FreeIP 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 FreeIP 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.

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Chapter 1 App Instruction

1.1 Application Environment

FreeIP can run in phone, pad, PC, 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. FreeIP App is used for phone or pad; web is used for windows PC.

 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 tablet computers.
- Old version FREEIP can be replaced directly when install new version.
- Support Simplified Chinese, Traditional Chinese, English, Arabic, Czech, German, Greek, French, Hungarian, Polish, Portuguese, Russian, Thai and many other languages.
- This instruction introduces android, IOS system of phone and pad, ipad App. All current and old apps would have difference in icon and layout, 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;
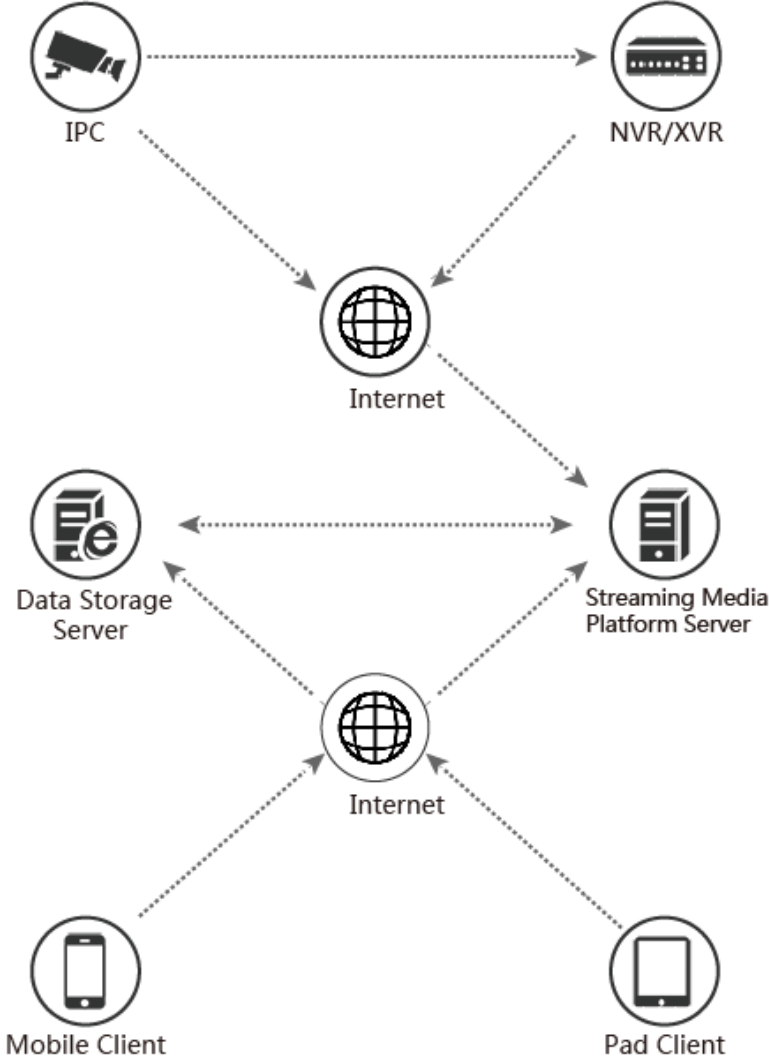

Figure 2-1

Chapter 3 App Function

3.1 Download and Installation

FreeIP 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   iOS phone download

Figure 3-2 Android Pad Download   iPad Download

(2) log in "FreeIP "official website http://www.freeip.com ; or Android users go to Google play to download and install, iOS users directly in the App Store search for "FreeIP" 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.xc.hdscreen

Download address for IOS phone:

https://itunes.apple.com/cn/app/freeip/id898690336?mt=8

Download address for Android Pad:

https://play.google.com/store/apps/details?id=com.freeip.hd.ui

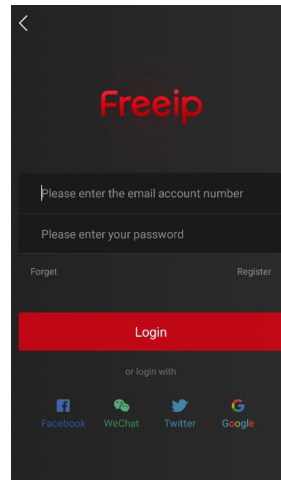Download address for ipad:

https://itunes.apple.com/cn/app/FREEIP%20HD/id981358027?mt=8

3.2 Login Interface

The login interface consists of the account password, the forgotten password, registration, and other methods. The login screen as shown in Figure 3-3.
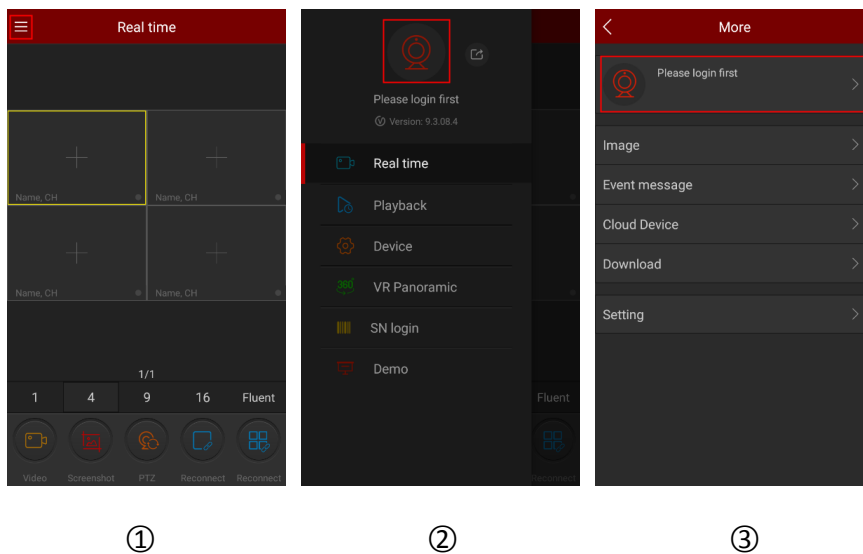

①

Figure 3-3

3.2.1 Enter the login screen

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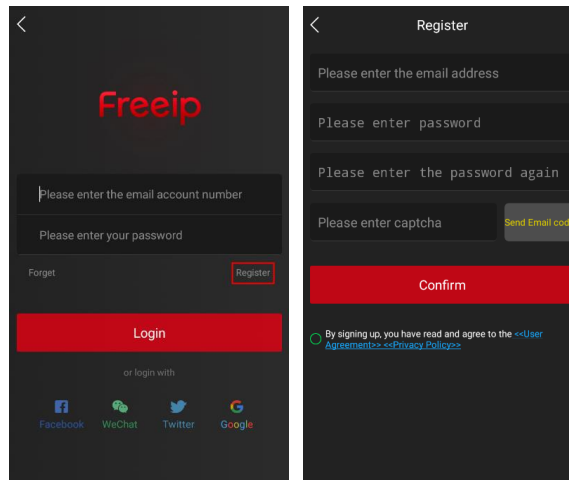

①   ②   ③

Figure 3-4

① Run "FreeIP" on the phone or pad, click " ▤ " in the upper left corner of the preview interface to enter the sliding menu bar;

② Click " ▣ " above the interface to enter the "More" interface;

③ Click " Please login first " above the interface to enter the "Login" interface.

3.2.2 Register FreeIP 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";

② Enter the email address, password, confirms password, and verification code, and click
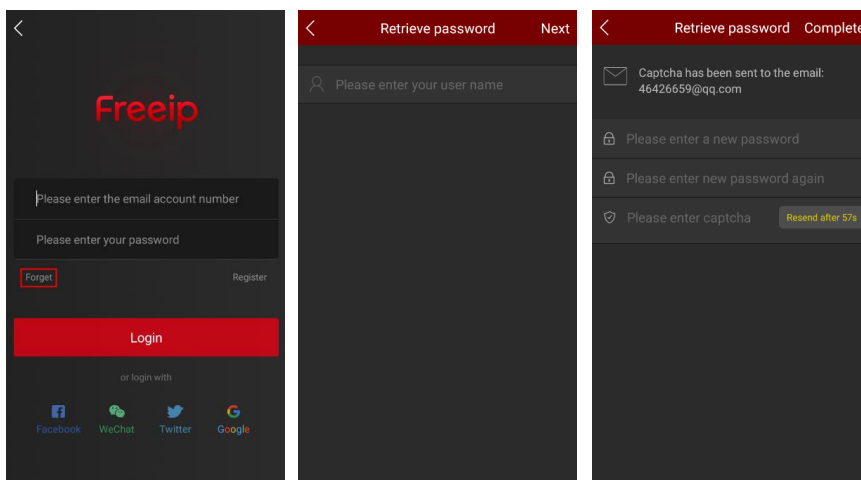
"Confirm".

Instruction
- FREEIP and FreeIP Pro Account that already registered can log in directly.
- The e-mail address used for registration must be valid and can be used to check e-mails in order to forget the password.

3.2.3 Forget password

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

①   ②   ③

Figure 3-6

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

② Enter the email account and click "Next".

③ Enter the new password, confirm the password, log in to the registered email to find the

verification code, enter the "Please enter captcha" column, and click "Complete".

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 Log in

Account login FreeIP as shown in Figure 3-7:

①   ②   ③

Figure 3-7

① Open App, enter the login screen;

② Enter the account number and password, click "Login" to enter the "Real time" interface;

③ Click "   " in the upper left corner to return to the sliding menu bar interface.

Instruction

- At the same time support Facebook, WeChat, Twitter, Google third-party account login.

3.3 Menu Introduction

FreeIP App's menu shows current app version and consist of Preview, Playback, Device, VR Panoramic, SN login, Experience, user information and account sign out. Phone App sliding menu as shown in Figure 3-8 ①, pad app just like Figure 3-8 ②:

| ① | ② |
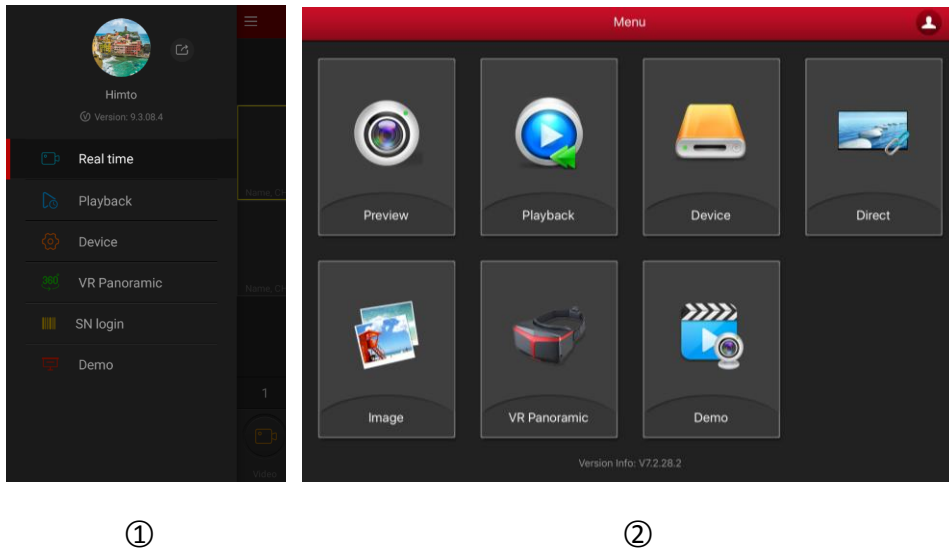
Figure 3-8

Instruction

- Sliding menu of phone app would show user photo, user name, app current version and button of log out.

3.4 Real time

The Real time video as shown in Figure 3-9.

| ① | ② | ③ | ④ |
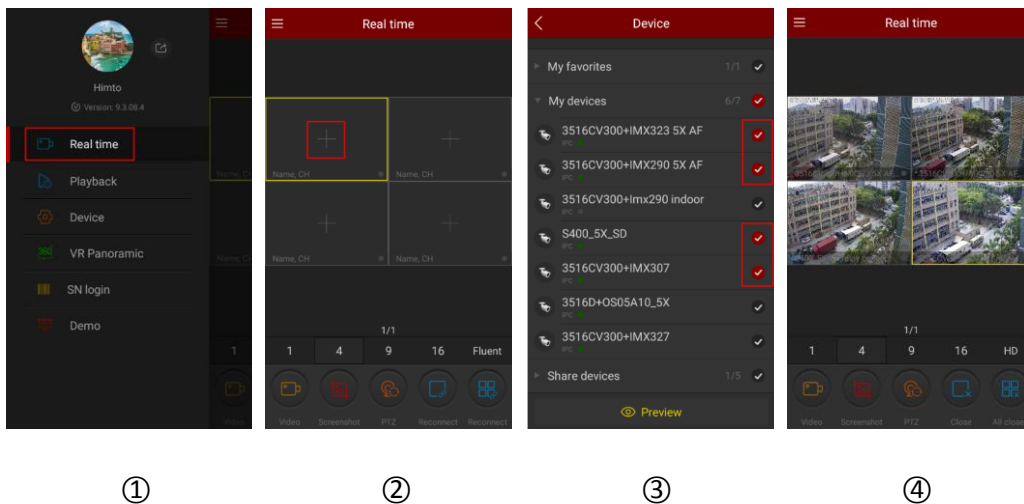
Figure 3-9

① In the sliding menu bar, select "Real time" to enter the real-time preview interface;

② Click "+" in the play window to enter the device list;

③ Select the device to preview and click "Preview".

④ The Real time interface plays the live video of the selected device.

Instruction

● The multi-screen preview mode is switched by 1/4/9/16 at the bottom of the interface, as shown in Figure 3-10 ① ② ③ ④ .

①　　　　　　　　　②　　　　　　　　　③　　　　　　　　　④
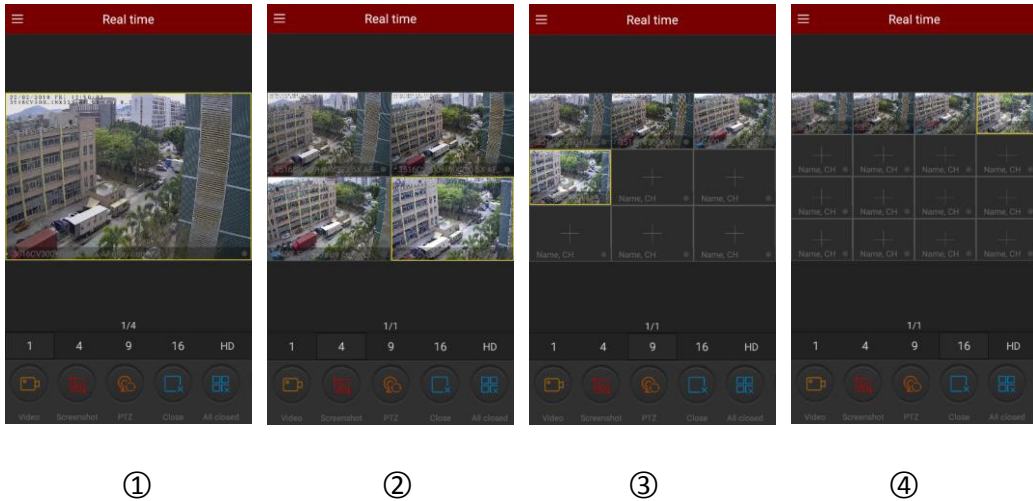
Figure 3-10

● When previewing video on multiple split screens, double-click on a channel to switch the preview screen to single-channel preview.
● When the phone is turned on horizontally, the full-screen preview of real-time video, as shown in Figure 3-11 ① ② ③ ④ .

①　　　　　　　　　　　　　　②

③   ④
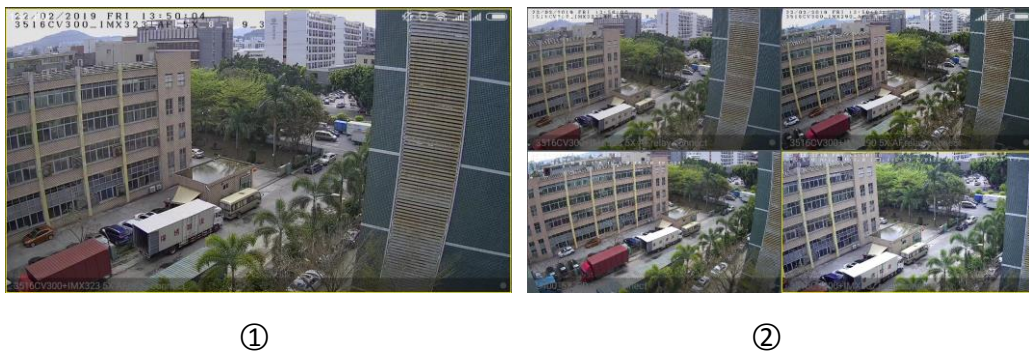
Figure 3-11

Slide the bottom toolbar for more functionality, as shown in the following Table 3-1:

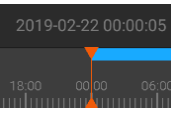| Mobile Phone	Pad/iPad	Description
/		Start/Stop recording
		Screenshot
/	/	Sound on/off
		PTZ, when previewing PTZ device video on a single screen, click the button to open the PTZ control panel, you can control the direction of the head, zoom, support gesture operation.
/		Close/Reconnection the current channel
/	/	Close/Reconnection all the channel
/	/	Favorite/ cancel favorite the device, after the device is collected, the device is displayed in the device manage →My favorites group, which is convenient for the user to quickly find the device preview.
1/4/9/16		Preview window switch
Fluent / BD / HD	Fluent / BD / HD	Definition (stream) switch

Table 3-1

Instruction

● The device list entered from the preview interface does not include a VR device.

3.5 Playback

FreeIP app playback use for playback the video which record in IPC TF Card & HDD in NVR .etc back end equipment.

Playback as shown in Figure 3-12:

①   ②   ③   ④
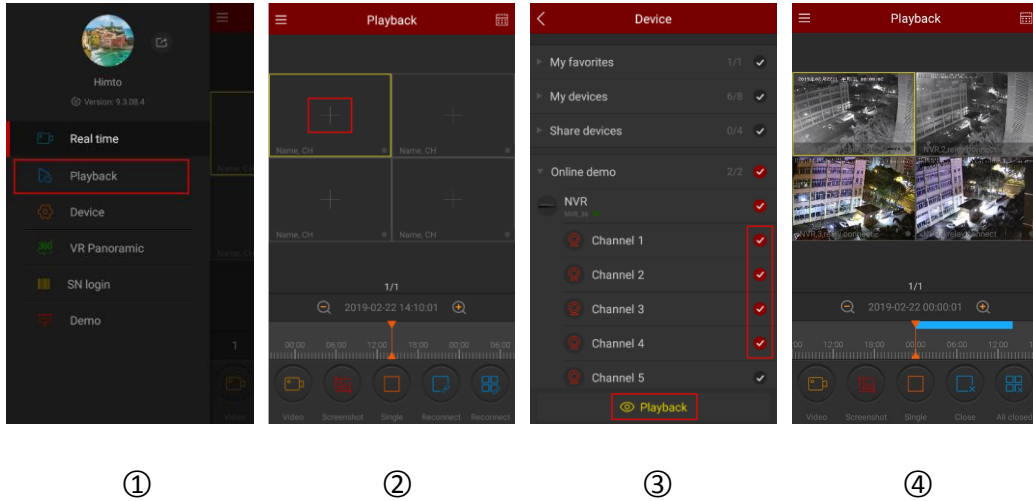
Figure 3-12

① In the sliding menu bar, select "Playback" to enter the playback interface;

② Click play window "+" in the playback interface, enter device list;

③ Select the channel which need playback, click "Playback";

④ 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 3-13 ① ② .
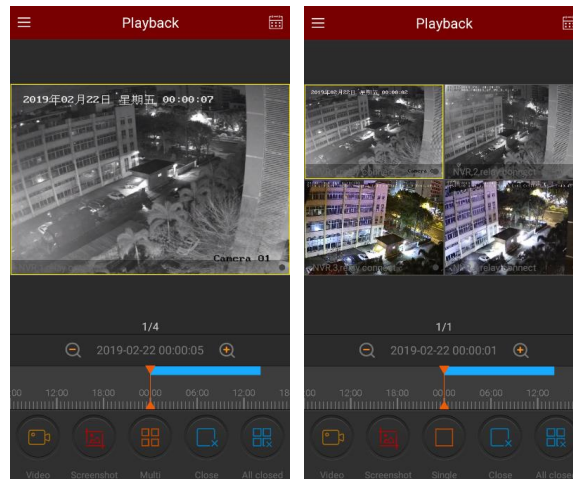
① ②

Figure 3-13

● When the phone opens the horizontal screen, playback the historical video in full screen, as shown in Figure 3-14 ① ②.

① ②

Figure 3-14

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

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

Mobile Phone	Pad/iPad	Description
/		Display the menu button
		Start/Stop Recording
		Screenshot
/	/	Single screen/Multiscreen
		Close current channel
	/	Reconnection current channel
/	/	Close/Reconnection all the channel video

		Sound on/off
/	/	Favorite/ cancel favorite the device, after the device is collected, the device is displayed in the device manage →My favorites group, which is convenient for the user to quickly find the device preview.
2019-02-22 00:00:05 18:00 00:00 06:00	2017-04-06 12:25:05	Timeline shows the current equipment video information, and in the process of playing, you can drag the timeline, to jump play, the default time on the day of 0.
	FEB 24	Calendar, select the playback date

Table 3-2

3.6 Device management

FreeIP app device management use for add, edit, and delete account in the device.

3.6.1 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 3-15:
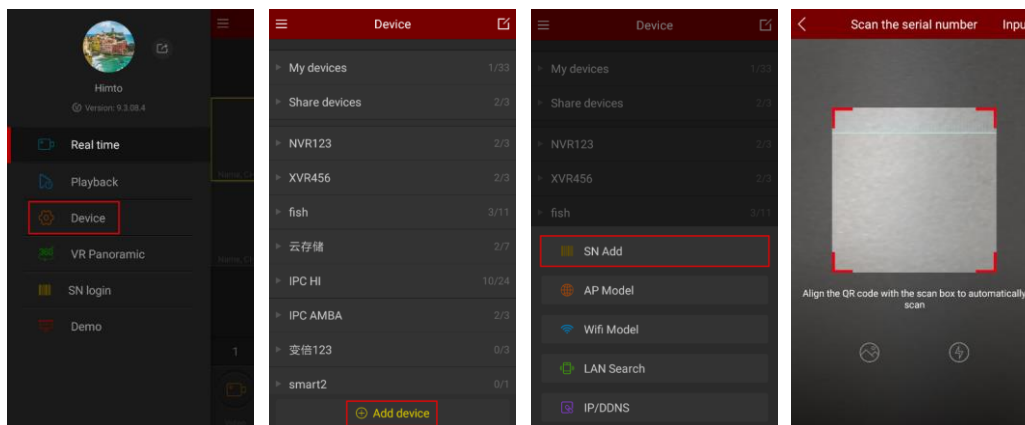
①   ②   ③   ④-1
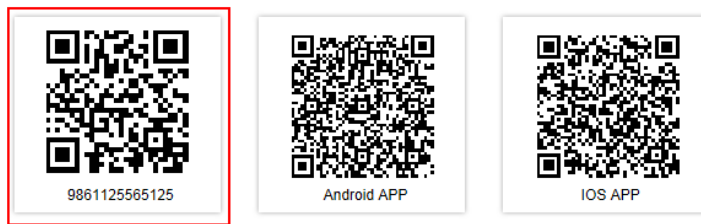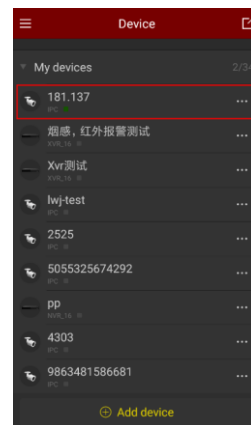
④-2
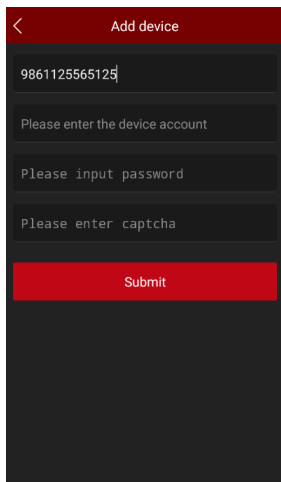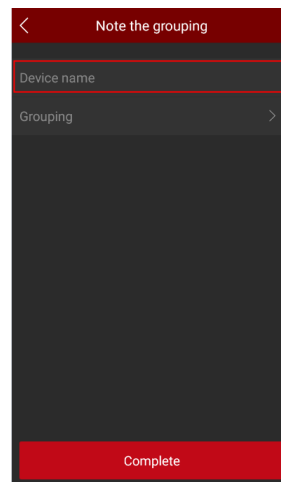
⑤-1　　　　　　　　⑤-2　　　　　　　　⑥-1
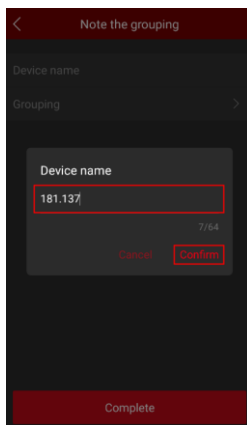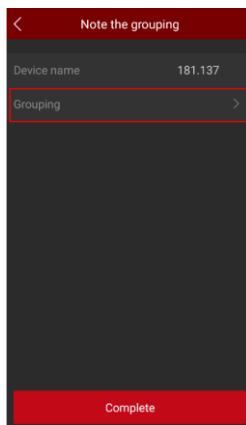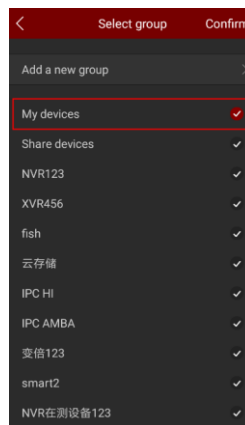
⑥-2　　　　　⑦-1　　　　　⑦-2　　　　　⑧

Figure 3-15

① Select "Device" from the sliding menu to enter the device management interface;

② On the bottom of interface click "⊕ Add device";

③ choose "SN Add";

④ Align the QR code on the device body or P2P interface to scan; The device web P2P interface

is as shown in Figure 3-15 ④-2;

⑤ After the app recognizing the QR code automatically, app will automatically identify whether

the device with a verification code, if so, enter the user "admin", the corresponding password,
Verification code of the device (the verification code is on the product standard label, as shown in

Figure 3-15 ⑤-2 above), otherwise enter the user name of the added device, Password can be,

click "Submit";

⑥ Click " Device name " →enter the device name→click "Confirm";

⑦ Click "Grouping >" →select the camera group, click "Confirm";

⑧ The device was added successfully.

Instruction
- When adding a device, you can also manually enter the serial number 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, you must enter the device user name as "admin", and the password and verification code must be consistent with the actual, otherwise the device will be added to fail.
- When adding a device selection group, there is no suitable group in the account. You can

  add a new group, as shown in picture 3-16 ① ② ③.
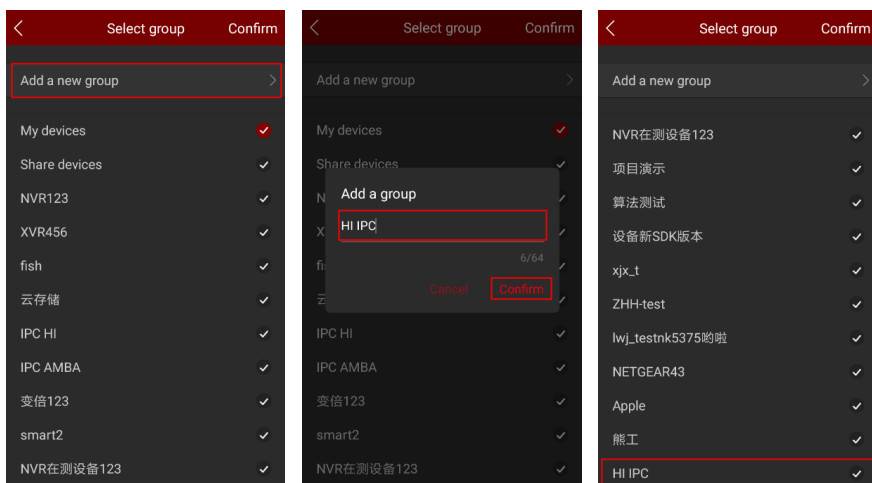
①   ②   ③

Figure 3-16

- Add a device with SN, AP mode, Wifi Model, LAN Search and IP/DDNS (direct add) and other methods.
- AP mode and Wifi mode are used to add configurable WiFi 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.
- 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 Direct-attached Device group appears in the device management).

3.6.2 Devices details

The device details interface can view information such as the device serial number, online status, and device sharing quantity. You can edit device names, switch groups, share devices, open/close motion detection alarms, cloud recording, cloud service settings, and delete devices.

■ **Enter the device details interface**

Enter the device details interface as shown in Figure 3-17 ① ② ③.

①   ②   ③
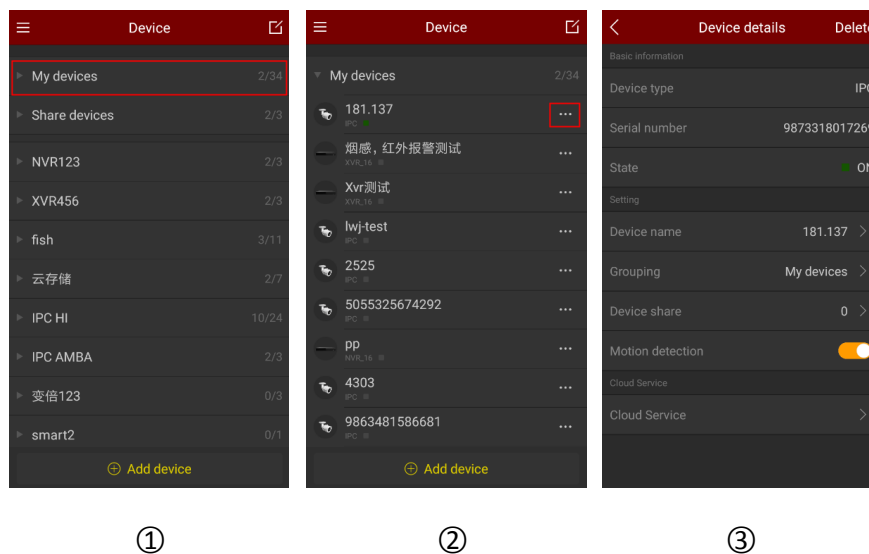
Figure 3-13

① In the sliding menu, click "Device", select the group where you want to edit the device;

② Click "   " next to the device to enter the device details screen.

Instruction

- The cloud recording and cloud service features are only available for devices that support H.264+ or H.265+.

■ **Modify the device name**

In the device details interface, click "Device Name" → Modify Device Name → click "Confirm".

Modify the device name as shown in Figure 3-18 ①.

■ **Modify the device group**

On the Device Details screen, click "Grouping" → select the group → click "Confirm"; you can also add a new group at this interface, divide the device into the new group, as shown in Figure 3-18 ②. The methods of adding group please check Adding Group content.

■ **Delete device**

In the device details interface, click "Delete" →click "Confirm", as shown in Figure 3-18 ③.

①   ②   ③
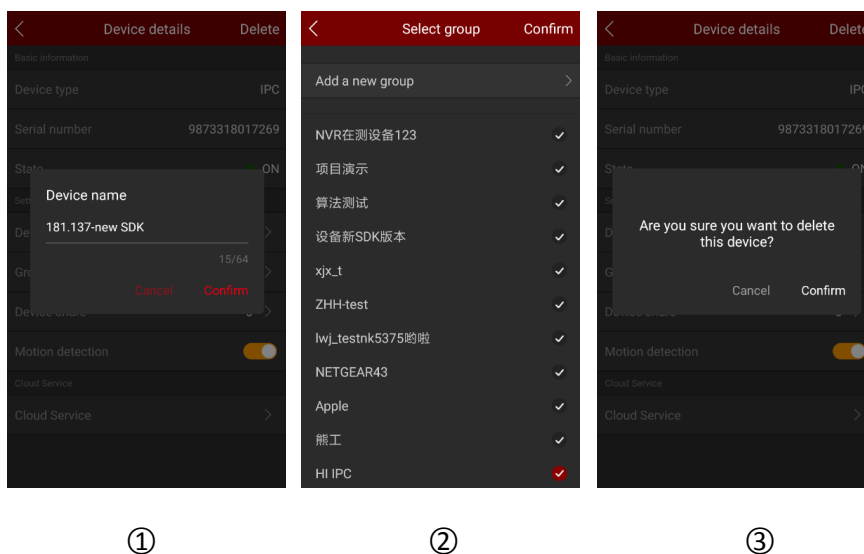
Figure 3-18

■ **Share Device**

In the device details interface, click "Device share" →Please share account scan QR code to add device → device use member interface to display share account, as shown in Figure 3-19 ① ②.

■ **Delete Sharing**

In the device details interface, click "Device share" →click " "→choose to delete account →click "Delete" as shown in Figure 3-19 ② ③.

①   ②   ③
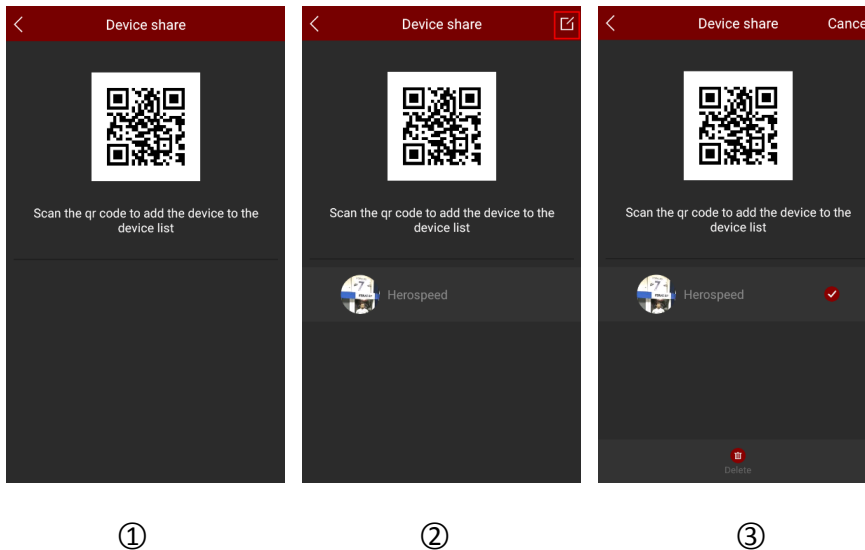
Figure 3-19

■ **Set motion detection alarm**

If the device supports motion detection alarm, the motion detection alarm status switch will appear in the device details interface, which can turn on or off the motion detection alarm of the

device，as shown in Figure 3-20 ①.

■ **Cloud video**

If the device supports and has purchased the cloud storage service, you can click to enter the cloud recording on the device details page to view the device's cloud storage video, as shown in

Figure 3-20 ②.

■ **Cloud Service**

If the device supports H.264 + or H.265 +, you can click to enter the cloud service and purchase the corresponding cloud service package to realize the cloud storage in the device details

interface, as shown in Figure 3-20 ③.

①   ②   ③
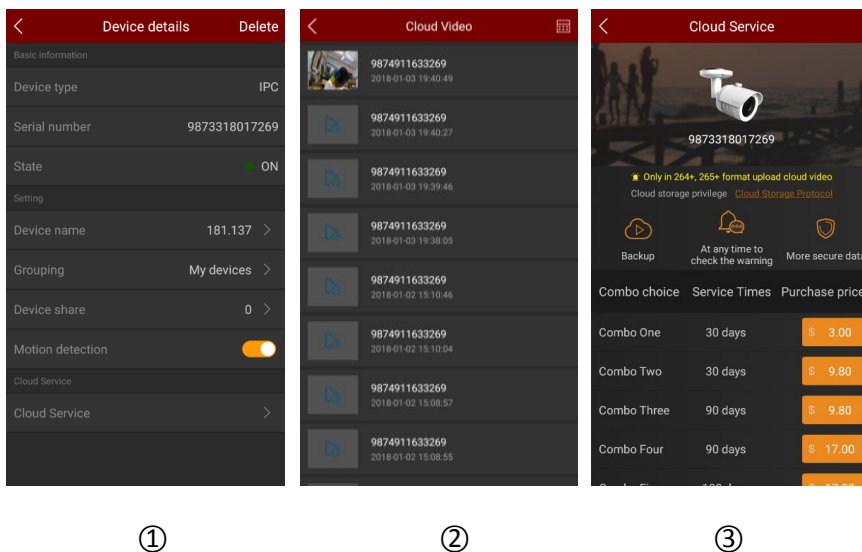
Figure 3-20

Instruction

- In the list of devices, press and hold the device name to drag up and down, and toggle the device in the order.
- The device has been shared with others can only in sharing device group, can not switch to other groups.
- When you delete this device in the shared account, the shared account device disappears at the same time.
- The shared device can be deleted by sharing account and accepting share account as well.
- Cloud storage devices need to support H.264 + or H.265 +, and the encoding is set to H.264 + or H.265 +.
- Currently supports Amazon cloud storage.

3.6.3 Group management

The device group list supports adding groups, editing groups, and deleting groups.

■ **Adding group**

Adding group as shown in Figure 3-21;

①   ②   ③
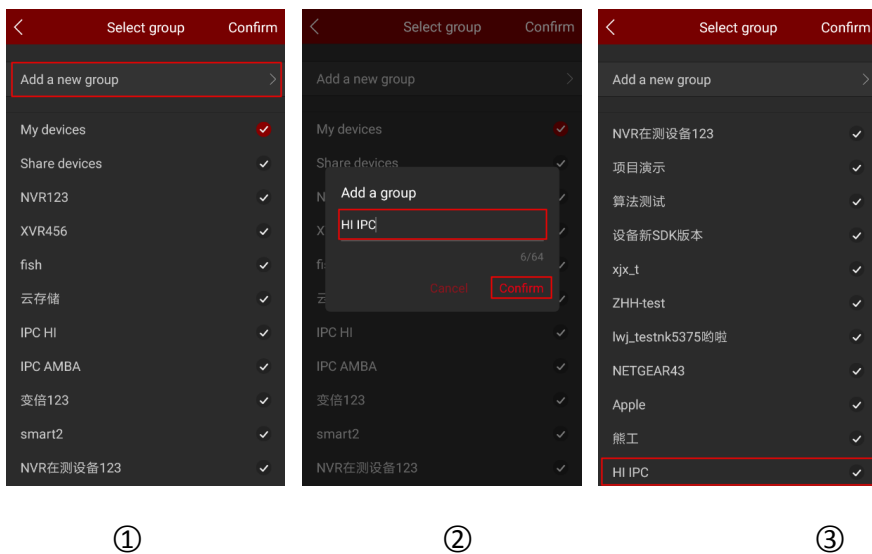
Figure 3-21

① In the device management interface, select the group where you want to edit the device →

click "●●●" next to the device → click "Grouping" → click "Add a new group";

② Input the group name, click "Confirm";

③ New added group displayed in group list.

■ **Editing group name**

Editing group name as shown in Figure 3-22;

①　　　　　　②　　　　　　③　　　　　　④
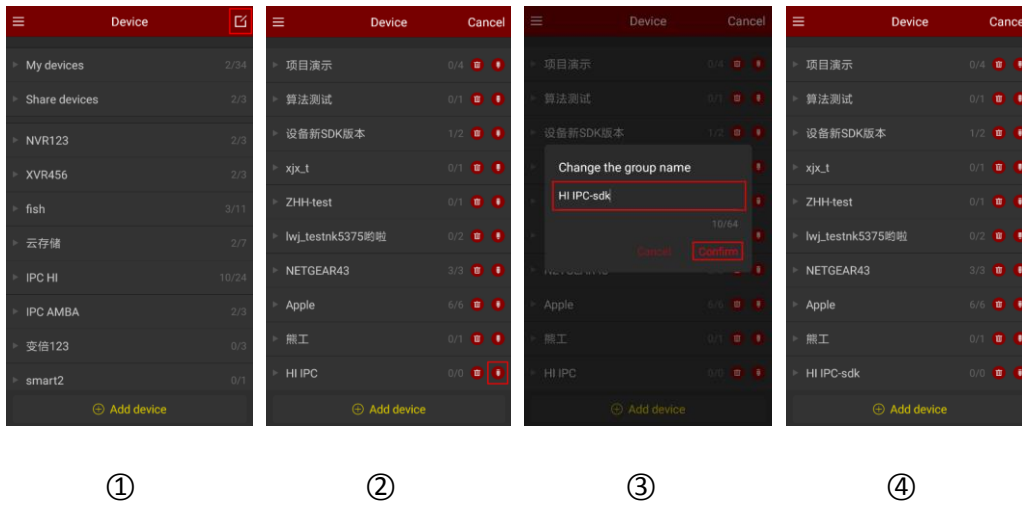
Figure 3-22

① In the Device interface, click the "⬜" button;

② Click the "🗑" button;

③ Input the new group name, click "Confirm";

④ New group name displayed in device management list.

■ **Delete group**

Delete group as shown in Figure 3-23;

①　　　　　　②　　　　　　③　　　　　　④
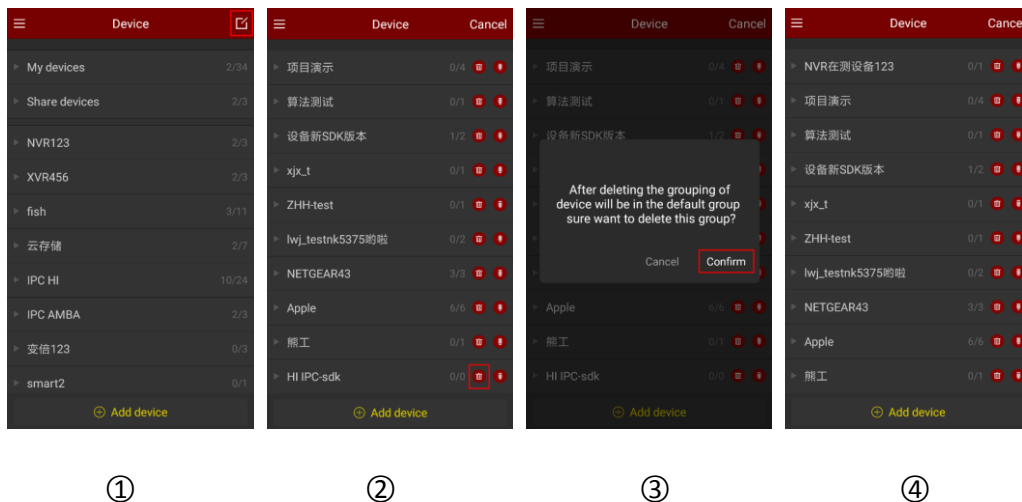
Figure 3-23

① In the Device interface, click the "⬜" button; ""

② Click the " " button;

③ Click "Confirm";

④ The group is deleted from the device group list.

 Instruction

● When a group is deleted, all devices in this deleted group will be placed in the default group.

● In the device list, default group "My device" and "Share device" can not be edited and deleted.

3.7 Direct connection (Pad)

FreeIP direct connection function is used to connect directly to the port mapping device, you can add, edit, delete the device, real-time play the add device video；Currently only the Pad version has a separate direct interface.

3.7.1 Direct play interface

Direct connection supports 1 / 4 channels real-time streaming playing, the default mode is 4

channels playing, as shown in Picture 3-24 ①; in the real-time preview interface, click "+" of the

play window , enter the device list, select the preview Device, click "Preview" as shown in Figure

3-24 ②;
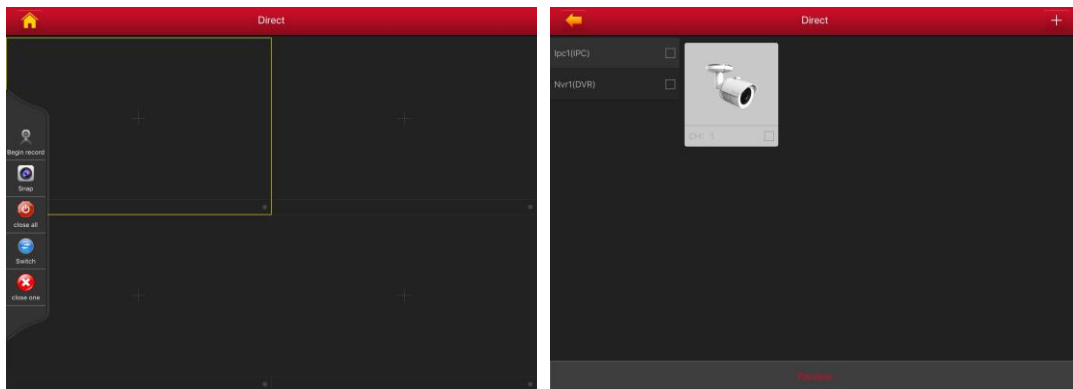
①   ②

Figure 3-24

The bottom toolbar has more functions, as shown in the following Table 3-3:

Pad/iPad	Description
	Start / stop recording

	Screenshot
	Close all channel video
	Toggle playing window
	Close the current channel
Fluent/ BD / HD	Definition (stream) switch

Table 3-3

3.7.2 Add direct devices

Add direct devices as shown in Figure 3-25:

①

②

③

④
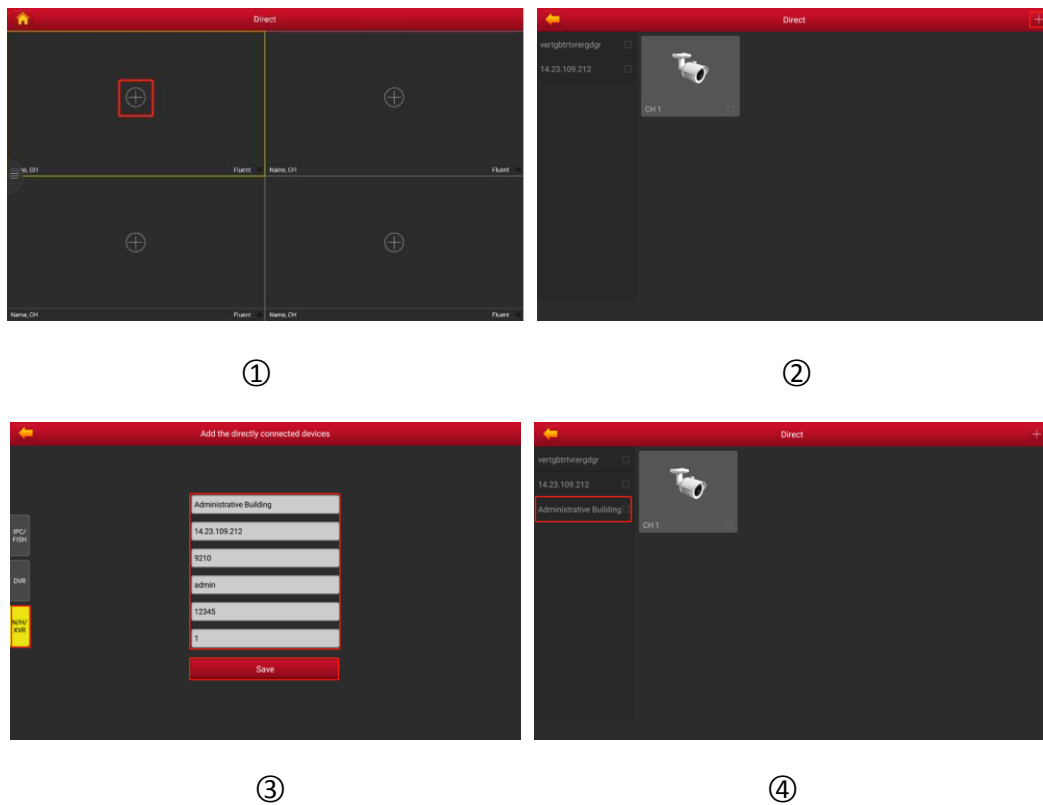
Figure 3-25

① In the direct preview interface, click devices of play window "+";

② click "+" button at the upper right corner of the interface;

③ Enter the adding device direct connection interface and select the type(IPC/Fish、DVR、

X/N/HVR) of device you want to add , input the device name, IP, address, port, user name, password and channel quantities, click "Save" to complete adding device.

Instruction

- Address: The device maps out of the extranet address use the domain name also available.
- Port: Need to add different corresponding port when add different devices, IPC/Fish、NVR、X/N/HVR is RTSP port, DVR is SERVER port.
- Username: The user name of the device.
- Password: the password of the device.
- Number of channels: As for IPC, the number of channels fixed to 1; Fisheye cameras, the maximum is 4, other devices types, the number of channels according to the actual situation, There is no video when the setting number of channels more than allowable actual channels.
- Select IP/DDNS when adding a device to the mobile phone is also added for direct connection. The procedure is the same.

3.8 VR Panoramic

360°VR Panoramic is used to preview Real-Time Video of Fisheye Device, and only can play a

single Real-Time video at the same time.

360°Preview VR Panoramic real-time video as shown in Figure 3-26:
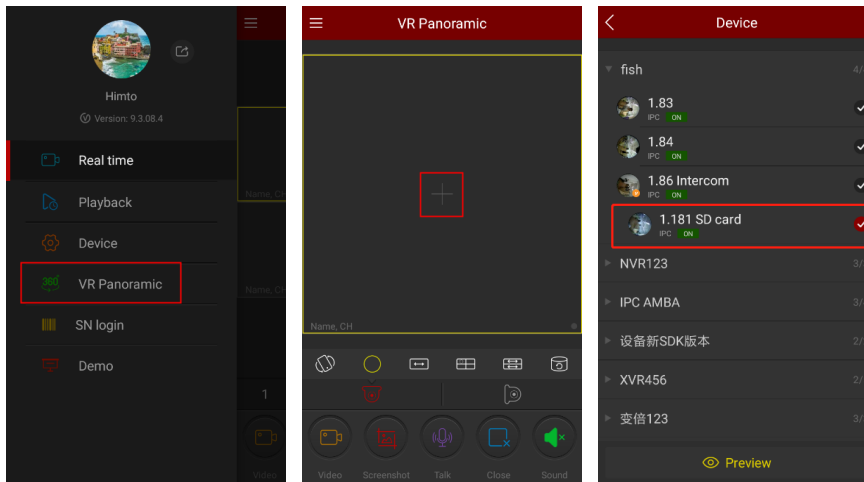
①   ②   ③
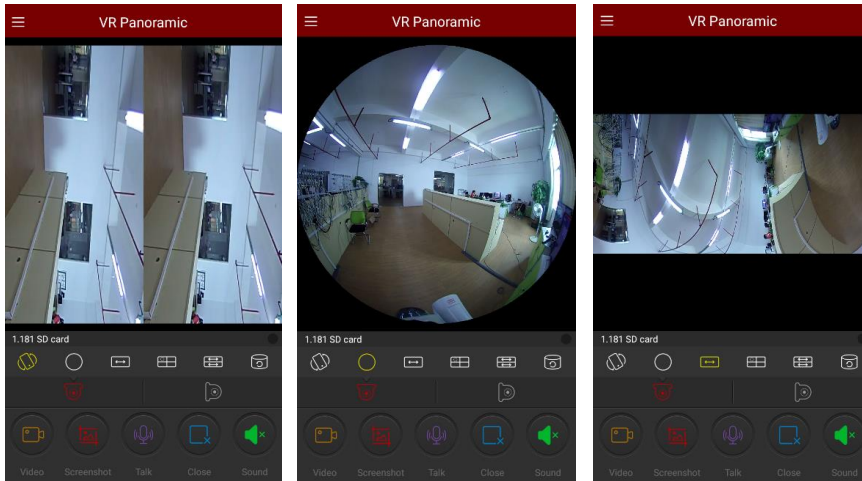
④-1   ④-2   ④-3
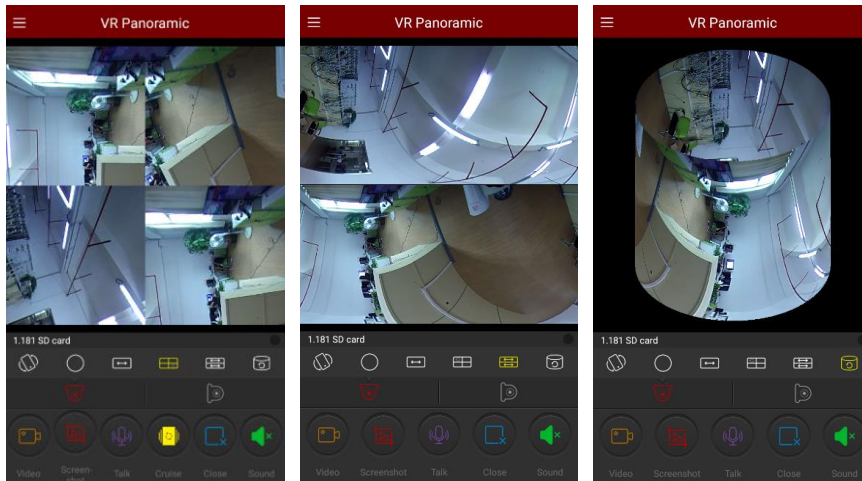
④-4   ④-5   ④-6
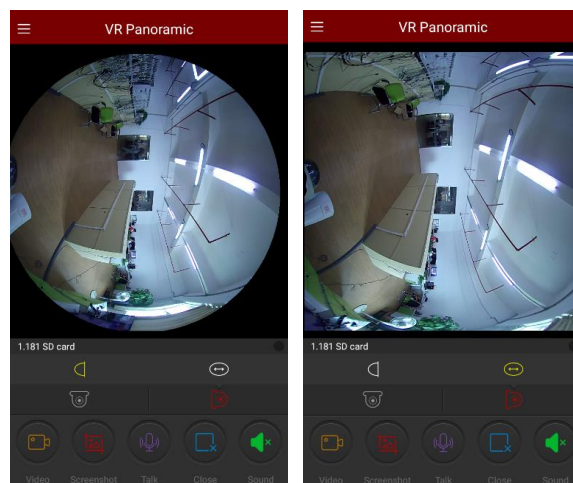
④-7   ④-8

Figure 3-26

① Select "VR Panoramic" in the slide menu bar, and enter interface the VR panoramic interface;

② Clicking the Play Window "+" in the Real-Time Preview interface enter the device list;

③ Select the device to preview, click "Preview";

④ According to the installation mode of VR equipment can choose the Top and Wall-mounted preview device real-time video; When you select the Top type, there are several modes of Preview, Top-View VR mode, Fisheye mode, Single Expansion mode, Four-Screen mode, Dual-Screen Expansion mode, Cylinder mode, as shown in Figure 3-26 ④-1 ④-2 ④-3 ④-4

④-5 ④-6; When choosing wall-mounted, you can switch fish eye wall-hanging mode and

Corrective mode preview real-time video, as shown in Figure 3-26 ④-7 ④-8;

Get more functions in the bottom tool bar, as shown in the following Table 3-4:

Mobile Phone	Pad/iPad	Description
/		Display Menu Button
/		Start/ Pausing video
		Screenshot
	/	Press and hold to start voice intercom
/	/	Audio Open / Close
		Close Current Channel
		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 3-4

 Instruction

- Enter the device list in the VR Panoramic interface, which only display the VR device.

3.9 SN Login

SN login can be real-time preview, playback, preview the device real-time video or playback, can capture, video, PTZ, stream switching and video playback and other operations.

Serial number login preview, playback as shown in Figure 3-27:

①   ②   ③

④   ⑤   ⑥
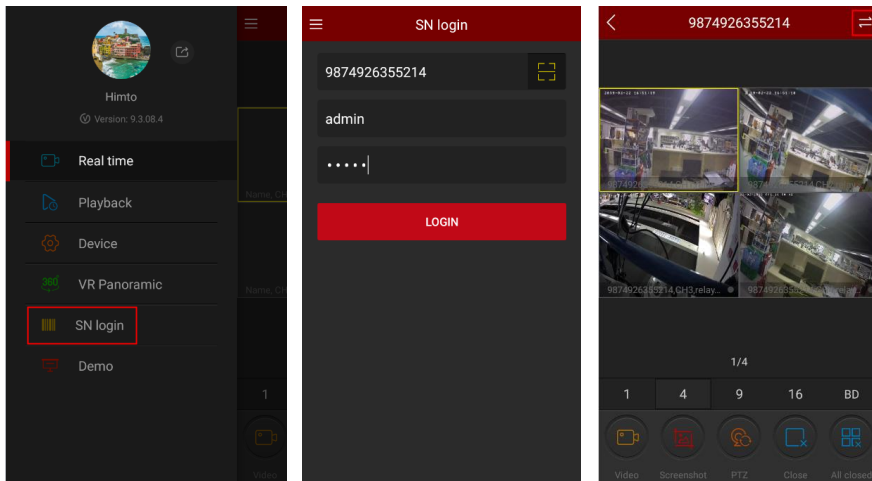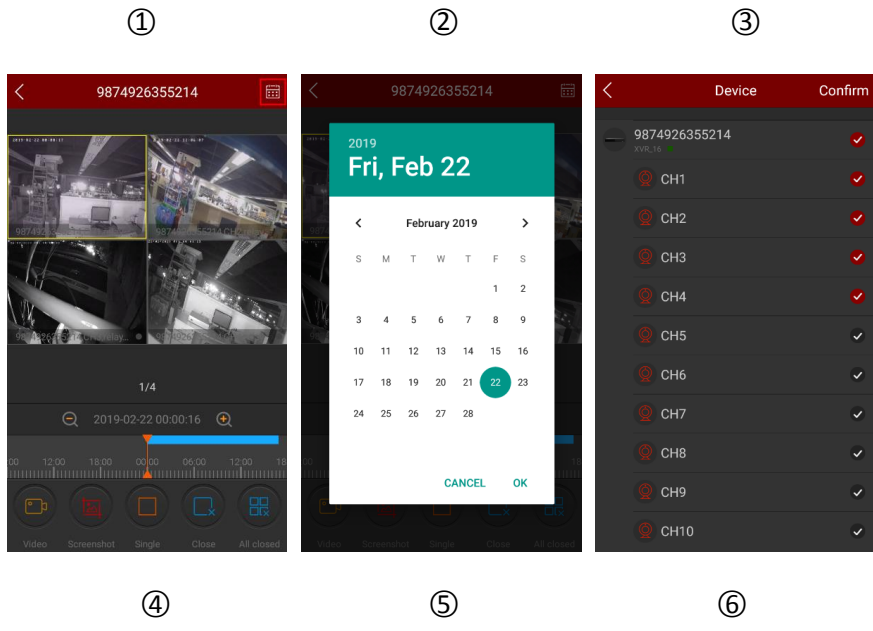
Figure 3-27

① Select "SN Login" in the sliding menu or main menu enters the login interface.

② Enter the serial number of the device, the account is "admin", and the corresponding password, click "LOGIN ".

③ Serial number preview interface auto play the real-time video of the device. Click " " in the upper right corner to enter the video playback interface (when the device has stored video).

④ App automatically inquiries and plays the current device video.

Refer to the bottom on App for more functions, as shown in the following Table 3-5:

| Mobile Phone	Pad/iPad	Description
		Start/Stopping recording
		Screenshot
	/	Single-screen/multi-screen preview
		Turn on/off sound
		PTZ function, select one channel of PTZ that is under recording, click the PTZ button to open interface of PTZ control including PTZ direction, Zoom and gesture
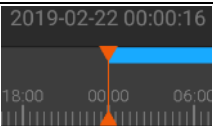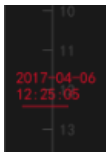
		operation.
/	/	Shut down current channels
/	/	Shut down all channels
	/	Enter playback interface
1/4/9/16		Switch preview windows
BD/HD	BD / HD	Definition (stream) switch
		Timeline, the recording information of current device searched. During playback, it's available to playback by dragging to whenever it is on timeline; the default start time is 0:00:00 of the current day.
		Calendar, it's for selecting playback date.

Table 3-5

 Instruction

- Only when devices support recording and there is video, can enter playback interface by clicking " " button.

- After single-channel device serial number is registered, the default single-screen preview is real-time video; it is the default playback device ch1-ch4 after 4 or more channel devices are registered. 4-screen preview real-time video can close the video, click "+" to switch preview other channel video.

- Logging in with serial number, device has to be online, serial number, account and password have to be correct.

- Click " " in the upper right corner to switch other time recordings as shown in Figure 3-27 ⑤.

- Click the preview window "+" to enter the device list and select the playback channel as show in Figure 3-27 ⑥.

3.10 Demo

Demo interface is used to show the video of our company representative devices. View those Demo videos as shown in Figure 3-28:

① ② ③-1 ③-2
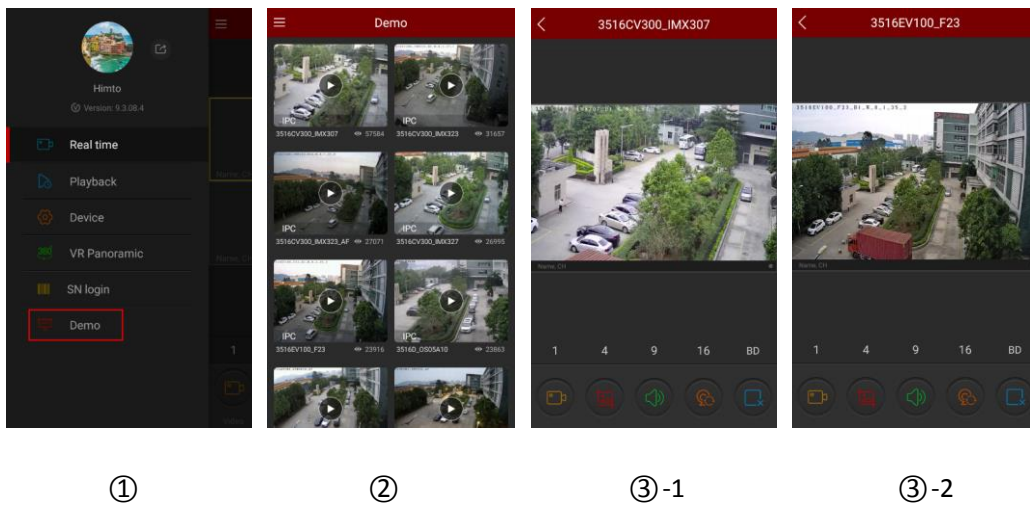
Figure 3-28

① Select "Experience" on main menu or menu sliding bar to enter Experience interface.

② Select the video to preview the device in the Experience interface.

③ The experience interface starts to play the video. The video preview of general camera is

shown as ③-1, ③-2.

Instruction

● All the icons on experience preview interface are the same with those on real-time preview, but the former actually support only streams switching, video shutting down and reconnecting and some other functions are invalid.

● Available to view the demo without accounts to log in.

3.11 MORE

Click the account icon in the sliding menu bar to enter more interfaces as shown in Figure 3-29

①. The more interfaces are composed of personal information, image, event messages, cloud

device, download, and setting as shown in Figure 3-29 ②.
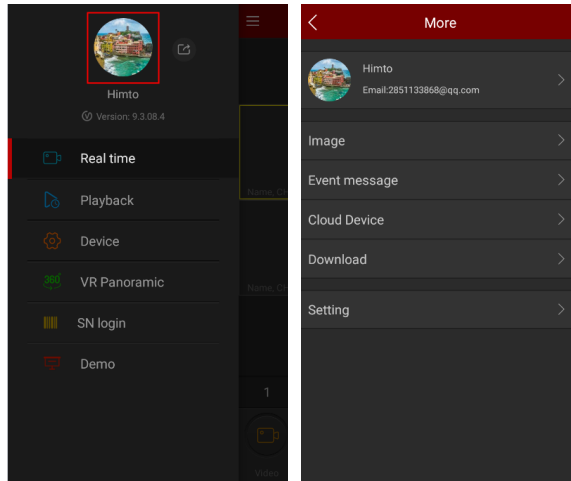
①   ②

Figure 3-29

3.11.1 Personal information

On the "More" interface, click on "User Avatar" to enter the personal information interface (as shown in the following figure 3-30 ① ②). The user information is used to view the current login account's avatar, nickname, real name, email address, and change password. The avatar, nickname, real name, and change password are editable.
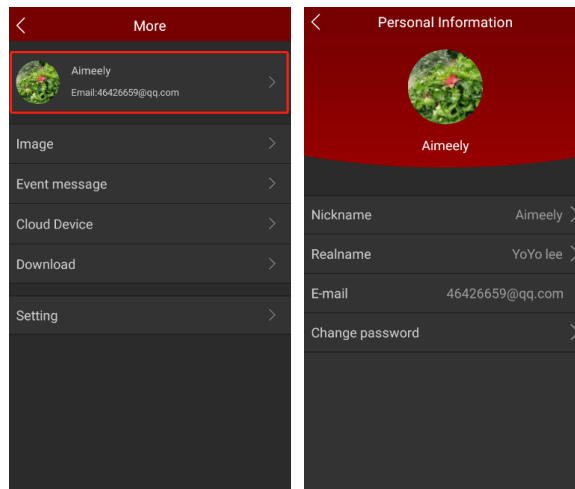
①   ②

Figure 3-30

■   **Change avatar**

Change avatar as shown in Figure 3-31:

①   ②   ③   ④
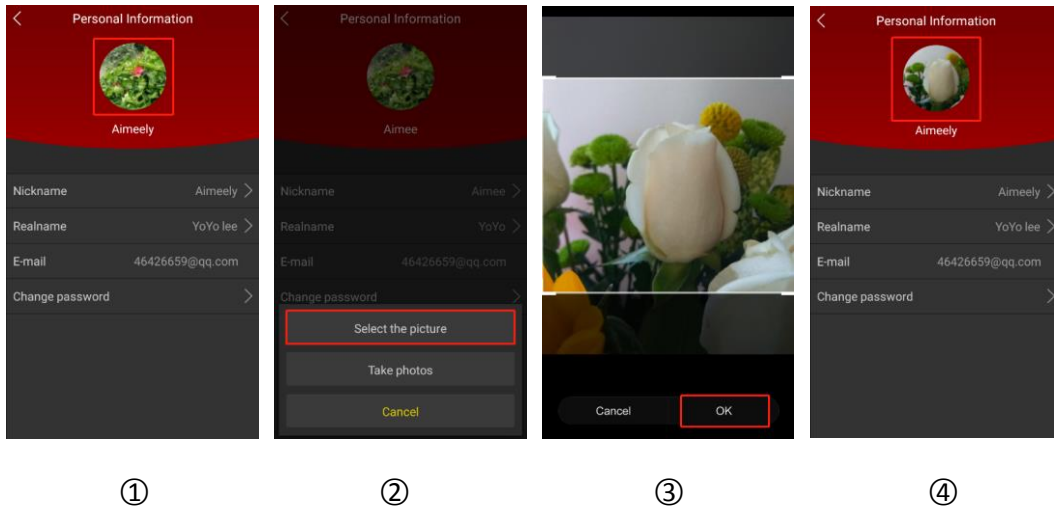
Figure 3-31

① Click the "User Avatar" in the personal information.

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 "OK".

④ The personal information interface displays the updated avatar.

■ **Edit nickname**

Edit nickname as shown in Figure 3-32:

①   ②   ③
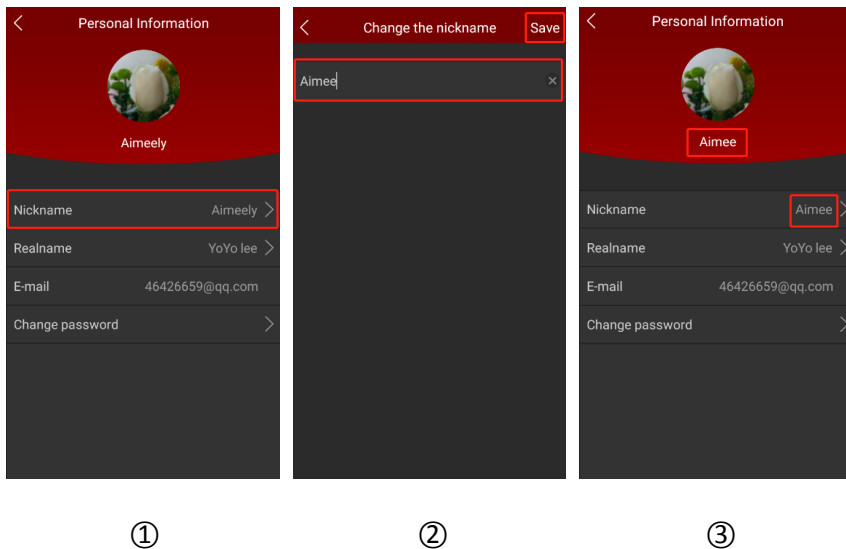
Figure 3-32

① Click the "Nickname" in the personal information.

② Click the edit box, modify the nickname, and click "Save".

③ The personal information interface displays the updated nickname.

■ **Edit real name**

Edit real name as shown in Figure 3-33:

①   ②   ③
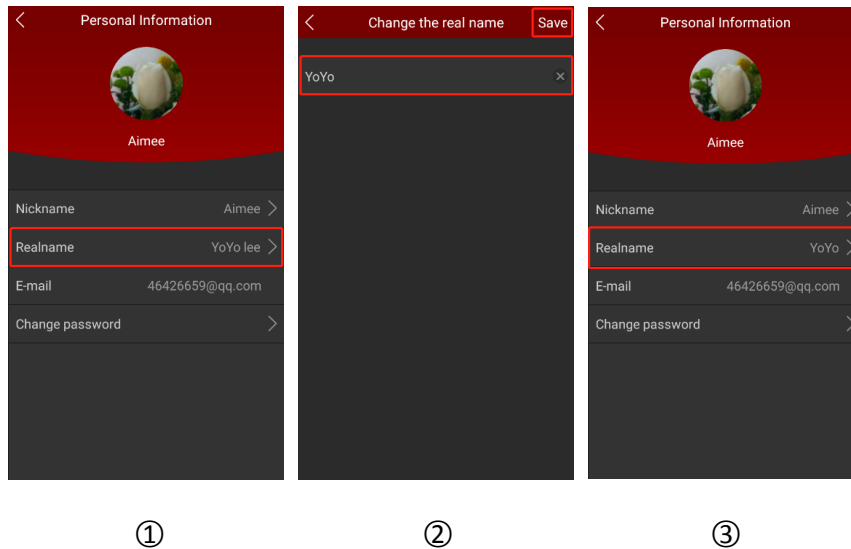
Figure 3-33

① Click the "Realname" in the personal information.

② Click the edit box, enter the real name, and click "Save".

③ The personal information interface displays the updated real name.

■ **Change password**

Change the account password as shown in Figure 3-34:

①   ②
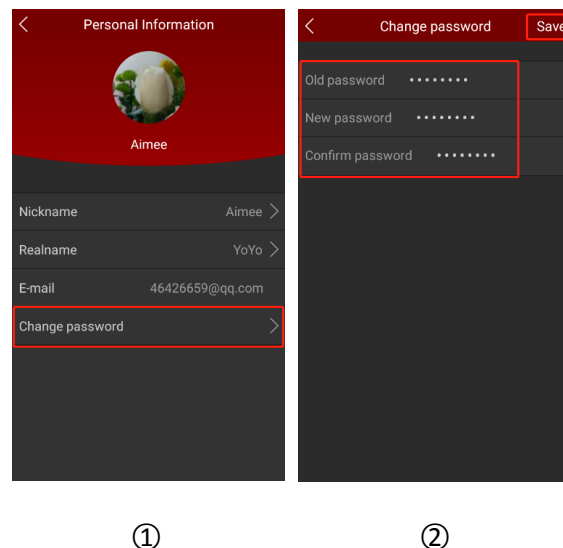
Figure 3-34

① Click the "Change password" in the personal information.

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.
- After successfully changing the password, the App automatically jumps to the login screen and enters the new password to log in.

3.11.2 Image

Image is used to View and Edit local screenshots and videos of APP Clients, including Preview, Playback, Direct and VR Panoramic.

■ **Local Screenshots Viewing**

View the local screenshots as shown in Figure 3-35:
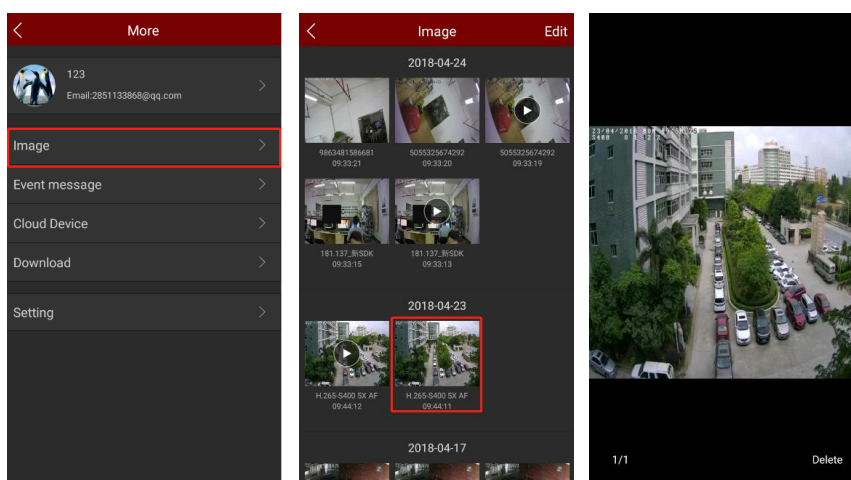
①   ②   ③

Figure 3-35

① Click the account icon in the sliding menu bar→Select "Image";

② Click on the picture you want to preview;

③ Full screen shows the picture.

Instruction

- When viewing pictures on a single screen, the delete button is in the lower right corner of the screen. Click to delete the current picture.
- When viewing a picture on a single screen, click in the middle of the picture to return to the image management interface.
- When viewing a picture on a single screen, you can switch the picture by swiping left and right.
- When viewing a picture on a single screen, the electronically magnified picture can be separated and merged with the thumb and forefinger.

■ **Local Videos Viewing**

View the local videos as shown in Figure 3-36:

①   ②   ③
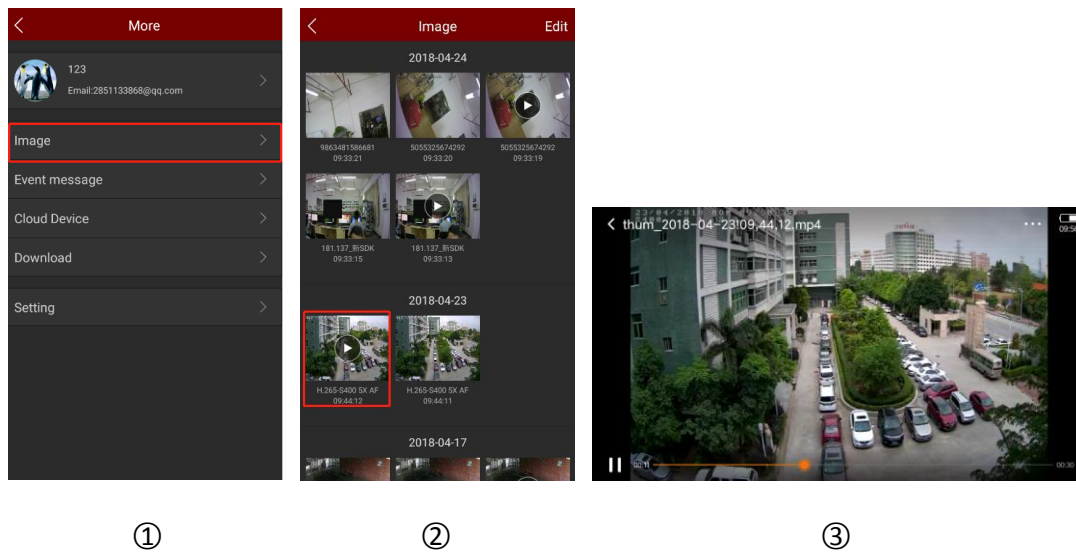
Figure 3-36

① Click the account icon in the sliding menu bar→Select "Image";

② Click on the video you want to preview;

③ Select the mobile player to play the video.

Instruction

● When viewing the video, the "<" in the upper left corner of the screen is the return button. Click to manage the image.

● When the interface automatically plays videos, set 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.

■ **Delete Image in all contents**

Delete Image in all contents as shown in Figure 3-37:

Figure 3-37

① In the Image interface, click the "Edit" button in the upper right corner;

② Click the "Select all" button in the lower left corner;

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

■ **Delete selected picture or video**

Delete selected picture or video as shown in Figure 3-38:
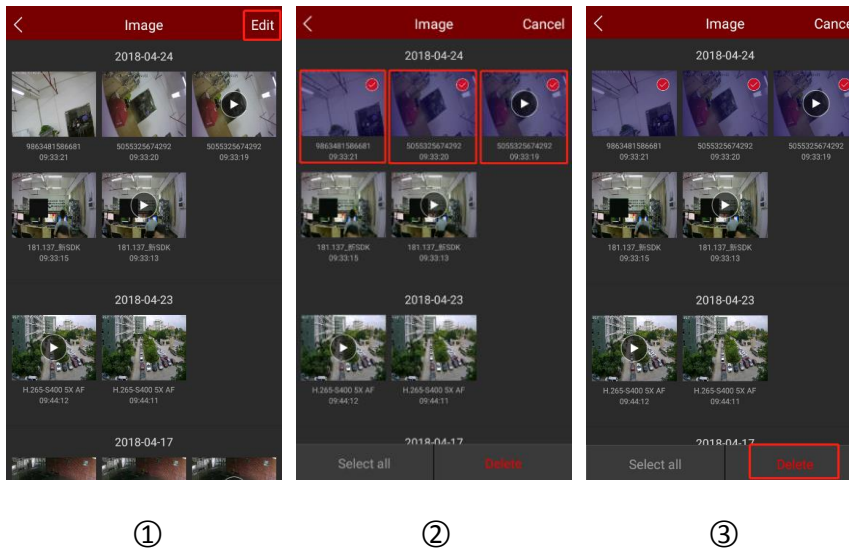
Figure 3-38

① In the Image interface, click the "Edit" button in the upper right corner;

② Click to delete the video or picture;

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

3.11.3 Event message

The event message is used to view the alarm messages pushed by the device and view the alarm event details of the device.

■ **Check the event message**

Check the event message as shown in Figure 3-39.
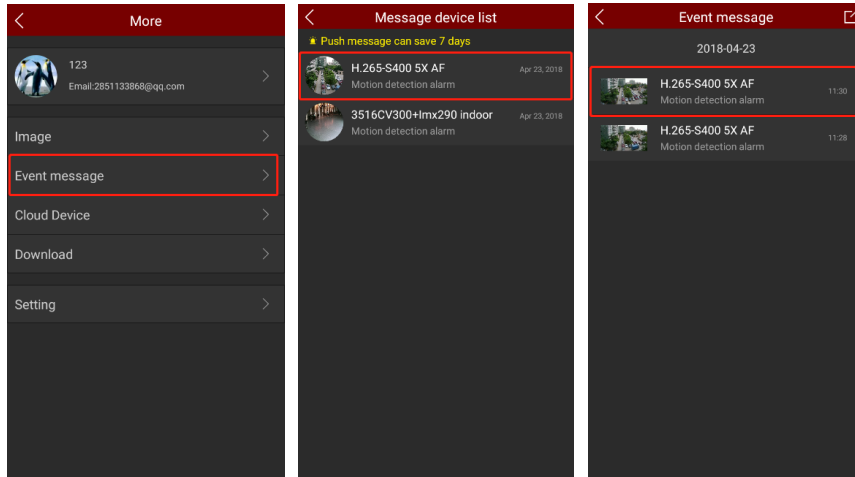
①   ②   ③
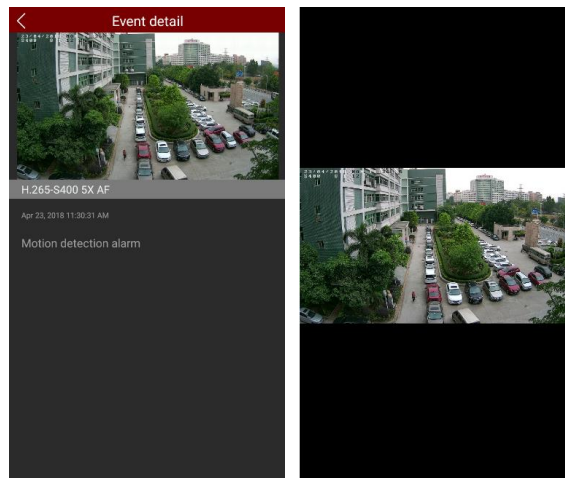
④-1   ④-2

Figure 3-39

① Click the account icon in the sliding menu bar→Select "Event message";

② Select the need to see the alarm device;

③ Select the alarm message according to the time of the event;

④ To view the details of the message event, click on the picture to view the alarm picture.

Instruction

● Push messages are only saved for 7 days.

● 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.

● Receive event messages, must be set in the "event message" is turned on, closed state does not receive event messages, restart the app will be reopened by default.

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

Delete the event message as shown in Figure 3-40.

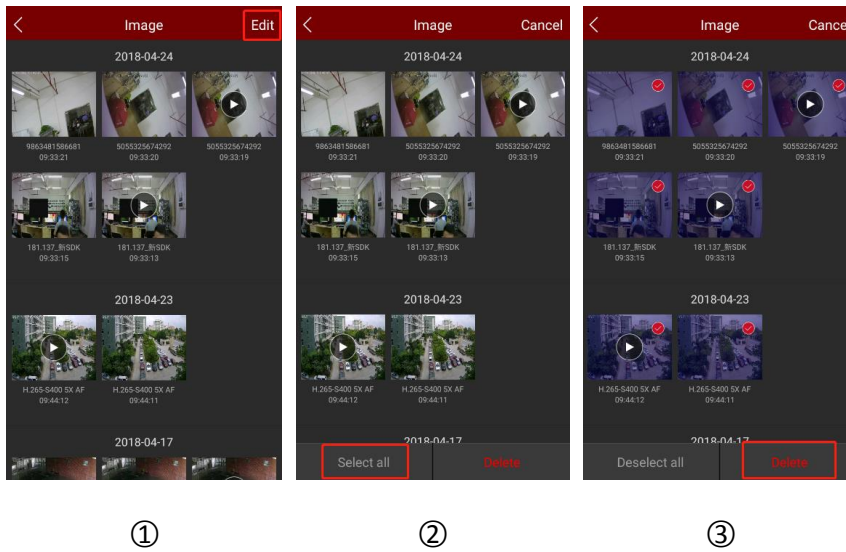
      ①   ②   ③
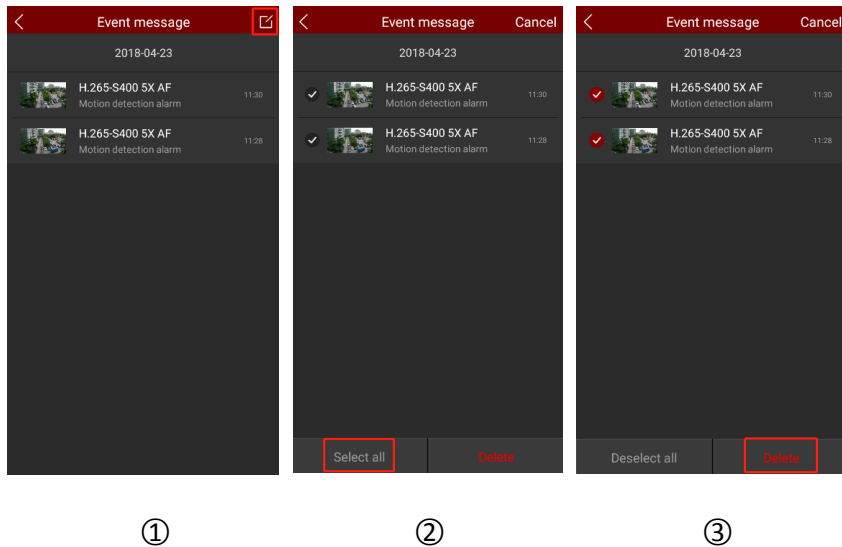
Figure 3-40

① In the event message interface, click the "" button in the upper right corner;

② Click the "Select All" button in the lower left corner;

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

Delete the selected event message

Delete the selected event message as shown in Figure 3-41.

①   ②   ③
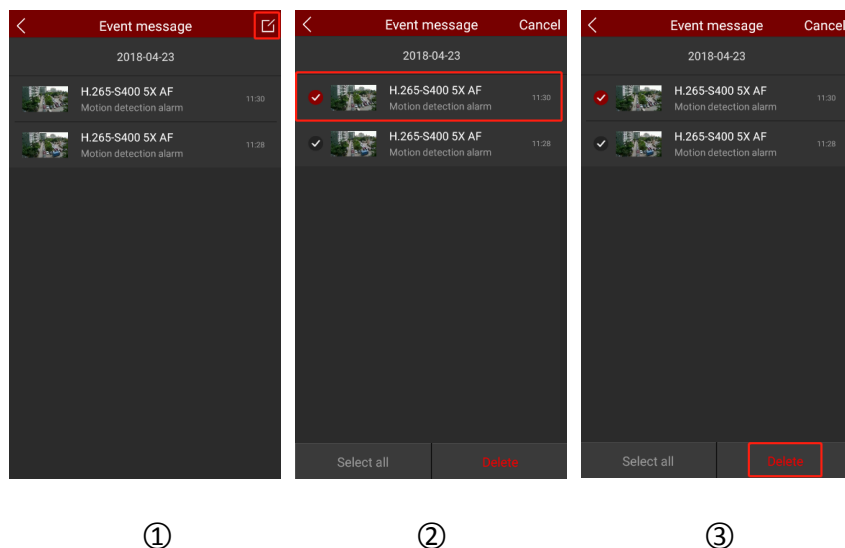
Figure 3-41

① In the event message interface, click the " 📝 " button in the upper right corner;

② Select the event message to delete;

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

Instruction

● In the event message interface, you can press and hold the event you want to delete to swipe left, and click "Delete" to complete the deletion of a single message.

3.11.4 Cloud device

Cloud devices are used to view information related to cloud storage devices, including cloud storage videos (normal videos and motion detection videos), cloud services purchases.

■ **View cloud video**

View cloud video as shown in Figure 3-42.
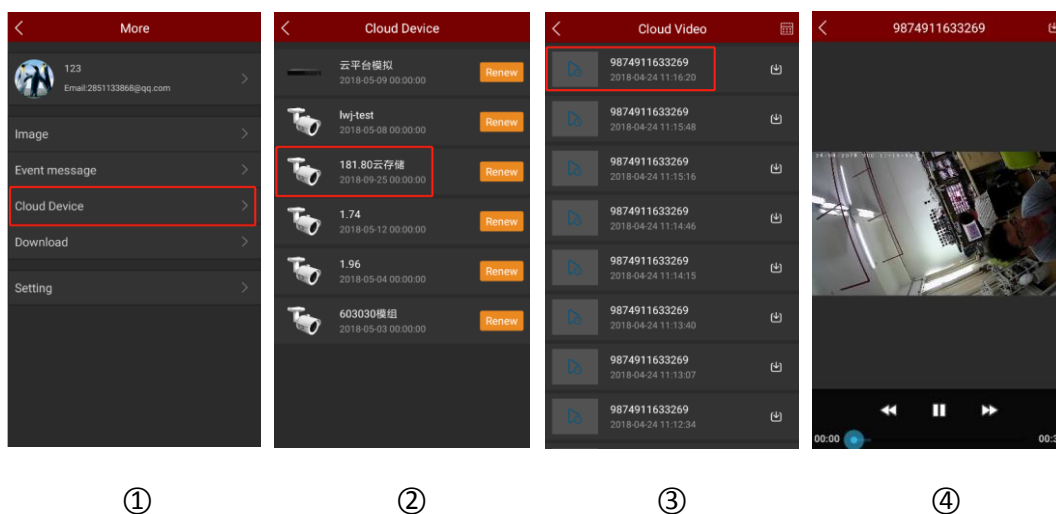
①   ②   ③   ④

Figure 3-42

① Click the account icon in the sliding menu bar→click "Cloud Device";

② Click to view the cloud recording device;

③ Click on the cloud recording you want to view;

④ Start playing cloud video.

■ **Download the cloud service**

Download the cloud service as shown in Figure 3-43.

①   ②   ③   ④

Figure 3-43

① Click the account icon in the sliding menu bar→click "Cloud Device";

② Click to view the cloud recording device;

③ Click the " " button next to the cloud video you want to download;

④ Start downloading cloud video.

■ **Renew the cloud service**

Renew the cloud service as shown in Figure 3-44.
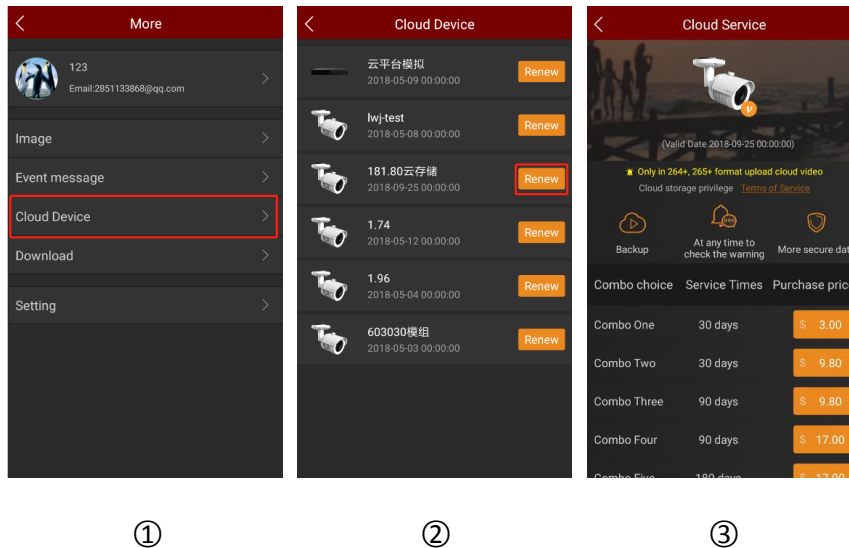
Figure 3-44

① Click the account icon in the sliding menu bar→click "Cloud Device";

② Click the " Renew " button next to the device you want to renew;
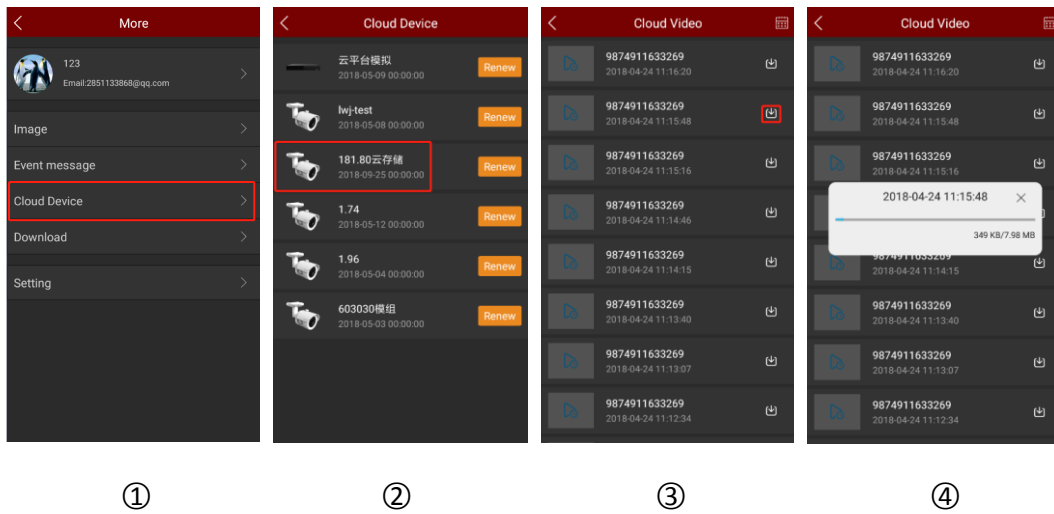
③ Select cloud service plan and pay according to app tips.

Instruction

- Only supports uploading cloud video in the H.264+ or H.265+ format, that is, the device must support the encoding format H.264+ or H.265+.
- The cloud device list shows all the devices that purchased the cloud storage service.
- The video recording interface can quickly find the corresponding time recording through the " " calendar button in the upper right corner.

- Cloud video playback interface can download the playing video through the " " download button in the upper right corner.

3.11.5 Download

Download to view the downloaded cloud video.

■ **View Download**

View Download as shown in Figure3-45.

①   ②   ③

Figure 3-45

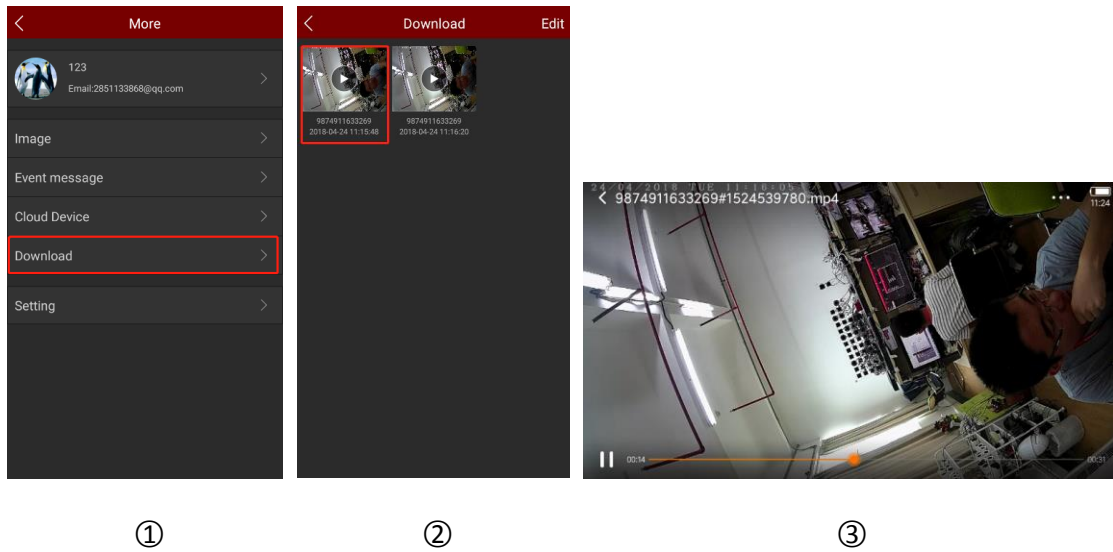① Click the account icon in the sliding menu bar→click "Download";

② Select to view video;

③ Select mobile phone player and start playing video.

■ **Delete download**

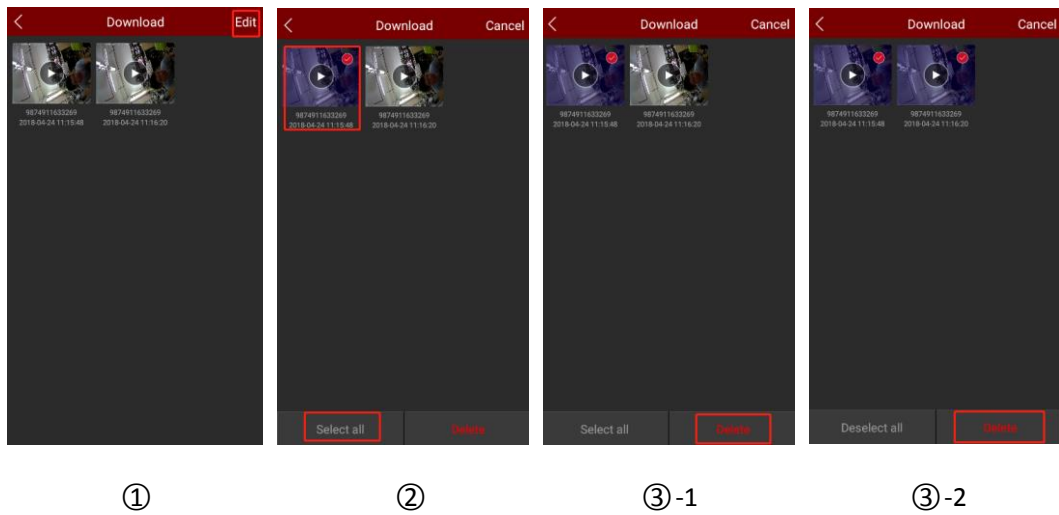Delete download as shown in Figure3-46.

①   ②   ③-1   ③-2

Figure 3-46

① On the download interface, click the "Edit" button in the upper right corner;

② Select to delete the download or click "Select All";

③ Click "Delete".

3.11.6 Setting

Settings are used to set event messages, view, detect, update versions, and give feedback, and set event message status and daylight time.

■ **Traffic alert & Daily traffic limit**

In the setting interface, click the toggle switch " ![toggle] " to turn the switch to the right to open the traffic reminder function of the mobile phone, set the daily traffic limit, when the App usage traffic reaches the traffic limit, the App pops up a prompt to remind the user.

■ **Event messages**

Set the event message switch as shown in Figure 3-47.

①   ②
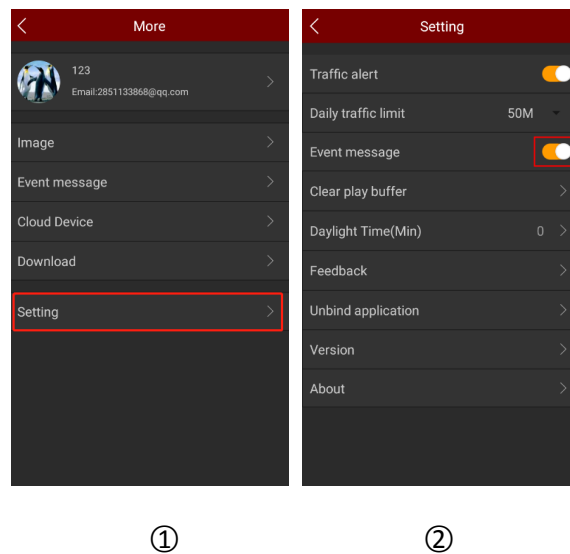
Figure 3-47

① Click the account icon in the sliding menu bar→click "Setting";

② In the setting interface, click the toggle switch " ![toggle] " 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.

![hand icon] **Instruction**

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

■ **Clear play buffer**

Click "Clear play buffer" →"Confirm", Clear the cache of video playback on your phone.

■ **Daylight Time (Min)**

Set Daylight time as shown in Figure 3-48.

Figure 3-48

① Click the account icon in the sliding menu bar→click "Setting";

② Click "Daylight Time (Min)";

③ Select the time (for example, +30), and click "Save".

■ **Feedback**

Submit feedback as shown in Figure 3-49.
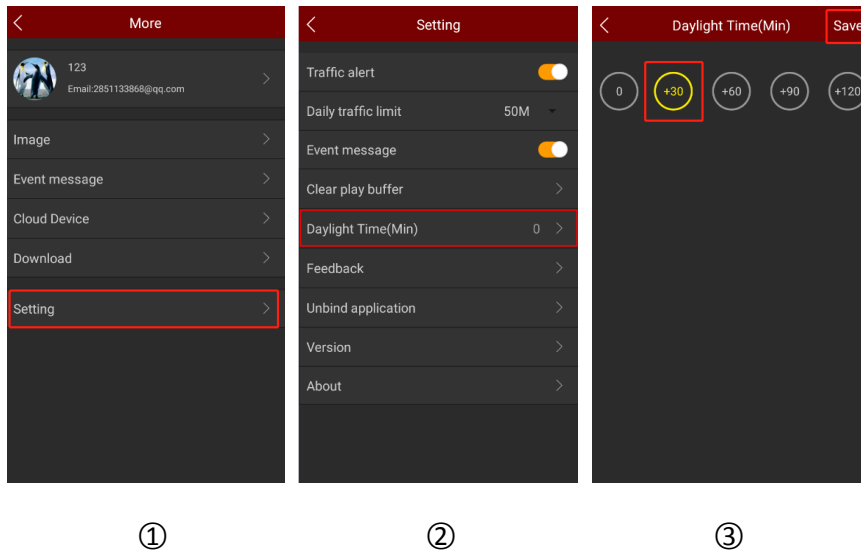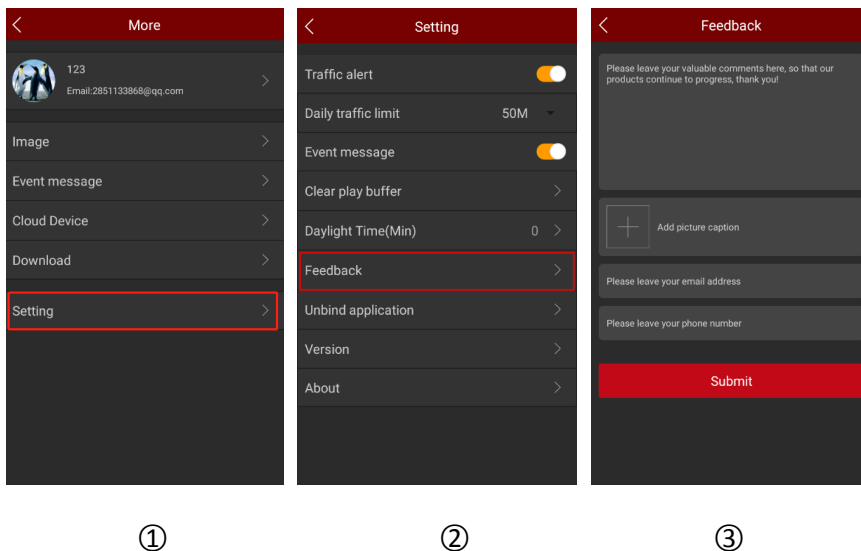

Figure 3-49

① Click the account icon in the sliding menu bar→click "Setting";

② Click "Feedback";

③ Enter the comment, click "+" to add the picture, enter the email address, phone number, and click "Submit".

 Instruction

● You can input comments, emails, and cell phone numbers directly without comments, and click Submit.

■ **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 3-50.
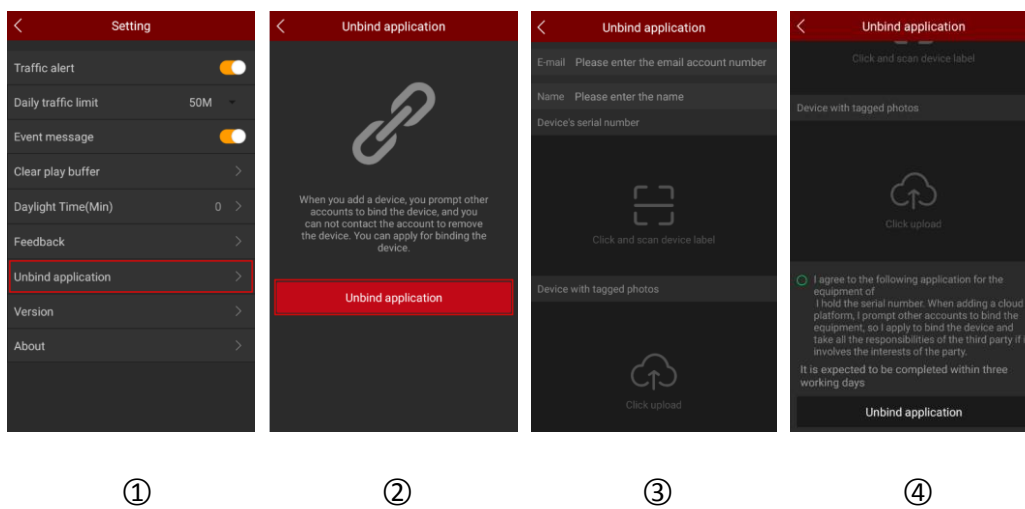
Figure 3-50

① Click "Unbind application" in the setting 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 "Unbind application".

 Instruction

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

■ **Version**

Check, detect, and update the version as shown in Figure 3-51.
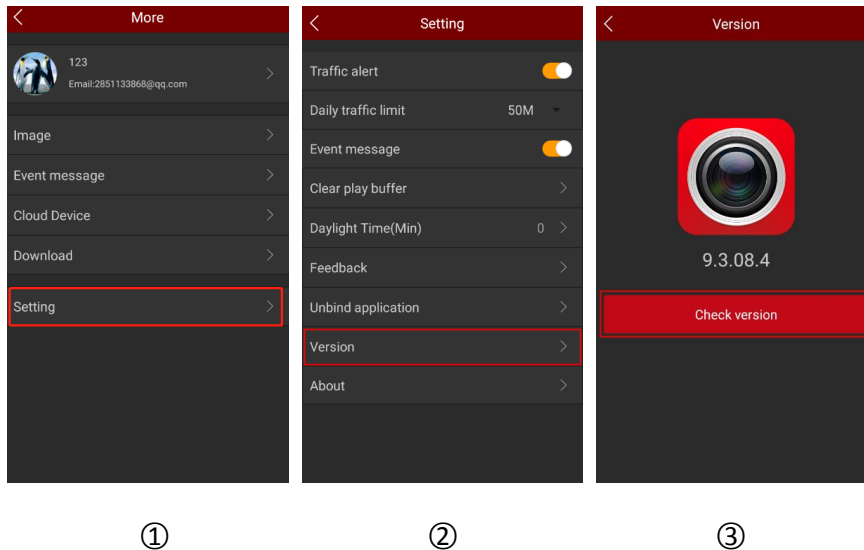
Figure 3-51

① Click the account icon in the sliding menu bar→click "Setting";

② Click "Version";

③ The current version of the App is 9.3.08.4. Click "Check Version" to automatically detect the version. If there is a new version, it indicates whether to download the update. You can download and install a new version of the App.

■ **About**

About the user agreement and privacy policy of the App, as shown in Figure 3-52 below:
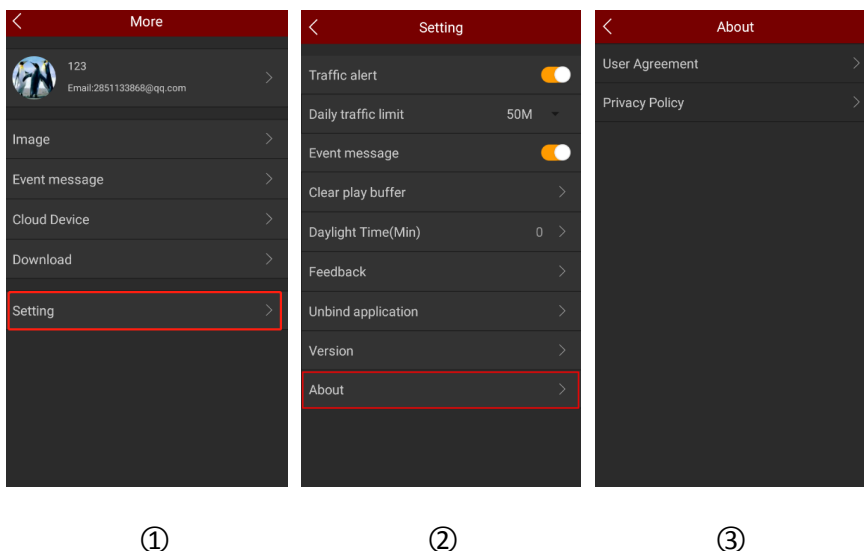
Figure 3-52

① Click the account icon in the sliding menu bar→click "Setting";

② Click "About";

③ Click "User Agreement" or "Privacy Policy" to view related content.

Instruction

● Before using this app, please read the User Agreement and Privacy Policy carefully and abide by the agreement and policies to better protect your rights and privacy.

3.12 Accounts exit

3.12.1 Accounts exit

Accounts exit as shown in Figure 3-53.

①   ②   ③

Figure 3-53

① Select "[icon]" on main menu or sliding menu bar;

② click "Confirm";

③ App successfully exited the current account.

Instruction

After logging out, user can still enter App. The sliding menu is shown in Figure 3-53③ above.

Chapter 4 FAQ

Q1: Username does not exist/password error/forgot password.
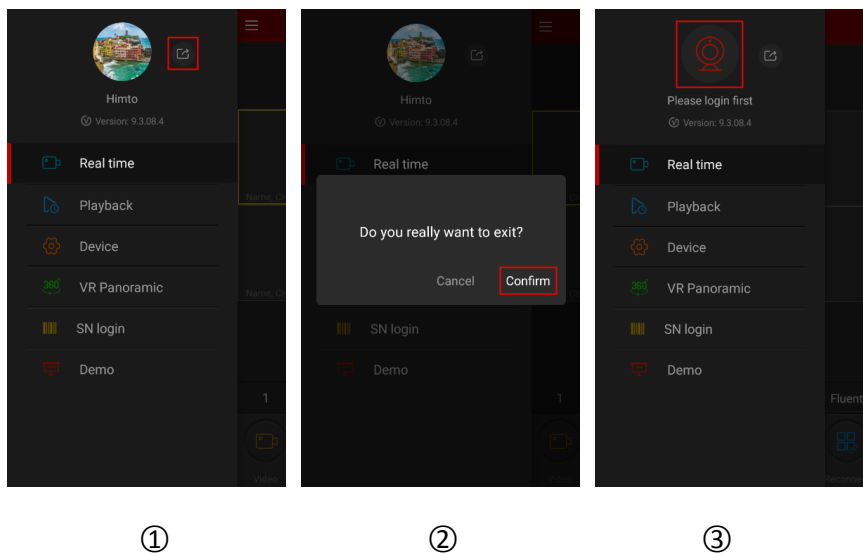
1. Please double check the username and password, username passwords are case sensitive.

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 only be added by one 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.