FreeIP App

User Manual

Version: V8.1.2.4

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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Table of Contents

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 4.0 version.
- App supports iphone and ipad that with or over IOS 8.0 version.
- Support middle and high resolution Android phone of 800*480、1280*720、1920*1080.
- support middle and high resolution of 7-10 inch Ipad.
- Old version FREEIP can be replaced directly when install new version.
- It can support eight kinds of languages, Simplified Chinese, English,Portuguese,German,Polish,Russian,Thai and Czech.
- 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
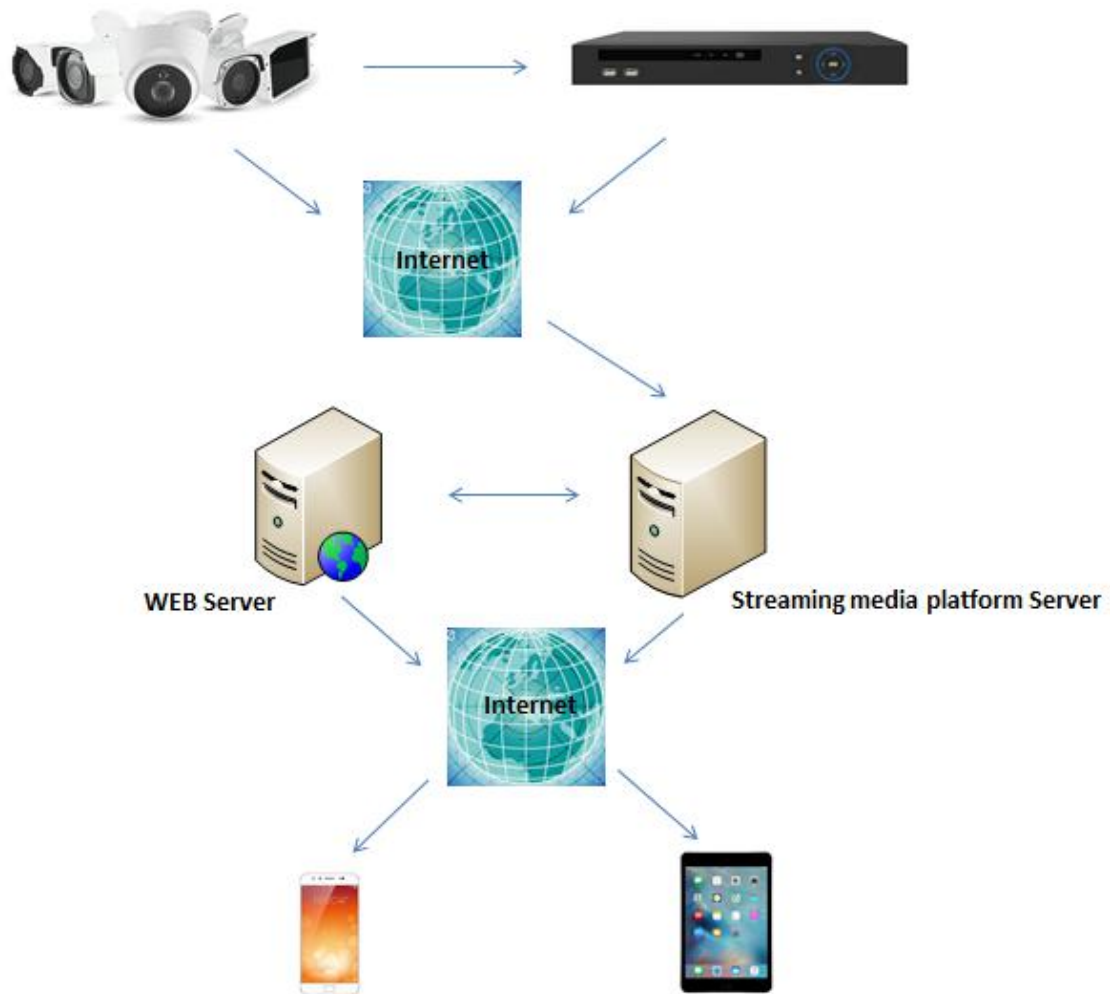

Figure 2-1

Chapter 3 App Function

3.1 Download and Installation

FreeIP is Iphone, Android, Ipad, PC supported.

FreeIP Service Procedure: register-->Log in-->Devices Added--> Service Application

■   **Freeip Download、Installation**

Uaing phone and scanning QR code as figure 3-1 shows or using Ipad to scan QR code of figure 3-2, download and install "FreeIP". You can also log in "FreeIP "official website http://www.freeip.com or Google play to download and install as steps suggested.

Download address for Android:

https://play.google.com/store/apps/details?id=com.xc.hdscreen

Download address for IOS:

https://itunes.apple.com/cn/app/freeip/id898690336?mt=8
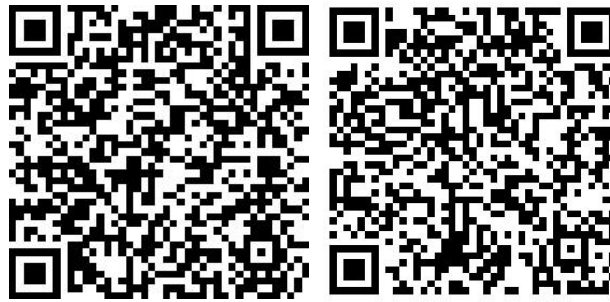
Figure3-1 Android Phone Download   iOS phone download

Download address for Android Pad:

http://openbox.mobilem.360.cn/index/d/sid/3864887

Download address for ipad:

https://itunes.apple.com/cn/app/FREEIP%20HD/id981358027?mt=8
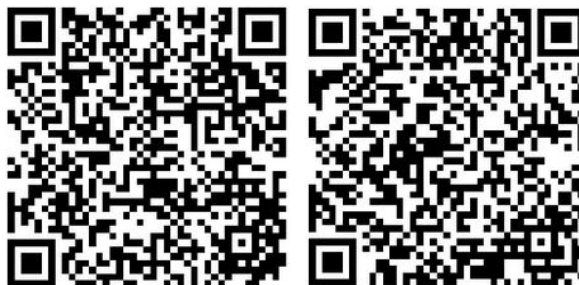
Figure 3-2 Android Pad Download   iPad Download

    Instruction

iOS user can directly search"FreeIP"in App Store to download and install.

■ **FreeIP Account Register**

After installation, runs app in phone or pad, click"User register"and access to register page, enter email, password, confirm password and verification code, as shown in Figure 3-3:
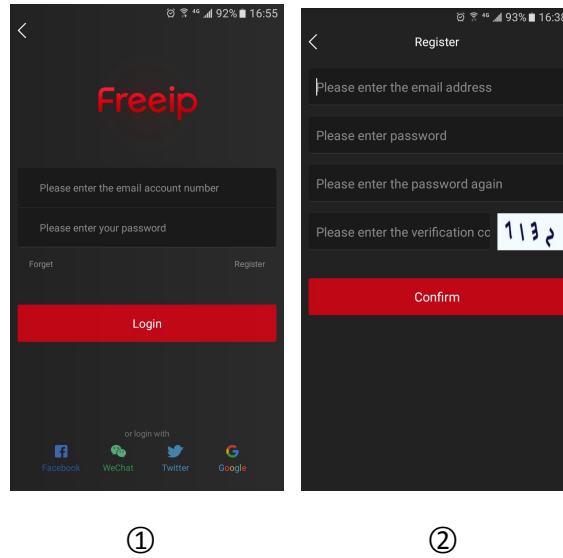

①   ②

Figure 3-3

   Instruction

● FREEIP and FreeIP Pro Account that already registered can log in directly.
● Password Recovery

When you forgot password, you can reset it. Steps as follows:

Step 1: Open App, access to the log in interface, click "Password Forgot" and enter

"Password Recovery" page, as shown in Figure 3-4 ① ② show:

①   ②
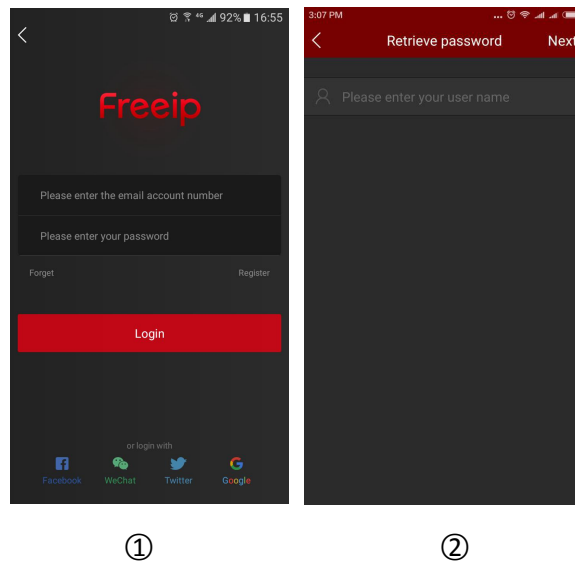
Figure 3-4

Step 2: In the page of password recovery, enter the account you registered, which should be email format, click"next step", then access to password recovery page, as shown in Figure 3-5;
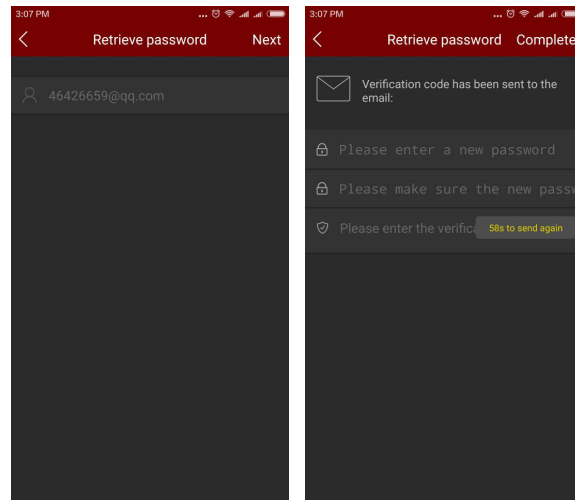
①   ②

Figure 3-5

Step 3: In reset interface, please enter new password、 confirm new password ,log in registered email to receive verification code, enter it in "please enter verification code", click "Finish", then password recovery finished.

Instruction

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

■ **Log in**

After registering an account or using an existing account, you can log in to the APP as follows：
Step：Open the App, enter the login interface, enter the account and password, click "Login", as shown in Figure 3-6；
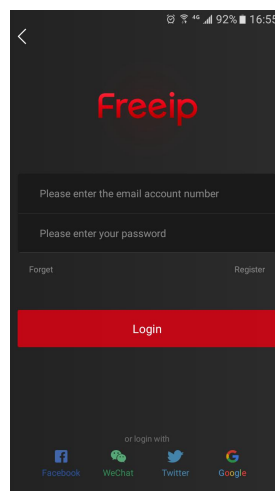
Figure 3-6

Instruction

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

3.2 Menu Introduction

FreeIP App's menu shows current app version and consist of live preview, playback, device, direct, image, 360°VR Panoramic, SN login, demo and user info. Phone App sliding menu as shown in Figure 3-7 ①, pad app just like Figure 3-7 ②:
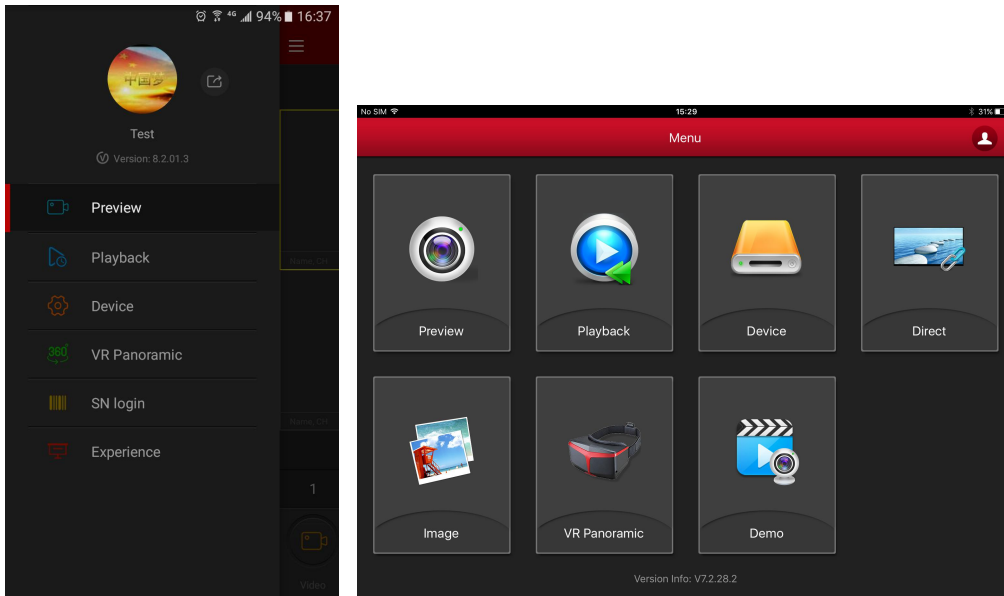
　　　　　　　　　①　　　　　　　　　　　　　　　　　②

Figure 3-7

Instruction

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

3.3 Live Preview

Steps of live preview as follows:

Step 1: Select "Preview" on sliding menu or main menu and access to interface of live preview, as shown in the Figure 3-8 ①;

Step 2: Click "+" in the live preview interface, access to devices list and choose the devices you want to preview, click "Preview" just like　Figure 3-8 ② shows;

Step 3: Play live video of the devices you selected on live preview interface；Multi-channel preview mode can be changed by 1/4/9/16 below, as shown in Figures 3-8 ③④⑤；When multi-viewing, double click one certain channel, preview page can change to single channel

preview, like 3-8 ⑥; When phone in horizontal position, will preview this channel live video in

full screen, as shown in Figure 3-8 ⑦;
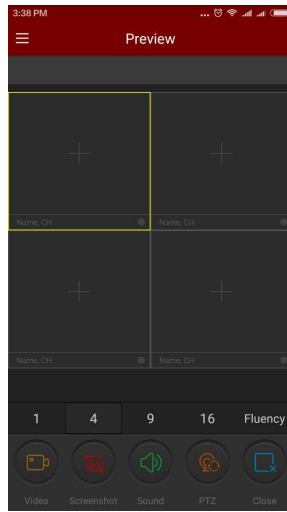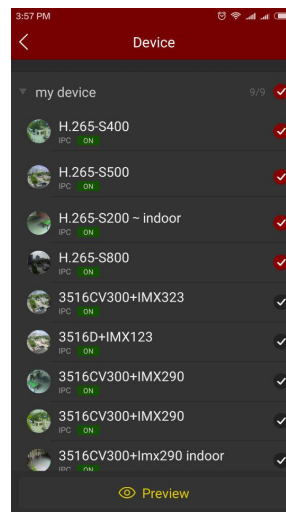
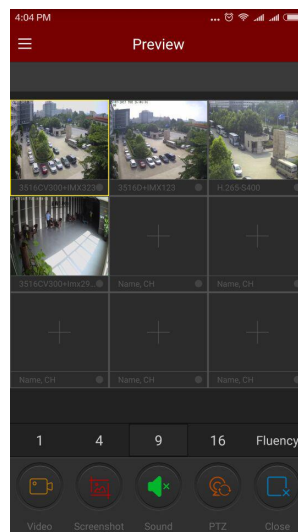①   ②
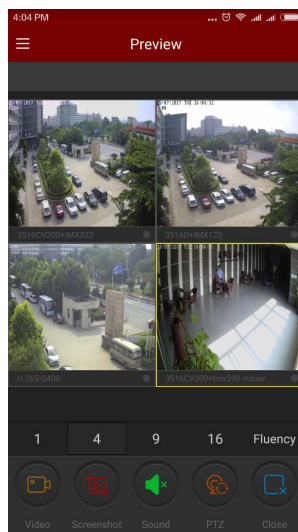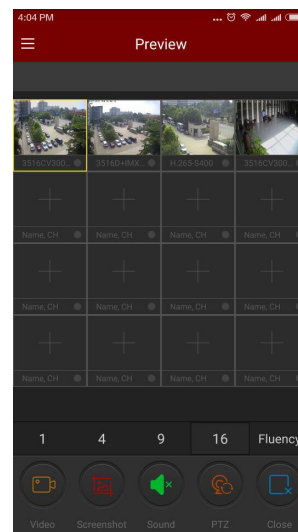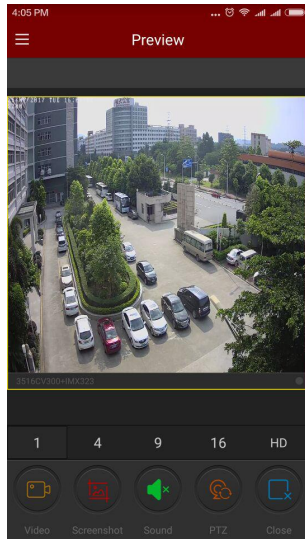

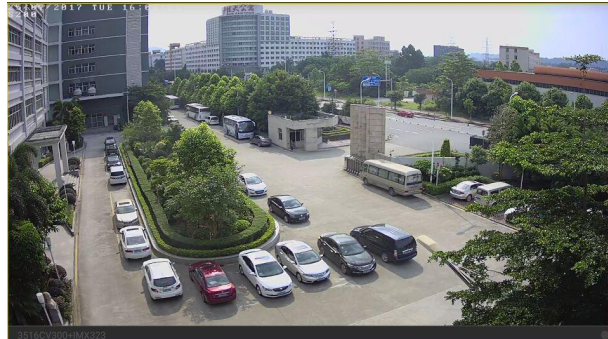③   ④   ⑤

⑥   ⑦

Figure 3-8

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, select a window is playing video, and the window video for the PTZ device, click the button to open the PTZ control panel, you can control the direction of the head, zoom, support gesture operation.
		Close the current channel
		Close all
	/	Shake the phone to search online P2P device in LAN
1/4/9/16		Preview window switch

	/	All reconnection
Fluency / BD / HD	Fluent / BD / HD	Definition (stream) switch
		Click into the help interface (Pending)

Table 3-1

Instruction

● Enter the device list from real-time preview interface; this device list does not contain VR equipment.

3.4 History Playback

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

Playback steps as following:

Step 1: Select "Playback" In the slide menu bar /main menu, enter the playback interface, as shown in following Figure 3-9 ① :

Step 2: Click play window "+" in the history playback interface, enter device list, select the channel which need playback, click "Playback" , as shown in following Figure 3-9 ②

Step 3: In the playback interface, select the bottom of the screen 1/4 switch to multi-screen playback mode, as shown in following Figure 3-9 ③ ④

Step 4: When multi-screen playback video, double-click a channel, screen switch to single-channel playback, as shown in Figure 3-9 ⑤ ; When the phone opens the horizontal screen, will be full-screen preview this channel history video, as shown in Figure 3-9 ⑥ .

Step 5: 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.
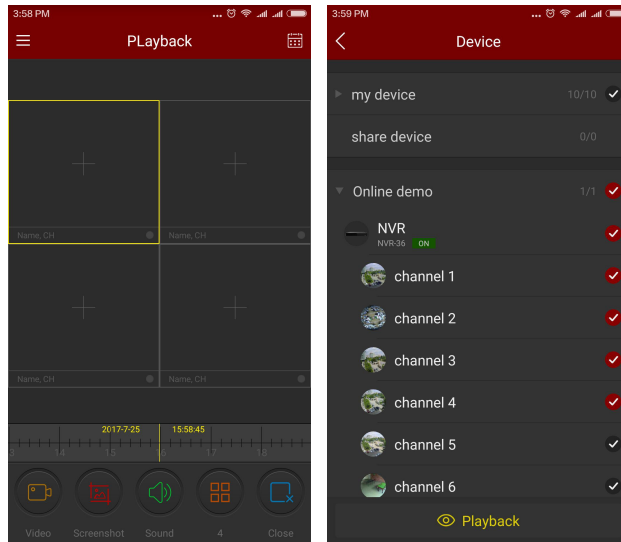
①   ②
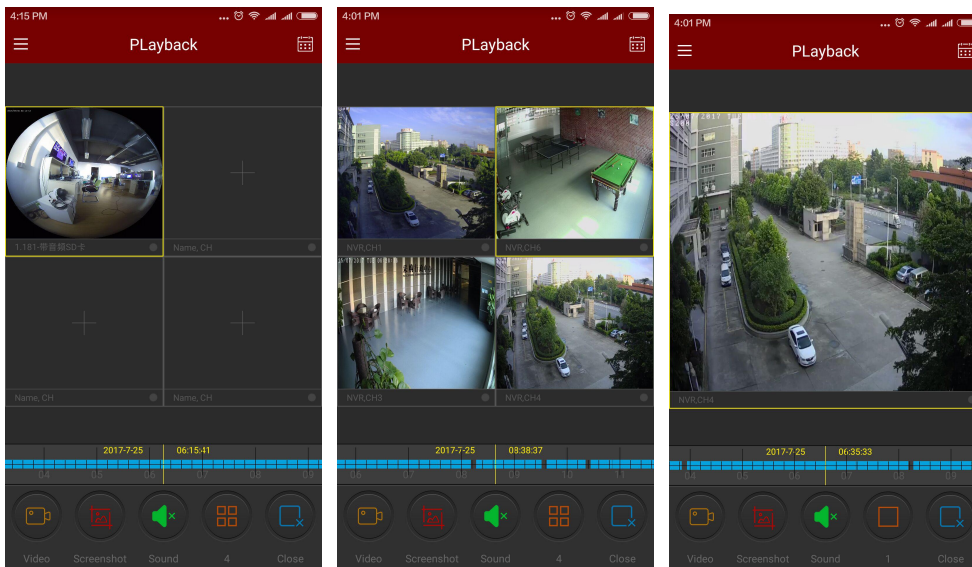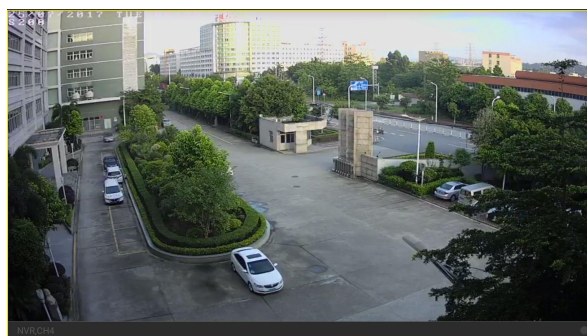
③   ④   ⑤

⑥

Figure 3-9

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
		Sound on/off
		Close current channel
		Close all
		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.
		Calendar, select the playback date

Table 3-2

3.5 Device management

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

■ **Add device**

Add device steps as following:

Step 1: Connect the device with internet, turn on P2P and make sure it is online.

Step 2: Configure the mobile phone network, connected to the WIFI.

Step 3: Select "Device" from the sliding menu or main menu to enter the device management

interface, as shown in Figure 3-10 ①:

Step 4: On the bottom of interface click "⊕ Add device", choose "The serial number to

add", align the QR code of the device body or the P2P interface to scanning, as shown in Figure

3-10 ② ③, device web P2P interface as shown in Figure 3-11:
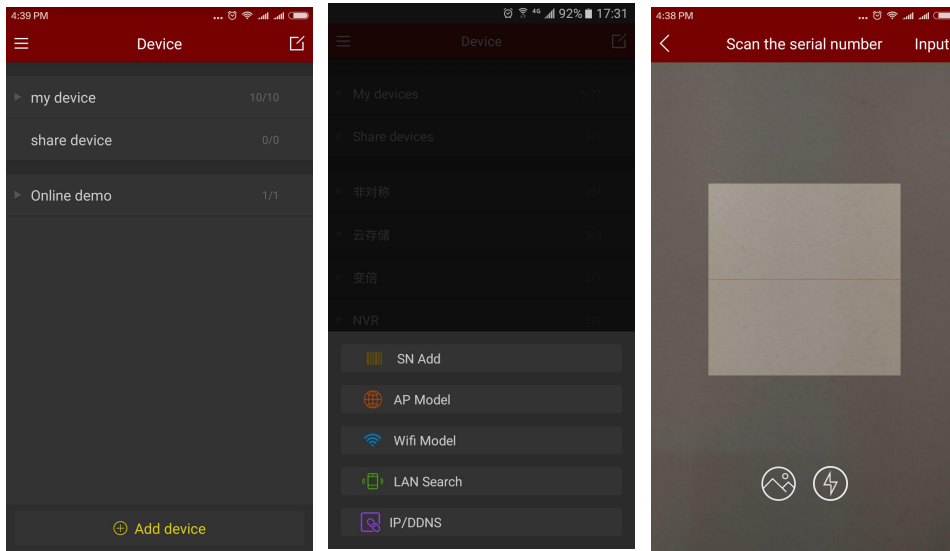
①   ②   ③

Figure 3-10

Figure 3-11

Step 5: After the phone recognizing the QR code automatically, APP will automatically identify whether the device with a verification code,if so,enter the user name、 password and Verification code of the device(Late shipment of the product standard label with a verification code), otherwise enter the user name of the added device , Password can be,click "submit", follow prompt steps to enter the device name, select the camera group, click "send", prompt "add success" means add the device successfully, as shown in below Figure 3-12 :
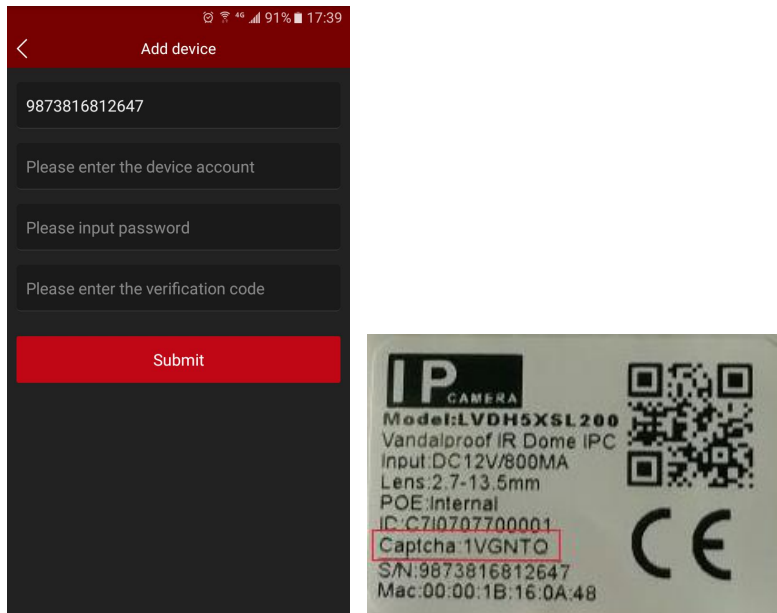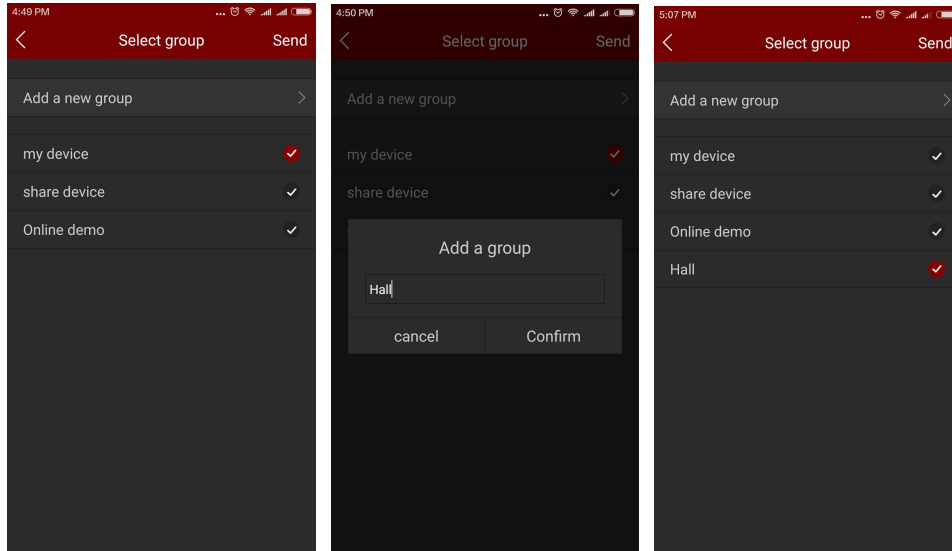
①
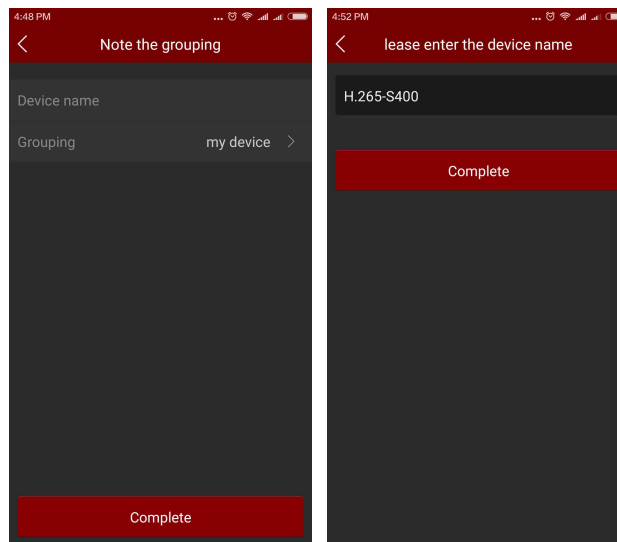
②   ③

④   ⑤   ⑥

Figure 3-12

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, the user name and password must be consistent with the actual, otherwise the device will be added to fail.
- When the device is not properly grouped, you can add a new group when selecting a group, as shown in picture 3-12 ⑤ ⑥ .

- There are 5 ways to add the device: add the serial number, AP mode distribution network , WI-FI one key configuration,LAN Search and IP/DDNS.
- AP distribution mode and WI-FI one key configuration for adding 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).

■ **Edit and delete devices**

You can edit the device name, switch packets, share devices, and delete devices in device Details Interface.

Step 1: Select "Device" in the sliding menu or the main menu to enter the device management interface. The list of devices is shown as Figure 3-13 ①;

Step 2: Open the packet as shown in Figure 3-13 ② . Select the device to be modified and enter

the Device Details interface. This interface displays the information include current device serial

number, device name, number of device shares, motion detection alarm status (need device to

support motion detection alarm), cloud recording (need device to support H.264 + or H.265 +),

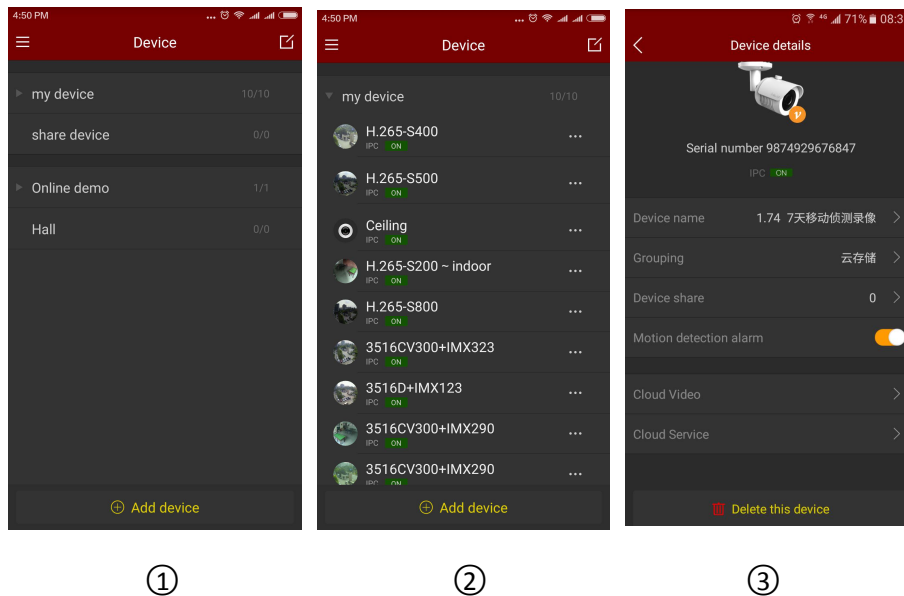and cloud Service (equipment required to support H.264 + or H.265 +),etc. as shown in Figure

3-13 ③ ;

| ① | ② | ③ |

Figure 3-13

➢ **Modify the device name:**

In the device details interface, click the device name, enter the "Modify Device Name" interface,

modify the device name and click "Finish", as shown in Figure 3-14①.

➢ **Modify device grouping:**

In the device details interface, click Grouping, enter the Select group interface, select the group,

click "Send" to complete modifying group; you can also add a new group at this interface, divide

the device into the new group, as shown in Figure 3-14②. The methods of adding group please

check Adding Group content.

➢ **Delete Device:**

In the device details interface, click "Delete this device", pop-up prompt box to delete, click "OK"

to complete the deletion, as shown in Figure 3-14 ③ .
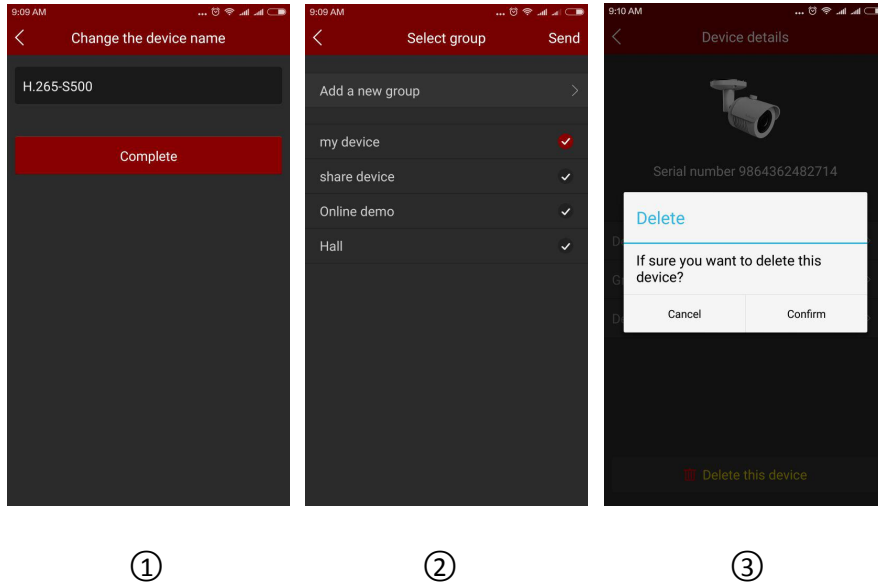
①   ②   ③

Figure 3-14

➢ **Share Device:**

In the device details interface, click the Device share, enter the Device use member interface, let other people in accordance with the steps to add the device to scan the QR code, input the device name, click Finish, the device was successfully added to the device list, as shown in Figure

3 -15 ① ;

➢ **Delete & Share device:**

When the device is successfully shared with others, refresh the interface and re-enter the sharing interface of this device. This interface displays the account number of the shared device. You can

delete the account through the interface " " button, as shown in Figure 3-15 ② ③ .

①   ②   ③
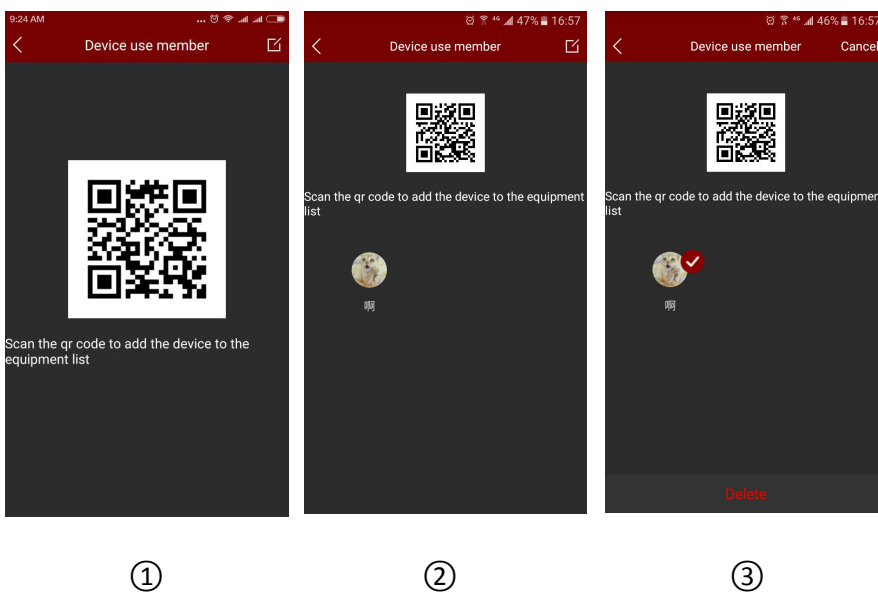
Figure 3-15

> **Set motion detection alarm：**

In the device details interface, if the device supports motion detection alarm, the motion detection alarm status switch will appear, which can turn on or off the motion detection alarm of the device，as shown in Figure 3-16；

图 3-16

> **Cloud recording：**

On the device details interface, if the device supports and has purchased the cloud storage service, you can click to enter the cloud recording to view the device's cloud storage video，as shown in Figure 3-17；
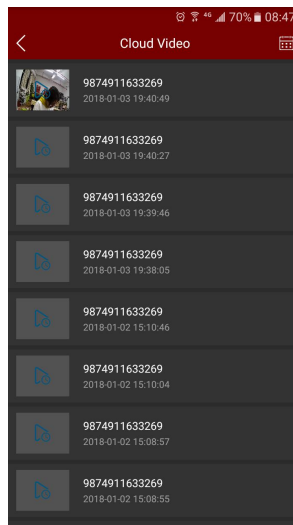

图 3-17

> **Cloud Service：**

In the device details interface, 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，as shown in Figure 3-18；
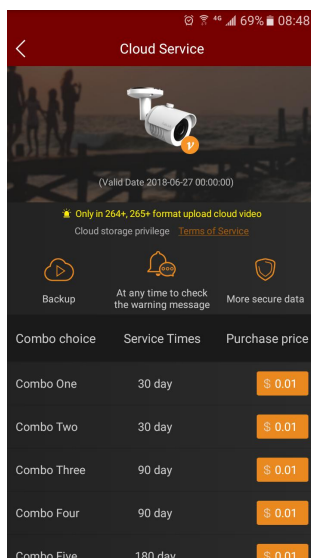
图 3-18

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.

■ **Group management**

Group setting support for adding groups, editing groups, and deleting groups

➢ **Adding group**

In the Adding Device select the grouping interface, click Add Group. The "Add a new group" prompt box will pop up, input the group name, click "Confirm" to save and return to the group list, as shown in Figure 3-19 ① ② .

①   ②
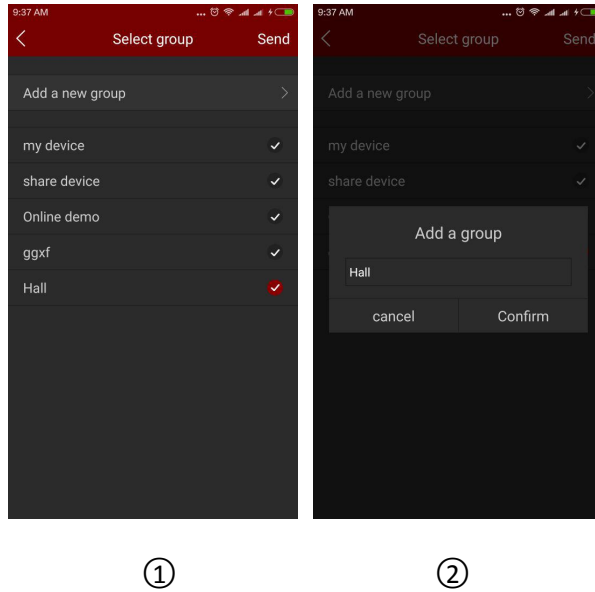
Figure 3-19

➢ **Editing group name**

In the Device interface, click the " ⬚ " button, the " 🗑 " and " ✏ " icon appears each

group name behind, click the " ✏ " icon, pop-up modify the group name, input the new

group name, click "Confirm" to save, as shown in Picture 3-20 ① ② .

➢ **Delete group**

In the Device interface, click the " ⬚ " button, the " 🗑 " and " ✏ " icon appears

each group name behind, click the " 🗑 " icon, a confirmation prompt box pops up, click

"Confirm" to complete the deletion group, as shown in picture 3-20 ③ .
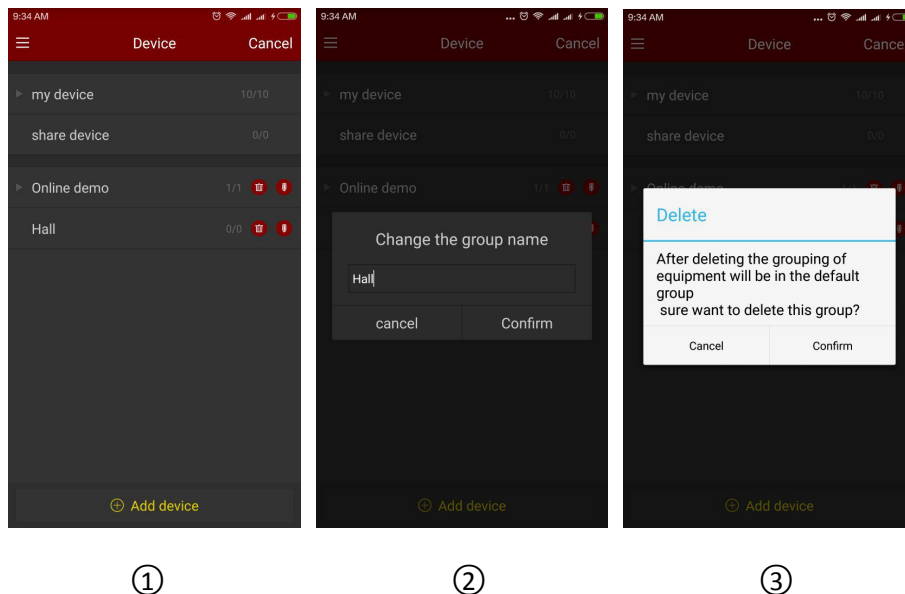
①   ②   ③

Figure 3-20

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.

3.6 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.

■ **Direct play interface**

Direct connection supports 1 / 4 / 9 / 16 channels real-time streaming playing, the default mode

is 4 channels playing, as shown in Picture 3-21 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 3-21 ② ;
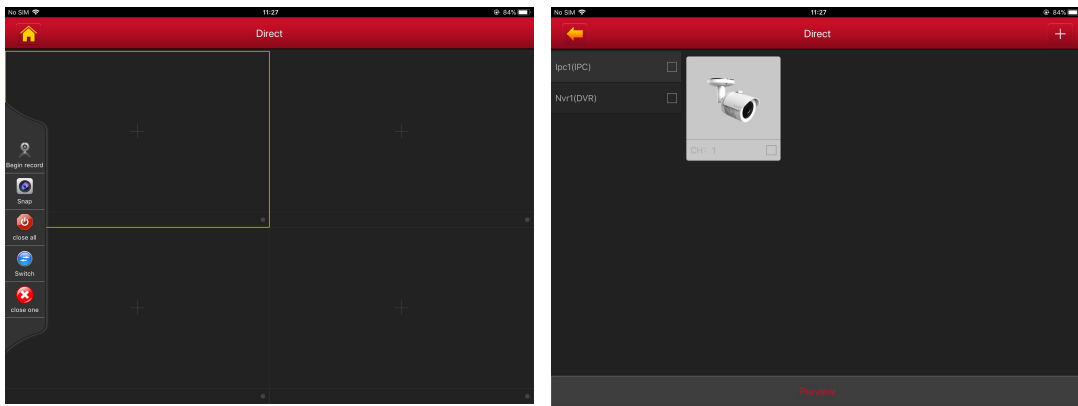
①   ②

Figure 3-21

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

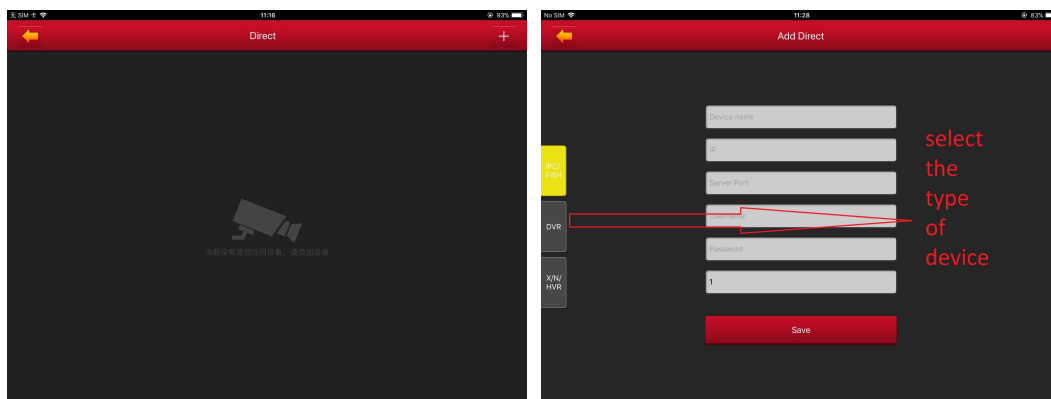| Pad/iPad	Description
	Start / stop recording
	Screenshot
	Close all

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

Table 3-3

■ Add direct devices

Specific steps are as following:

In the direct preview interface, click devices of play window "+" → click "+" button at the upper

right corner of the interface , as shown in Figure 3-22 ① ;
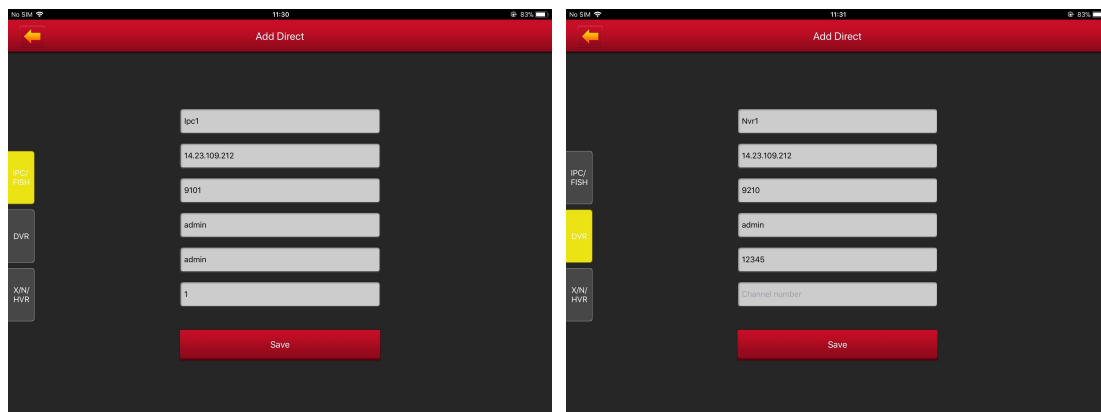

①   ②

Figure 3-22

Enter the adding device direct connection interface and select the type of device you want to add,

as shown in above Figure 3-22 ② , choose IPC/Fish、DVR、X/N/HVR, input the device name, IP,

address, port, user name, password and channel quantities, click "Save" to complete adding

device, as shown in Figure 3-23 ① ② :

①   ②

Figure 3-23

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.
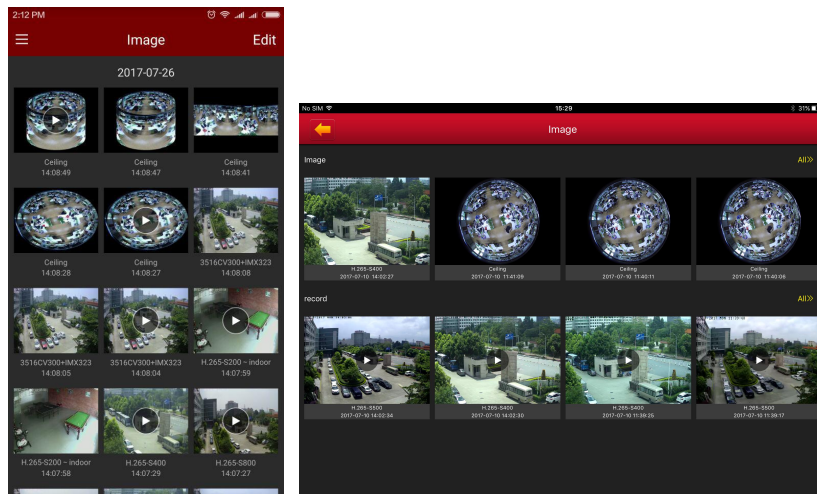
3.7 Image

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

➢ **Local Screenshots and Videos Viewing**

Step 1: Select "Image" in the slide menu bar or main menu, and enter the image interface, as

shown in Figure 3-24 ① ②:

①   ②

Figure 3-24

Step 2: Select the picture or video you want to preview and view it separately.

The interface only displays the picture when selecting a picture, click it again, and return to the Image Interface; You can slide the picture through the left and right, and merge the electronic magnification picture by the thumb and forefinger separately, also Delete and Save the picture to

the app client album, as shown in Figure 3-25 ①:

When you select a video, the interface starts playing video automatically, "Pausing/Playing", "Lock Screen", "Scan Forward or Back" "Drag Progress Bar", and "Return" to stop playing, as shown in Figure 3-25 ②:
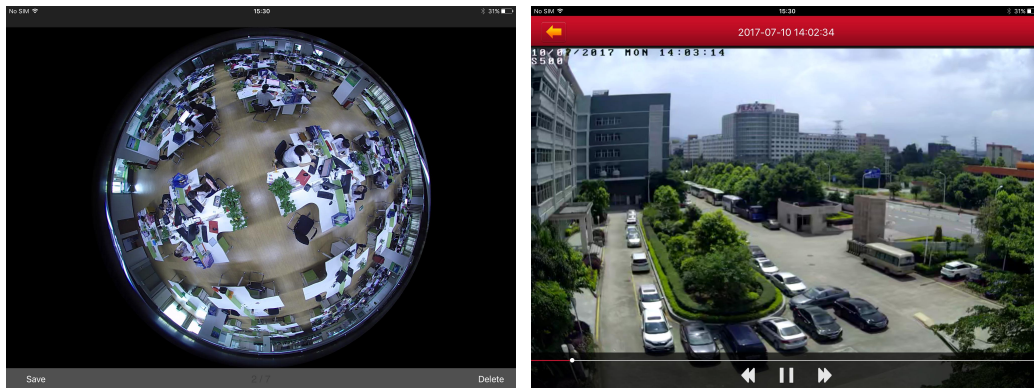
①   ②

Figure 3-25

➢ **Delete Local image & videos**

Delete Image in all contents: Clicking the "Edit" button on the upper right corner in the Image Interface, the interface pop-up "Select All" and "Delete", click "Select all" → Delete, clear all content of the Image. Edit Image Management as shown in Figure 3-26.

Delete selected picture or video: Clicking the "Edit" button on the upper right corner in the Image Management Interface, select the picture or video you want to delete, click "Delete", then selected pictures or videos will be deleted.
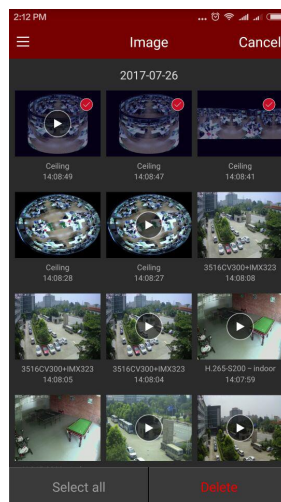
Figure 3-26

3.8 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.
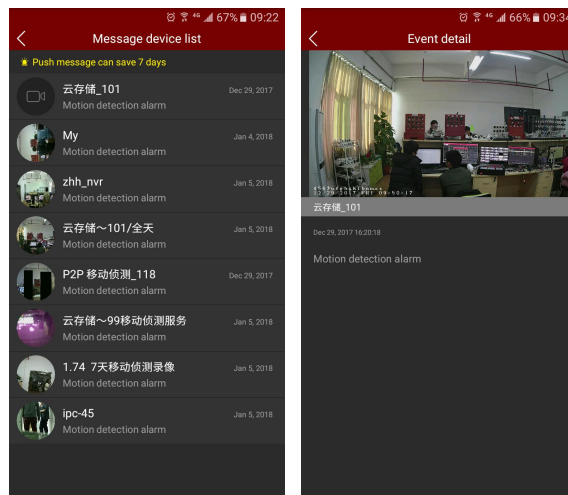
➢ **Check the event message**

Step 1： Click the account icon in the sliding menu bar to enter more interfaces, select "Event Message" and enter the event message interface，as shown in Figure 3-27；

Figure 3-27

Step 2：Click the device that needs to view the event message, view the event message pushed by the device within 7 days, click a specific event message to view the event details.as shown in
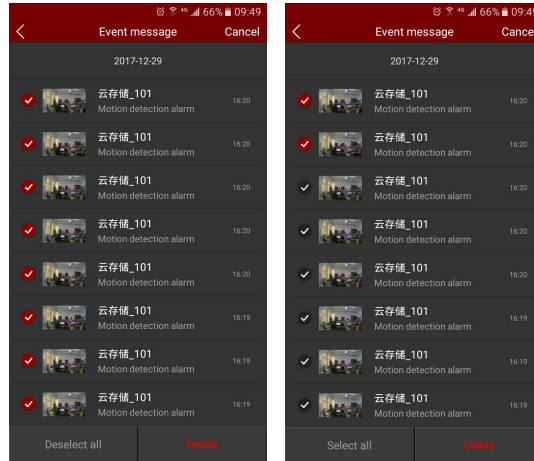
Figure 3-28 ① ② .

①   ②

Figure 3-28

➢ **Delete the event message**

Delete the entire contents of the image management：Click the "Edit" button in the upper right corner, "Select All" and "Delete" are displayed at the bottom of the interface, and click "Select All" → Delete to clear all the event messages in the device event message.as shown in Figure

3-29 ①；

Delete the selected event message：Enter the event information interface of the specific device, click the "Edit" button in the upper right corner, select the event message to delete, click "Delete", the selected event message is deleted,as shown in Figure 3-29 ①.

①   ②

Figure 3-29

Instruction
- Push messages are only saved for 7 days.
- The new alarm message will be reminded in the top status bar.
- To receive the event message, "event message" must be set to "on" state, "off event" message will not be received when the event message is off, and restart APP will be reopened by default.

3.9 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

Step 1：Click the account icon in the sliding menu bar to enter more interface, select "Cloud Device", enter the cloud device interface, all the devices that buy cloud storage server will be displayed in the list，as shown in Figure 3-30；

Figure 3-30

Step 2：Click on the need to view the cloud video recording device, enter the cloud recording list of the device, click on a specific cloud video to play the cloud video recording video.as shown in

Figure 3-31 ① ② .

①   ②
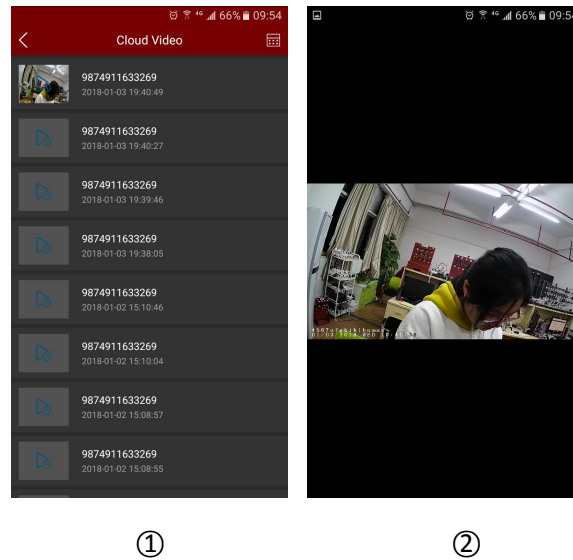
Figure 3-31

➢ **Renew the cloud service**

On the cloud device list interface, click "Renew" to enter the cloud service interface, you can purchase the cloud service package and renew the cloud service，as shown in Figure 3-32；

①   ②
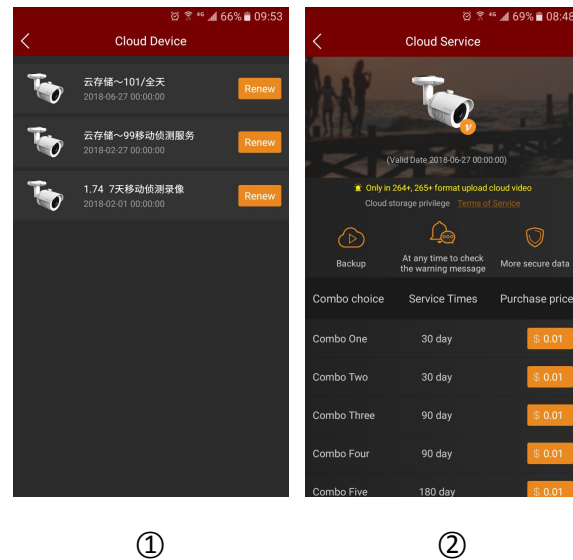
Figure 3-32

Instruction

● Only supports the cloud video upload in H.264 + or H.265 + format, that is, the device must be supported and the encoding format is H.264 + or H.265 +.

3.10 Setting

Settings for viewing version information, detecting newer versions, making comments, and also setting event message status, daylight savings time, providing a common set of basic settings.

➢ **Set event message status**

Click on the account icon in the sliding menu bar to enter more interfaces, select "Setting", enter the setting interface, click the Settings button in the event message column to open and close the event message, the App does not receive, remind the alarm event message,and restart APP will be reopened by default；

➢ **Set Daylight time**

In the setting interface, click "Daylight time(Min)", enter the daylight time setting interface, set the daylight time and save.as shown in Figure 3-33：
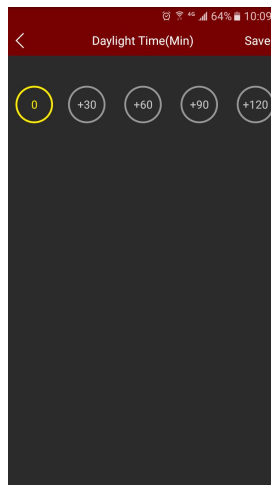
Figure 3-33

➢ **Feedback**

In the setting interface, click "Give Feedback", enter the feedback settings interface, fill in the opinion information, upload pictures, email and phone number information, and submit.as shown in Figure 3-34：
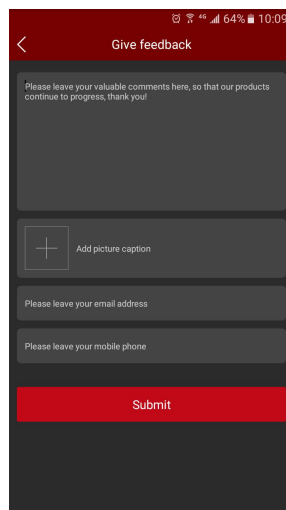
Figure 3-34

➢ **Version**

In the setting interface, click "Version", enter the version view interface, you can view the current version information, you can also click the "Check version", automatically detect the version, if there is a new version, suggesting whether to download the update.as shown in Figure 3-35；
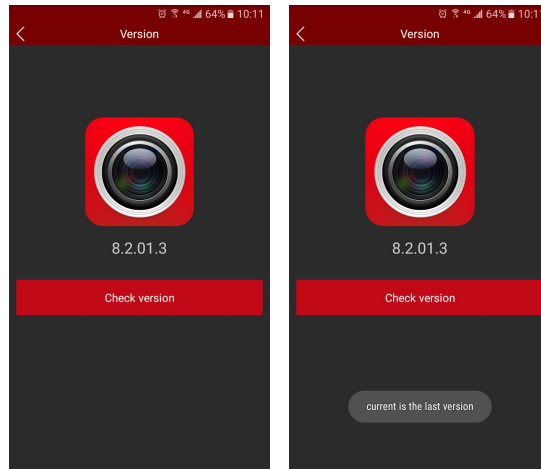
①   ②

Figure 3-35

3.11 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. The step of Real-Time preview of the 360° VR Panoramic as following:

Step 1: Select "VR Panoramic" in the slide menu bar or main menu, and enter interface the

360° VR panoramic interface, as shown in Figure 3-36 ①：

Step 2: Clicking the Play Window "+" in the Real-Time Preview interface, enter the device list, select the device to preview, click "Preview" as shown in Figure 3-36 ② ③：
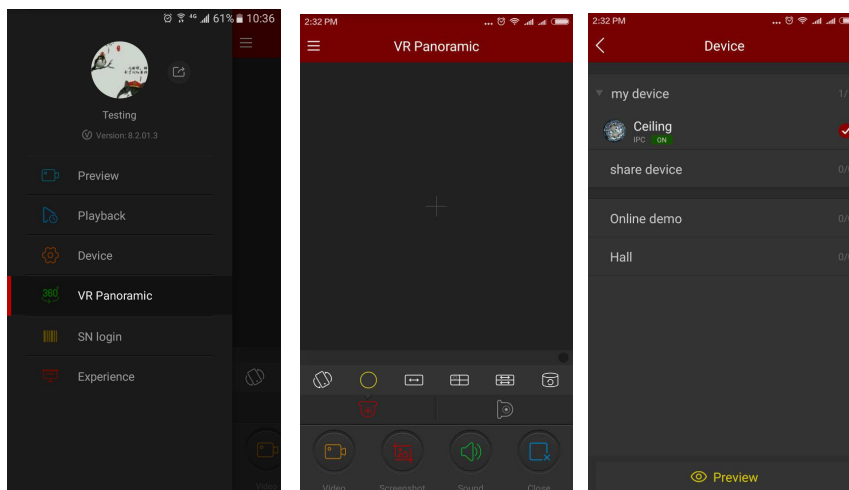
　　　　　　　　①　　　　　　　　　②　　　　　　　　　③

Figure 3-36

Step 3: 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 3-37①②③④⑤⑥; When choosing wall-mounted, you can switch fish eye wall-hanging mode and Corrective mode preview real-time video, as shown in Figure 3-37 ⑦ ⑧;

　　　　　　　　①　　　　　　　　　②　　　　　　　　　③

　　　　　　　　④　　　　　　　　　⑤　　　　　　　　　⑥

⑦   ⑧
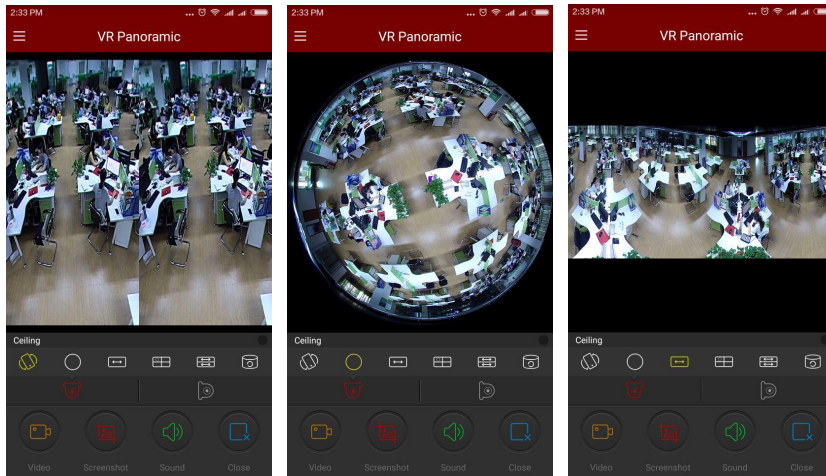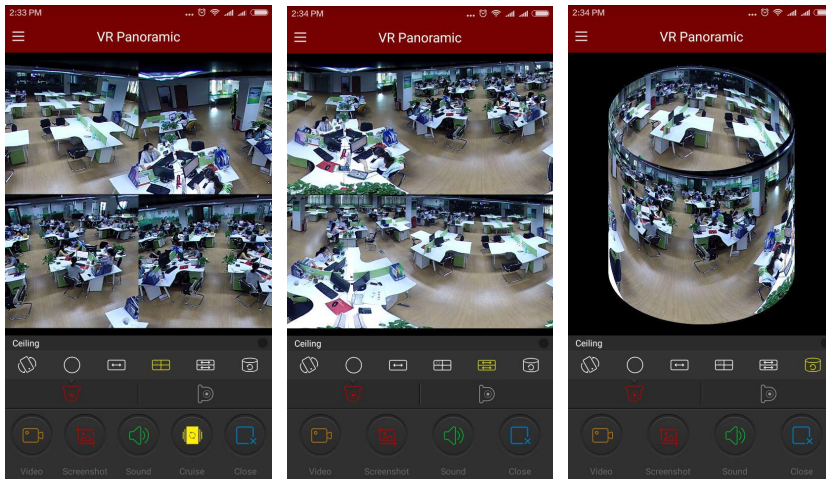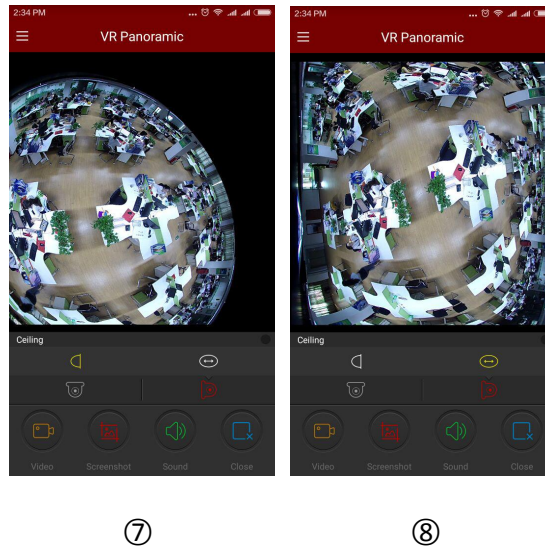
Figure 3-37

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
		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
		Cylinder Mode

Table 3-4

Instruction

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

3.12 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 steps are as follows:

Step 1: Select "SN Login" in the sliding menu bar or main menu, enter the login interface, as shown in Figure 3-38 ①.

Step 2: Input serial number, account and password of device on the log-in interface and click Login as shown in Figure 3-38 ②.

Step 3: Login succeeded, enter preview interface of logging in with serial number, the interface automatically plays the device real-time video, as shown in Figure 3-38 ③.
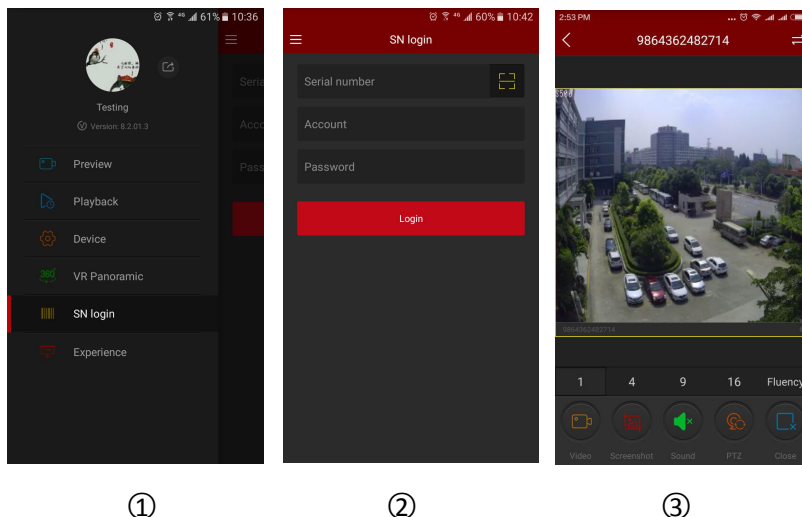
①   ②   ③

Figure3-38

Step 4: When there are recordings inside devices, click " " onto video playback interface,

App will search the current recording, as shown in Figure 3-39①; can select other date by click

calendar as shown in Figure 3-39 ②; if video get disconnected, can click the "+" to enter the

devices list to select channels for playback, as shown in Figure 3-39 ③.

①   ②   ③
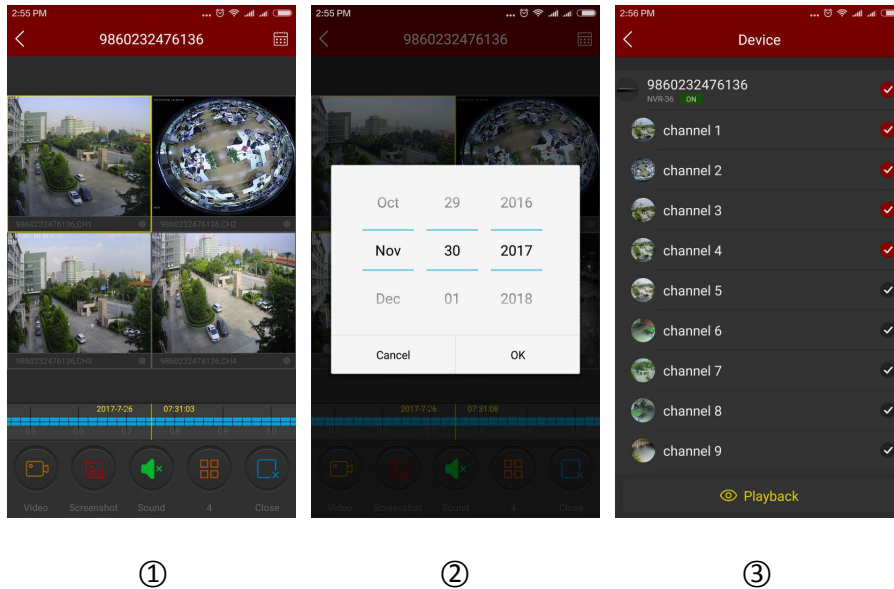
Figure3-39

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

Mobile Phone	Pad/iPad	Description
icons		Start/Stopping recording
		Screenshot
icons	icons	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
	/	Reconnecting all the channels
Fluency / BD / HD	Fluent / 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, default time is 0.
		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.

● SN login device is a single channel, login after the default single-screen preview of real-time video; serial number registered device is 4 or more channels, login after the default playback device ch1-ch4 4 screen preview real-time video, you can turn off the video, + "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.

3.13 Experience

Experience interface is used to show the video of our company representative devices, steps to view those Demo videos are as followed:

Step 1: Select "Experience" on main menu or menu sliding bar to enter Experience interface, as

shown in Figure3-40①:

Step 2: Select the devices you want to preview on the Experience interface, then the devices start

playing, refer to figure 3-40②;
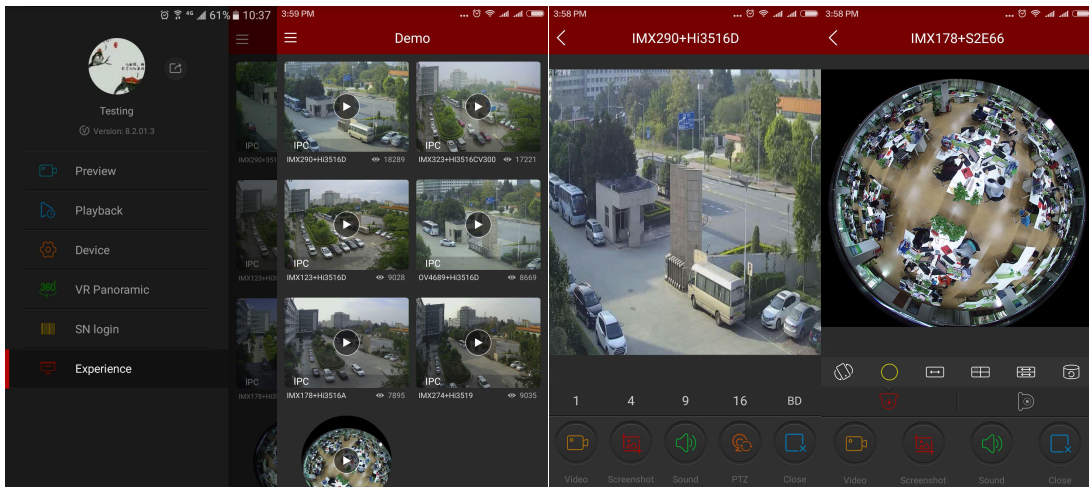
Step 3: When videos play, video preview of general cameras will be as shown in Figure3-40 ③ ,

and fisheye cameras will be as shown in Figure 3-40 ④ ;

①   ②   ③   ④

Figure 3-40

Instruction

- All the icons on experience preview interface are the same with those on real-time preview and panoramic VR mode, but the former actually support only streams switching, video shutting down and reconnecting and some other functions are invalid.
- When fisheye demo is playing on experience interface, it's supported that switching play modes like single screen unfolded, double screen unfolded, tube mode etc.
- Available to view the demo without accounts to log in.

3.14 User information and accounts logging out

■ **User information**

User information is used to check the nickname, real name, email, password modification of accounts, there in nickname, real name, password modification are editable.

➢ **Edit nickname**

Step 1: Select "Avatar" on main menu or sliding menu bar to enter interface of personal

information, as shown in Figure 3-41 ①

Step 2: Select "Nickname" on interface of personal information to change nickname, click edit
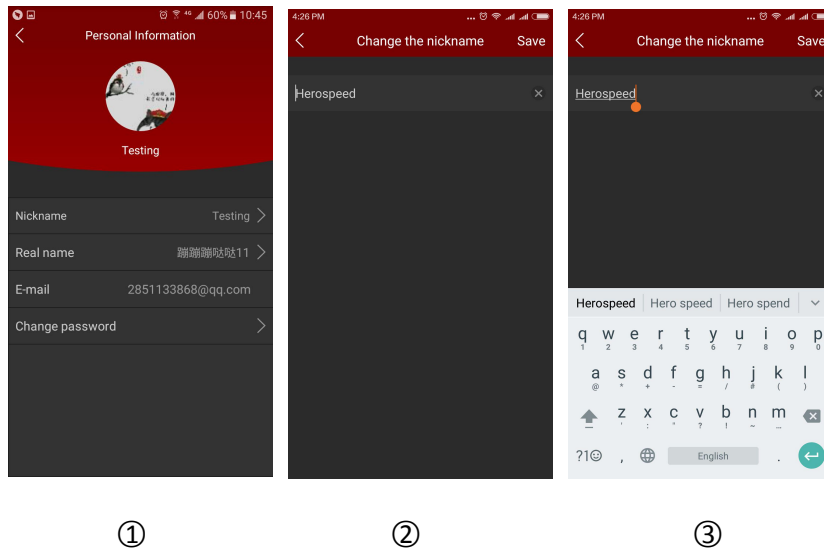
frame to edit and save, as shown in Figure 3-41 ② ③ ;

①   ②   ③

Figure 3-41

➢ **Edit real name**

Step1: Select "Avatar" on main menu or sliding menu bar to enter interface of personal information, as shown in Figure 3-42;

Step 2: Select "Real name" on interface of personal information to enter interface to change real name, then click edit frame to input real name and save,figure3-42 ② ③.

①   ②   ③
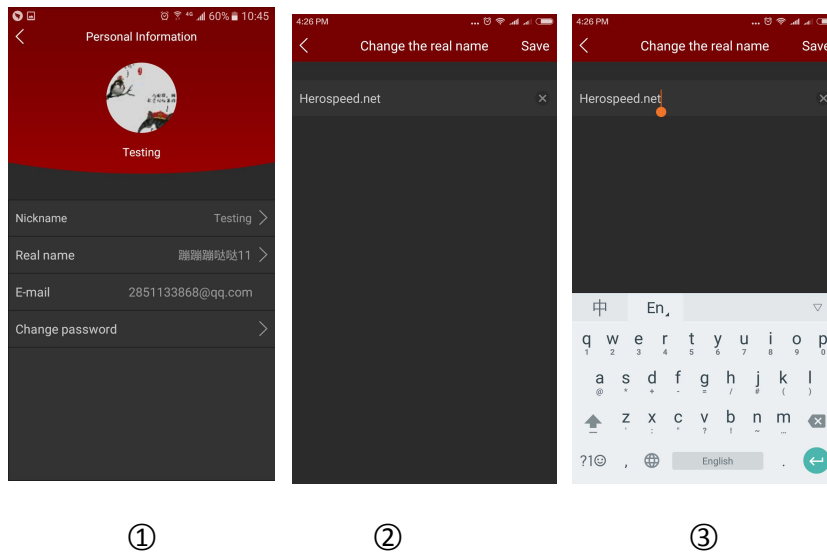
Figure 3-42

➢ **Changing password**

Step1: Select "Avatar" on main menu or sliding menu bar to enter interface of personal information,as shown in Figure 3-43 ① ;

Step2: Select the "Change password" to enter the Change password interface, input old and new password , new and confirm the latter, click "Save"then finish changing. as shown in Figure 3-43 ② ③ ;

①   ②   ③
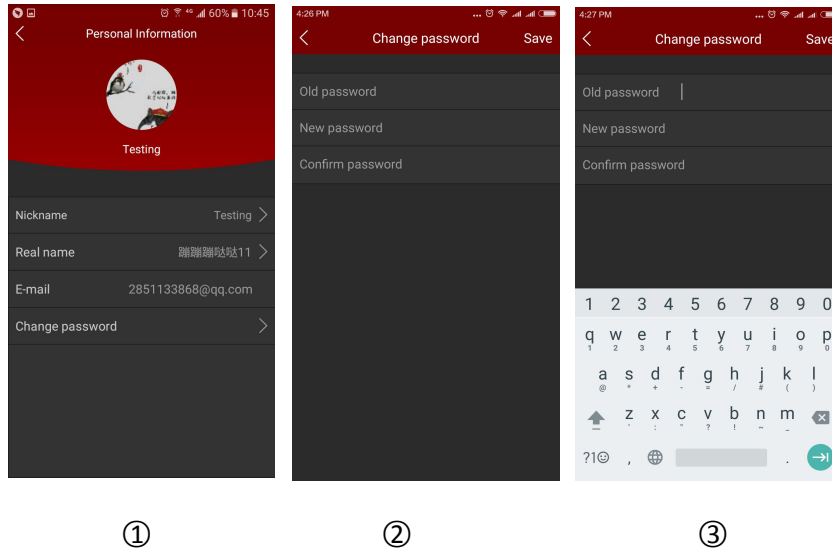
Figure 3-43

Instruction

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

■ **Log out**

Select "" on main menu or sliding menu bar and click the popping up "Confirm" to log

out, as shown in Figure 3-44①;
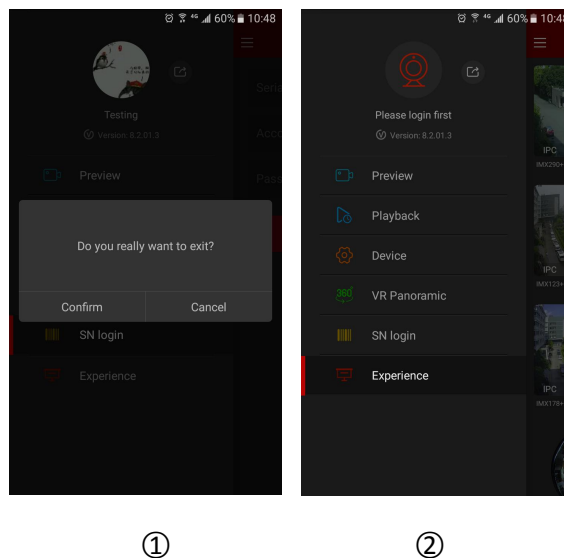

①   ②

Figure 3-44

After logging out, user can still enter App, as shown in Figure3-44 ② .

Chapter 4 FAQ

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

1. Please double check the username and password.

2. Had forgotten password, then click"Forget"on log-in interface and retrieve the password according to tips or reset new password.

Q2: Connection failed/Login timeout

1. Check if the APP version is up-to-date.

2.Please confirm if device connect internet correctly, see if network broke.

3. Try to change another port of device, see if port of operator is shielded or occupied by other devices on LAN.

4. Select other network type or operator to see if network is problematic on cellphone or pad.

Q3: When adding device prompt "device has been bound"

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 is deleted, the new account can be added.

Q4: Playback does not work

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

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.

Q5: Preview stuck

1. Select stream types of device to change HD into BD or Fluent.

2. It's probably that bandwidth of device is not large enough, which requires better and faster network.

3. Performance of phone interface limited, try to preview only one channel 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 or 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.