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A UTC Fire & Security Company

TruVision iTVRmobile (iPhone) User Manual

P/N 1070322B• REV 2.0 • ISS 10MAY11

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Introduction

Overview

The TruVision iTVRmobile uses the iPhone operating system. It can be used over a wireless network to remotely view live video from DVRs, IP cameras, PTZ cameras and DVSs. It can also be used to control PTZ cameras.

Once installed on your mobile device, you can easily log on to the front-end device via Wi-Fi, 2G, 3G or 4G. If there is no public IP available, you can use a dynamic name or by forwarding ports to the public IP router.

System requirements

Hardware: iPhone 3G, 3GS or 4G.

Software: iOS3, iOS4 or iOS4.1

Table 1: iTVRmobile system requirements

Maximum number of devices that can be added	16
Network stream	Substream
Frame type	BBP or single P
Frame rate	2 to 8 fps (depending on the performance of the mobile device)
Resolution	QCIF, CIF
Stream type	Video
Bit rate	32 to 256 Kbps (depending on the network environment)

Software setup

You need to have iTunes activated on the phone and synchronized with your computer to successfully install the iTVRmobile application. For information on downloading and installing the latest version of iTunes, go to www.apple.com/itunes.

Figure 1: iTVRmobile application icon on the iPhone screen

Installing the iTVRmobile apps from a computer

1. Click the iTunes Store icon on your computer desktop.
2. Click **Store** and then **Search**.
3. Type ”TruVision TVRmobile” or “tvrmobile” in the search box and press **Enter**.
4. Select the app from the list displayed.
5. Under Devices click **iPhone** and then **Apps**.
6. Click **Sync App** and then **Apply**. The application automatically downloads to the next available slot on a Home screen.

Installing the iTVRmobile apps from the iPhone

Note: Ensure that you have an internet connection set up. Although the app is free, your mobile phone service provider will charge for downloading the app directly to the iPhone.

1. Tap **App Store** to log on to the Apple app store.
2. Tap **Search** and enter ”TruVision TVRmobile” or “tvrmobile” in the search box.
3. Tap **iTVRmobile**.

4. Tap **Free** and then **Install**. The application automatically downloads to the next available slot on a Home screen.

Login

Creating a user

1. Tap on the iPhone Home screen to open the application.
2. Enter your user name.
3. Enter your password and confirm it. Tap **Register**. The main menu screen appears.

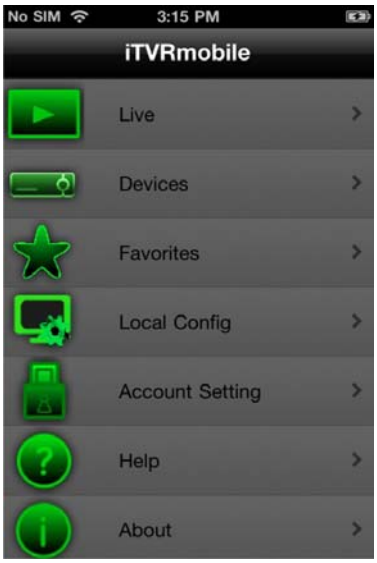
Logging in

1. Tap on the iPhone Home screen to open the application.
2. Enter your user password, if requested.

   In the Auto Login box select **ON** to save your password so that the application will automatically login next time.

   Tap **Login**. The main menu screen appears.

Main menu description



Live	Live mode and PTZ control. See “Live mode” on page 6 for more information.
Devices	Manage devices such as add a new device, delete a device, display information about the device. See “Device management” below for more information.
Favorites	Define specific cameras as your favorites so that you can quickly jump to them. See “Group management” on page 10 for more information.
Local Config	Configure the speed of PTZ control and auto login setup. See “Local configuration” on page 12 for more information.
Account Setting	Password modification. See “Changing the password” on page 12 for more information.
Help	Help information. See “Getting help” on page 12 for more information.
About	Software version. See “Software version” on page 12 for more information.

Device management

The device list is empty by default. You must first add the required devices to the iTVRmobile device list before you can access them.

Note: Up to 16 devices can be added to the application.

Devices that can be connected

The following DVRs can be connected:

- DVSR xU (firmware version 2.3s or above) (available in Europe, Middle East and Africa only)
- TVR 10 (firmware version 2.2 or above)
- TVR 40 (available in Europe, Middle East and Africa only)
- TVR 60

The following cameras can be connected:

- TVC-M1120-1-N(-P)
- TVC-M2110-1-N(-P)
- TVD-M2110-2-N(-P)
- TVD-M1120V-3-N(-P)
- TVD-M2110V-3-N(-P)

Adding a device

1. In the main menu, tap **Devices**. The Devices screen appears. All devices already added to the app are listed.
2. Tap **Add**. The New Device screen appears.
3. Enter the following information:

Device name	Enter 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.
Register mode	Select either IP or Domain. Use Domain when there is no fixed IP address available.
Address	Enter the IP or dynamic name address of the device.
Port	Enter the com port address of the device. For example, 8000 (default).
User name	Enter the device's user name. It can have up to 16 alphanumeric characters.
Password	Enter the device's password.
Chan. no.	Enter the number of cameras for the device to be linked.

4. Tap **Save** to save the settings. The device is added to the device list.
5. In the Device screen, tap **Add** again to add another device to the application or tap **iTVRmobile** to exit and return to the main menu.

Modifying and deleting a device

1. In the main menu, tap **Devices**. The Devices screen appears. All devices already added to the app are listed.

2. To modify the parameters of a device:

   Tap the next the selected device to be modified (see figure on right). The list of parameters that can be modified appears. Tap **Edit**.

   Tap the parameter to be modified and enter the new value using the keypad. Tap **Done** and then **Save** to save the changes or **Cancel** to abort and return to the Devices Detail screen.

3. To delete a device:

   Drag your finger along the device to be deleted (see figure on right.) The Delete button appears. Tap **Delete**.

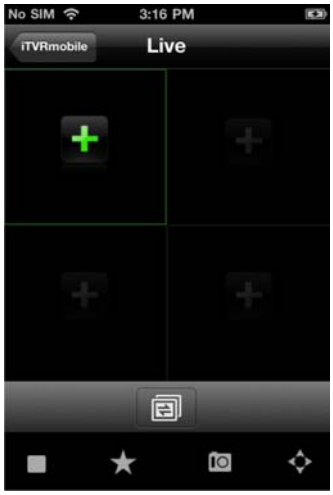
4. Tap **iTVRmobile** to exit and return to the main menu.

Live mode

Once you have confirmed the parameters of the device in iTVRmobile, you can access live video directly as well as control PTZ cameras. See Figure 2 below for the live view screen. Up to four cameras can be followed simultaneously in live view.

Figure 2: Live view and toolbar icons

The selected cameo is highlighted by a green frame



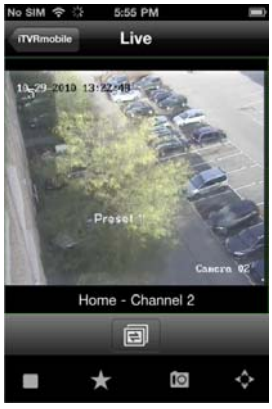
Button	Description
iTVRmobile	Tap to return to the main menu. **Note**: This option is only available when in the iPhone is held in portrait orientation.
+	This icon appears when there is no camera connected. Tap the cross to obtain the Select Channel screen and select a camera for live view from the list of devices. **Note**: Cameras can also be selected from Favorites or Devices in the main menu as well as from bookmarks.

	Tap to change the camera in the selected cameo. If there are already four cameos open in multiview, the next camera selected will replace the camera that was first opened.
	Tap to stop live streaming of video from the selected camera.
	Tap to create bookmarks. Bookmarks are groups of cameras that can be accessed together.
	Tap to take a snapshot of the live view images.
	Tap to call up the PTZ control arrows on-screen for PTZ control. See “Controlling a PTZ” on page 9 for more information on PTZ control.

Full-screen and multiscreen views

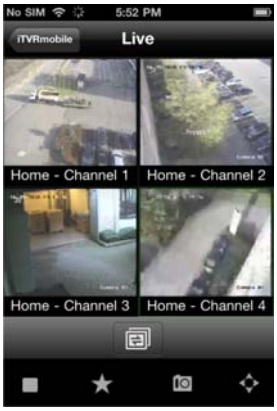
To obtain a full-screen live view of a camera, double-tap the desired camera image. The image occupies the whole screen. Double-tap it again to return to the multiscreen view.

Figure 3: Full-screen and multiscreen live view



Full-screen view

Multiscreen view with one cameo connected



Multiscreen view with four cameos connected

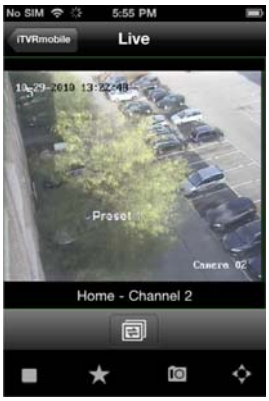
Portrait and landscape views

You can use the application in portrait or landscape orientation. However, the iTVRmobile button iTVRmobile and camera switch icon are not available in live mode when the phone is in landscape orientation.

In landscape view, tap the selected framed cameo once to display or hide the toolbar. Tapping an unselected cameo selects that camera image.

Double-tap the selected framed cameo to alternate between full-screen and multiscreen view.

Figure 4: Full-screen live view



Portrait view

Landscape view

Accessing live mode

1. In the main menu, tap . The live view screen appears.

   By default the screen is divided into four cameos (multiscreen view). The selected cameo has a green frame.
2. Double-tap or to open the list of devices, bookmarks and favorites available and select the desired camera.
3. Tap the desired device, such as a DVR. All cameras listed under this device are shown.
4. Tap the desired camera in the list. The live view immediately appears on-screen. By default it occupies one of the four multiview cameos.
5. To display another camera in live view, double-tap or again and select the desired camera from the list.
6. Repeat for the other two cameos, if required.
7. To stop live view for a selected camera, select a camera. The selected camera has a green frame. Tap . A green cross appears in the cameo.
8. To return to the main menu, tap **iTVRmobile**.

   The live view from the camera is not disconnected. You can, for example, change configuration settings and then return to live view by tapping again. The application returns to the live view of the selected camera.

Taking a snapshot

To take a snapshot of a video picture from a selected camera, tap . The files are automatically saved in the Photos app.

Controlling a PTZ camera

1. In the main menu, tap . The live view screen appears.
2. Tap to call up the PTZ toolbar and on-screen arrows.

   The PTZ icon becomes green when selected.

3. Drag your finger across the on-screen arrows to carefully position the camera in the desired preset location.

   PTZ up PTZ down PTZ left PTZ right

4. To set a preset position:

   Tap the preset icon to bring up the preset configuration screen. Enter a preset number and tap **Set** (see figure below).

   Tap again to exit the preset configuration screen.

5. To call up a preset position:

   Tap to bring up the Call/Set screen. Enter a preset number and tap **Call**. The camera moves to the preprogrammed position.

   Tap again to exit the preset configuration screen.

6. To zoom in and out of the selected camera image:

   Pinch the screen to zoom in or out. This option is only available for PTZ cameras.

Zoom in

Zoom out

7. To adjust the brightness of the camera image:

   Tap the iris icon to open the iris scrubber bar. Drag the playhead along the scrubber bar to adjust the image brightness.

   When completed, tap the iris icon again to close the iris scrubber bar.

8. Tap to quit PTZ mode. The button becomes grey.

Group management

You can group the most important or frequently used cameras in the Favorites folder so that, for example, they can be easily and quickly accessed from live view.

The Favorites option in live view lets you select individual cameras. However, cameras can only be added to the Favorites list from the Favorites screen in the main menu.

The Bookmark option in live view lets you group up to four cameras together. When this option is then selected, all cameras included in the bookmark are opened. Bookmarks are created in live view.

Adding a camera to the favorite list

1. Tap the Favorites icon in the main menu.
2. Tap **Channels** and then **Add** to open the camera selection screen.

   Note: Bookmarks can only be added from the live view screen. The Bookmarks screen here only lists existing bookmarks.

3. Tap the desired device to see the drop-down list of all cameras associated with that device.

4. Tap the desired camera to add to the Favorites list. Selected cameras are marked with a check sign ✓.
5. When you have selected all the cameras required, tap **Confirm**. The selected cameras are added to the Channels favorite list.
6. Tap **iTVRmobile** to exit and return to the main menu.

Creating a bookmark of cameras in live view

1. In live view, open the cameos of the cameras to be included in the bookmark. Up to four cameras can be included. See “Accessing live mode” on page 8.
2. Tap at the bottom of the screen. Enter a name for the bookmark on the keypad and tap **Done**.

   Note: To cancel the action, click again.
3. Tap **Save** and then **Confirm** in the pop-up screen. The new bookmark is listed in the main menu Favorites list.

Accessing favorite and bookmarked cameras

1. In live view, tap or to open the list of devices as well as the favorite and bookmark folders.
2. To open a favorite camera:

   Tap **Favorite Channel** to see the list of cameras available. Tap the desired camera cameo. The camera image appears immediately in the selected cameo. The viewing mode depends on whether live view was full-screen or multiscreen before accessing the favorite camera.
3. To open a bookmark of cameras:

   Tap **Bookmarks** to see the list of bookmarks available. Tap the bookmark you want to access. All the cameras associated with this bookmark appear.

   Note: If you were in full-screen mode prior to accessing a multiscreen bookmark, only one camera image of the multiscreen is shown full-screen. Double-tap the cameo to see all four camera images of the multiscreen bookmark.

Deleting favorites and bookmarks

1. Tap in the main menu.
2. Select the **Channels** or **Bookmark** button. The list of entries appears.
3. Slide your finger along the entry for the camera or bookmark you want to delete. The Delete button appears.
4. Tap **Delete**. The item is immediately deleted.

Local configuration

1. In the main menu, tap . The local configuration screen appears.
2. To adjust the speed of the pan and tilt movement drag the playhead along the scrubber bar.

3. To save the password so that the application will automatically login with this user next time, select ON.
4. Tap **Confirm** to save changes.

Other features

Changing the password

1. In the main menu, tap . The Account Setting screen appears.
2. Enter the old and new passwords. Re-enter the new password to confirm it. Tap **Done**.
3. Tap **Confirm** to save changes.

Getting help

In the main menu, tap the **Help** icon to open the help file. If you continue to have problems, please contact your local supplier.

Software version

In the main menu tap, the **About** icon to see the software version used.

Troubleshooting

1. **Which devices are supported by the iTVRmobile software?**

   A device requires a H.264 encoder to be compatible with this software. Examples of devices that can be used with this software are embedded DVRs, DVSs, IP cameras and IP speed domes.

   The device must also support dual stream.

2. **Why does the mobile client software prompt 'Login failed' when trying to access the device via Wi-Fi?**

   Please check the network settings of the device being accessed. It is also important to ensure that the device is always online and accessible.

3. **Why does the mobile phone respond slowly during live view and the video images freeze?**

   This problem may be due to the lower performance of your mobile device. From the DVR, try reducing the number of cameras viewed at the same time, or decreasing the frame rate and resolution. See Table 2 below for guidelines.

Table 2: Video recommendations

Resolutions	Recommend number of cameras	Recommend frame rate
CIF	1	8 fps or lower
QCIF	4	8 fps or lower

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