

AVer Viewer

iOS & Android System

User Guide



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I. Introduction

The AVer Viewer provides users remote access to monitor videos from AVer DVRs/NVRs or IP cameras (network cameras) via an iPhone, iPad, Android mobile phone, or Android tablet. Users can remotely view live videos anytime and anywhere on a mobile phone or pad, and their privacy is highly protected through an authorization mechanism.

II. Function Supported List

■ For E5016/E5016HE1008/E1008H

| | NVR Live | | NVR Playback |
|---------------------|--------------------|--------------------|--|
| | 1CH | 4CH | 1CH |
| Snapshot | Yes | Yes | Yes |
| Relay | Yes | Yes | No |
| 2-way audio | for E5016 & E5016H | for E5016 & E5016H | No |
| PTZ | Yes | No | No |
| NVR status | Yes | Yes | No |
| E-PTZ | Yes | No | Yes |
| Event search | No | No | Yes |
| POS | Yes | No | Yes (Event playback is not supported) |

■ For NV /IWH/EH series

| | NVR Live | | NVR Playback |
|---------------------|------------------|------------------|--------------|
| | 1CH | 4CH | 1CH |
| Snapshot | Yes | Yes | Yes |
| Relay | Yes | Yes | No |
| 2-way audio | for IWH3216 only | for IWH3216 only | No |
| PTZ | Yes | No | No |
| NVR status | No | | |
| E-PTZ | Yes | No | Yes |
| Event search | No | | |
| POS | No | | |

III. Install the AVer Viewer on iPhone/iPad

To use this feature, it is required to download the AVer Viewer application to your iPhone or iPad. Please follow the below steps to download the AVer Viewer.

1. Please make sure your iPhone or iPad connect to the Internet.
2. Select **App Store** from iPhone or iPad.
3. Select **Search** and enter the keyword "**AVer**" to search.
4. In search result list, select the **AVer iViewer**. User will see a brief introduction of the AVer Viewer. Select the **Free** button, the button will change to the **Install** button. Select **Install** to download the application.
5. Enter your iTunes account's password to download if it is required.
6. After download completed, go back to iPhone or iPad main screen and user should see **AVer Viewer** icon (). Select it to run the application.



IV. Install the AVer Viewer on Android Mobile/Tablet

To use this feature, it is required to download the AVer Viewer application to your Android mobile or tablet. Please follow the below steps to download the AVer Viewer.

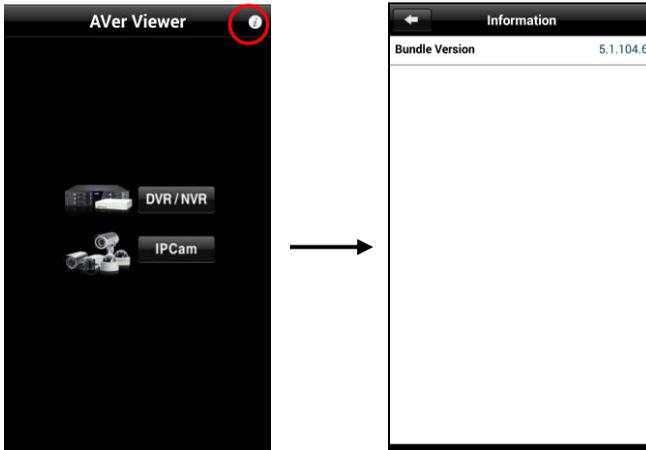
1. Please make sure your Android mobile or tablet connects to the Internet.
2. Select **Play Market** from your Android mobile or tablet.
3. Select **Search** and enter the keyword "**AVer**" to search.
4. In search result list, select the **Android Viewer**. User will see a brief introduction of the AVer Viewer. Select **Install** to download the application.
5. Enter your Play Market account's password to download if it is required.
6. After download completed, go back to iPhone or iPad main screen and user should see **AVer Viewer** icon (). Select it to run the application.



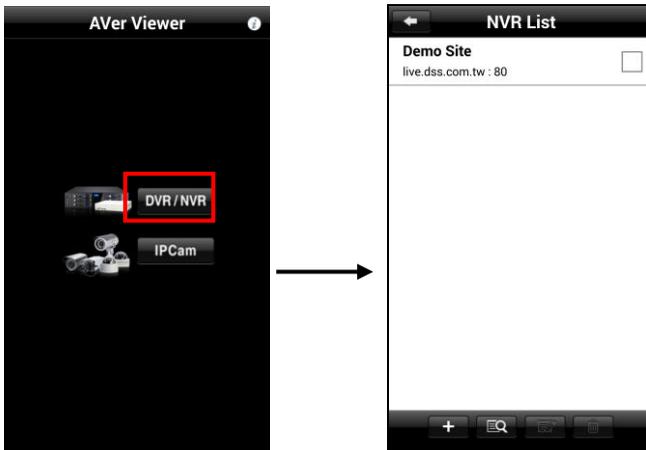
V. Connect to the DVR/NVR Server

■ Manual

1. Run AVer Viewer.
2. Select  icon can view the information of AVer Viewer firmware.



3. In main screen, select **DVR/NVR** button.
4. In NVR List page, select  button.



5. Next, enter the following information in ADD NVR page.

- **Name:** Give a name for the NVR/DVR server for easy to recognize or manage.
- **Host:** IP address of the DVR/NVR server.
- **Port:** The connection port of the remote DVR/NVR server. The default port number is 80.
- **ID:** The user account to login the remote DVR/NVR server.
- **Password:** The password for login authentication.
- **Remember Password:** Mark it to memorize the password of DVR/NVR server.

The screenshot shows a mobile application interface for adding a new NVR. The title is 'Add NVR'. There are five input fields: 'Name' (F21A), 'Host' (192.168.20.168), 'Port' (80), 'ID' (admin), and 'Password' (masked with dots). A 'Remember my Password' checkbox is checked.

6. After entering all information, select **Save** to save to the NVR List.

The screenshot shows a list of NVRs. Each entry consists of a name, an IP address and port, and a checkbox. The entries are: Demo Site (live.dss.com.tw : 80), F21A (192.168.20.166 : 80), adam (192.168.107.24 : 80), e5016 (60.248.78.248 : 80), and nv8000 (62.248.78.240 : 80). The bottom bar contains icons for adding (+), searching (magnifying glass), and deleting (trash).

| Name | IP Address | Port | Checkbox |
|-----------|-----------------|------|--------------------------|
| Demo Site | live.dss.com.tw | 80 | <input type="checkbox"/> |
| F21A | 192.168.20.166 | 80 | <input type="checkbox"/> |
| adam | 192.168.107.24 | 80 | <input type="checkbox"/> |
| e5016 | 60.248.78.248 | 80 | <input type="checkbox"/> |
| nv8000 | 62.248.78.240 | 80 | <input type="checkbox"/> |

7. In NVR List page, select the DVR/NVR server to make a connection.
8. When the connection is successful, user will see the live video.



This function button
( or )
supported is depended on
the DVR/NVR model that
user has connected.

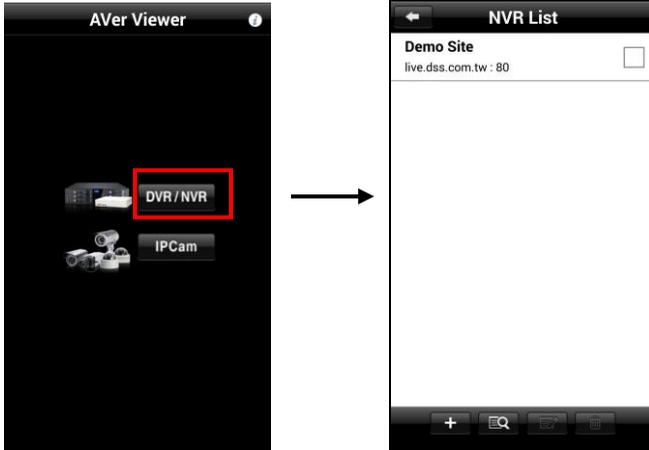
9. Select  to switch back to NVR List page.
10. To edit or modify DVR/NVR server, mark the check box of DVR/NVR server in NVR List page. Then, select  button. To return to NVR List page, select  icon.
11. To delete the DVR/NVR server, mark the check box of DVR/NVR server in NVR List page and select  button.

■ Auto Search

1. Run AVer Viewer.

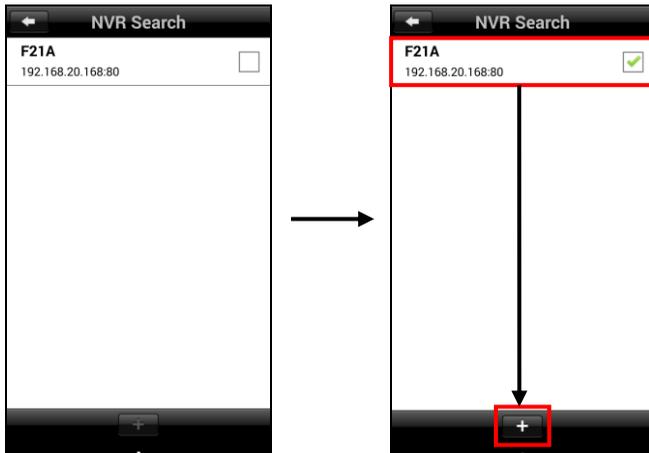
2. In main screen, select DVR/NVR. Then, select  button.

[Note] The mobile phone and NVR/DVR server must at the same LAN network in order to use auto search to find the NVR/DVR server on LAN.

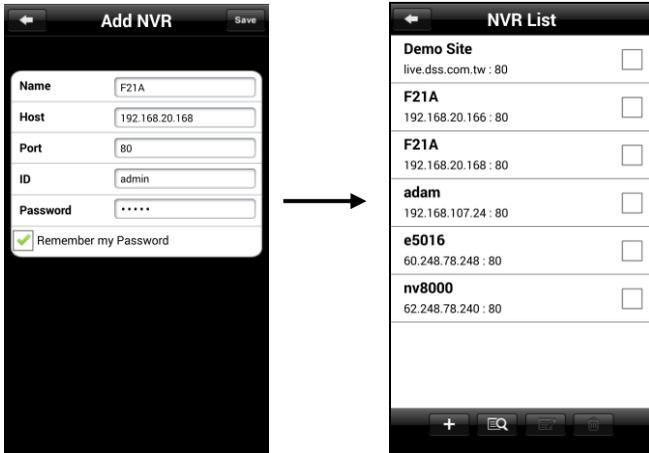


3. The search result will list out in NVR Search page. Mark the NVR/DVR that wants to add and select  button.

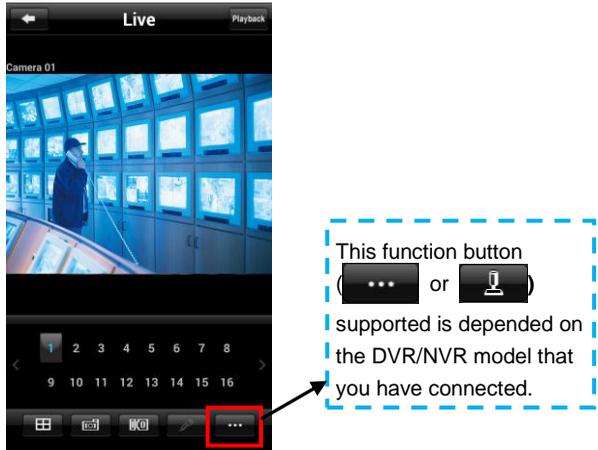
[Note] User can select more than one NVR/DVR servers to add at the same time.



4. Next, enter the login ID and password of NVR/DVR server and select  button to save. The added NVR/DVR server is listed in NVR List page.



5. In NVR List page, select the DVR/NVR server to make a connection.
 6. When the connection is successful, user will see the live video.



7. Select  to switch back to NVR List page.
8. To edit or modify DVR/NVR server, mark the check box of DVR/NVR server in NVR List page. Then, select  button. To return to NVR List page, select  icon.
9. To delete the DVR/NVR server, mark the check box of DVR/NVR server in NVR List page and select  button.

VI. View the Live Video of DVR/NVR Server

1. After connecting the DVR/NVR server, user will see live video of DVR/NVR server.



[Note] The horizontal screen display is supported.

2. There are several functions that user can operate in Live mode.

-  &  : Switch the channel display between 1 and 4-split channels screen. In 4-split screen mode, click the channel group(1~4 or 5~8..etc.) can switch to view different group channel. In single screen mode, click channel button (1,2,3...etc.) to view the channel.



4-split screen



1 channel screen

- Select < or > to go back previous page or next page of channels.



Go to next page if channels are over 16 channels

-  : Snapshot the current video screen and save on your mobile phone.
-  : Switch to sensor/relay page. User can view sensor status and change relay status (see also [View the Sensor and Relay Status of DVR/NVR Server](#)).
-  : Enable/disable 2-way audio function. This function allows the client and server to talk via internet using MIC. Make sure your microphone and speakers work before using this function. If the NVR/DVR server Talk to web-client setting is disabled, you won't be able to hear from the other side.

[Note] The 2-way audio function supports for IWH3216, E5016, and E5016H DVR server.

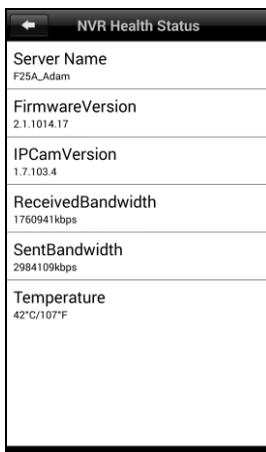
-  : Select the PTZ camera channel and click  button to switch to PTZ operation mode (see [Using PTZ Function](#)).



PTZ mode

-  : select to expand the more function buttons -- , , and .

-  : To view the NVR/DVR status – Server Name, Firmware Version, IPCam Version, Received Bandwidth, Sent Bandwidth, and Temperature.



| NVR Health Status | |
|-------------------|-------------|
| Server Name | F25A_Adam |
| FirmwareVersion | 2.1.1014.17 |
| IPCamVersion | 1.7.103.4 |
| ReceivedBandwidth | 1760941kbps |
| SentBandwidth | 2984109kbps |
| Temperature | 42°C/107°F |

-  : Enable POS information to display on channel screen.

-  : Select it to switch to playback mode (see also [Playback Recorded Video of NVR/DVR Server](#)).

3. To return to NVR List page, select  button.

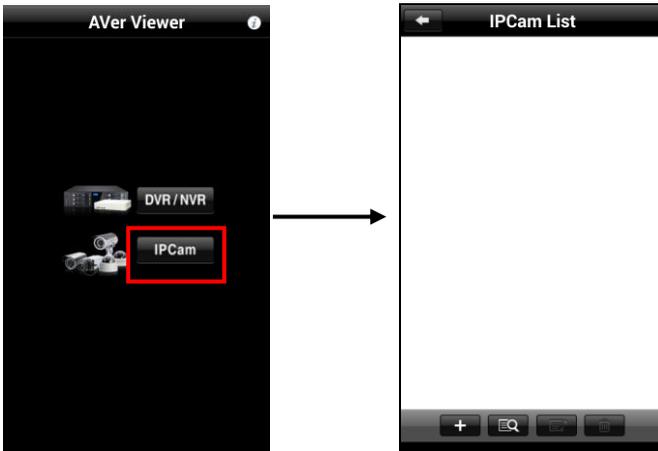
VII. Connect to the IP Camera

The supported camera list as following:

| | | | |
|---|--|---|--|
| SF2121H-R SF2121H-BHR SF2121H-DVR | SF2012H SF2012H-B SF2012H-C SF2012H-D SF2012H-DV | SF2111H-BR SF2111H-DR SF2111H-DVR SF2111H-R, | FB2027-1 FB2027-2 FB2027-3 FB3027 |
| FB2028-T1 FB2028-T2 FB2028-TM | FV2028-T FV2028-TM | FB3028-RT1 FB3028-RT2, FB3028-RTM | FD2020 FD2020-M FD3020 FD3020-M |
| FV3028 FV3028-RT FV3028-RTM | FV2028 FV1306 FV2006 | FC1320-P FC1320-PW FC2020-P FC2020-PW | SD1306 FX2000 FX3000-R |

Manual

1. Run AVer Viewer.
2. In main screen, select the **IPCam**. Then, in IPCam List page, select  button.



3. Next , in Add Camera page, enter the following information:
 - **Model:** select the model of IP camera that user wants to connect it.
 - **Name:** Give a name for this IP camera connection; ex: TPECam_01.
 - **Host:** IP address of IP camera.
 - **Port:** the port number that uses to connect IP camera; refer to RTSP port number of IP camera. The default port number is 554.

- **ID:** IP camera's login ID.
- **Password:** IP camera's login password.



4. After entering all necessary data, select **Save** to save the camera to Camera List.
5. Select the camera from IPCam List to make a connection. After connecting, user will see the live video of IP camera.

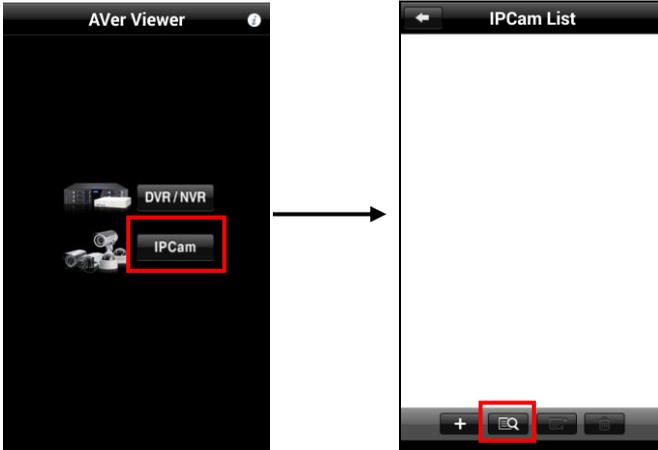


6. To edit or modify camera, mark the check box of IP camera in IPCam List page. Then, select  button. To return to IPCam List page, select  button.
7. To delete the camera, mark the check box of IP camera in IPCam List page and select  button.
8. Select  button can snapshot the current video screen and save on your mobile phone.

■ Auto Search

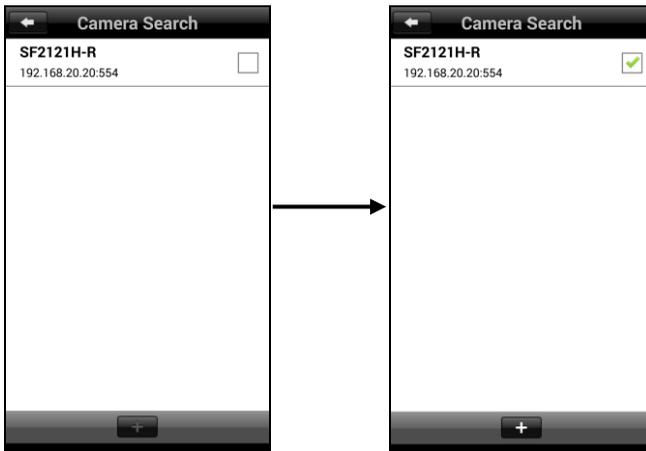
1. Run the AVer Viewer.
2. In main screen, select the **IPCam**. Then, select  button.

[Note] The mobile phone and IP camera must at the same LAN network in order to use auto search to find the IP camera on LAN.

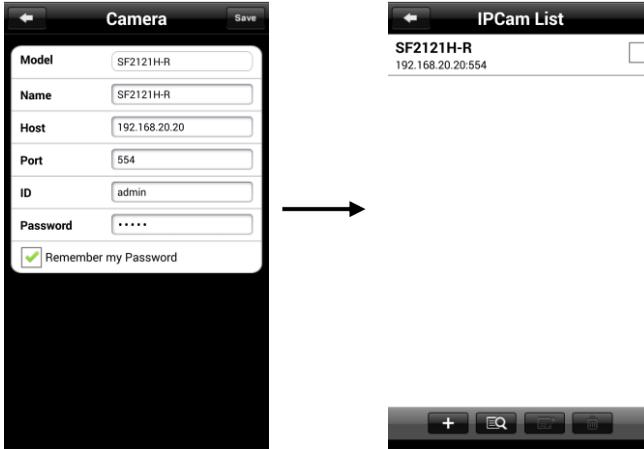


3. The search result will list in IP cam search page. Select the IP camera that wants to add and select  button.

[Note] User can select more than one IP camera to add at the same time.



4. Next, enter the login ID and password of IP camera and select  button to save. The added IP camera is listed in IPCam List page.



9. Select the camera from IPCam List to make a connection. After connecting, user will see the live video of IP camera.



10. To edit or modify camera, mark the check box of IP camera in IPCam List page. Then, select  button. To return to IPCam List page, select  button.
11. To delete the camera, mark the check box of IP camera in IPCam List page and select  button.
12. Select  button can snapshot the current video screen and save on your mobile phone.

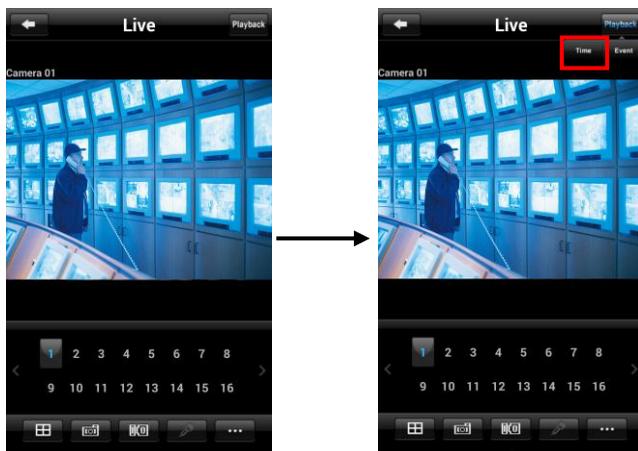
VIII. Palyback Recorded Video of DVR/NVR Server

■ Playback by Time

1. Run AVer Viewer.
2. In main screen, select **DVR/NVR**.
3. Select the NVR/DVR server to connect it.

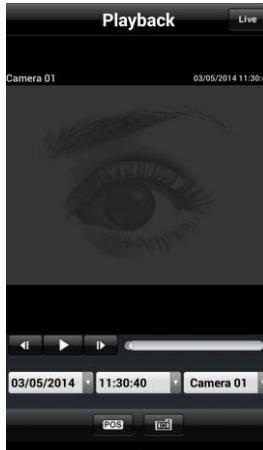


4. After connecting to DVR/NVR server, select **Playback** button and select **Time** button.



5. The screen will switch to playback screen. Select the **Date**, **Time**, and **Camera** that user wants to playback.

[Note] The AVer Viewer supports the date before and after 10 years from present year. For example: present date is 03/08/2014, then, user can select the date range from 01/01/2004 to 12/31/2024.



6. After selected the Date, Time, and Camera, select  button to start playback. The playback time is 3 minutes for each time. If the **“No record data”** message is displayed that means the date, time or camera user has selected is no recorded video for playback. Then, please select **OK** and select another date, time, or camera.

[Note] The Playback mode support horizontal screen display, too.

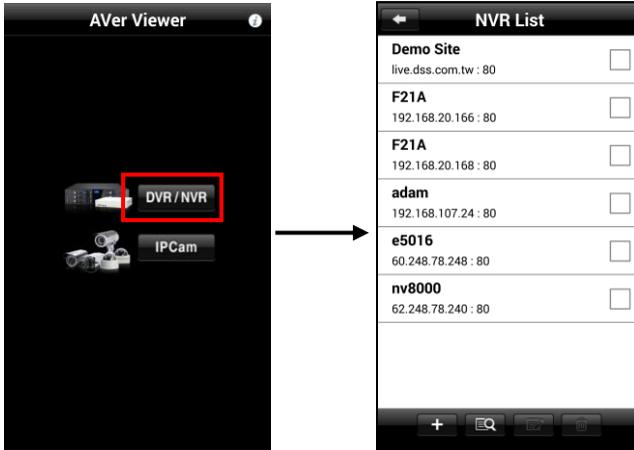


7. Select  button to stop playback.
8. Select  button to move to the end of the video.
9. Select  to move to beginning of the video.

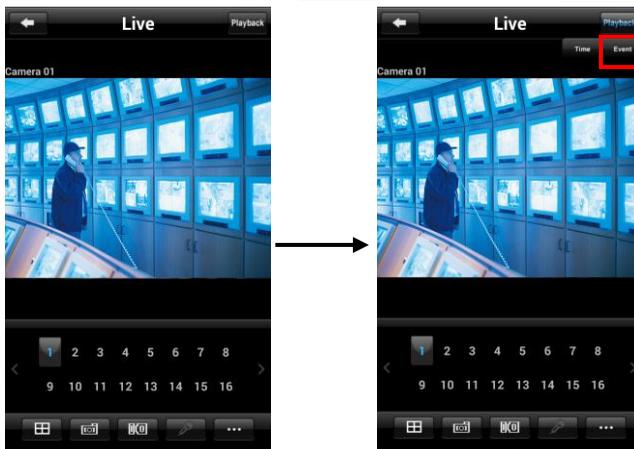
10. Select  button can snapshot the current video screen and save on your mobile phone.
11. Select  button will return to Live mode.
12. Select  button to display POS information on channel screen.

■ Playback by Event

1. Run AVer Viewer.
2. In main screen, select **DVR/NVR**.
3. Select the NVR/DVR server to connect it.

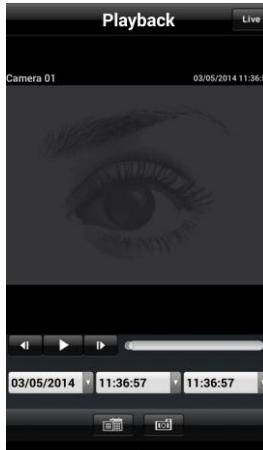


13. After connecting to DVR/NVR server, select  button and select  button.



- The screen will switch to playback screen. Select the **Date**, **Time**, and **Camera** that user wants to search event.

[Note] The AVer Viewer supports the date before and after 10 years from present year. For example: present date is 03/08/2014, then, user can select the date range from 01/01/2004 to 12/31/2024.



- After selected the Date, Time, and Camera, select  button to start searching.
- The search result will list in Event List page. Select the event that wants to playback.



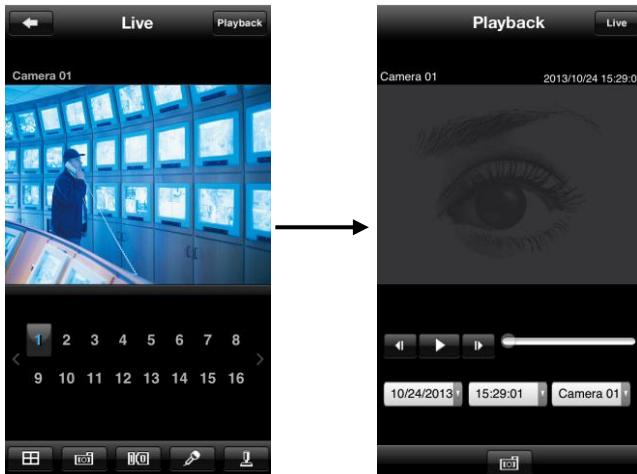
- Select  button to stop playback.
- Select  button to move to the end of the video.
- Select  to move to beginning of the video.
- Select  button can snapshot the current video screen and save on your mobile phone.
- Select  button will return to Live mode.

■ Playback for NV/IWH/EH series DVR

1. Run AVer Viewer.
2. In main screen, select **DVR/NVR**.
3. Select the NVR/DVR server to connect it.



4. After connecting to DVR/NVR server, select **Playback** button to switch to playback mode.



Live mode

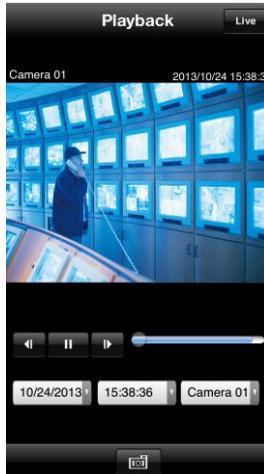
Playback mode

5. Select the **Date**, **Time**, and **Camera** that user wants to playback.

[Note] The AVer Viewer supports the date before and after 10 years from present year. For example: present date is 03/08/2014, then, user can select the date range from 01/01/2004 to 12/31/2024.

6. After selected the Date, Time, and Camera, select  button to start playback. If the **“No record data”** message is displayed that means the date, time or camera user has selected is no recorded video for playback. Then, please select **OK** and select another date, time, or camera.

[Note] The Playback mode support horizontal screen display, too.



7. Select  button to stop playback.

8. Select  button to move to the end of the video.

9. Select  to move to beginning of the video.

10. Select  button can snapshot the current video screen and save on your mobile phone.

11. Select  button will return to Live mode.

IX. Using the PTZ Function

1. Run the AVer Viewer.
2. In main screen, select the **DVR/NVR**.
3. Then, select the DVR/NVR server in NVR List and connect to the DVR/NVR server.
4. In Live mode, select the PTZ camera channel and click  >  or  button to switch to PTZ operation mode. To close PTZ function mode, click  button again.



[Note] PTZ operation mode supports in horizontal screen display, too.

The following table describes the function buttons in the PTZ mode.

| Button | Description |
|--|---|
|  | Click direction button to move lens of PTZ camera. The directions are depends on the PTZ camera has supported. |
|  | Zoom in and out the image. |
|  | Adjust the focus manually to produce clear image. |
|  | Move the PTZ camera to the preset point. Select the preset point position and select GO button. To leave the preset point position selection, select Exit . |
|  | Adjust the moving speed of PTZ camera. |

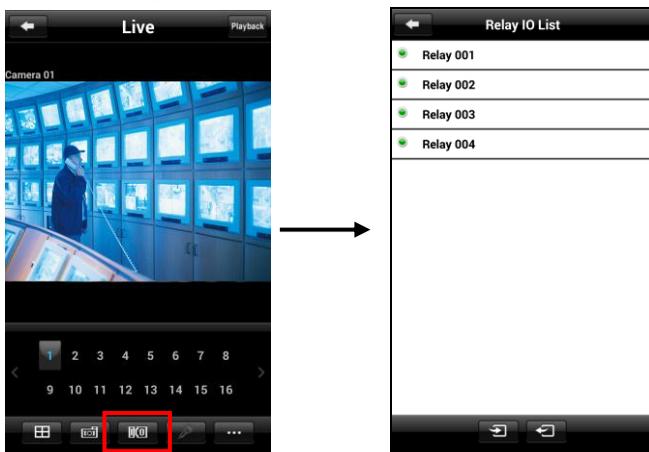
X. View the Sensor and Relay Status of DVR/NVR Server

User can view sensor and relay status and the change relay status on AVer Viewer.

1. In login screen, select the **DVR/NVR**.
2. Then, connecting to the DVR/NVR server (see also [III. Connecting to DVR/NVR Server](#)).

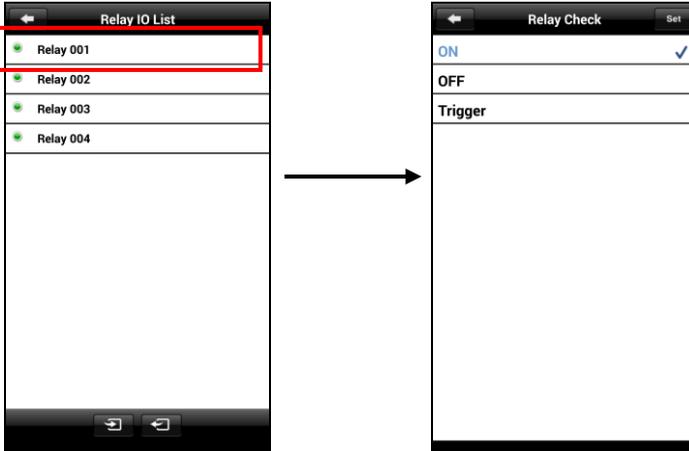


3. In Live mode, select  button to switch to Relay IO List page.



4. In Relay IO List page, user can select the relay and change relay status. In Relay Check page, user can change relay status to **ON**, **OFF**, or **Trigger**. After select the status, select **Set** button to confirm and back to Relay IO List page. Select  button will return to Relay IO List page and doesn't save the change.

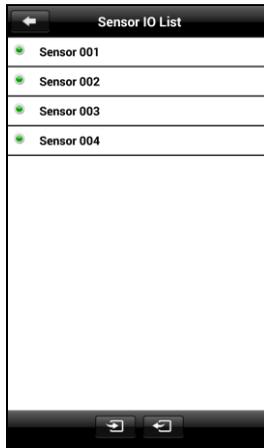
- **Green color:** Relay status is **OFF**.
- **Red color:** Relay status is **ON** or **Trigger**.



5. In Relay IO List page, select  button can switch to Sensor IO List screen.

6. In Sensor IO List page, user can view the current sensors status only. Select the  button to switch to Relay IO List screen. Select  button will return to Live mode.

- **Green color:** Sensor status is low.
- **Red color:** Sensor status is high.



XI. Using e-PTZ Function

The e-PTZ function allows user to use finger to zoom screen view. In live and playback mode, switch to the channel that user wants to view and uses finger to zoom.