TVRMobile 3.2 User Manual

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THE EQUIPMENT SHOULD ONLY BE OPERATED WITH AN APPROVED POWER ADAPTER WITH INSULATED LIVE PINS.

DO NOT CONNECT TO A RECEPTACLE CONTROLLED BY A SWITCH.

THIS UNIT INCLUDES AN ALARM VERIFICATION FEATURE THAT WILL RESULT IN A DELAY OF THE SYSTEM ALARM SIGNAL FROM THE INDICATED CIRCUITS. THE TOTAL DELAY (CONTROL UNIT PLUS SMOKE DETECTORS) SHALL NOT EXCEED 60 SECONDS. NO OTHER SMOKE DETECTOR SHALL BE CONNECTED TO THESE CIRCUITS UNLESS APPROVED BY THE LOCAL AUTHORITY HAVING JURISDICTION.

WARNING! The equipment should only be operated with an approved power adapter with insulated live pins.

Caution: Risk of explosion if the battery is replaced by an incorrect type. Dispose of batteries according to the instructions. Contact your supplier for replacement batteries.

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Intended use

Use this product only for the purpose it was designed for; refer to the data sheet and user documentation. For the latest product information, contact your local supplier or visit us online at firesecurityproducts.com.

The system should be checked by a qualified technician at least every 3 years and the backup battery replaced as required.

Advisory messages

Advisory messages alert you to conditions or practices that can cause unwanted results. The advisory messages used in this document are shown and described below.

WARNING: Warning messages advise you of hazards that could result in injury or loss of life. They tell you which actions to take or to avoid in order to prevent the injury or loss of life.

Caution: Caution messages advise you of possible equipment damage. They tell you which actions to take or to avoid in order to prevent the damage.

Note: Note messages advise you of the possible loss of time or effort. They describe how to avoid the loss. Notes are also used to point out important information that you should read.

Introduction

Overview

The TVRMobile mobile client software for Android OS 9.0 or later or iOS 14 or later allows mobile devices to remotely monitor live video from embedded DVRs, NVRs, network cameras, network speed domes, and encoders via a wireless network. It also has the capability to play back video files, locally store and manage snapshots avernd videos, manage alarm notifications and information, control alarm output, and execute PTZ controls.

After TVRMobile is installed on your mobile device, you can easily log on to the front-end device via Wi-Fi, 3G, 4G, or LTE. If no public IP is available, you can use a dynamic name or forward ports to the public IP router.

Application version

This manual applies to TVRMobile version 3.2.4(iOS) and 3.2.2(Android).

System requirements

Table 1: TVRMobile system requirements

Software	Android Phone: Android OS V9.0 or later
	iPhone: iOS 14 or later
Maximum number of devices that can be added	100
Network stream	Main stream and substream

Software setup

The phone must be connected to the internet before installing the TVRMobile application.

Installing the TVRMobile app

1. With your mobile device connected to Wi-Fi, download and install the TVRMobile app (appears as UltraSync Home after download).

     or

2. On your phone's home screen, tap to open the app.

Log in

Create a user

1. Tap 📷 on the home screen to open the TVRMobile application.

2. Enter your user name.

3. Enter your password and confirm it. Tap **Register**. The live view screen opens.

Log in

1. Tap 📷 on the home screen to open the TVRMobile application.

2. Enter the password (if required). The live view screen opens.

Main menu

The main menu is always easily available.
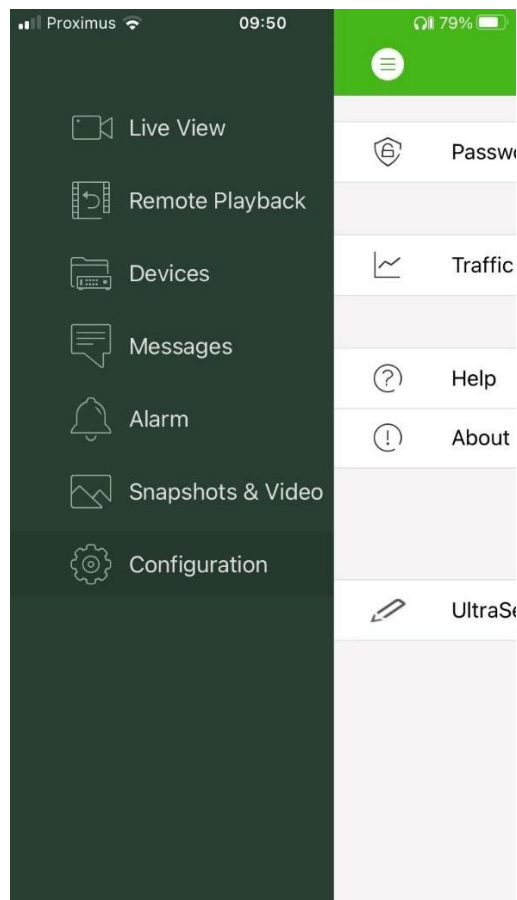
Table 2: Main menu description

Live view: Access live view, control PTZ, manage relay outputs, and enable/disable bi-directional audio.

Remote Playback: Playback recorded video.

Devices: Display the device list, add/delete/modify devices, and view the device information.

Messages Show messages for certain UltraSync functions (for UltraSync connected recorders)

Alarm: Set alarm notifications for the devices, manage alarm information, and inspect alarm-generated video.

Snapshots & Video: View and manage local video files and snapshots.

Configuration: Configure passwords and update software. Access Help.

Device management

The device list is empty by default. You must first add the required devices to the TVRMobile device list before you can access them. After a device has been successfully added, the app obtains the device's camera information.

Note: Up to 100 devices can be added to the application.

Devices that can be connected

This app provides support for following devices:

- TruVision TVR 10, 11,12HD, 15HD, 16, 17, 40, 41, 42, 44, 45HD, 46, 60 digital video recorders
- TruVision TVN 10, 11, 12, 20, 21, 22, 50, 70, 71 network video recorders
- TruVision cameras

Add a device

To add a device manually:

1. Tap **Devices** to enter the Device Management interface.

2. Tap ⊕ and then tap **Manual Add**.

3. Under **Device Name**, type in the name of the device to be linked, such as a TruVision DVR or TruVision IP cameras. The name can have up to 16 alphanumeric characters. Default name is New Device01.

4. Under **Register Mode**, select either ezDDNS, IP/Domain or UltraSync.

   ezDDNS: When the device is registered in the ezDDNS server, you need to type in the registered ezDDNS server address and device domain name. Use the **'Enable secure communications'** option only if your installer instructs you to do this.

   IP/Domain: Manually access the device using a fixed IP address or a domain server. You need to edit the IP address or domain address.

   UltraSync: Add the device that is registered to UltraSync.

   On the recorder, click the QR code icon 🔲 in the toolbar (OSD menu) or on web live view page. The QR code of the SID/SCI code appears in a pop-up window. Scan the QR code by pressing the scan icon 🔲 on the mobile app. Both the SID and SCI fields in the app will be populated with the SID/SCI of the recorder.

5. Enter the user name and password.

   Note: The number of cameras under the device can be obtained after the device is successfully added.

6. Tap 🔲 to confirm the settings. The device is added to the device list.

7. Tap 🔲 to exit and return to the previous page.

For non-UltraSync enabled recorders:

To add a single device or multiple devices by scanning the QR code:

1. In the Device Management interface, tap 🔲 and then tap **Scan QR Code**.

2. Perform the following steps to add a single device by scanning the QR code:

   a. Use your mobile device to scan the QR code of the device to be added by aligning the QR code with the scanning frame.

   b. **Note**: The single device's QR code can be obtained via client software, TVRMobile mobile client software, or the local menu of the device (Information menu). The QR code will contain the information to add the recorder with its LAN address.

   c. Select the identified device(s) and tap **Add**.

3. Perform the following steps to batch import the devices:

   a. Scan the QR code containing multiple device information by aligning the QR Code with the scanning frame.

      — Or —

      Tap and select the QR code from the mobile device's album. The QR code is scanned automatically.

Note: The QR code for multiple devices can be generated using the Generate QR Code method. For details, see "To export information from an added device to a QR code" below.

  b. The scanning result appears. Select the devices to add and tap **Add** to confirm.

To export information from an added device to a QR code so that another mobile device with TVRMobile can read the QR code:

1. In the Device Management interface, tap ⊕ and then tap **Generate QR Code**.

2. Select the devices to export, and then tap **Generate QR Code**.

3. The QR code containing the device information generates. You can save the QR code to your mobile device's album.

4. Scan the generated QR code to add the devices in the batch. For details, see "To add a single device or multiple devices by scanning the QR code" above.

Modify a device

1. In the **Device Management** interface, select the device you want to modify. The Device Information screen appears showing the device parameters.

2. Tap ⊘ to modify the parameters of a device. Type in the new parameter values.

Delete a device

1. In the **Device Management** interface, tap and hold the device you want to delete until the deletion window appears.

2. Tap **Confirm**. The device disappears from the list.

Live view

Once the parameters of the device have been configured in TVRMobile, you can access live video directly, manage the device alarm outputs, as well as control PTZ cameras. See Figure 1 on page 13 for the live view screen.

Up to 16 cameras can be viewed live at the same time. If a selected device has more than 16 cameras, only the first 16 cameras will be displayed.

Tap **Live View** to bring up the live view interface (see Figure 1).

Note: The display format is one video tile by default.

Figure 1: Live view interface
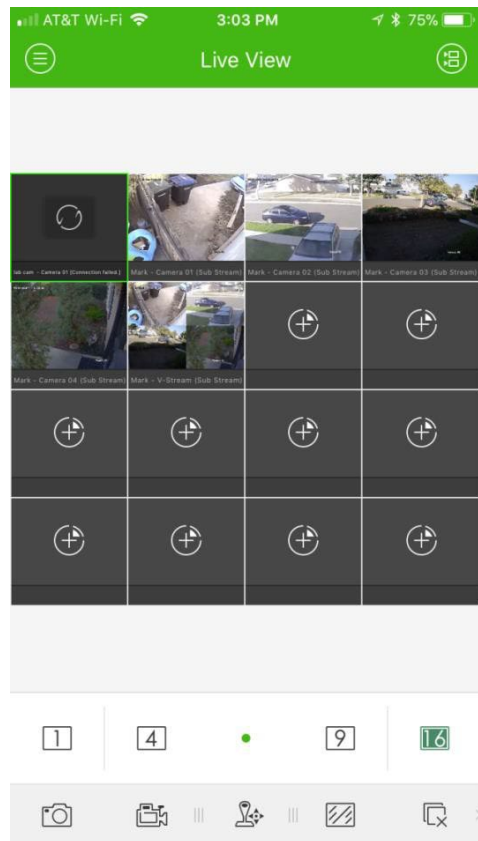
Start live view

1. In the live view interface, tap ⊞ to display the list of devices available.

2. Select the camera(s) or device for live view. Refer to the following description of the icons in the camera list interface.

Icon	Description
▭ / ▭	Device icon
▭	Camera icon
⊘	Select the camera or device for live view
←	Back to Live View interface
☆	Add a commonly used camera(s) to the favorites
☆	Favorites icon
▤ / ▦	List/thumbnail switch

3. Tap **Start Live View** to start live viewing from the selected camera(s). During multi-window division mode, drag and move the window to adjust the window

sequence. Refer to the following description of the icons in the Live View interface.

Icon	Description
	Go to the camera list interface
1 4 9 16	1/4/9/16 window division
	Select a camera for live view
	Capture a snapshot of the selected live view window
	Record the video of the selected live view window
	PTZ control panel
	Live stream configuration panel
	Stop live view
	Audio control
	Bi-directional audio
	Alarm output control panel
	Digital zoom
	360° camera dewarping

Stop live view

There are two methods to stop live view:

Stop all cameras: Tap to stop live view for all cameras.

— Or —

Stop a specific camera: Tap and hold the live view screen of the camera. The icon appears at the top of the screen. Drag the selected camera's screen upward until the icon changes to , and release the camera screen.

Favorite devices and cameras

You can group the most important or frequently used devices and cameras in a Favorites folder so that, for example, they can be easily and quickly accessed in live view. More than one device can be saved in a favorite group.

To configure favorite cameras:

1. In the live view interface, tap to display the list of devices available.

2. Select the required devices. You can either:

   Select a device to select all its cameras.

   — Or —

   Select only specific cameras associated with a device.

3. Tap ☆ to add the selected cameras to the Favorite group.

4. In the pop-up dialog box, type the name of the Favorite group.

5. Tap **Confirm** to save the settings. The favorite group is listed under devices and is identified by a star in its device icon.

To delete a device from the favorite list:

1. In the live view interface, tap 🔳 to display the list of devices available.

2. Press the device to be deleted until the **Delete** pop-up dialog box appears.

3. Tap **Confirm** to delete.

Full-screen live view

When using live view in multiview format, you can easily watch a specific camera image in full-screen view by double- tapping on the desired image. Double-tap again to return to the multiview format.

PTZ control

In live view, select the camera for PTZ control and tap 🕹️. The PTZ control panel appears (see Table 3 below for a description of the icons).

Note: If live view is in multiview mode, first select the camera for PTZ control and then tap 🕹️. The selected camera becomes full screen.

Move your finger on-screen to pan left/right and tilt up/down camera movement. Pinch your fingers apart or together to zoom in or out.

Quit PTZ control mode by tapping 🕹️.

Table 3: PTZ icon description

Icon	Description
↻	Start/stop the auto-scan
🌲	Zoom control: 🌲 Zoom+ / 🌲 Zoom–
▭	Focus control: ▭ Focus+ / ▭ Focus–
⊘	Iris control: ⊘ Iris+ / ⊘ Iris–
⚑	Set, delete, and call the preset

Set or call a preset

1. In PTZ mode, move the selected camera view to the required position.

2. Tap ⚐ and type the preset number in the dialog box. It can be between 1 and 100.

3. Tap **Set** to save the preset setting or tap **Call** to move to the preset position.

Live stream configuration

There are three defined live stream configuration types provided: main stream, substream, and third stream. Third stream is configured at the camera level and is not valid for connected recorders. Tap ▨ to adjust the quality according to the performance of your network and mobile device hardware.

Notes:

1. After changing image quality, the live view and recording of the device may be affected due to the new settings.

2. In multiview live view, you can only select the defined image quality as substream.

   — Or —

   You can customize the image quality, but the stream type can only be substream.

Bi-directional audio

The bi-directional audio function enables the voice function for the devices. This activates both the live video and the real-time audio from the device.

Tap 🎤 to start bi-directional audio with the device in live view.

Note: For an NVR or DVR device, select the device itself or the IP cameras to start bi-directional audio.

Alarm output control

To control the alarm outputs of the added device:

1. Slide the control panel to show more icons.

2. Tap 🔔 to activate the alarm output control panel.

3. Tap an alarm output switch to set it as 🟢 and enable alarm output.

Digital zoom

To use digital zoom during live view:

1. Tap ⊕ and the selected window appears in 1-division mode.

2. Spread two fingers apart to zoom in or pinch them together to zoom out in the live view.

   — Or —

   Double tap on the live view image to start digital zoom.

360° camera dewarping

The live video of the 360° camera can be played in the 360° camera dewarping mode.

Note: The 360° camera dewarping function must be supported by the device.

Tap ◉ to show the 360° camera dewarping panel.

Table 4: 360° camera dewarping icon description

Icon	Description
↙180↘	Dual 180° panorama view for ceiling and table mounting
360°	360° panorama view for ceiling and table mounting
◌	Panorama view for wall mounting
⊕	PTZ view. Slide the live view window to initiate the pan left/right and tilt up/down movements. Pinch two fingers together to zoom out or spread them apart to zoom in on the live view.

Select the dewarping mode according to the mounting type of the device.

VCA alarm events

If VCA analytics have been set up for a camera, dynamic display indicators appear during live view. On-screen VCA indicators differ depending on the camera model and include cross lines and drawings that define a region of interest.

Full-screen live view

Rotate the mobile device to enter full-screen mode during live view.

Remote playback

To start playback:

1. In the remote playback interface, tap ⊞ to display the list of devices available.

2. Select the camera(s) or device and set the start time and end time as the search condition. Synchronized playback of up to four cameras is supported.

Refer to the following description of the icons in the camera list interface.

Icon	Description
▭▭▭▭▭ • / ▭▭▭	Device icon
▭▭	Camera icon
✓	Select the camera or device for playback
←	Back to the Remote Playback interface

3. Tap **Start Playback** to start playback.

4. Slide the timeline bar to adjust the playback time. Drag and move the window to adjust the window sequence. Refer to the following description of the icons in the remote playback interface.

Icon	Description
📷	Capture a snapshot of the playback window
📹	Record the current video
‖	Pause the playback
1X	Adjust the playback speed. Playback speeds can be set to 1/16X, 1/8X, 1/4X, 1/2X, 1X, 2X, 4X, 8X, and 16X.
▭✕	Stop playback
🔇	Audio control
▨	Playback stream configuration panel
⊕	Digital zoom

To stop playback:

There are two ways to stop playback. You can:

- Tap ▭✕ to stop playback.

  — Or —

- Drag the playback window upwards to the top of the screen. A 🗑 icon appears. When it changes to 🗑, release the window. It is then deleted.

Playback stream configuration

You can adjust the image quality during playback for devices that support transcoding playback.

Note: This function must be supported by the device.

1. Tap ⊞ to activate the playback stream configuration panel.
2. Tap **Custom** to set the resolution, frame rate, and bitrate.

Digital zoom

To use digital zoom during playback:

1. Tap ⊕ and the selected window appears in 1-division mode.
2. Spread two fingers apart to zoom in or pinch them together to zoom out in the live view. Or, double tap on the live view image to initiate digital zoom.

VCA alarm events

If VCA analytics have been set up for a camera, dynamic display indicators appear during playback. On-screen VCA indicators differ depending on the camera model and include cross lines and drawings that define a region of interest.

Full-screen playback

During playback, rotate the phone to landscape position to get full-screen mode. Press the playback toolbar and drag to reposition it.

Messages

The recorders that are using an UltraSync connection will be using also an UltraSync video service (contact your installer for more details).

Some UltraSync video services will allow the installer to send a message to TVRMobile.

- **Remote webpage access by an installer (as part of the Core Plus service)**

When there is a potential issue with your recorder and you have contacted your installer for assistance, it is possible that the installer can check the recorder remotely and access the recorder's webpage.

But before the installer can do that, he needs to get the user's approval. He will initiate the request on his side and the user will see the message in TVRMobile.

The installer can only open the webpage remotely when the user approves the request in the app.

- **Information about new firmware (as part of the Core Plus service)**

A firmware is the internal software of your recorder. Regularly new firmware will become available for your recorder.

The installer can inform the user when a new firmware is available via the Messages.

The instructions for upgrading the firmware can be found in the Operator Guide that was delivered with your recorder

Note: The messages will only be seen in TVRMobile if the recorder was added with a user account that has the Operator permission and when the Alarm notification function is enabled for the recorder.

Alarm notification

To enable an alarm notification:

1. Tap **Alarm** to enter the Set Alarm Notification interface.

2. Select a device and set the switch to **On** to enable alarm notification. The alarm information is pushed to your mobile device as it becomes available.

3. Under "Actions" for the camera(s) from which you want to get events, enable **Notify Alarm Host** or **Surveillance Center** (depending on recorder).

Note: The alarm notification settings only apply to the notification center of the current mobile phone. For example, if one device is added to two mobile clients for management, both clients enable its alarm notifications, and if one client disables the device's alarm notifications, then the alarm notifications on another mobile client will remain enabled.

To manage alarm information:

1. View the received alarm information in the Alarm Management interface.

2. Tap and hold a piece of selectable alarm information to activate the deletion window. Tap Delete to delete the selected alarm information.

3. To clear all the alarm information, tap 🔳.

To manage alarm linkage:

1. Tap a piece of selectable alarm information in the Alarm Management interface, and then tap 🖼.

2. In the pop-up message box, tap **Live View** or **Playback** to view the live view or video file of the camera configured for motion detection, video loss, video tampering, line crossing, intrusion, face detection, scene change detection, audio exception, or defocus detection alarms.

Snapshot and video management

In the *Snapshot* and *Video Management* interface, you can view and manage the local video files and snapshots to be recorded and captured in the *Live View* and

Remote Playback interfaces. The snapshots and video files are stored in the TVRMobile directory of the SD card. You can also share the snapshots and video files to other available applications.

To share snapshots and videos to other applications:

1. Tap ⊘ and then select the snapshots and videos for sharing.

2. Tap ⬈ and select the application for sharing.

To batch delete snapshots and videos:

1. Tap ⊘ and then select the snapshots and videos for deletion.

2. Tap 🗑 and select the application for sharing.

— Or —

Tap ⊗ to cancel.

Snapshot management

1. Tap a snapshot and the snapshot appears in full screen. Tap 🗑 to delete it and tap ⬈ to share it with other applications.

2. Pinch two fingers together to zoom out or spread them apart to zoom in on the snapshot.

— Or —

Double tap on the snapshot to initiate digital zoom. Slide to pan the snapshot in zoom-in mode.

Video management

1. Tap a video and the video appears in full screen. Tap 🗑 to delete it and tap ⬈ to share it with other applications.

2. Tap ▶ to play the video.

Icon	Description
📷	Capture a snapshot of the playback video
❚❚	Pause the playback
🔊	Audio control

Configuration

Configure password protection, check traffic statistics, enable hardware decoding, and view the Help file and version information in the Configuration interface.

Password protection

The application does not have password protection by default. By setting up password protection, you ensure that only persons knowing the password can access the TVRMobile application.

To enable password protection:

1. Tap **Configuration** to enter the configuration interface.

2. Tap **Turn Password On** to enter the password interface and type in the password to activate password protection.

To disable password protection:

1. Tap **Configuration** to enter the configuration interface.

2. Tap **Turn Password Off** to enter the password interface and type in the password to confirm the settings.

To modify a password:

1. Tap **Configuration** to enter the configuration interface.

2. Tap **Modify Password** to enter the password interface and type in the corresponding information to modify the password.

To set up Face ID or Touch ID (iOS only):

Depending on your iOS device model, tap the **Touch ID** or **Face ID** switch and follow the prompts to set up an alternate method to typing a password.

Check traffic statistics

To inspect the network traffic consumed during live view and remote playback:

1. In the Configuration interface, tap **Traffic Statistics** to enter the Traffic Statistics interface. The recorded traffic data appears.

   Mobile Network: Refers to the cellular data consumed during live view and remote playback.

   Wi-Fi: Refers to the Wi-Fi data consumed during live view and remote playback.

   Current Day: The traffic data consumed today.

   Current Month: The traffic data consumed this month.

   History: The traffic data consumed since first using the app.

2. (Optional) Tap **Clear All** to clear the data.

Hardware decoding (Android only)

Hardware Decoding can provide better decoding performance and lower CPU usage when playing HD videos during live view or playback.

Set **Hardware Decoding Preferred** to ⬤◯ to enable decoding by hardware for live view and remote playback.

Notes:

- Hardware decoding requires Android 9.0 or later.

- Up to four channels can be decoded at the same time for hardware decoding.

- The hardware decoding function must be supported by the device. If not, it will adopt software decoding by default.

Get help

Online instructions for using the application can also be found under **Configuration** > **Help**.

If you continue to have problems, please contact your local supplier.

About

The version information appears in the About interface.

If there is any problem or suggestion when you use the software, please feel free to send emails to us by tapping **Feedback** in the About interface. Our technical engineers will address your problems and suggestions as soon as possible.