



iVMS350 App

User Manual

Version: 20.1.29.1

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

About This Manual

This Note is universal version for iVMS350 App. The functions supported differentiate to different version, please subject to the version you download.

This Note 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 Note offers, just for explanation and illustration purposes, differences may exist between specific product and this Note, please subject to the app version you download. Our company will update the contents of this Note 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 Description

1.1 Application Environment

iVMS350 can run in phone, includes android and IOS systems. User can connect IPC, DVR, NVR, and XVR by phone and PC client. The connection between client and IPC, DVR, NVR, and XVR as shown in Figure 2-1.



Note

- App supports phone that with or over Android 6.0 version.
- App supports iphone 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 iVMS350 can be replaced directly when install new version.
- Support Chinese Simplified and 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, as shown in Figure 2-1.

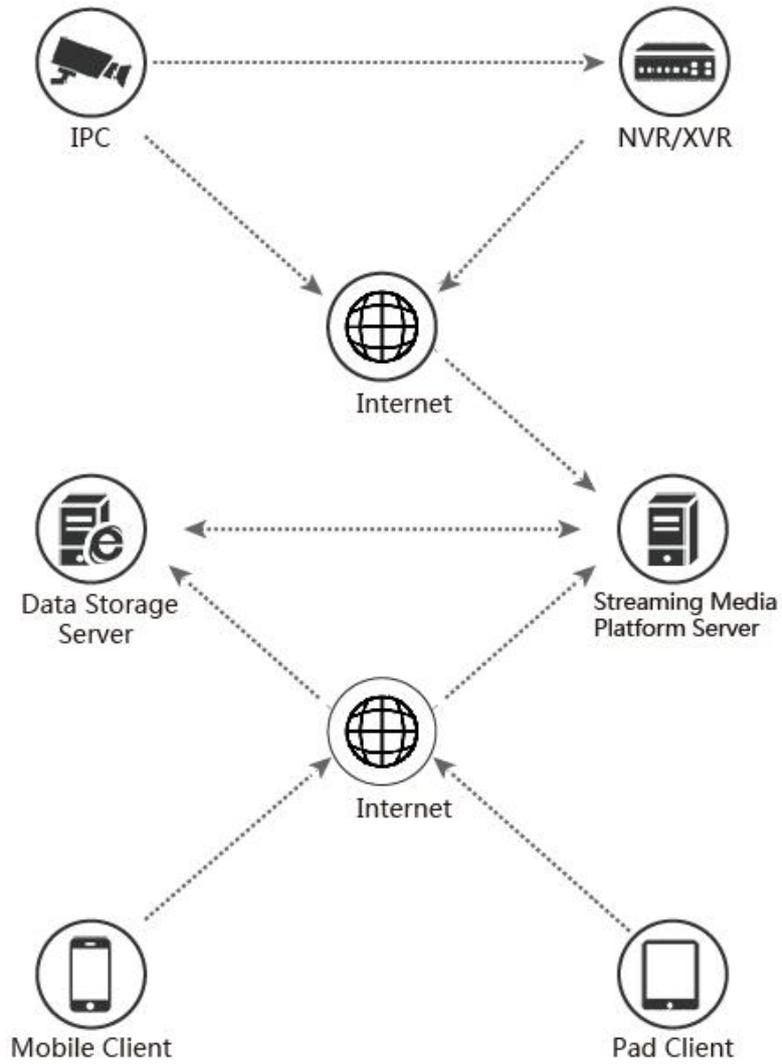


Figure 2-1

Chapter 3 App Function

3.1 Download and Installation

iVMS350 Service Procedure: register-->Log in--> Family Added--> 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 & iOS

(2) Android users go to Google play to download and install, iOS users directly in the App Store search for "iVMS350" to download and install.

(3) Phone or pad client enter the following URL to download and install.

Download address for phone:

<https://www.ali-luva.com/home/account/app-q-rcode?name=ivms350>

3.2 Login Interface

The login interface consists of the Login, Forgot password and Register. The login screen as shown in Figure 3-2.

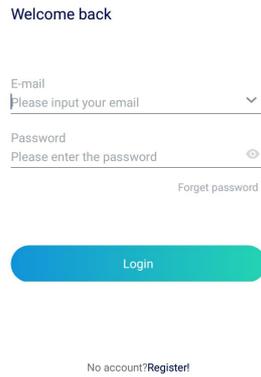


Figure 3-2



Note

- App supports logging in the account and corresponding password. When logging in, click the "  " behind the account to implement this function.

3.2.1 Register iVMS350 Account

New users need to register an account to log in, as shown in Figure 3-3.

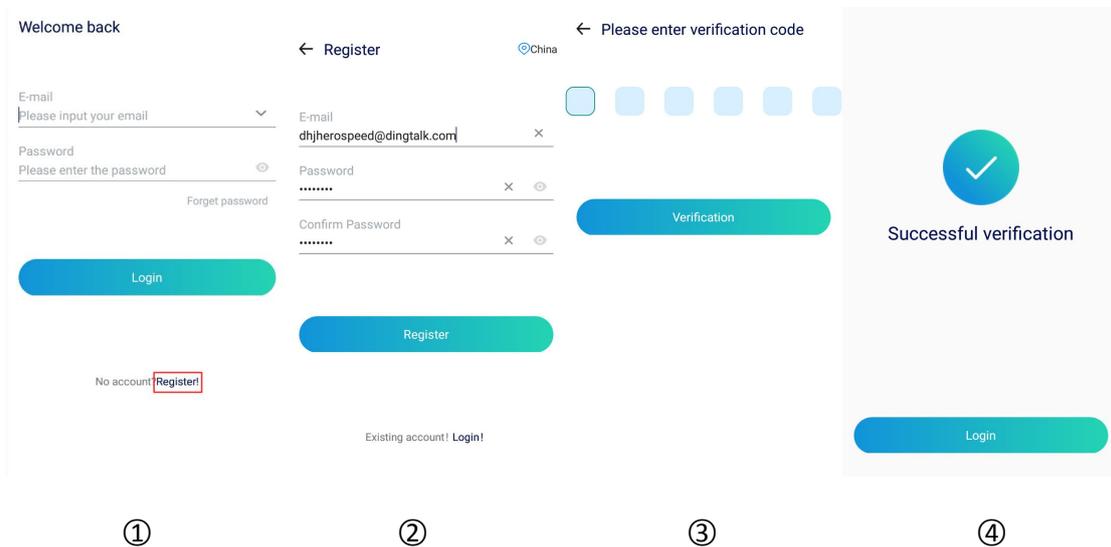


Figure 3-3

- ① Open App, enter the login screen, click "Register".
- ② Enter the email address, password, password again, click "Register".
- ③ Enter the verification code received in the registered email address, click "Verification".

- ④ Click "Login".

3.2.2 Forget password

When you forgot password, you can reset it. Reset the password as shown in Figure 3-4.

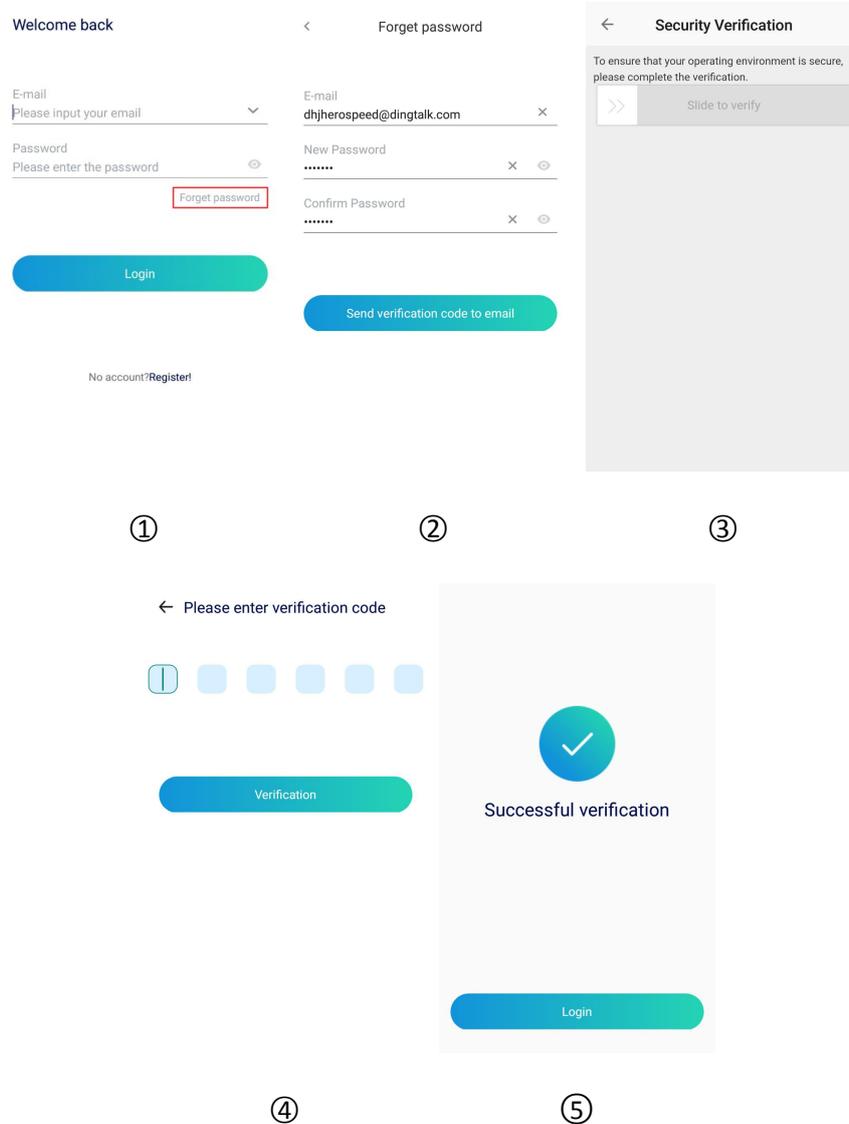


Figure 3-4

- ① Open App, enter the login screen, click "Forgot password".
- ② Enter the email account, new password, and the confirm password, and click "Send verification code to email".
- ③ Swipe right to verify.

④ Log in to the registered email address to find the verification code, enter the verification code, and click "Verification".

⑤ Click "Login".



Note

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

3.2.3 Login

Log in to the iVMS350 App as shown in steps 3-5.

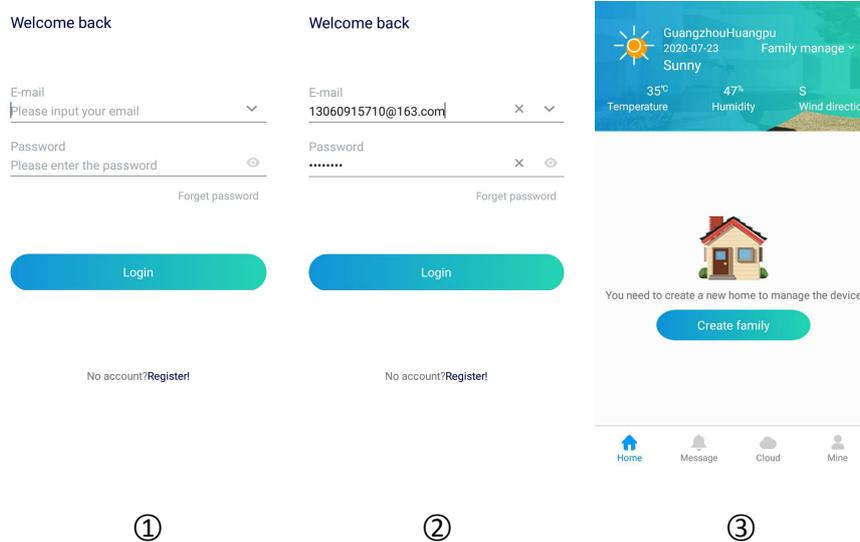


Figure 3-5

- ① Open App, enter the login screen.
- ② Enter the account and password, click "Login".
- ③ Go to the App home.

3.3 Menu Introduction

The bottom of the iVMS350 App interface is main menu, which consists of the Home, Message, Cloud and Mine. The main menu of the mobile client App is shown in Figure 3-6:



Figure 3-6

Chapter 4 Home

The homepage shows the weather, home management, group and equipment. One account can add multiple homes, each home can add multiple groups, and each home can add multiple devices. It can add, edit and delete homes, groups and devices in the account here.

4.1 Weather

On the App homepage, it automatically locates the location of the phone and pushes real-time temperature, humidity and wind direction information, as shown in Figure 4-1.



Figure 4-1

4.2 Home Management

After logging into the App, enter the home page and click "Create family" or "Family manage" to enter the home management interface. You can add, edit and delete groups here.

4.2.1 Add Family

Add family as shown in Figure 4-2.

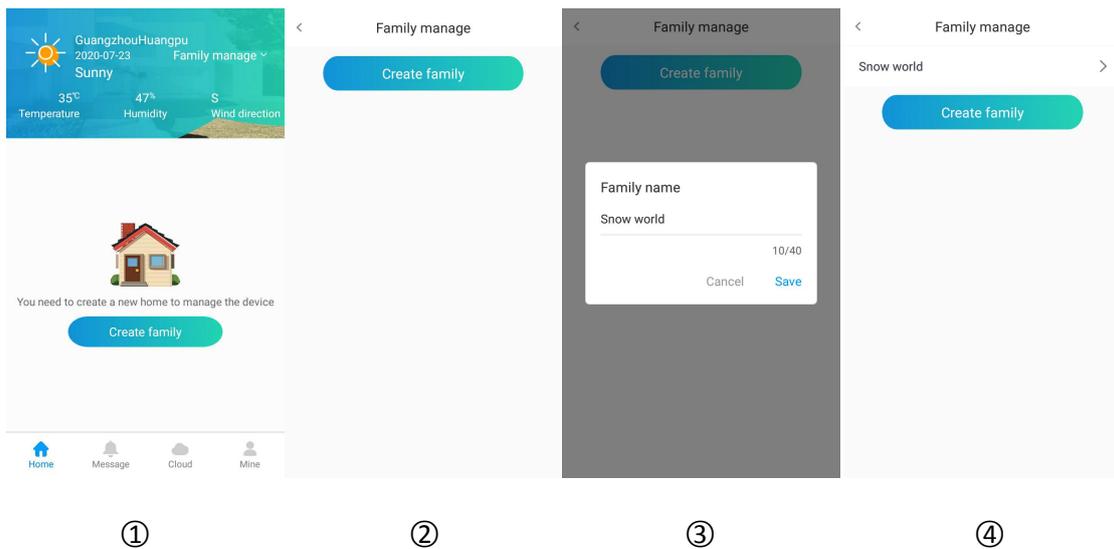


Figure 4-2

① In the home, click "Family manage" or click "Create family" to enter the family manage interface.

② Click "Create family".

③ Enter the family name and click "Save".

④ The family was added successfully.

■ Edit Family

Edit family as shown in Figure 4-3.

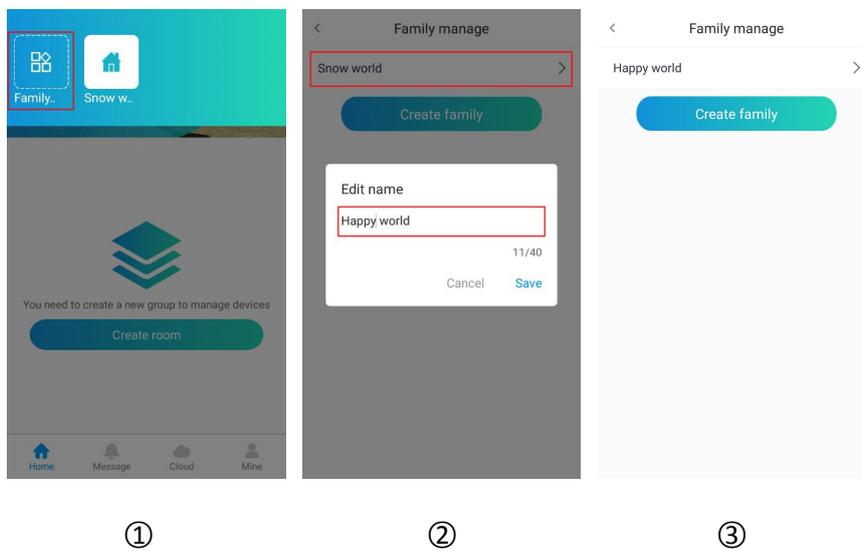


Figure 4-3

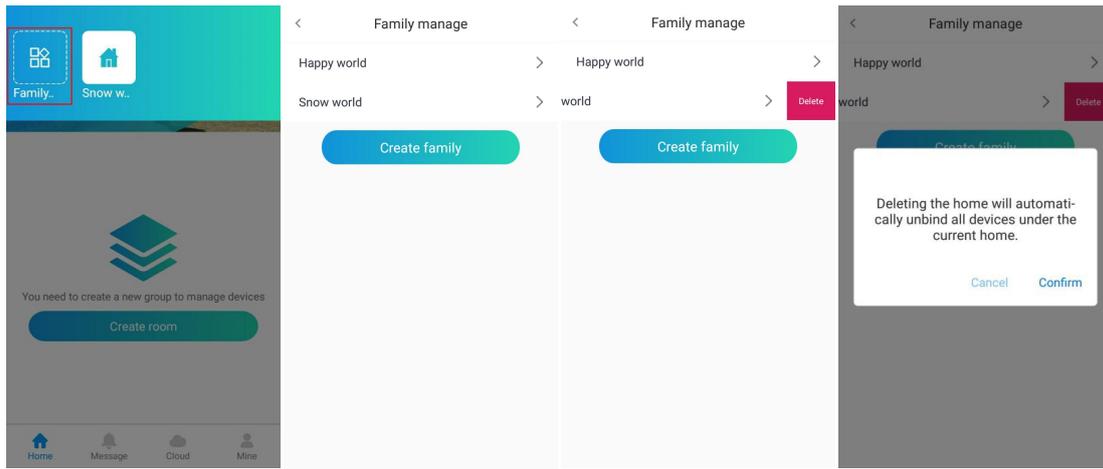
① In the home, click family name→"Family manage" to enter the family manage interface.

② Click to modify the home name, edit the home name, and click "Save".

③ The family name was successfully modified.

■ Delete family

Delete family as shown in Figure 4-4.



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Figure 4-4

- ① In the home, click family name→"Family manage" to enter the family manage interface.
- ② Select the home name you want to delete and swipe left.
- ③ Click "Delete".
- ④ The family was successfully deleted.



Note

- After a home is deleted, all devices in the group will be automatically unbound.
- Keep at least one group of homes in the App, not all homes can be deleted.

4.3 Group Management

After logging into the App, go to the home page and click " " to enter the group management interface. Here you can add, edit, and delete groups.

4.3.1 Add Group

Add group as shown in Figure 4-5.

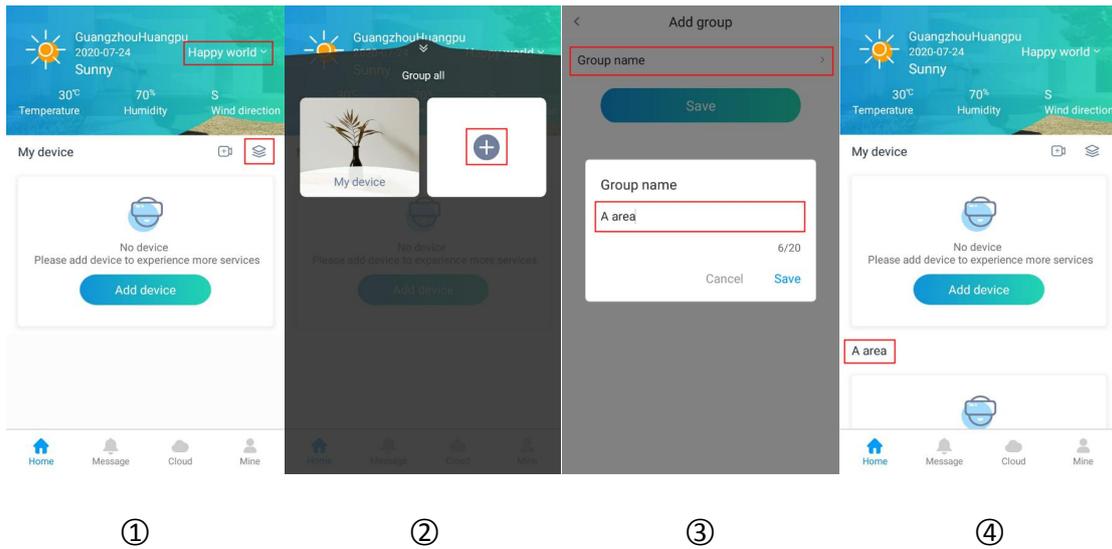


Figure 4-5

① After logging into your account, go directly to the home page, select the home you want to

add a group to, and click "  ".

② Click "  " to enter the add group interface

③ Click "Group Name", input the group name, and click "Save → Save"

④ The group was added successfully.

4.3.2 Edit Group

Edit Group as shown in Figure 4-6.

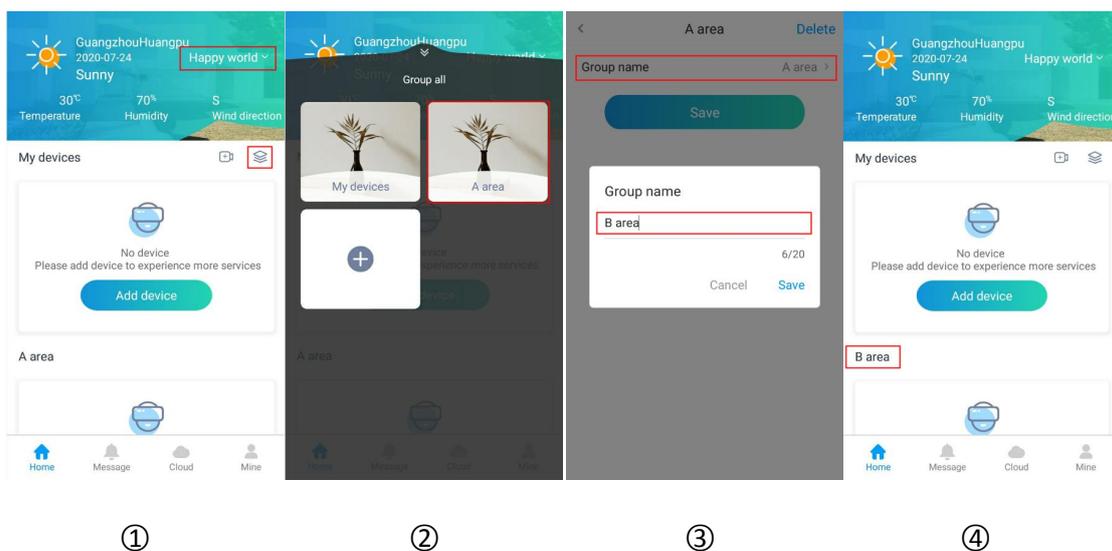


Figure 4-6

① After logging into your account, go directly to the home page, select the home you want to

add a group to, and click "".

② Click to edit the group.

③ Edit the group name, click "Save → Save"

④ The group name was successfully modified.

4.3.3 Delete Group

Delete group as shown in Figure 4-7.

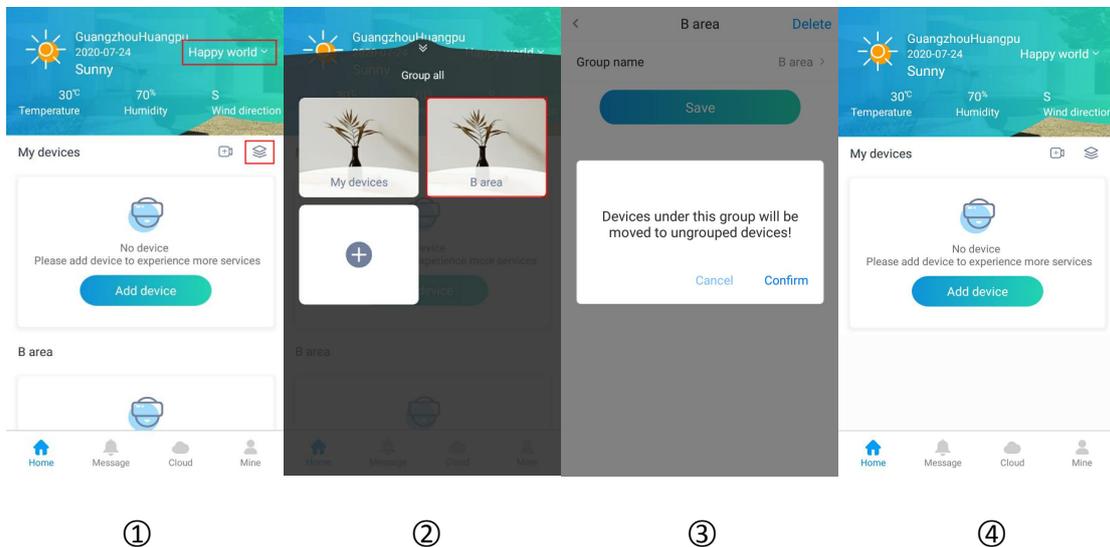


Figure 4-7

① In the home, click family name → "Family manage" to enter the family manage interface.

② Click the group you want to delete.

③ Click "Delete → Confirm".

④ The group was successfully deleted.



Note

- After a group is deleted, all devices in the group will be placed in the default "ungrouped devices" group.

4.4 Equipment Management

4.4.1 Add Device (LAN)

Before adding equipment, please note:

- 1) Make sure that the mobile phone and devices to be added are in the same LAN.

Add devices on the LAN as shown in Figure 4-8.

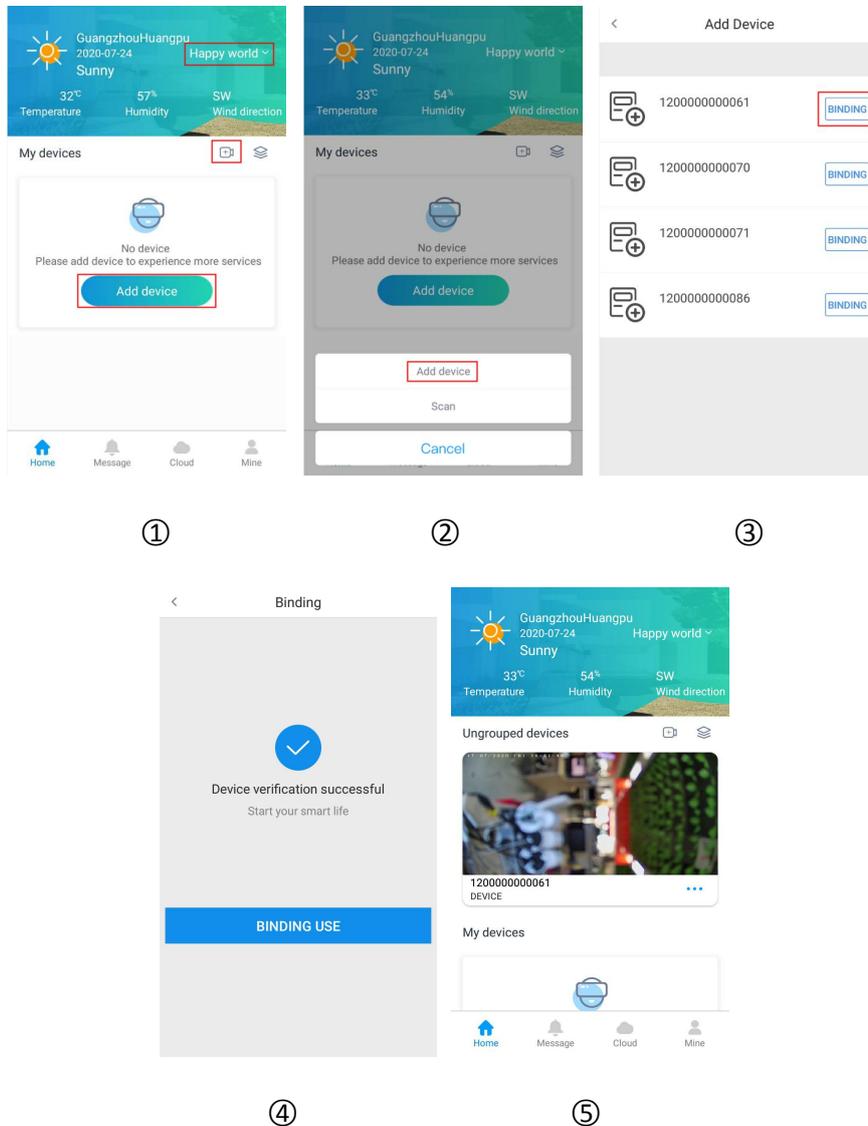


Figure 4-8

- ① On the home page of the App, select the "Family" of the device to be added, and click "Add

device" or "Add device".

- ② Select the adding method as "Add device"

- ③ Select the device to be added, Click "BINDING"

- ④ Click "BINDING USE".

⑤ The device is added to the ungrouped devices group.



Note

- When adding a device, you must ensure that the device is online to successfully add it.
- Currently, IPC only supports adding devices (LAN) to the App account.

4.4.2 Add device (Scanning)

Scan to add devices as shown in Figure 4-9 steps:

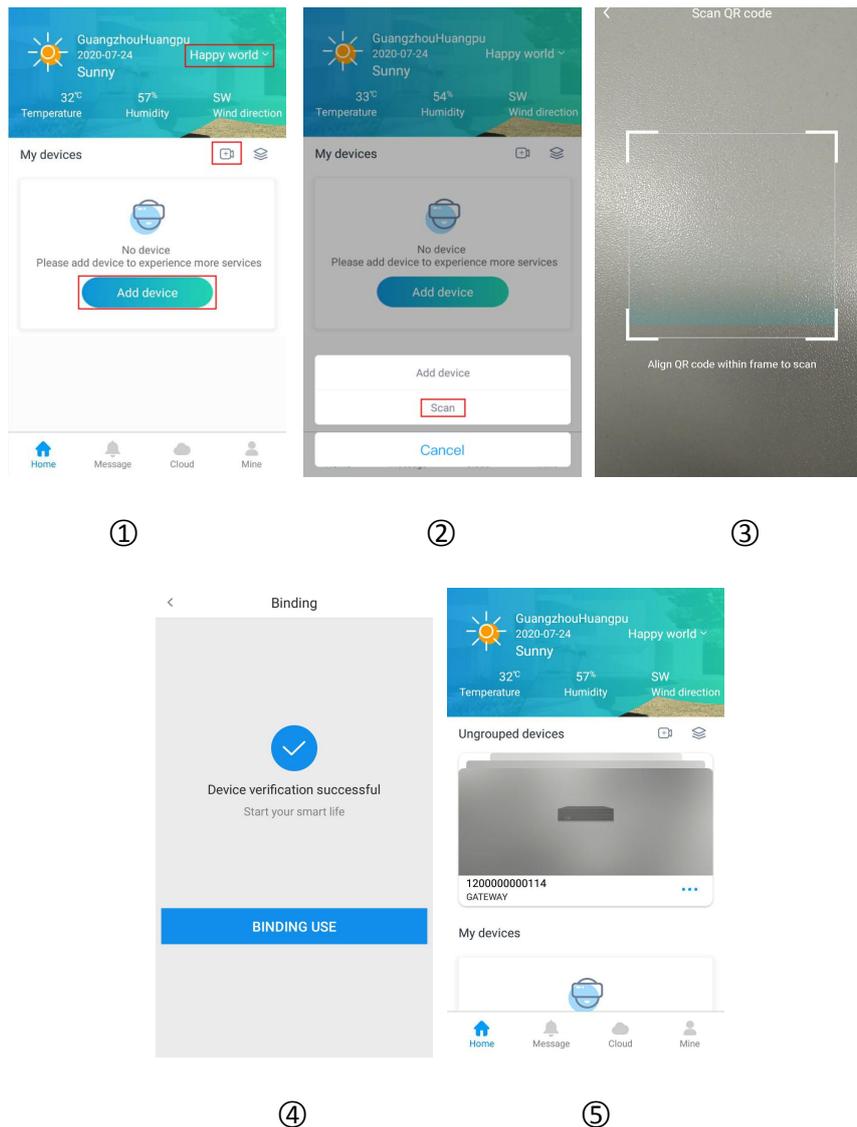


Figure 4-9

① select the "Home" you want to add a device to on the home page of the App, and click "Add

Device" or "".

② Select the adding method as "Scan".

- ③ Scan the QR code of the device.
- ④ Waiting for verification device. Click "BINDING USE".
- ⑤ The device is added to the ungrouped device group.



Note

- When adding a device, you must ensure that the device is online to successfully add it.
- Currently, NVR/XVR/HVR only supports scanning to add to the App account.

4.4.3 Preview Device

The real time video as shown in Figure 4-10.

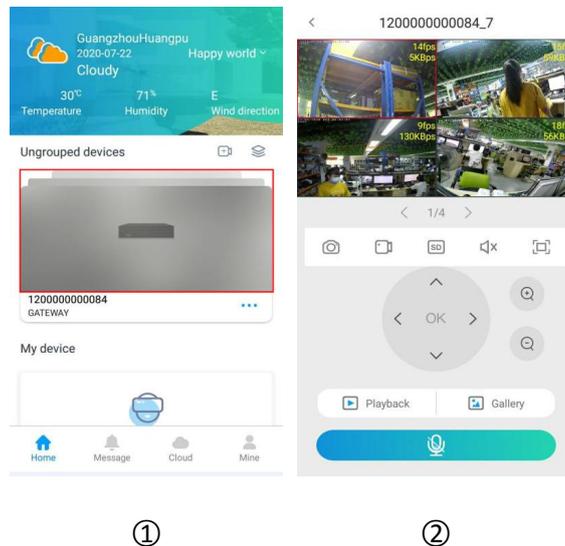


Figure 4-10

- ① Select the " Family→Group" of the device to be previewed on the home page, and click the device to be previewed.
- ② The first channel of the real-time preview interface plays the real-time video of the selected device, and the other channels play the video of other devices in the selected group.



Note

- When selecting the preview device is NVR, you need to select the playback channel first, and preview the video when entering the preview interface.
- Default 4 split screen preview, double-click a channel to switch to single-channel preview
- Swipe left and right in the preview position to switch the channel preview

- The real-time video can be previewed in full screen when the phone is in landscape orientation.

The interface toolbar buttons are shown in the following table 4-1:

Button	Description
	Screenshot, click to pop up a screenshot, you can "save to gallery".
	Recording, after recording, you can "replay".
	Turn on/off the sound
	Smooth/SD/HD definition (stream) switching.
	Full screen playback.
	PTZ: PTZ control, when previewing the video of the PTZ device on a single screen, click this button to open the PTZ control panel, you can control the PTZ direction, zoom, and support gesture operations.
	In the PTZ previewing channel, zoom in/out the real-time video image.
	Playback, click to enter the playback interface, see 4.4.4 for details.
	Cloud album, click to enter the cloud album interface, see 4.4.5 for details.
	Intercom, press and hold to speak, the device can hear the sound of the mobile phone, and release the button to hear the sound of the device, and realize the intercom function of the mobile App and the device.

Table 4-1

4.4.4 Playback

The iVMS350 app playback interface is used to playback the video in the IPC TF card and in the hard disk of the backend device such as NVR/XVR/HVR.

The historical playback is shown in Figure 4-11 steps:

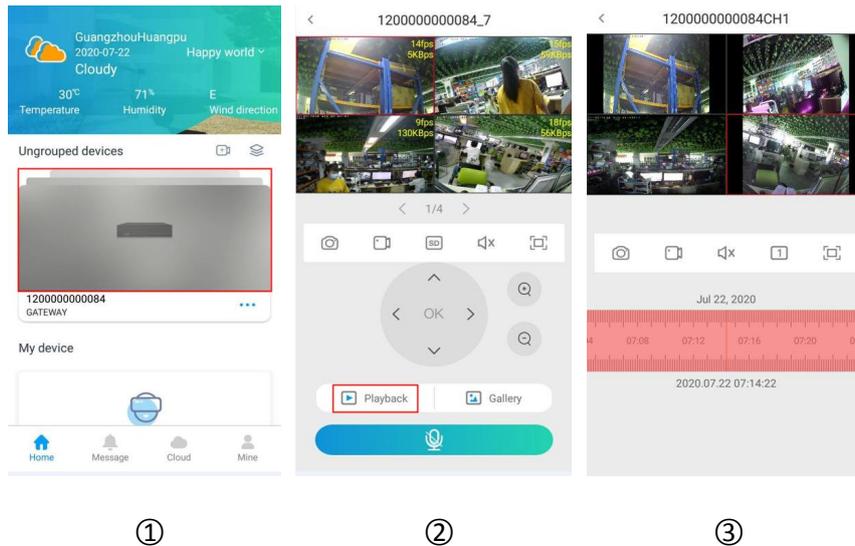


Figure 4-11

① Select "Family→Group" of the device to be played back on the home page of the APP, and click the playback device channel to enter the real-time preview interface of the device.

② Click " Playback" to enter the device playback interface

③ The playback interface plays the video corresponding to the preview channel



Note

- Default 4-split screen playback, double-click a channel to switch to single-channel playback.
- When the phone is in landscape orientation, , the video will be played back in full screen
- During playback, you can drag the time axis to switch to other time recordings of the current date of the playback channel.
- When playing back on an Android phone, click the date on the timeline, a calendar will pop up on the interface, and the date playback video can be switched.

The interface toolbar buttons are shown in the following table 4-2:

Button	Description
	Screenshot, click to pop up a screenshot, you can "save to gallery".
	Recording, after recording, you can "replay".
	Turn on/off the sound
	Full screen playback

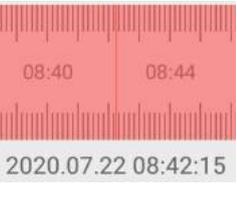
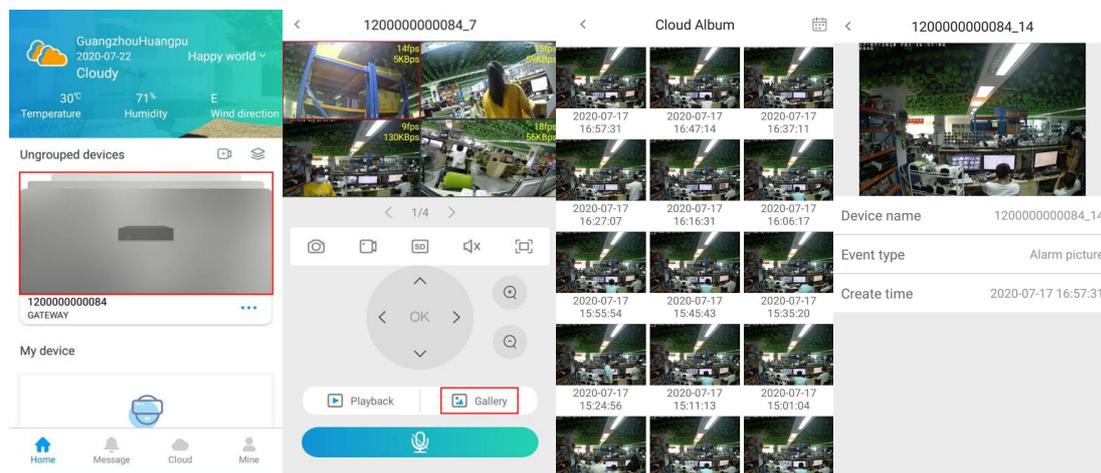
	<p>1/4 screen playback switch</p>
	<p>1) Time axis, display the video files searched by the current search conditions, the time axis starts from 00:00. 2) In 4-screen play mode, there are four corresponding time axis, select the play window, the following corresponds to the window time axis 3) During the playback, press and hold the timeline and drag left and right to jump playback.</p>
	<p>Calendar, select a date to view the corresponding video.</p>

Table 4-2

4.4.5 Gallery

4.4.5.1 View Cloud Picture

Cloud album is used to view alarm pictures, as shown in Figure 4-12.



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Figure 4-12

① Select "Family→Group" of the device to be played back on the home page of the App, and click the channel of the device to be played back to enter the real-time preview interface of the device

- ② Click " Gallery" to enter the cloud album interface
- ③ Click the picture you want to view
- ④ Display event information (picture, device name, time of triggering event).



Note

- You can click "" to switch dates to view cloud album pictures

4.4.5.2 Delete Cloud Picture

Steps to delete cloud album pictures are shown in Figure 4-13.

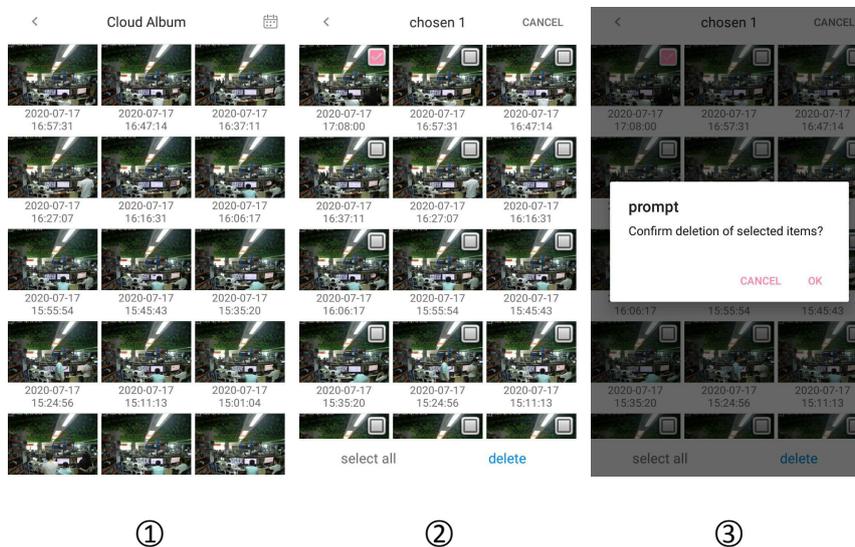


Figure 4-13

- ① Long press any picture on the cloud album interface.
- ② Select the picture you want to delete.
- ③ Click "delete→OK", the picture is deleted.



Note

- When deleting pictures, you can click "select all→delete→OK" to delete all pictures in the cloud album.

4.4.6 Operating equipment

The App can perform device transfer, device settings, and view cloud recordings for added devices.

4.4.6.1 Device Transfer

Device transfer is to transfer the device from one group to another group.

The equipment transfer is as shown in Figure 4-14.

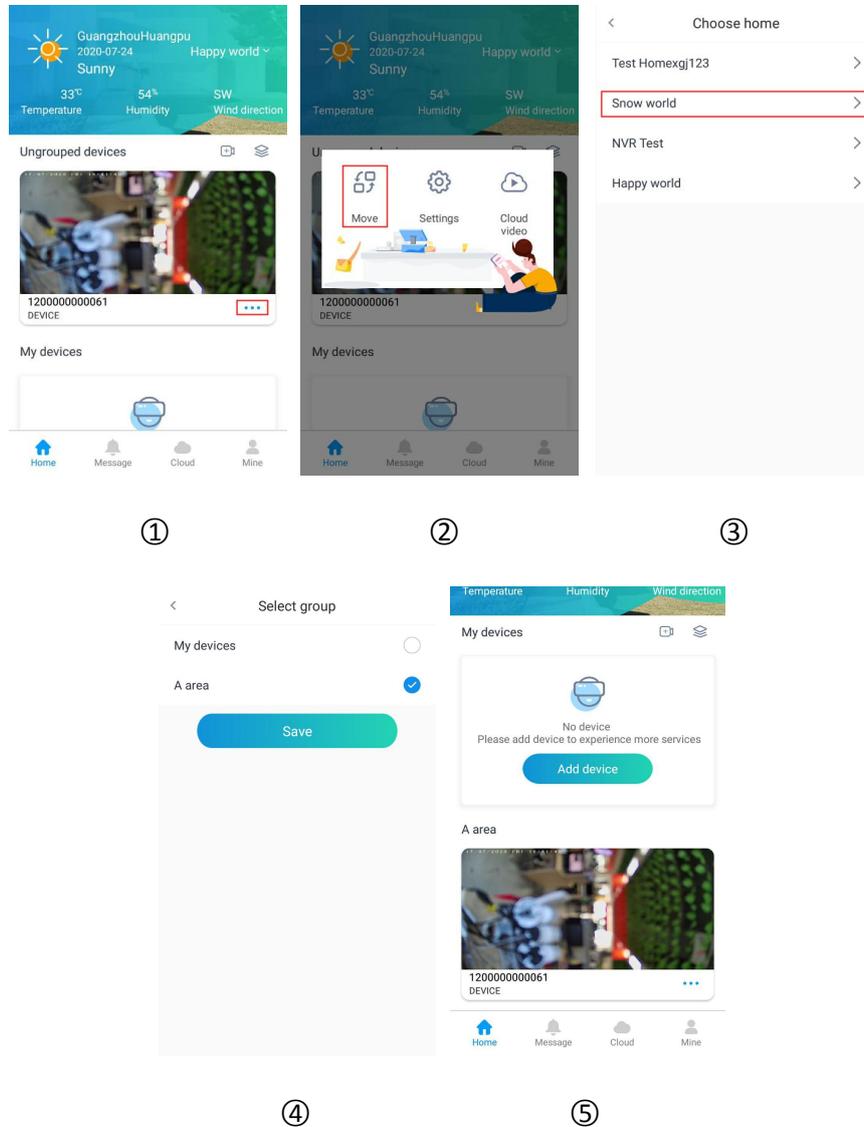


Figure 4-14

- ① Select the device to be transferred on the home page of the App, and click " ".
- ② Click "Move".
- ③ Choose home.
- ④ Select the group and click "Save".
- ⑤ The device is transferred to a new group.

4.4.6.2 Device settings

The iVMS350 App supports alarm settings, storage management, firmware upgrades, device restarts, and unbinding devices on the bound devices.

■ Enter the device setting interface

Enter the device setting interface as shown in Figure 4-15.

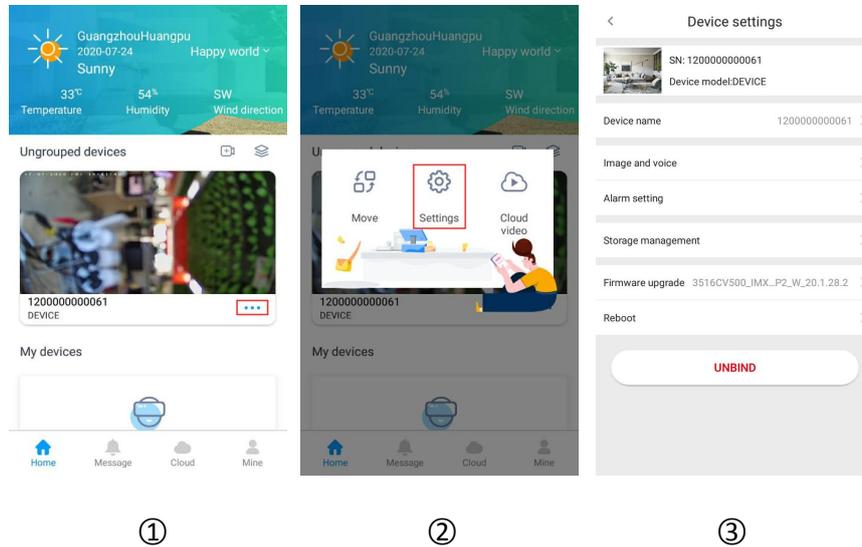


Figure 4-15

- ① Select the device you want to set up on the home page of the App, and click "  ".
- ② Click "Settings".
- ③ Enter the device setting interface.

■ Modify Device Name

In the device setting interface, click "Device name" → modify "Device name" → click "SAVE", modify the device name as shown in Figure 4-16 ①.

■ Modify Image and Voice

Click "Image and voice" on the device setting interface, turn on the Microphone switch and Image flip function as needed, and set the Day and night mode, Streaming video quality, Image flip, as shown in Figure 4-16 ②.

■ Alarm Setting

Click "Alarm setting" to turn on the alarm switch on the device setting interface, and set the sensitivity, alarm frequency and arming time as required, as shown in Figure 4-16 ③.

■ Storage Management

Click "Storage Management" to enter the storage management interface on the device setting interface. Here you can check the usage (remaining capacity/total capacity) of the memory card or hard disk in the device, set the recording type and format the memory card or hard disk.

➤ **Format Memory Card**

Click "FORMAT→format", wait for the formatting of the device to be completed (depending on the size of the TF card), refresh the interface, and when Total capacity = Available capacity, the memory card is formatted. Storage management is shown in Figure 4-16 ④.

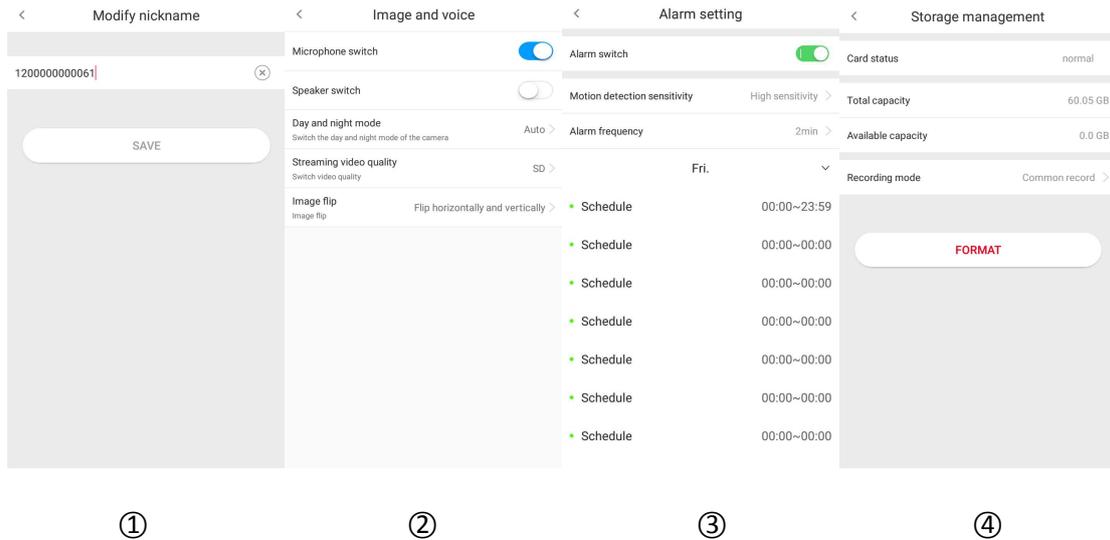


Figure 4-16

■ **Firmware upgrade**

Click "Firmware upgrade" in the device setting interface, the App will automatically detect whether the device version is the latest. After detecting the latest version of the channel device, you can choose whether to upgrade or not. After clicking "Confirm" to upgrade, the APP will start downloading the upgrade package.

■ **Reboot**

Click "Reboot→Reboot" on the device setting interface, and the device will restart.

■ **Unbind Device**

Click "UNBIND→Unbind" to unbind the device from the current account in the device details interface.

4.4.6.3 Cloud Video

Cloud service is used to view information about cloud storage devices, including cloud storage recordings (normal recordings and motion detection recordings), cloud service purchases.

■ **View Cloud Video**

View the cloud video as shown in Figure 4-17.

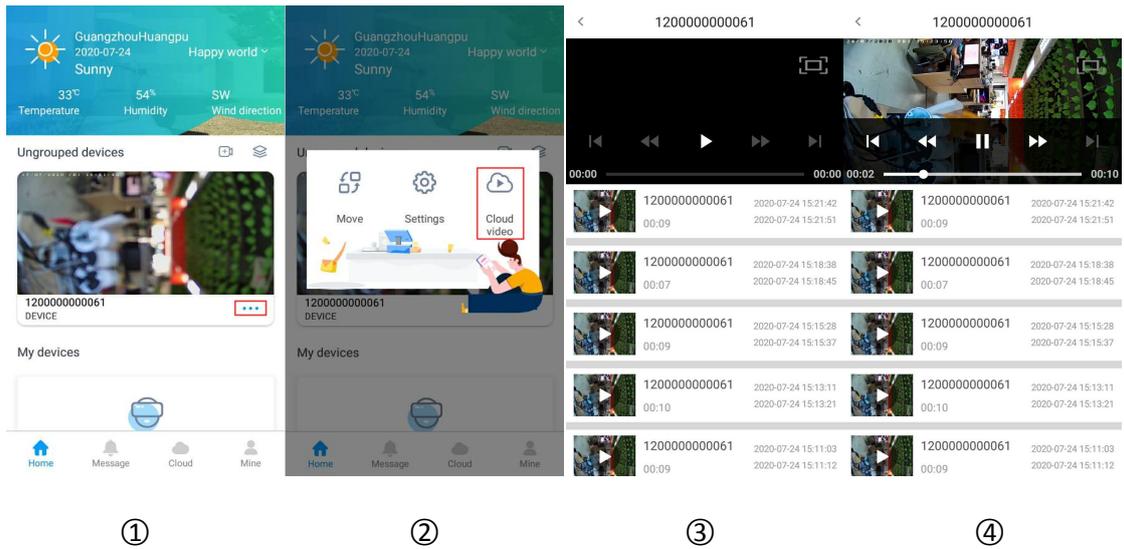


Figure 4-17

- ① Select the device you want to view on the home page of the App, and click "  ".
- ② Click "Cloud Video".
- ③ Click the cloud recording you want to view.
- ④ Cloud video starts to play.



Note

- When playing cloud video, you can pause, rewind, fast forward, play in full screen and return to the beginning to play again.

Chapter 5 Message

Click "Message" in the main menu of the App to enter the message center interface, where you can view the alarm messages pushed by the device and the details of the device's alarm events, as shown in Figure 5-1:

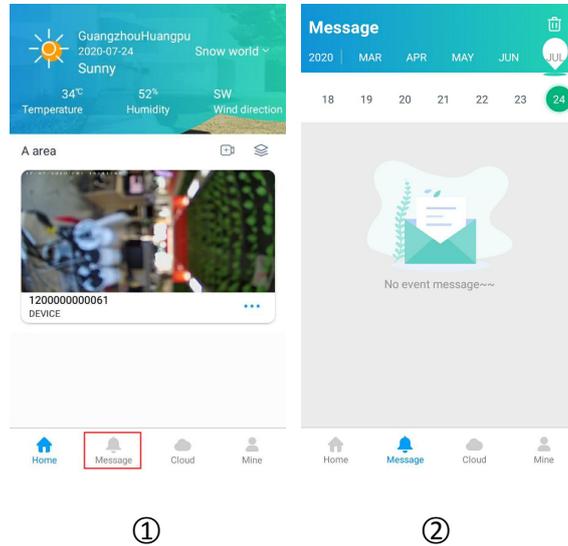


Figure 5-1



Note

- The message can be deleted via the "🗑️" button in the upper right corner.
- You can switch to view messages by the above year, month, and day.

Chapter 6 Cloud Service

■ Cloud service purchase and renewal

The steps of cloud service activation are shown in Figure 6-1.

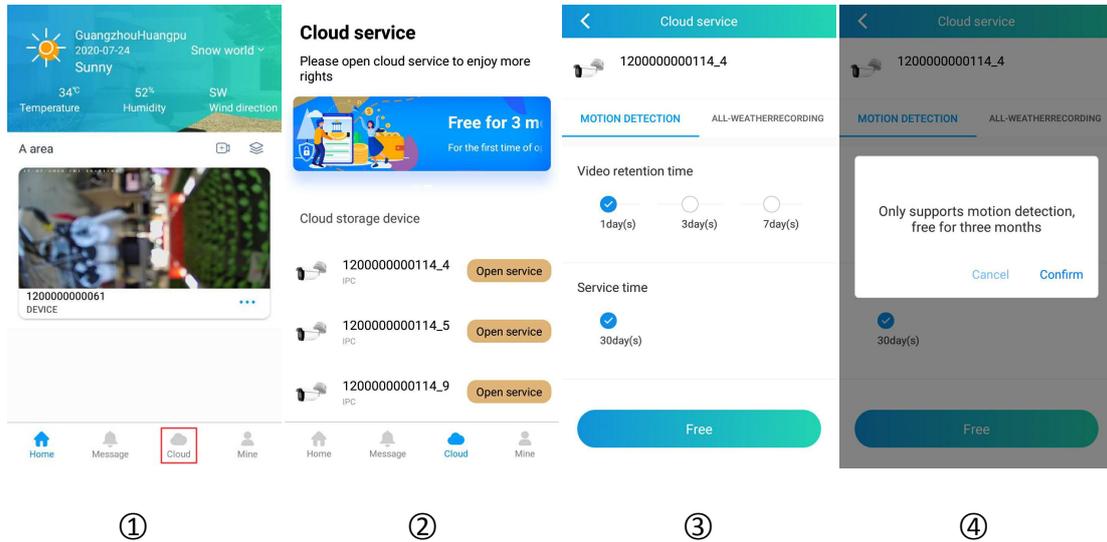


Figure 6-1

- ① Click "Cloud" in the main menu to enter the cloud service interface.
- ② Click "Open service" of the device.
- ③ Select "MOTION DETECTION", set the video retention time and service time, click "Free".
- ④ Click "Confirm".



Note

- You can receive 3 months of free service for the motion detection video of each device. After 3 months expire, you can click "Renew" to continue using the service.

Chapter 7 Mine

Click "Mine" in the main menu to enter my interface. Here you can view the App account, nickname, avatar, the total number of devices and the number of online devices, set the gesture password, App language and other functions. Mine is composed of account information, local photo album, account switching, gesture password, language and about, as shown in Figure 7-1.

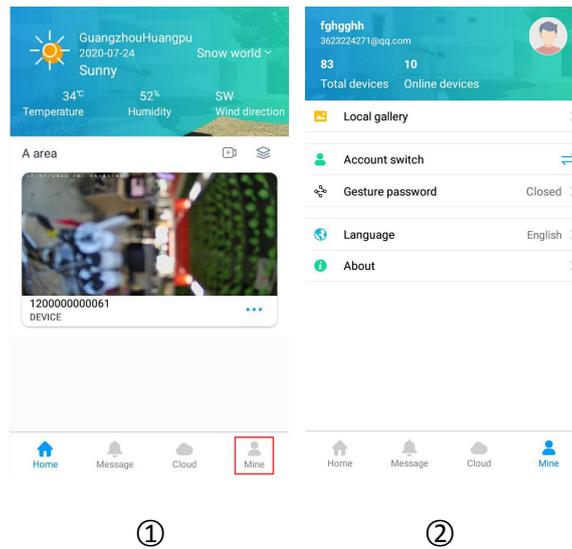


Figure 7-1

7.1 View App Account Information

Check the App account information as shown in Figure 7-2:

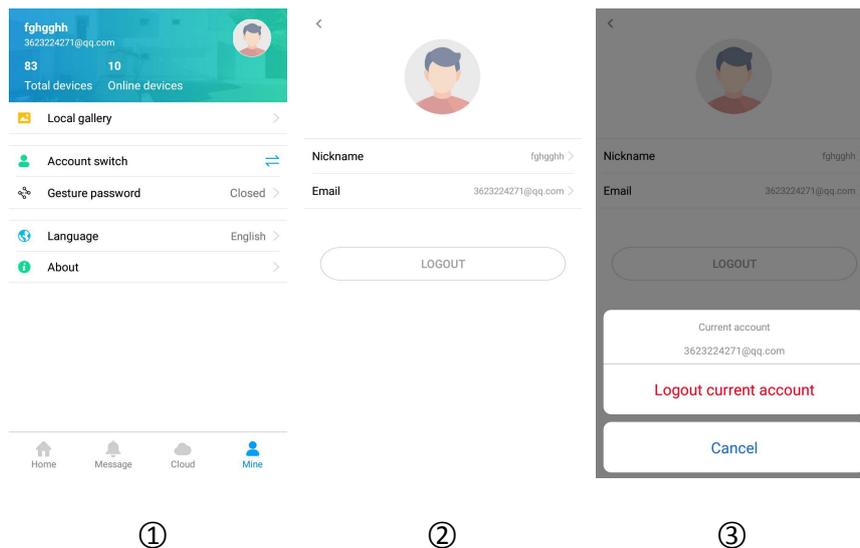


Figure 7-2

① Click the avatar on the "Mine" interface.

② Enter the personal center interface, and you can see the avatar, nickname, and account.

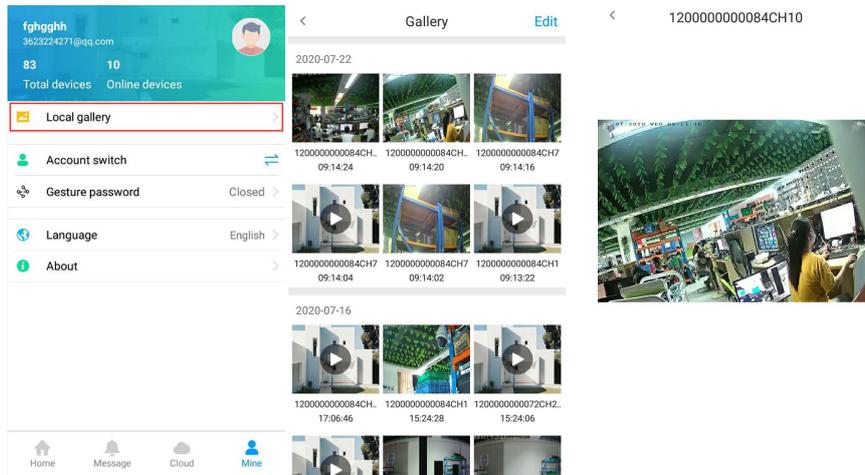
③ You can also click "LOGOUT→Logout current account" to log out of the current account.

7.2 Local Album

The local album is used to store the captured pictures or videos during preview or playback of the device.

■ View Local Screenshots or Videos

Check the local screenshot or video as shown in Figure 7-3.



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③-1



③-2

Figure 7-3

① Click "Local gallery" in the "Mine" interface.

② Click the picture or video you want to preview.

③ Display the picture or video in full screen.



Note

- Click " < " in the upper left corner to return to the local album interface, when you view pictures on a single screen.
- Press and hold your finger on the screen and slide left or right to switch pictures, when you view a picture on a single screen.
- Use the built-in player of the phone to "pause/play", "fast forward", "rewind", "drag the progress bar", "return" to stop the video, and drag the volume progress bar adjusts the volume when the interface automatically plays a video. Due to the different built-in players of each mobile phone, the buttons for video playback are different.

■ Delete pictures or videos in local images

Delete all contents in the album as shown in Figure 7-4.

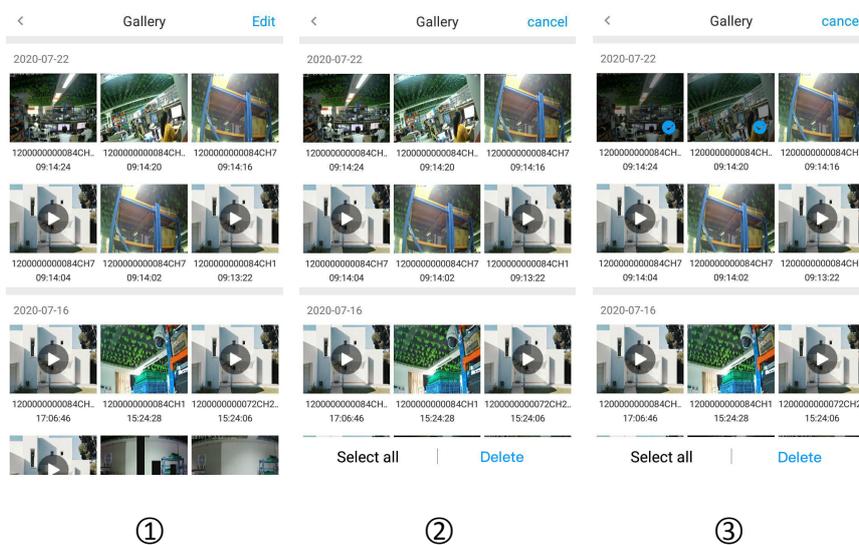


Figure 7-4

- ① Click "Edit" in the upper right corner in the local album interface.
- ② Choose to delete pictures and videos, or click "Select all".
- ③ Click "Delete".

7.3 Account Switch

The steps of account switching are shown in Figure 7-5.

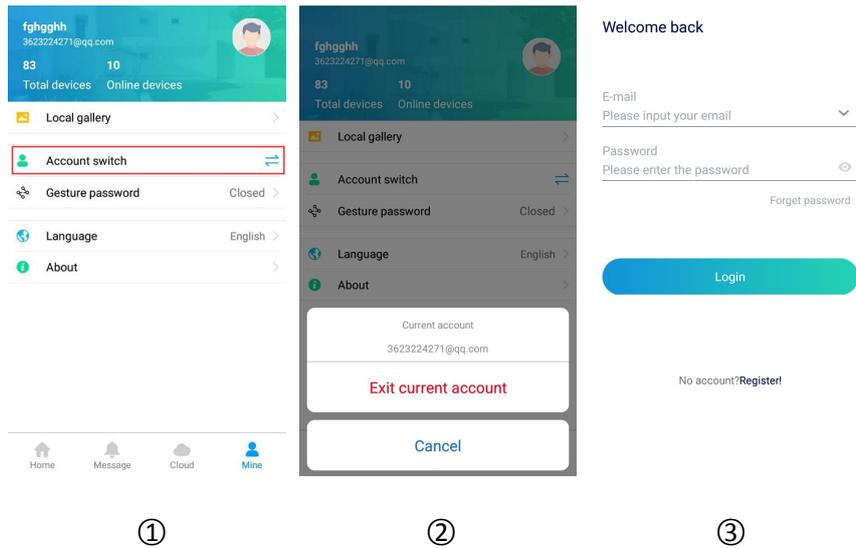


Figure 7-5

- ① Click "Account switch" in the "Mine" interface.
- ② Click "Exit current account".
- ③ Enter the account to be switched, click "Login".

7.4 Gesture Password

The gesture password is used to set the password when the user logs in to the App. After setting the gesture password, the user can log in the account next time and enter the gesture password directly without entering the password. Set the gesture password as shown in Figure 7-6.

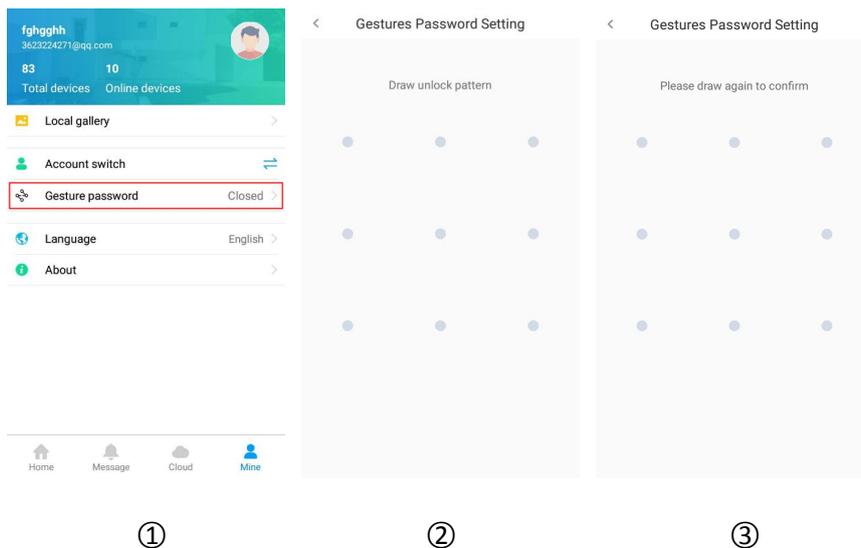


Figure 7-6

- ① Click "Gesture password" on the "Mine" interface.

② Draw a gesture password with at least 4 points on the nine points in the picture.

③ Enter the gesture password again.



Note

- After setting the gesture password, you need to unlock the gesture password first, when you open iVMS350 on your phone every time.
- If you forget the gesture password when you are logging in with the gesture password, you can click "Forget password→Login" to reset the gesture password after logging in.

7.5 Language

Switch App language as shown in Figure 7-7:

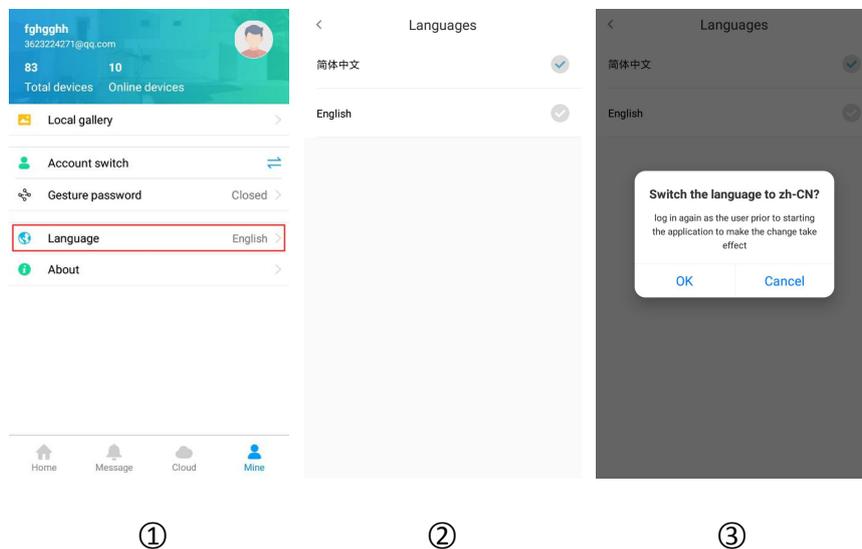


Figure 7-7

① Click "Language" in the "Mine" interface,.

② Select language (such as "简体中文").

③ Click "OK".

7.6 About

On view version information for the APP, the User Agreement and Privacy Policy, you can also submit comments. It consists of version information, user agreement, privacy policy, and feedback.

7.6.1 View App related information

Check the App version, user agreement, and privacy policy, as shown in Figure 7-8.

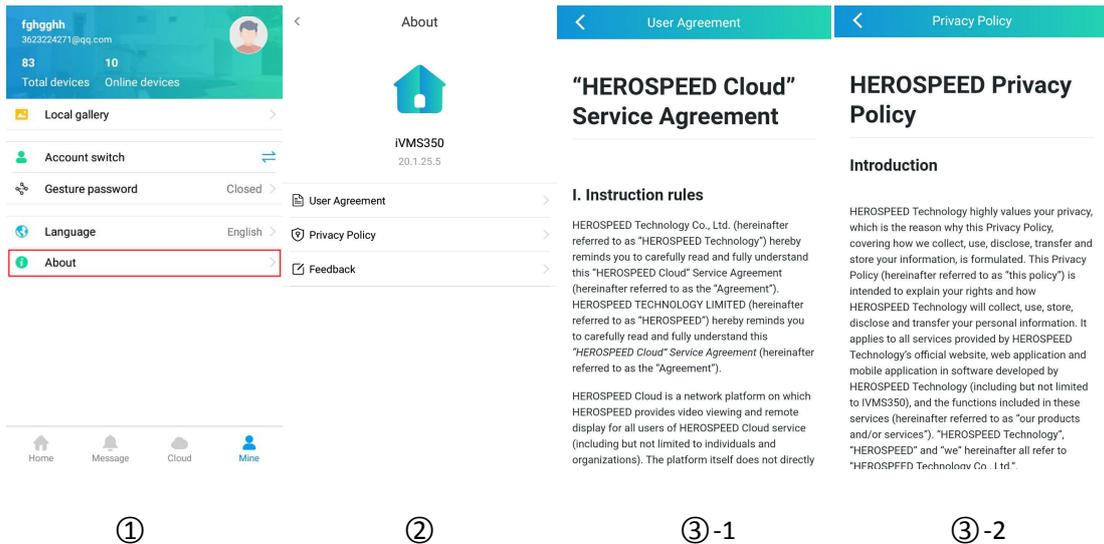
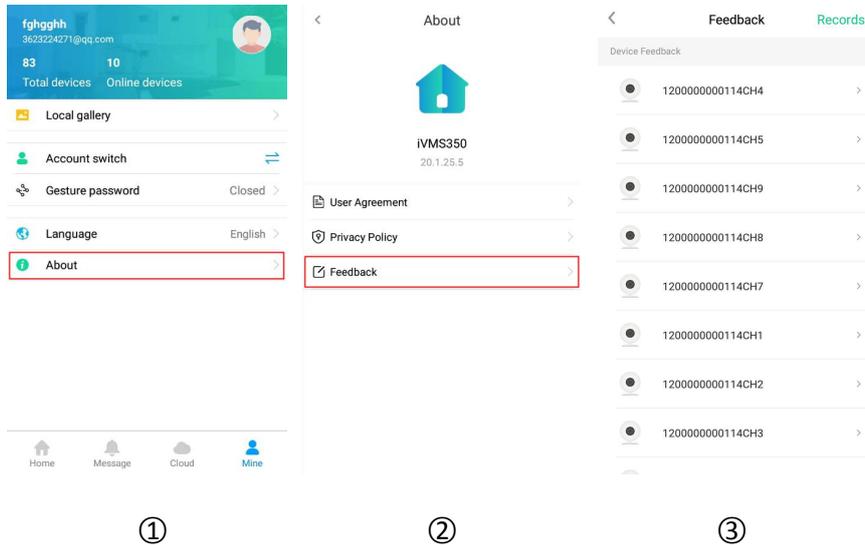


Figure 7-8

- ① Click "About" on the "Mine" interface.
- ② The current App version is 20.1.28.2.
- ③ Click "User Agreement" or "Privacy Policy" to view the corresponding content.

7.6.2 Feedback

Submit comments and feedback as shown in Figure 7-9.



①

②

③

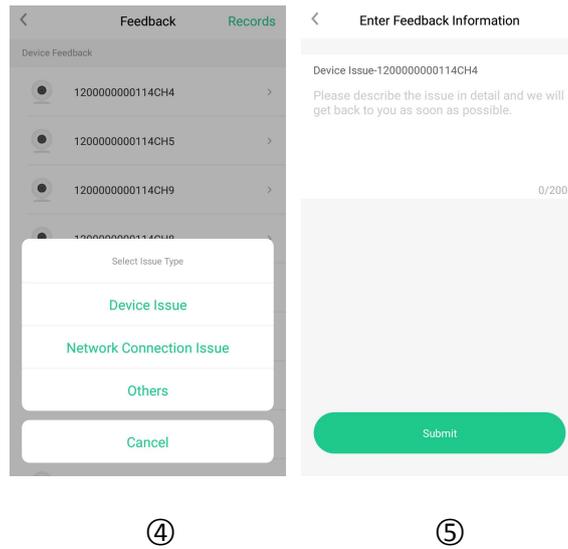


Figure 7-9

- ① Click "About" on the "Mine" interface.
- ② Click "Feedback".
- ③ Select the device.
- ④ Select the type.
- ⑤ Input the issue, and click "Submit".



Note

- After submitting the issue, you can check the feedback issue record in "Feedback→Records".

Chapter 8 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.

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.