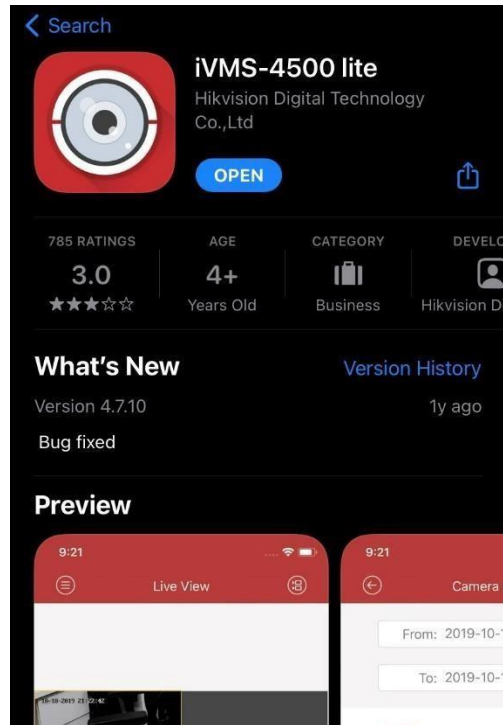


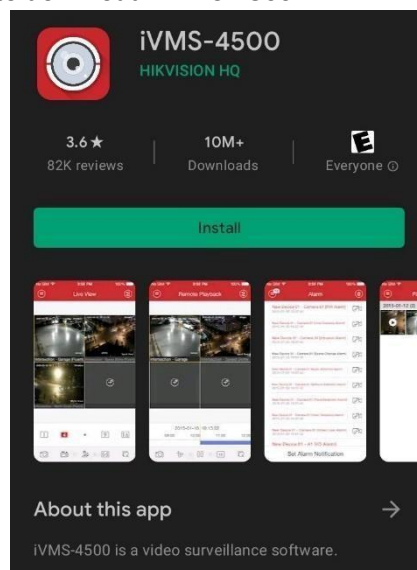
IVMS Setup – Mobile

1. Download the app

On an iPhone, you'll need to download "iVMS-4500 Lite"

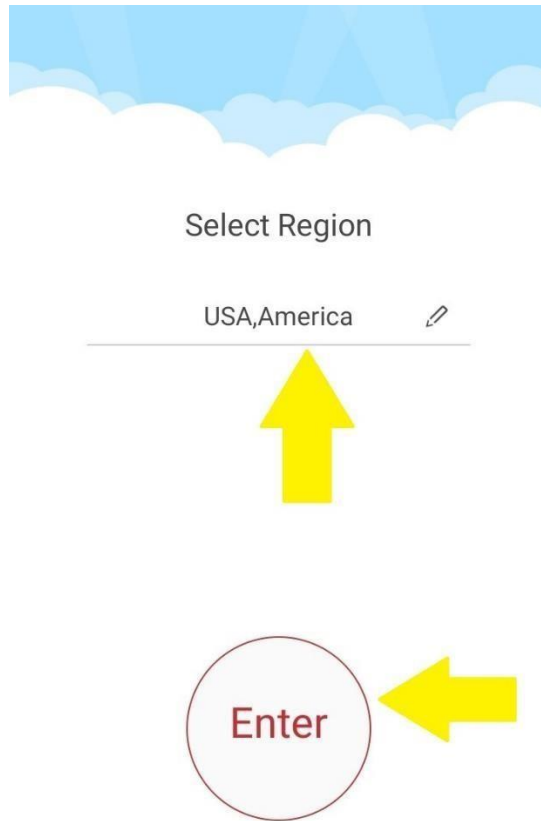


On an Android, you'll need to download "iVMS-4500"



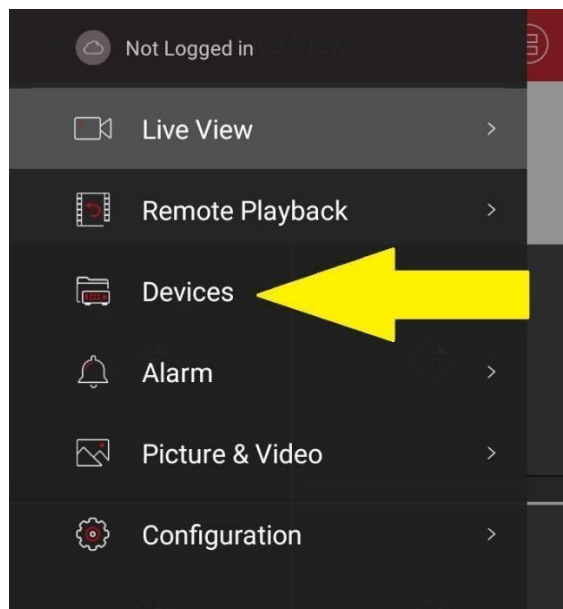
2. Open the app

The first time you open the app you'll be asked to define a region. Select "America" first and then scroll down to select "USA"- then tap the enter button!



3. Go to the Device List

In the top left corner you'll see a circle with three white lines inside of it- this is the menu button. Tap the menu button, then tap where it says "Devices".



The list should already contain one entry by default that says “Hangzhou, China”, which can be removed without consequence. On an iPhone, swipe the entry all the way to the left. On an Android, long-press the entry and hit okay to delete!

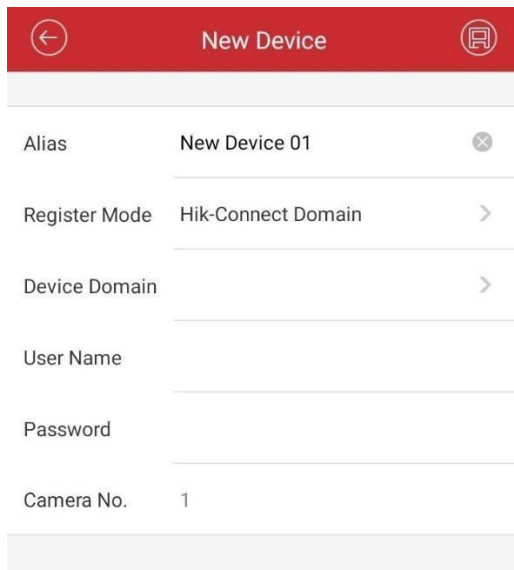


4. Add your device to the list

Tap the “+” sign in the upper right hand corner, then tap where it says “Manual Adding”.



This will take us to the New Device page, where we'll have some fields to fill out.

A screenshot of the 'New Device' form. The header is a red bar with a back arrow on the left and a camera icon on the right. The form has several input fields: 'Alias' with the value 'New Device 01' and a delete icon; 'Register Mode' with the value 'Hik-Connect Domain' and a chevron icon; 'Device Domain' with a chevron icon; 'User Name' with an empty field; 'Password' with an empty field; and 'Camera No.' with the value '1'.

5. Enter your device credentials

The first field says “Alias” – this is just a name or a label and you can call your device whatever you’d like. For Crime Alert, this is usually the name of your business or your surname.

The next field says “Register Mode”- we need to set this field to “IP/Domain”.

The third field says address, and the fourth field is port number- Crime Alert should provide you with a DDNS address and port to put into these fields.

Next, you’ll enter your username and password. Just like the address and port above, this information will come directly from Crime Alert.

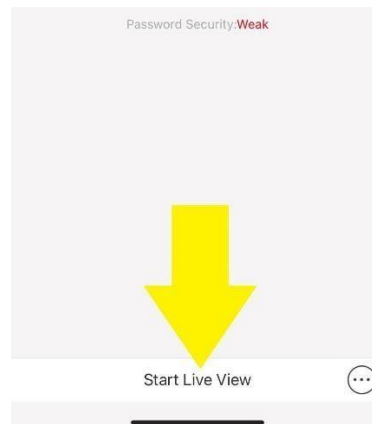
6. Save your device

Once these six fields have been filled in, you can look for the save button in the top right corner- it looks like a floppy disk. Camera No. will auto-fill when the device connects, so don’t worry about entering a value for that.

Hit the save button and your device should think for a moment before giving you an option to “Start Live View” at the bottom of the screen.

7. View your device

Tap directly on the text that says, “Start Live View”. Make sure not to hit the little three dot menu button on the right!



You should be taken back to the Live View page, where your first 4 cameras will pull by default.

You can change your screen arrangement by tapping on the boxed numbers at the bottom of the screen, and you can move through sets of cams by swiping left/right in the gray space beneath the camera views.

Troubleshooting

Note: Always make sure you disconnect from the local Wi-Fi if you're at the location where your cameras are.

If your cams aren't displaying like they should:

Start by tapping the stop button- that's the one in the bottom right that looks like two squares with an X. The stop button will clear your camera streams and empty them out. From here, you can proceed two ways.

If you're having general problems/issues with all cams:

Tap the menu button in the top left, then tap "Devices". Find your device in the list and tap on it to view its attributes. You can now tap the pencil button in the top right corner to edit anything that is incorrect, or you can hit "Start Live View" at the bottom of the page to reset your streams and pull them again.

If you're having trouble with a specific camera:

Tap one of the "+" signs you see in the gray square- this is an empty cam stream, and tapping the + will bring up your list of devices. Tap the device we're having trouble with and it will expand to display the full list of cams. Find the cam you're having a problem with and tap on it- this will manually pull this specific cam into the stream you've selected. Repeat this process for the remaining streams to manually configure a camera set to be displayed.

If you still can't view your cams after completing the above, please contact the Crime Alert IT Department at (916) 489-8068 for further assistance.