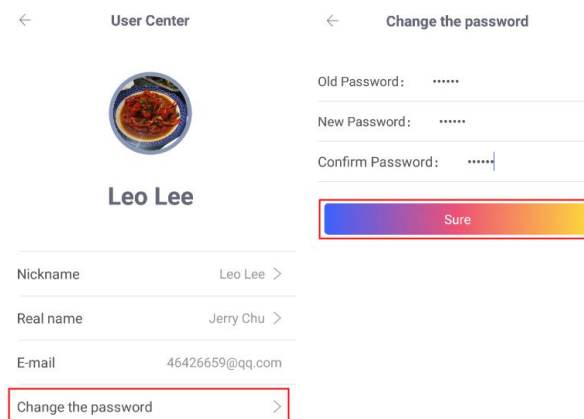
Figure 3-35

① Click "Change the password" in the user center;

② Enter the old password, new password, confirm password, and click "Save".

Instruction

● Have to input correct old one when changing password, otherwise it will fail.

3.6 My Friends

Click "My Friends" in the main menu to enter my friend interface, as shown in Figure 3-36 below. Here you can add, delete, and chat with your friends.
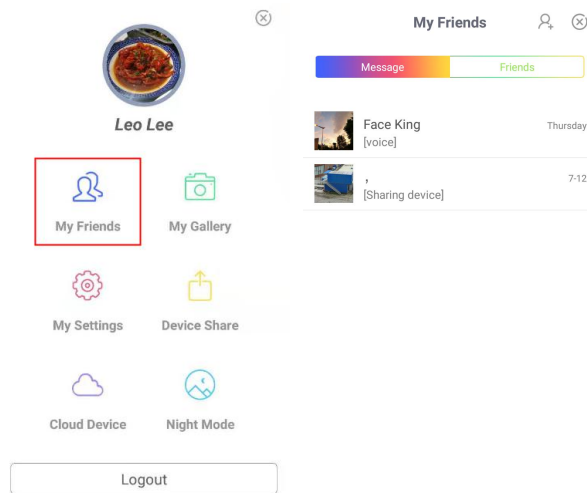
①   ②

Figure 3-36

Instruction

● Click " " to return to the main menu interface.

3.6.1 Add Friends

Add a friend as shown in Figure 3-37.

①   ②   ③   ④
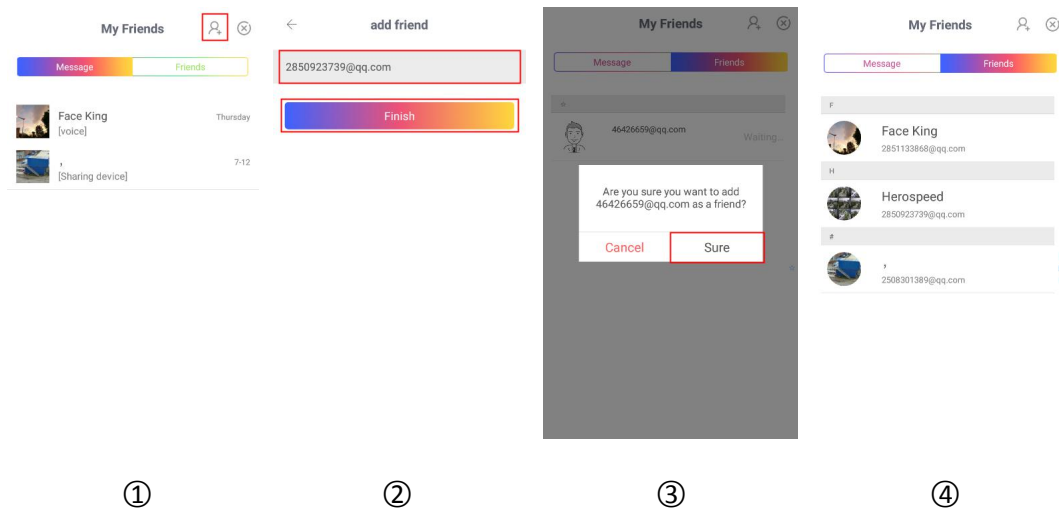
Figure 3-37

① In the My Friends interface, click " ⚲₊ " in the upper right corner;

② Enter your friend's account and click "Finish";

③ Click "Sure";

④ After the friend is verified, the friend is displayed in the buddy list.

Instruction

● When adding a friend, the friend account entered must be an ACESEE App account.

3.6.2 Friends

All friends of the account are displayed in the buddy list, where you can chat with friends and manage friends.

■ **Chat**

Chat as shown in Figure 3-38.
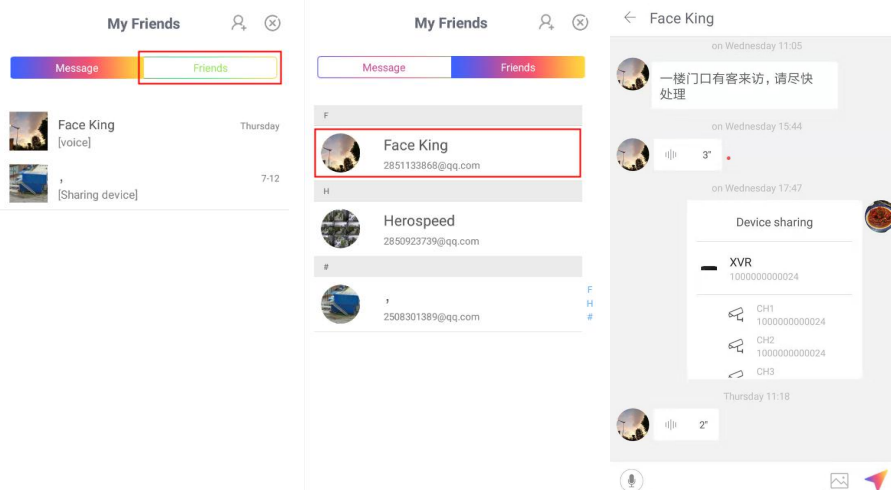
Figure 3-38

① In the My Friends interface, click "Friends" to enter the Friends list;

② Select the friend;

③ Enter the chat interface to chat with your friends via " 🎤 " or " ⌨ ". During the chat,

you can click " 🖼 " to send the picture to your friends.

Instruction

● In addition to displaying friends, the friends list also displays the verification message of the requesting friend, and clicks to agree to add a friend.

■ **Delete the friend**

Delete the friend as shown in Figure 3-39.
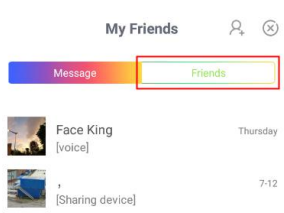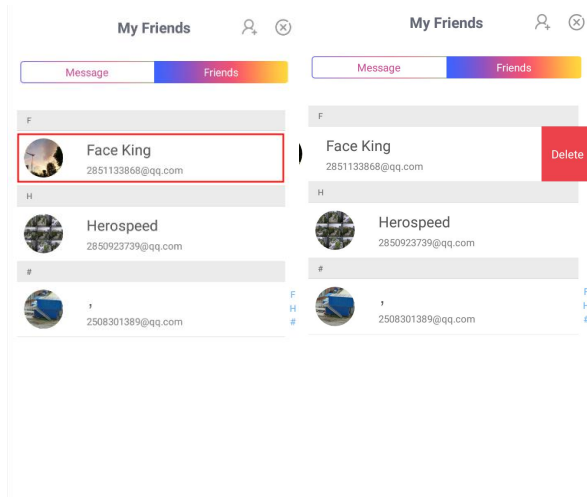
①   ②   ③
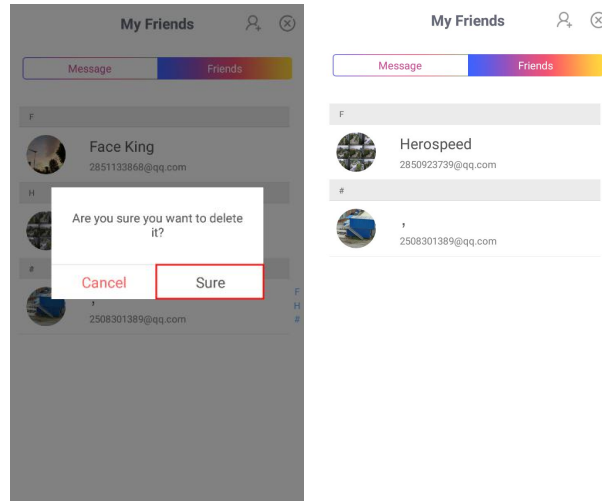
④   ⑤

Figure 3-39

① In the My Friends interface, click "Friends" to enter the Friends list;

② Select to delete a friend, press and hold to the left of the screen;

③ Click "Delete";

④ Click "Sure";

⑤ The friend was deleted.

3.6.3 Message

The chat message and the sharing device message of the account are displayed in the message list. Enter the chat interface through "Message" as shown in Figure 3-40.
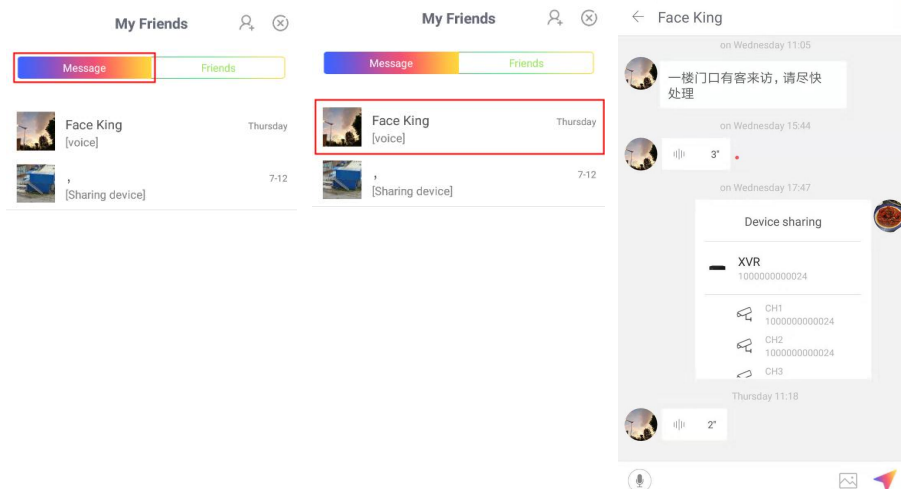
①   ②   ③

Figure 3-40

① In the My Friends interface, click "Message" to enter the message list;

② Select a friend message;

③ Enter the chat interface with the ACESEE friends.

Instruction

● When a friend sends a device to share information, you can click Receive on the chat interface to view the device shared by the friend in the device list on the main interface.

● Devices shared by friends must be received within 5 minutes, otherwise it will be invalid.

3.7 My Gallery

Gallery is used to View and Edit local capture and videos of APP Clients, including Preview, Playback, Direct and VR, as shown in Figure 3-41 below.
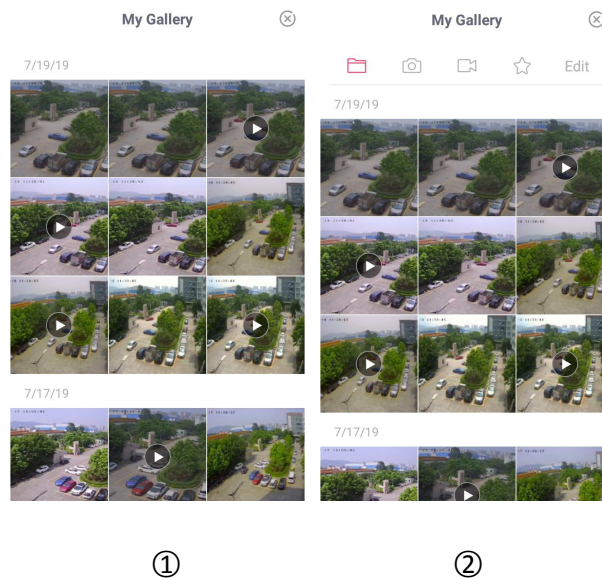
①   ②

Figure 3-41

Instruction

● Click " " to return to the main menu interface.

● In my photo album interface, the finger slides down the screen and pops up the group button, as shown in Figure 3-41 ② above.

The interface toolbar buttons are shown in Table 3-3 below:

Button	Description

	Click the button, my album interface shows all capture pictures and videos:
	Click the button, my album interface shows all capture pictures.
	Click the button, my album interface shows all capture videos.
	Click the button, my album interface will display all the favorite pictures and videos.

Table 3-3

3.7.1 Local capture Viewing

View the local capture as shown in Figure 3-42:

①   ②   ③
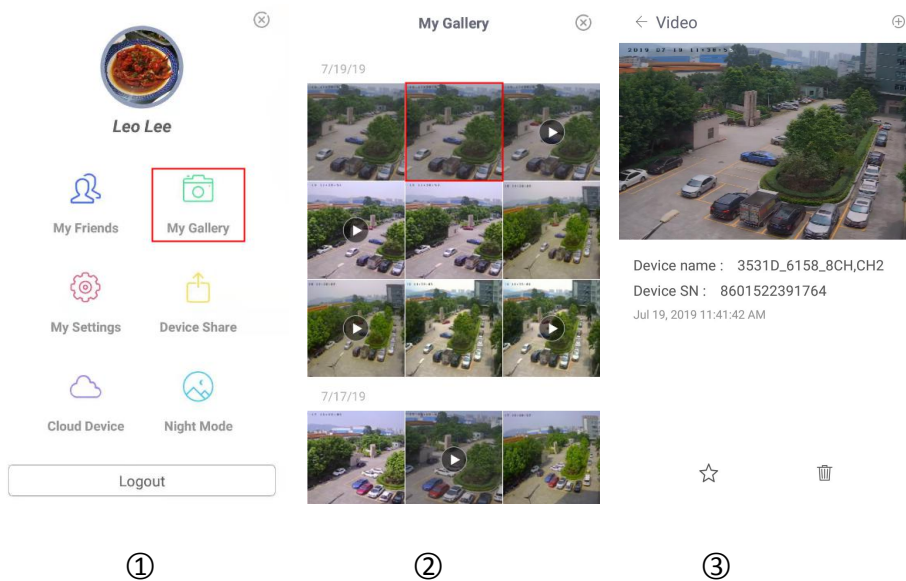
Figure 3-42

① Click "My Gallery" in the main menu;

② Click on the picture you want to preview;

③ The interface displays information about the picture and the picture.

      Instruction

● When viewing the picture, click the " 🗑 " to delete the current picture.

● When viewing the picture, click on the " ☆ " to bookmark the picture to the favorites.

● When viewing the picture, click " ← " to return to my gallery interface.

● When viewing the picture, swipe your finger to the left or right to switch the picture.

- When viewing the picture, the thumb and forefinger are separated on the screen and combined with an electronically magnified picture.

3.7.2 Local Videos Viewing

View the local videos as shown in Figure 3-43:

①   ②   ③

④
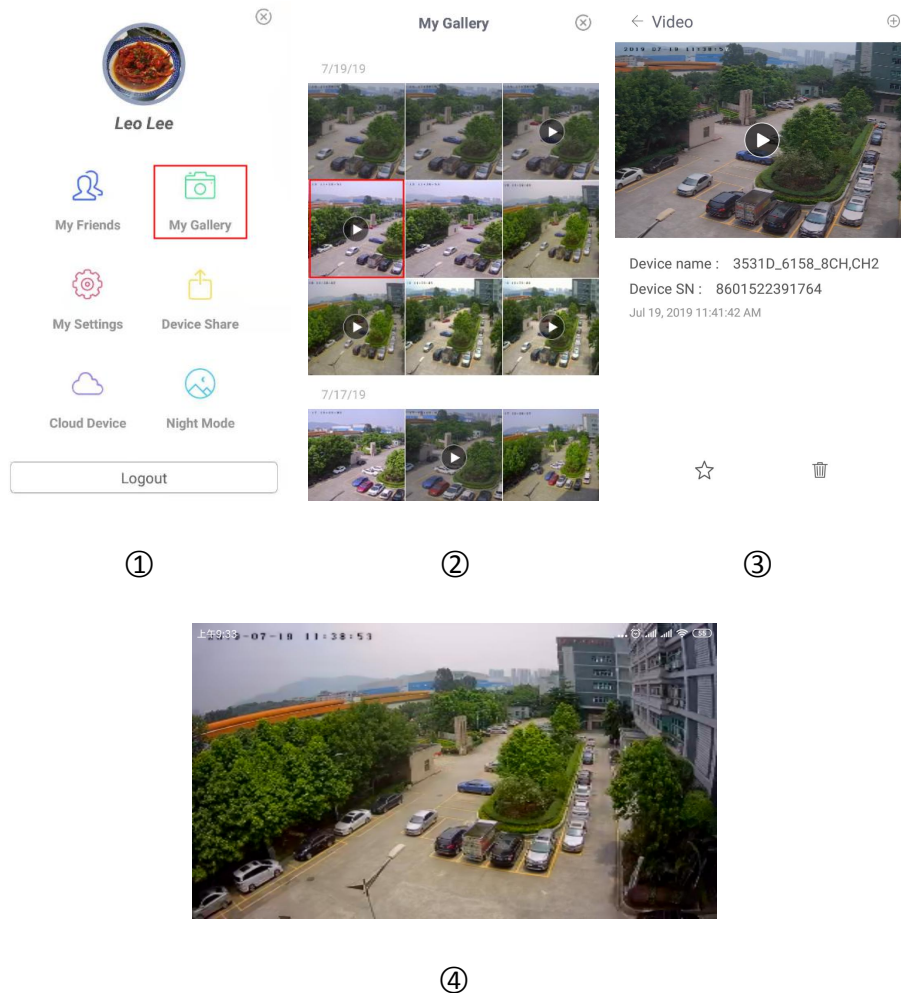
Figure 3-43

① Click "Gallery" in the main menu;

② Click on the video you want to preview;

③ The interface displays information about the video and clicks " ⊕ " in the upper right corner.

④ Select the mobile player to play the video.

Instruction

- When viewing the video, click the " ← " to return to my Gallery interface.

- When viewing the video, click the " 🗑 " to delete the current video.

- When viewing the video, click on the " ☆ " to bookmark the video to the favorites.

- When the interface automatically plays videos, use the phone's own player to "pause/play", "fast forward", "fast back", "drag progress bar", and "back" to stop playback and drag the volume progress Adjust the volume. Because each mobile phone comes with a different player, there are differences in the keys when playing video.

3.7.3 Delete all content in my gallery

Delete all contents in my gallery as shown in Figure 3-44:
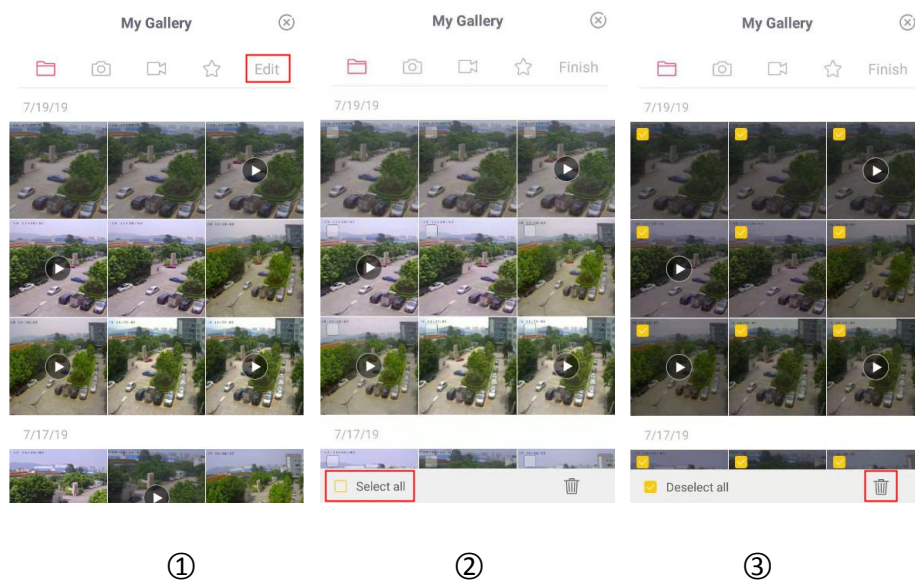
Figure 3-44

① In the My Gallery interface, press and hold the screen to drop down and click "Edit";

② Click the " ☐ Select all" in the lower left corner to select all;

③ Click " 🗑 " and all files in the current group are deleted.

■ **Delete selected picture or video**

Delete selected picture or video as shown in Figure 3-45:
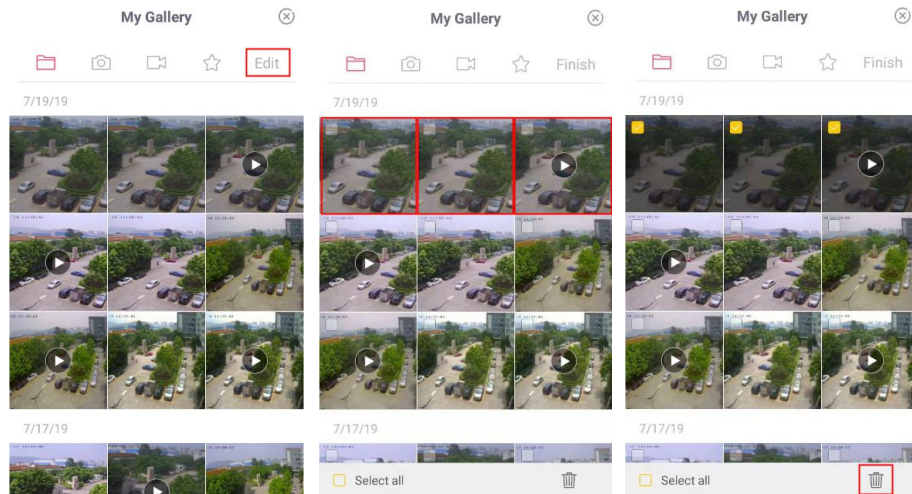
① ② ③

Figure 3-45

① In the My Gallery interface, press and hold the screen to drop down and click "Edit";

② Click to delete the video or picture;

③ Click the " 🗑 Delete" in the lower right corner.

3.8 My Settings

In the main menu, click "My Settings" to enter the App Settings interface. The App Settings interface is used to edit downloaded cloud recordings, unbind application, daylight saving time (min), SSL encryption, message notify, switch languages, view updated versions, etc., as shown in Figure 3-46.
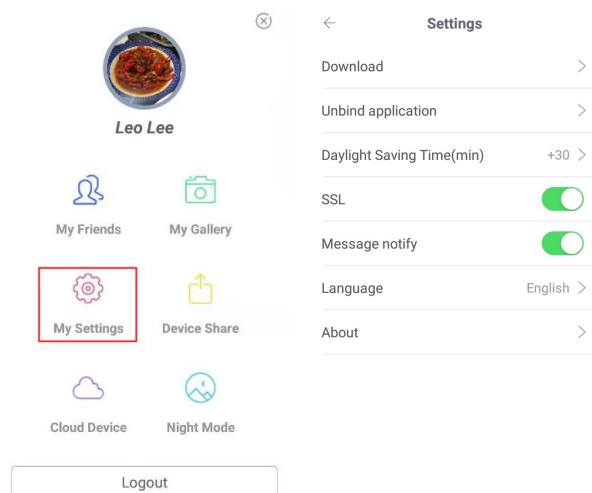
① ②

Figure 3-46

Instruction

● Click "←" to return to main menu interface.

3.8.1 Download

Download is used to view and delete videos downloaded from the cloud to the local.

■ **View the local video**

View the local video as shown in Figure 3-47.
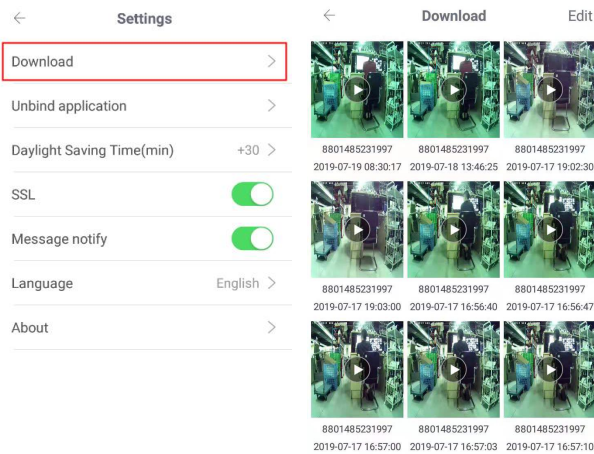
①   ②

Figure 3-47

① Click "Download" in the settings interface;

② Click to view the video, select the mobile phone playback software, and the video starts to

play.

■ **Delete the video downloaded**

Delete the video downloaded to the local as shown in Figure 3-48.
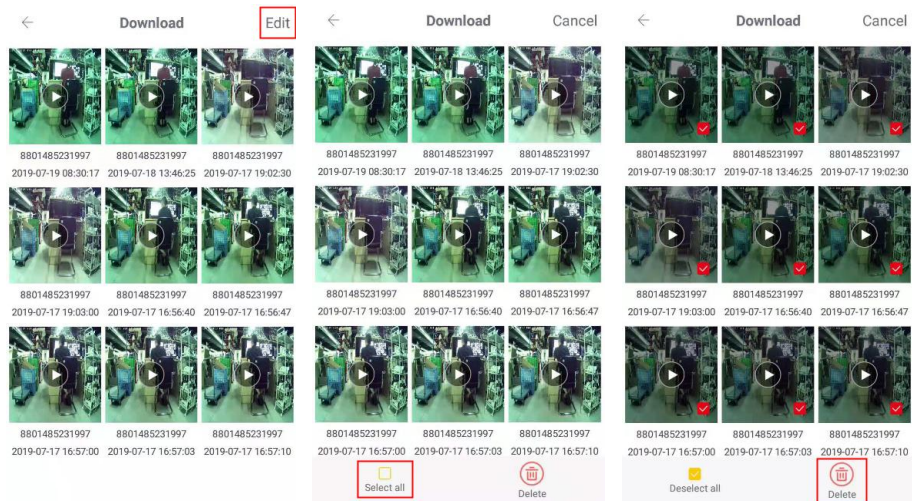
①   ②-1   ②-2

Figure 3-48

① Click "Edit" in the Download interface;

② Select to delete the video or click "☐ Select all" and click "🗑 Delete".

3.8.2 Unbind application

When you add a device, it indicates that another account has been bound to this device and you cannot contact this account to delete the device. You can apply to unlock the device. Unbind apply as shown in Figure 3-49.
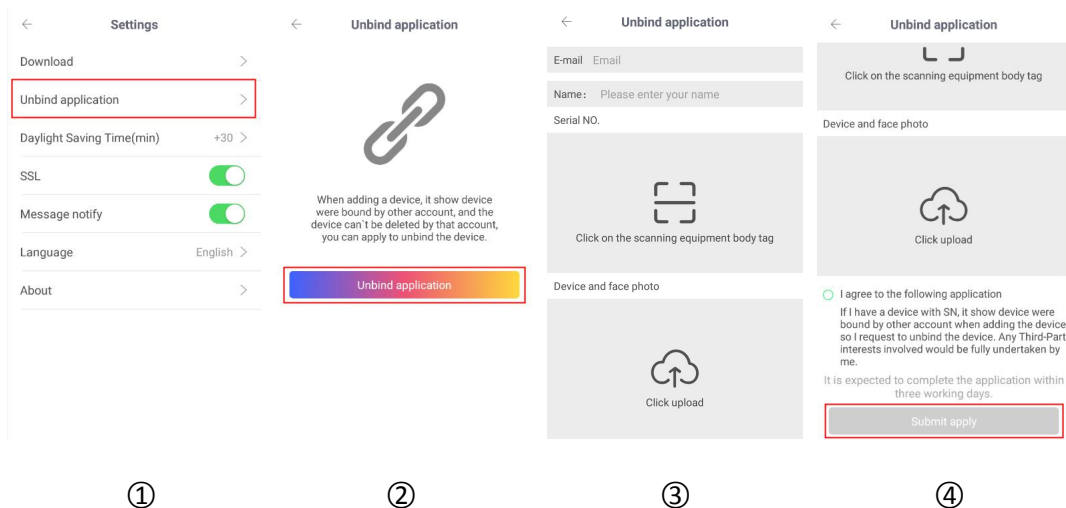
①   ②   ③   ④

Figure 3-49

① Click "Unbind application" in the settings interface;

② Click "Unbind application";

③ Enter the email account, name, scan the device label, upload the device and face the photo;

④ Click "I agree to the following application" and click "Submit apply".

Instruction

● After submitting your application, please log in to your email address approximately 3 business days to see the results of the unbinding application.

3.8.3 Daylight Saving Time(min)

Set Daylight saving time as shown in Figure 3-50.

①   ②   ③
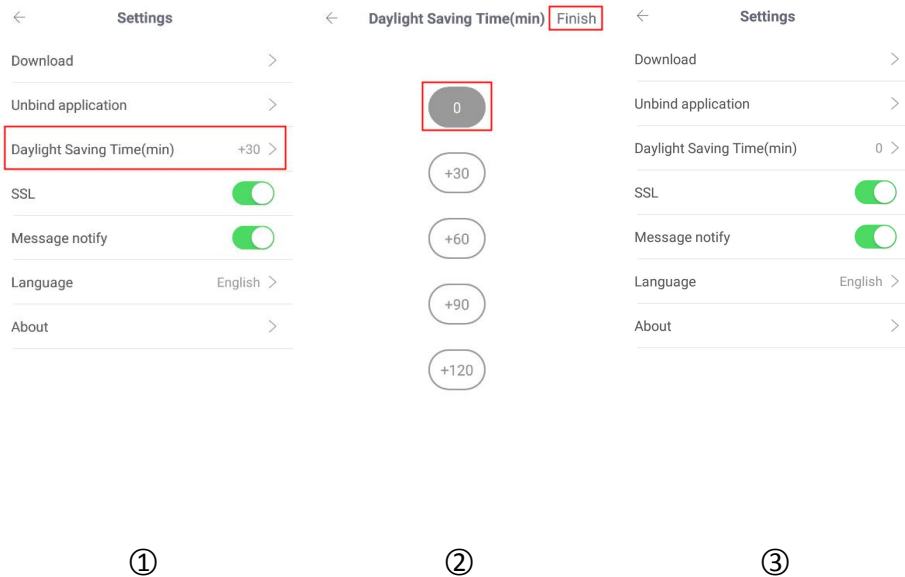
Figure 3-50

① Click "Daylight Saving Timing(min)" in the settings interface;

② Select the time (for example, 0), and click "Finish";

③ The daylight saving time setting is successful.

3.8.4 SSL

In the settings interface, click the toggle switch " " to turn the switch to the right to open the SSL function of the mobile phone. After the function is enabled, the interactive instructions between the App and the server are protected, making network communication more secure and transmitting data more complete.

3.8.5 Event message

In the settings interface, click the toggle switch " " to toggle the switch to the right to turn on the mobile phone to open the event message reminder function. When this function is

enabled, when an alarm event occurs, the mobile phone pops up an event message to remind you.

Instruction

- After closing the message reminder, when there is an alarm event, the phone will not pop up a message reminder.

3.8.6 Language

Switch the App language as shown in Figure 3-51.
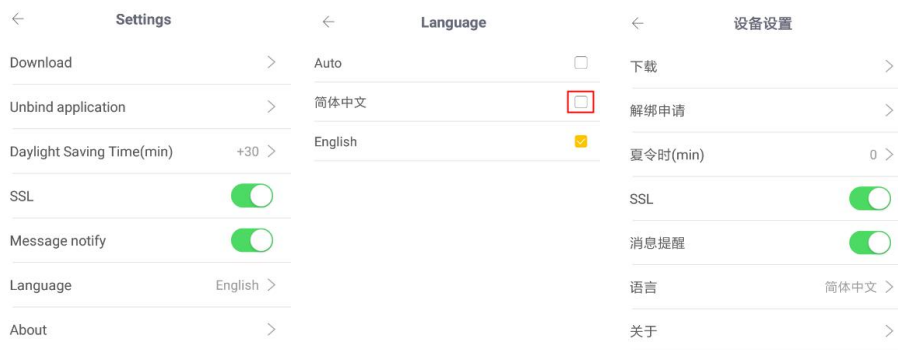
①   ②   ③

Figure 3-51

① Click "Language" in the settings interface;

② Select language (as "中文");

③ Complete the language settings of the App.

Instruction

- When the language is set to "Auto", the App language is the same as the language of the installed mobile phone system.

3.8.7 About

View, detect, and update the App version as shown in Figure 3-52.
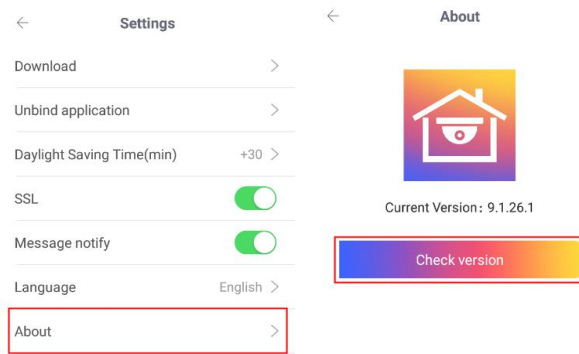
① ②

Figure 3-52

① Click "About" in the settings interface;

② The current App version is 9.1.26.1. Click "Check version" to automatically detect the version.

If there is a new version, prompt whether to download the update. You can download and install the new version App as prompted.

3.9 Device Share

Device share is used to view my shared device and share it with me, and to cancel sharing, which is shared by my device and from shared devices, as shown in Figure 3-53.
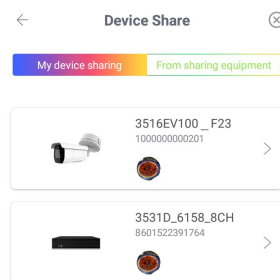
Figure 3-53

 Instruction

- Click " ⊗ " to return to the main menu interface.

3.9.1 My device sharing

View and delete my device sharing as shown in step 3-54.
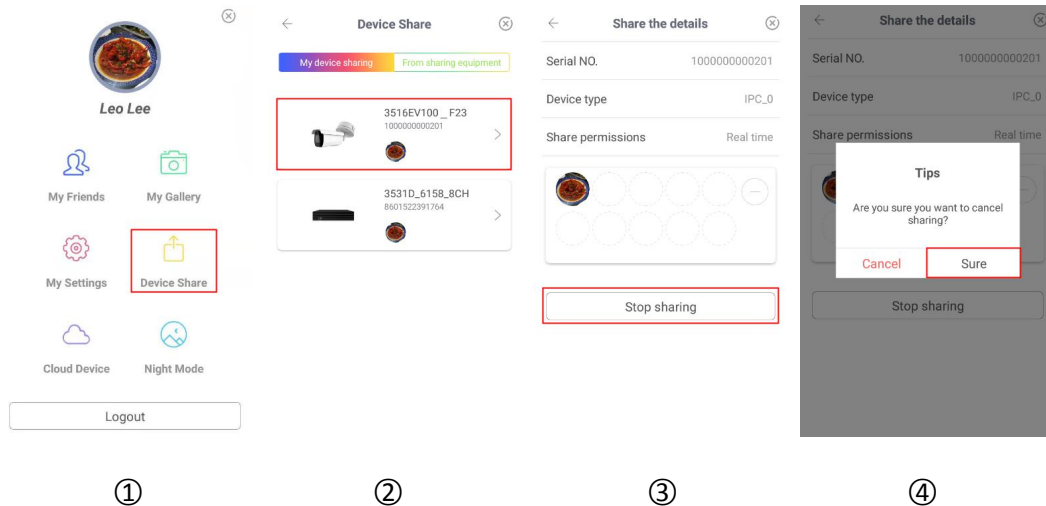
Figure 3-54

① Click "Device Share" in the main menu;

② Click "My device sharing" and select the device you want to view to enter share the details interface;

③ Display the serial NO., device type, sharing permissions, channel, and shared account, and click "Stop sharing".

④ Click "Sure" to cancel sharing, and the shared friends can't view the device from now on.

Instruction

- When you cancel the sharing, you can click " ⊖ " → "Sure" to cancel the sharing of a shared account.

- Click " ⊗ " to return to the main menu interface.

3.9.2 From sharing equipment

View and delete the devices from the sharing as shown in step 3-55.
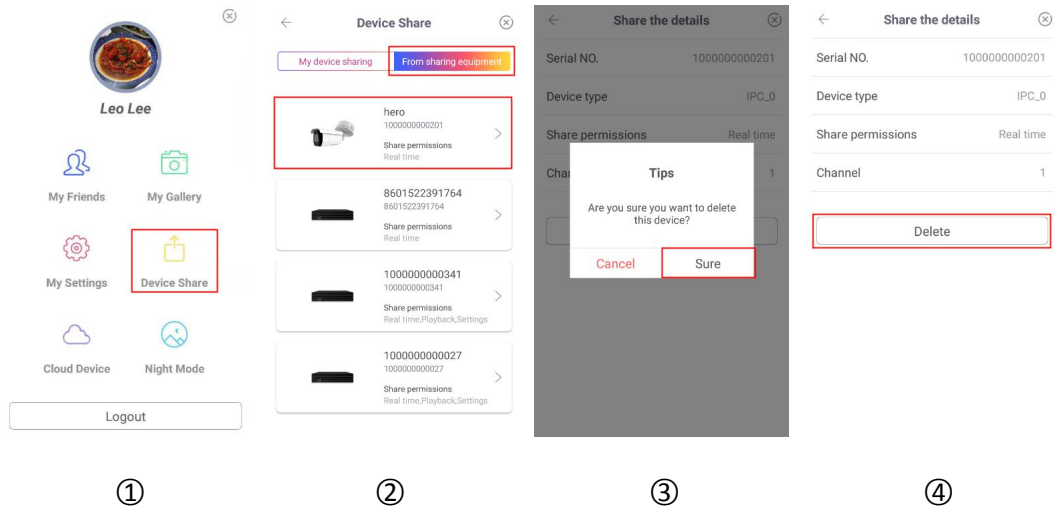
Figure 3-55

① Click "Device Share" in the main menu;

② Click "From sharing equipment" and select the device you want to view to enter share the

details interface;

③ Display the serial NO., device type, sharing permissions, channel.

④ Click "Delete" , the device was removed from the sharing device group.

Instruction

● Click " ⊗ " to return to the main menu interface.

3.10 Cloud service

The cloud service is used to view related information of the cloud storage device, including cloud
storage recording (normal recording and motion detection recording), and cloud service
purchase.

3.10.1 View cloud video

View cloud video as shown in Figure 3-56:

Figure 3-56

① Click "Cloud Device" in the main menu;

② Click the device you want to view;

③ Click the video you want to view;

④ App starts playing the cloud video.

3.10.2 Download cloud video

Download cloud video as shown in Figure 3-57:
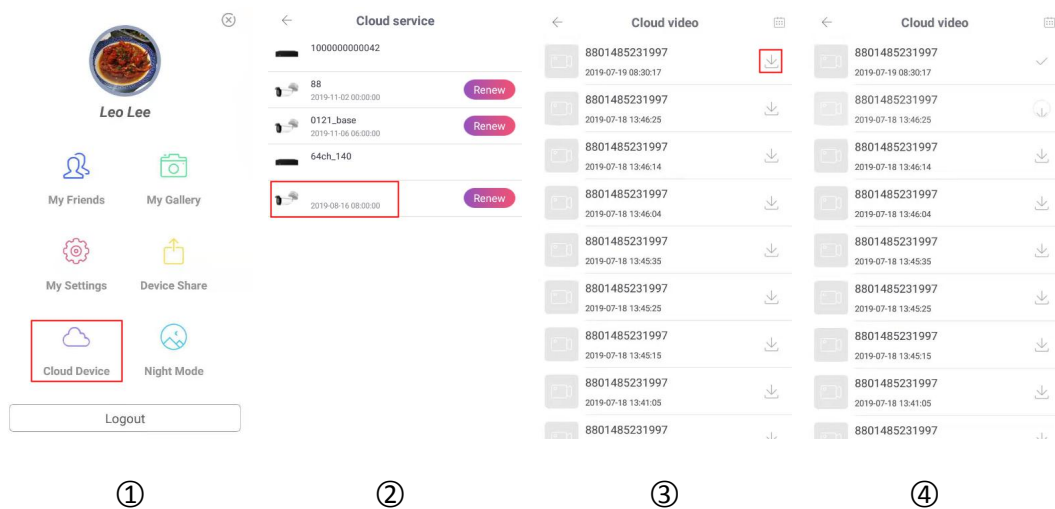
Figure 3-57

① Click "Cloud Device" in the main menu;

② Click the device you want to download;

③ Click the " ↓ " button to download the cloud recording, and the app starts downloading the video.

④ When the cloud video download is completed, the " ↓ " button at the back becomes " ✓ ".

3.10.3 Cloud service renewal fee

Cloud service renewal fee as shown in Figure 3-58.

①   ②   ③
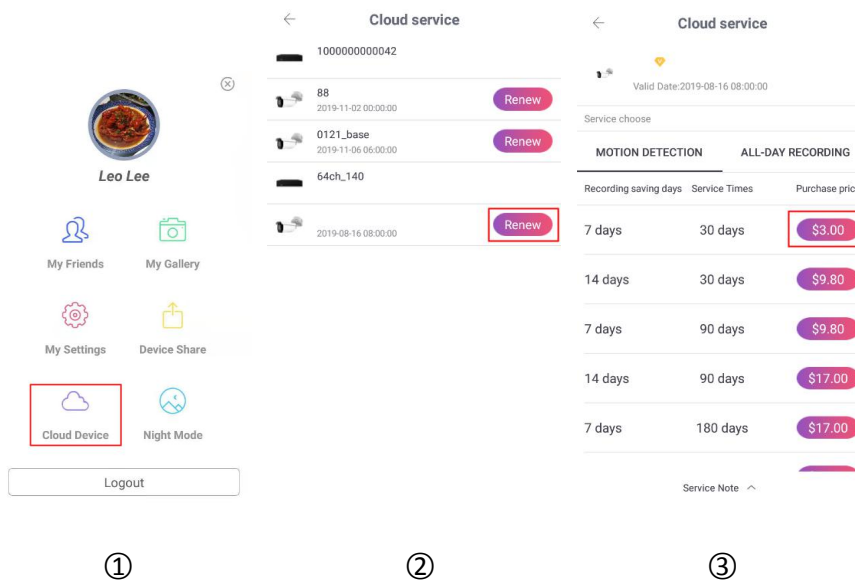
Figure 3-58

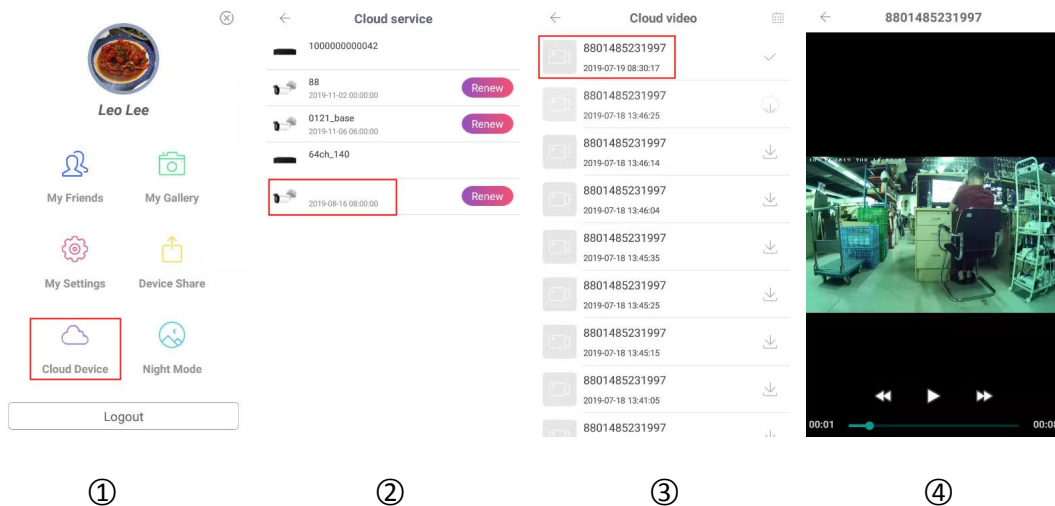① Click "Cloud Device" in the main menu;

② Click the " Renew " button of the device;

③ Select the package and follow the app prompts to pay.

Instruction
- Only upload cloud video in H.264+ or H.265+ format, that is, the device must be supported in H.264+ or H.265+.
- All devices that have purchased cloud storage services are displayed in the list of cloud services.
- The cloud recording interface can quickly find videos by using the " 📅 " calendar button in the upper right corner.
- After the cloud video is downloaded, you can view it by clicking "My Settings → Download" in the sliding menu bar.

3.11 Day/Night Mode

Day/Night mode is used to switch App skins, App default day mode(App is white as the main color); click "Night Mode" App to black as the main color, convert to "Night Mode"; click "Night Mode" at this time The App is converted to "Day Mode" as shown in Figure 3-59.

①   ②   ③

Figure 3-59

3.13 Logout

Logout as shown in Figure 3-60.

①   ②   ③

Figure 3-60

① Select "Logout" on the main menu;

② click "Sure";

③ App successfully quits current account.
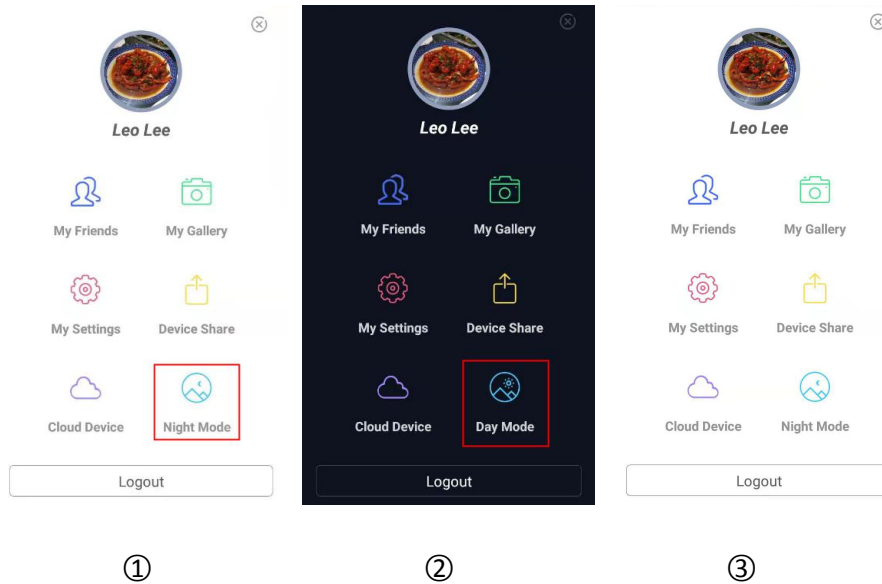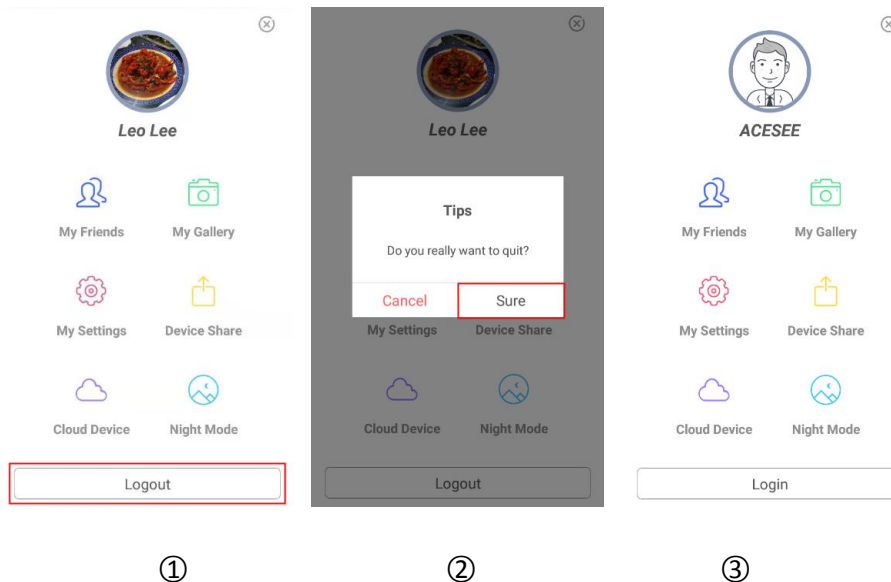

Instruction

● After the account is logged out, you can still enter the App main menu, as shown in Figure 3-60 ③ .

Chapter 4 FAQ

Q1: Username does not exist/password error/forgot password.

1. Please double check the username and password, username passwords are case sensitive.

2. Had forgotten password, then click "Forget?" on login interface, follow the prompts to retrieve the password, or reconfigure the password.

Q2: Login failed/Login timeout

1. Please make sure that the phone is properly connected to the network to eliminate network problems.

2. Repeat multiple attempts to eliminate network flashing.

Q3: When adding a device, it prompts "The device has been bounding XXXXX@XX.com".

1. A device can add multiple users, each user can only be bound by one App account.

2. If you have an account added before, you need to log in the original account to delete, the new account can be added; you can also click "Login" → "Setting" → "Unbind apply" → "Unbind apply" → enter application information → click "Submit apply", wait for the platform to review and unbind.

Q4: Cannot search for video

1. Check if there is recording of the device during that time, playback will not work if there is no recording on cellphone.

2. If it's under normal recording but still playback does not work, check if cable is loose on local storage and somewhere is wrong with TF card, hard disk.

3. Check if the phone time setting and daylight saving time configuration match, and check if the device time and time zone settings are correct.

Q5: Preview caton

1. Select the stream type of the device and switch "HD" to "BD" or "Fluent".

2. Check the upstream bandwidth of the device and the downstream bandwidth of the mobile phone.

3. Reduce the number of mobile phone previews.

4. Check if one device is occupied by multiple mobile phones or other terminals at the same time.

Q6: The device is online, the preview is automatically broken, or it is always refreshed

1. Possible device version is too low, it is recommended to upgrade to the latest version.

2. May cell phone current network is unstable or slow speed, it is recommended for a network environment.

Q7: Unable to preview and unable to delete device

1. Check whether the device is online on the local and mobile APP.

2. Check the device version, if not the latest proposal to upgrade to the latest version.

3. Try using different network types and carriers.

Q8: Pop-up password input box during preview.

1. If the account or password is incorrect when binding, the account confirmation box will pop up when connecting with the device and the correct account password can be entered.

2. If the password is modified on the other end (local end, web page end), the account confirmation box will pop up, and the modified account or password can be entered.