

LTS Connect Mobile Client

User Manual



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Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
 Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
 Caution	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
 Note	Provides additional information to emphasize or supplement important points of the main text.

Contents

Chapter 1 Overview.....	1
1.1 System Requirements and Conventions	1
Chapter 2 Visitor Mode	2
2.1 Functions in Visitor Mode	2
2.2 Register an Account in Visitor Mode	3
Chapter 3 Registration.....	4
3.1 Register by Email Address.....	4
3.2 Register by Mobile Phone Number	4
Chapter 4 Device Management.....	6
4.1 Add Device for Management	6
4.1.1 Add an Online Device	6
4.1.2 Add Device(s) by Scanning Device QR Code	7
4.1.3 Add a Device by IP/Domain	8
4.1.4 Add a Device by PT Cloud Domain.....	9
4.2 Set a Password to Activate a Device.....	11
4.3 Connect Offline Device to Network	11
4.4 Enable PT Cloud Service for Device	12
4.4.1 Enable PT Cloud Service When Adding Device on Mobile Client	12
4.4.2 Enable PT Cloud Service on Device Web Page	13
4.5 Enable DHCP Function on Device Web Page	14
4.6 Unbind Device from Its Original Account	14
4.7 Device Sharing	14
4.7.1 Share a Specific Device via Its QR Code.....	15
4.7.2 Share Multiple Devices by Scanning Recipient's Account QR Code	15
4.8 Favorites Management	17
4.8.1 Add Cameras to Favorites on Home Page	17
4.8.2 Add Cameras to Favorites During Live View	17
4.8.3 Remove Cameras from Favorites.....	18
4.9 Configure Your Device	18

4.9.1 Change Device's Verification Code	18
4.9.2 Set Video and Image Encryption.....	19
4.9.3 Set DDNS.....	19
4.9.4 Upgrade Device Firmware.....	20
4.9.5 Set Custom Audio	20
4.9.6 Use Mobile Client as Device's Remote Controller	21
4.9.7 Remote Configuration.....	23
Chapter 5 Video & Cloud Storage.....	32
5.1 Live View	32
5.1.1 Start and Stop Live View	32
5.1.2 Set Window Division	33
5.1.3 Digital Zoom	33
5.1.4 PTZ Control	33
5.1.5 Start Two-Way Audio	36
5.1.6 Capturing and Recording.....	37
5.1.7 Set Image Quality for Device Added by IP/Domain.....	37
5.1.8 Set Image Quality for PT Cloud Device	39
5.1.9 Live View for Fisheye Camera	40
5.1.10 Open Door During Live View.....	42
5.2 Playback.....	42
5.2.1 Normal Playback	42
5.2.2 Event Playback.....	43
5.2.3 Capturing and Recording.....	44
5.2.4 Set Playback Quality for Device Added by IP/Domain	45
5.2.5 Adjust Playback Speed	46
5.2.6 Download Video Segment from Device	47
5.3 Cloud Storage	48
5.3.1 Enable/Disable Cloud Storage Service for a Channel	48
5.3.2 Play Back Video Footage on Cloud	49
5.3.3 Download Video Footage from Cloud	50

Chapter 6 Manage Access Control Devices	52
6.1 Control Door Status.....	53
6.2 Set Door Open Duration.....	54
6.3 Change Super Password.....	54
6.4 View Access Control Logs.....	55
6.5 Enable Opening Door via Fingerprint (Face) Authentication.....	55
Chapter 7 Facial Data Management	56
Chapter 8 Video Intercom	57
8.1 Answer Call from Indoor Station.....	57
8.2 Operations on Device Details Page.....	59
8.3 Set Motion Detection Alarm for Wi-Fi Doorbell.....	62
8.4 Set Volume for Video Intercom.....	63
8.5 Link Smart Chime with Doorbell.....	63
Chapter 9 Notification	66
9.1 Enable Event Notification.....	66
9.2 Check Event Notification.....	68
9.3 Check Pyronix Notifications.....	69
9.4 Check Call Notifications.....	70
9.5 Check Service Notifications.....	70
9.5.1 Accept Invitation to Be Site Owner.....	70
9.5.2 Approve Device Handover and Authorization Application.....	71
9.5.3 Notification about Availability of a Rent Device.....	72
9.6 Check Device Exception Notifications.....	72
9.7 Check System Notifications.....	72
Chapter 10 System Settings	73
10.1 Enable Push Notification.....	73
10.2 Save Device Parameters.....	73
10.3 Auto-Receive Alarm after Power-on.....	73
10.4 Generate a QR Code with Device Information.....	73
10.5 Hardware Decoding.....	74
10.6 View Traffic Statistics.....	74

10.7 Generate a QR Code with Wi-Fi Information	74
10.8 Floating Live View	75
10.9 Resume Latest Live View.....	75
10.10 Tablet Mode	76
10.11 Display/Hide Channel-Zero	76
10.12 Auto-Download Upgrade File	76
10.13 Manage Custom Audio.....	76
Chapter 11 Other Functions.....	78
11.1 Pictures and Videos	78
11.2 Share PT Cloud.....	78

Chapter 1 Overview

The LTS Connect mobile client (Android), is designed for the phone or tablet based on Android 4.1 or later. With the Mobile Client, you can remotely control devices (NVRs, DVRs, network cameras, indoor stations, doorbells, security control panels, the Pyronix devices, the access control devices, etc) via Wi-Fi or cellular network. You can also share your devices to other accounts and use devices shared from other users.

The Mobile Client provides access to the PT service, which is a cloud service, to manage your devices.

Note

Network traffic charges may be produced during the use of the Mobile Client. For details, refer to the local ISP.

1.1 System Requirements and Conventions

System Requirement

Android 4.4 or later versions.

Conventions

In the following chapters, we simplify LTS Connect mobile client (Android) as "Mobile Client", devices such as DVR, NVR, encoder, and network camera as "device", and devices which support being added to PT Cloud service as "PT Cloud Device".

Chapter 2 Visitor Mode

Visitor mode allows you to manage devices on the Mobile Client without registration. When you log in as a visitor, a visitor account will be created for you automatically, and the account will not change on the same phone or tablet.

Caution

For information security, please use visitor mode cautiously, which is NOT password-protected.

Note

In visitor mode, you can only manage your devices on a same phone or tablet. To avoid this inconvenience, you can register an account. For details about registering account in visitor mode, see [**Register an Account in Visitor Mode**](#).

2.1 Functions in Visitor Mode

Most of the functions supported in a registered account are supported in visitor mode.


Tap **Visitor Mode** on the Home page or the Login page to enter visitor mode.

The followings are the functions supported in visitor mode.

Device Management

Add devices to the Mobile Client and configure device settings. See [**Add Device for Management**](#) and [**Configure Your Device**](#) for details.

Sharing Device

Tap  → **Scan QR Code** to scan the QR code of another visitor account to share device(s) to the account. For details about sharing device, see [**Device Sharing**](#).

Note

To get the QR code of a visitor account, go to **More** → **Account Management**.

Live View and Playback

View live video of the added devices and play back the videos. See [**Live View**](#) and [**Playback**](#) for details.

Access Control

Control door status and check access control events. See [**Manage Access Control Devices**](#) for details.



Make sure you have added access control devices to the Mobile Client.

Alarm Configuration

Configure the alarm notifications on Alarm Notification page. See [Notification](#) for details.

2.2 Register an Account in Visitor Mode

Though the visitor mode allows you to manage devices without registration, you can only manage your devices on one phone or tablet. With a registered account, you can manage devices on different phones or tablets.

Steps

1. Tap **Visitor Mode** on the Login page or Home page to enter the visitor mode.
2. Tap **More** → **Register an Account** to open the Join Us window.
3. Tap **Terms of Service** and **Privacy Policy** to read the relevant information.
4. Tap **Agree** if you accept our terms of service and privacy policy.
5. Register an account by mobile phone number or email address.



See [Register by Email Address](#) and [Register by Mobile Phone Number](#) for details.

Chapter 3 Registration

You can register an account by your mobile phone number or your email address. With a registered account, you can log in to the Mobile Clients running on different mobile phones or tablets, which provides convenience for managing your devices.

Note

You can use visitor mode to manage your devices without registration. See [*Visitor Mode*](#) for details.

3.1 Register by Email Address

You can register an account by your email address.

Steps

1. Tap **Login/Register** on the Home page.
2. Tap **Register** to enter the Join Us page.
3. Tap **Terms of Service** and **Privacy Policy** to read the relevant content and then tap **Agree** to continue.
4. Select the region where your devices locate.
5. In the Register page, enter your email address and then create a password.

Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

6. Tap **Get Security Code** to get the security code for verification.
7. Enter the security code you received, and then tap **Finish**.

3.2 Register by Mobile Phone Number

You can register an account by your mobile phone number.

Steps

1. Tap **Login/Register** on the Home page.
2. Tap **Register** to enter the Join Us page.
3. Tap **Terms of Service** and **Privacy Policy** to read the relevant content and then tap **Agree** to continue.

4. Select the region where your devices locate.
 5. In the Register page, tap **Register by Mobile Phone Number**.
 6. Enter your mobile phone number and then create a password.
-

Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

7. Tap **Get Security Code** to get the security code for verification.
8. Enter the security code you received, and then tap **Finish**.

Chapter 4 Device Management

You need to add devices to the Mobile Client before you can do further remote operations such as live view and playback.

The devices added to the Mobile Client will be displayed in the device list.

In the device list, the video resources are displayed as the thumbnails of their video channel images; the security control resources, doorbells, and access control resources are displayed as device pictures.

4.1 Add Device for Management

You need to add devices to the Mobile Client first so that subsequent operations such as live view and playback can be available. If you want to receive alarm event information from a device, you should add it by scanning QR code or LTS connect domain.



For details about managing alarm event information, see [*Notification*](#).


4.1.1 Add an Online Device

The Mobile Client can detect the online devices in the same local area network with your phone or tablet, and you can add the detected online devices to the Mobile Client.

Before You Start

Make sure the devices are connected to the same local area network with the phone or tablet.

Steps

1. On the device list page, tap  → **Online Device** to enter the Online Device page.
All detected online devices will be in the list.
2. Select a device for adding.

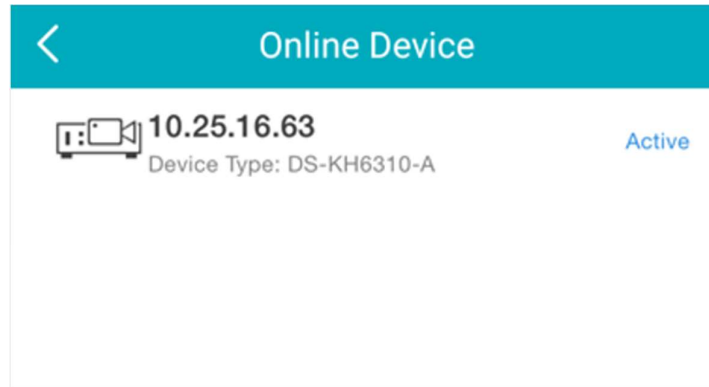


Figure 4-1 Online Device


 **Note**

- For network cameras, make sure the device Multicast Discovery function is enabled so that the online network camera can be automatically detected via private multicast protocol in the LAN. For details, see User Manual of the network camera.
 - For the inactive device (excluding the access control device), tap **Active** to create a password for it before you can add the device properly. For more information about the device activation, see ***Set a Password to Activate a Device.***
-

3. Optional: Edit the network information.

1) Tap .


2) Change the device IP address to the same LAN as your phone's by either editing the IP address manually or enabling the device DHCP function.

3) Tap  and input the admin password of the device to save the settings.

4. Tap **Add**.

5. Enter the required information, including device alias, user name and the password.

6. Tap .

7. Optional: Tap the device name or tap , and then tap **Delete Device**.

4.1.2 Add Device(s) by Scanning Device QR Code

You can add the device by scanning the device's QR code. You can also add device(s) by scanning the QR code obtained via the web page of the device.

Steps




1. On the device list page, tap  → **Scan QR Code** to enter the Scan QR Code page.

2. Scan the QR code.

- Scan the QR code by aligning the QR Code with the scanning frame.
-

 **Note**

- Usually, the device QR code is printed on the label, which is on the back cover of the device.

- Tap  **Off** to enable the flashlight if the scanning environment is too dark.
-
- If there are QR codes in photo album of the phone or tablet, tap  to extract QR code from local album.
3. Optional: Perform the following operations if the following situations occur.
- If the system fails to recognize the QR code, tap  to add the device manually.
 - If the device has been added to another account, you should unbind the device from the account first. See [**Unbind Device from Its Original Account**](#) for details.
 - If the device is offline, you should connect a network for the device. For details, see [**Connect Offline Device to Network**](#) for details.
 - If the device is not activated, the Activate Device page will pop up (excluding the access control device). You should activate the device. For details, see [**Set a Password to Activate a Device**](#) for details.
 - If the PT cloud service is disabled for the device, you should enable the function (excluding the access control device). For details, see [**Enable PT Cloud Service When Adding Device on Mobile Client**](#) for details.
4. Tap **Add** on the Result page.
5. Enter the device verification code.
The device will be added successfully.
-

Note


- The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling PT Cloud service.
 - For details about enabling PT Cloud service, see [**Enable PT Cloud Service for Device**](#).
-

6. Optional: Tap **Configure DDNS** to configure DDNS.
-

Note

- See [**Set DDNS**](#) for details.
 - After DDNS being enabled, the device will be accessed via IP address in priority, so that remote configuration of the device will be supported and the streaming speed will be faster than streaming via PT Cloud service.
 - If you skip this step, the device will be accessed via PT Cloud service.
-

7. Tap **Finish**.

8. Optional: Tap the device name or tap , and then tap **Delete Device**.


4.1.3 Add a Device by IP/Domain

You can add the device by fixed IP address or domain name. The streaming speed of devices added by IP/domain is faster than those added by LTS Connect domain.

Before You Start

If you want to add the access control device, activate it before adding. See the user manual of the access control device for details.

Steps


1. Tap  and select **Manual Adding**.
2. Select **IP/Domain** as the adding type.
3. Enter the required information, such as alias, address, user name, camera No. and device password.

Address

Device IP address or domain name.

Camera No.





The number of the camera(s) under the device can be obtained after the device is successfully added.

4. Tap  to add the device.

Note

- If the device is offline, you should connect the device to a network. For details, see [**Connect Offline Device to Network**](#).
 - If the device is not activated, the Activate Device page will be popped up (exclude the access control device). You should activate the device. For details, see [**Set a Password to Activate a Device**](#).
-

5. Optional: Perform the following operations after adding the device.

Edit Device Information	On the Device Information page, tap  to edit the basic information of the device.
Star Live View	Tap Start Live View to view the live view of the device.
Delete a Device	Tap  and then tap Delete to delete the device.
Configure Device Parameters	Tap  and then tap Remote Configuration to remotely configure device parameters such as basic information, time settings, recording schedule, etc.
Remote Controller	Tap  and then tap Remote Controller to remotely control the device.


4.1.4 Add a Device by LTS Connect Domain

For devices which support PT Cloud service (a cloud service), you can add them manually by LTS Connect domain.

Before You Start


Make sure the device is powered on.

Steps

1. On the device list page, tap  → **Manual Adding** to enter the Add Device page.
2. Select **LTS Connect Domain** as the adding type.
3. Enter the device serial No. manually.

Note

- By default, the device serial No. is on the device label.
 - For the video intercom devices, when entering the serial No. of the indoor station, the corresponding door station will also be added to the Mobile Client automatically.
 - An indoor station can be linked to multiple door stations.
-

4. Tap  to search the device.

Note

- If the device has been added to another account, you should unbind the device from the account first. See **Unbind Device from Its Original Account** for details.
 - If the device is offline, you should connect a network for the device. For details, see **Connect Offline Device to Network** for details.
 - If the device is not activated, the Activate Device page will pop up (excluding the access control device). You should activate the device. For details, see **Set a Password to Activate a Device** for details.
 - If PT Cloud service is disabled for the device, you should enable the function (excluding the access control device). For details, see **Enable PT Cloud service When Adding Device on Mobile Client** for details.
-

5. Tap **Add** on the Result page.
6. Enter the device verification code.
The device will be added successfully.

Note

- The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling PT Cloud service.
 - For details about enabling PT Cloud service, see **Enable PT Cloud service for Device**.
-

7. Optional: Tap **Configure DDNS** to configure DDNS.

Note

- See **Set DDNS** for details.
 - After DDNS being enabled, the device will be accessed via IP address in priority, so that remote configuration of the device will be supported, and the streaming speed will be faster than streaming via PT Cloud service.
 - If you skip this step, the device will be accessed via PT Cloud service.
-

8. Tap **Finish**.
9. Optional: Tap the device name or tap **⋮**, and then tap **Delete Device**.

4.2 Set a Password to Activate a Device

When adding a device, if the device is not activated, a window will pop up to ask you to activate the device.

Before You Start

The device to be activated and the phone running the Mobile Client should be on the same LAN.

Steps

1. Add a device.
2. On the Activate Device page, tap **Set Device Password**.
3. Create a password.



If you forget the password in the future, you might need to reset the device.

4. Tap **Activate** to activate the device.
5. Enable DHCP or manually configure network if you enter the Network Configuration page.

4.3 Connect Offline Device to Network

When adding a device to the Mobile Client, if the device is offline, you should connect the device to a network first. The Mobile Client provides the following four methods for connecting offline devices to networks.

Connect to Wired Network

Use this method if a router is available for the device to connect to.



Make sure the device is powered on.

Connect to Wireless Network

Use this method if a wireless network is available for the device to connect to. "Device" here excludes wireless doorbell, wireless security control panel, and Mini Trooper (a kind of battery camera).



- Make sure your phone has connected to a Wi-Fi network before using the method.
 - The device should support connecting to wireless network.
-

Connect to Network by Wi-Fi Configuration

You can use this method to connect wireless doorbell to the network by using the doorbell to scan the QR code generated by the Mobile Client.

Tap **Connect to a Network** on the Result page and then follow the instructions on the subsequent pages to connect the device to the network.

Connect to Network by Access Point

In the Mobile Client, Access Point (AP) refers to a networking hardware device (e.g., wireless doorbell or wireless security control panel), which can provide a Wi-Fi network for the phone to connect to.



Make sure you have turned on WLAN in the phone's operation system.

Tap **Connect to a Network** on the Result page, select **Wireless Connection** as the connection type, and then follow the instructions on the subsequent pages to complete the connection process.

4.4 Enable PT Cloud service for Device

PT Cloud service is a cloud service. When adding a device via LTS Connect Domain or scanning QR code, the service should be enabled. You can enable the service via the Mobile Client, the device web page, or LTS Connect Pro client software. This section introduces how to enable the service via the former two methods.

4.4.1 Enable PT Cloud service When Adding Device on Mobile Client

When adding a device via LTS Connect domain or scanning QR code, if the PT Cloud service is not enabled for the device, the Enable PT Cloud service window will pop up to remind you to enable the service first.

Perform the following task to enable the PT Cloud service in this case.

Steps

1. Add a device via LTS Connect domain or scanning QR code.



See ***Add a Device by LTS Connect Domain*** or ***Add Device(s) by Scanning Device QR Code*** for details.

If the device's PT Cloud service is not enabled, the following window pops up.

2. On the Enable PT Cloud service window, tap **PT Cloud Terms of Service** to read the terms of service.
3. Check **Read and Agree PT Cloud Terms of Service**.

4. Tap **Next**.
5. Create a device verification code.

 **Note**

You can change the device verification code. See [**Change Device's Verification Code**](#) for details.

6. Tap **Enable PT Cloud service**.

What to do next

Continue the process for adding the device. See [**Add a Device by LTS Connect Domain**](#) or [**Add Device\(s\) by Scanning Device QR Code**](#) for details.

4.4.2 Enable PT Cloud service on Device Web Page

You can enable PT Cloud service for a device on the device web page.

Steps

1. Visit the device IP address on the web browser.
2. Enter the device user name and device password to log in to the device web page.
3. Tap **Configuration** → **Network** → **Advanced Settings** → **Platform Access** to enter the Platform Access page.

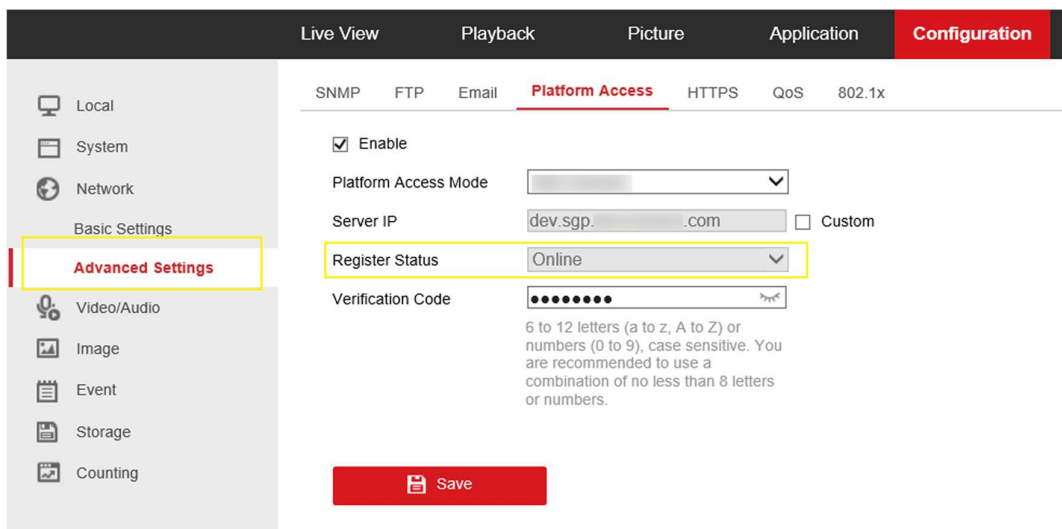


Figure 4-2 The Platform Access Page

4. Check **Enable**.
The system will set LTS Connect as the platform access mode by default.
5. Optional: If it is the first time to enable the PT Cloud service, create a device verification code.
6. Tap **Save**.

4.5 Enable DHCP Function on Device Web Page

You can enable DHCP by following the steps below to allow allocating DNS address automatically.

Steps

1. Visit the IP address of the device.
2. Enter the device user name and device password and log in to the device's web page.
3. Click **Configuration** → **Network** → **Basic Settings** to enter the Basic Settings page.
4. Enable **DHCP**.
DNS address will be allocated automatically.
5. Click **Save**.

4.6 Unbind Device from Its Original Account

When adding a device by scanning QR code or LTS Connect domain, if the result shows that the device has been added to another account, you should unbind it from the account before you can add it to your account.

Before You Start

Make sure the device and the phone running the Mobile Client are in the same local area network.

Steps

1. Add the device by scanning QR code or LTS Connect domain.
See [***Add Device\(s\) by Scanning Device QR Code***](#) or [***Add a Device by LTS Connect Domain***](#) for details.
2. On the Result page, tap **Unbind Device** to start unbind the device from its account.
3. Optional: If the network exception occurs, perform the following operations.
 - Tap **Connect to Wi-Fi** to connect the phone to the Wi-Fi network and make sure the device is in the same local area network with the phone.
 - Tap **Or you can unbind the device from its account in local GUI** to unbind the device via local GUI.

Note

Unbinding the device via local GUI should be supported by the device.

4. On the Unbind Device page, enter the device password and the verification code displayed on the image.
5. Tap **Finish**.

4.7 Device Sharing

You can share devices to other users. The recipient can access the devices according to the

permissions you grant them. You can also receive and use the devices shared by other users.

4.7.1 Share a Specific Device via Its QR Code

You can share a specific device to another LTS Connect user via the device's QR code. You can also select the device permissions granted to the recipient to determine which operations the recipient can do on the device.

Steps

1. Enter the Recipient page.

Option 1 Tap  → **Share Device** → **Share Device**.

Option 2 On device list page, tap .

You will enter the Recipient page.

2. Tap **Share via QR Code** and then select a device (if required) to enter the Share via QR Code page.

3. Swipe up to show the complete QR code.



4. Let the recipient use the LTS Connect Mobile Client to scan the QR code.

The recipient needs to send a device sharing application to you. After that, you'll receive a notification about the application on your Mobile Client.

5. Tap **View** on the notification to view the details of the application.

6. Set device permissions for the recipient.

– Check **All Permissions** to grant all available permissions to the recipient.

– Tap , and then select permission(s) to grant the selected one(s) to the recipient, and finally tap .

7. Tap **Agree**.

The device will be shared to the recipient. The recipient will be able to view the device on the device list.

8. Optional: Edit the device permissions.

1) Go to **More** → **Manage Sharing Settings**.

2) Tap the device and then edit the device permissions granted to the recipient.

9. Optional: Delete the recipient account and all the sharing information.

1) Go to **More** → **Manage Sharing Settings**.

2) Tap the device to enter the Sharing Details page and then tap **Delete**.

4.7.2 Share Multiple Devices by Scanning Recipient's Account QR Code

You can share multiple devices to another LTS Connect user. You can also set the device permissions granted to the recipient to determine which operations the recipient can do on the device.

Steps


1. Enter the Recipient page.


Option 1 Tap  → **Share Device** → **Share Device**.

Option 2 1. Enter the Live View page.



For details about how to enter the Live View page, see ***Start and Stop Live View.***

2. Select a live view window and then tap .
3. Tap **Share**.

Option 3 For security control panel, tap the device on device list page to enter the device details page and then tap .

2. Tap **Scan QR Code**.
3. Scan the QR code of the recipient's account.
The recipient's account will be listed in the account list, and be automatically selected.




The recipient can go to **More** → **Account Management** → **My QR Code** on his/her Mobile Client to get the QR code of his/her account.

4. Select device(s), and then tap **Next**.



For devices linked with multiple cameras, you can select camera(s) for sharing.

5. Configure permissions for the to-be-shared device(s).
 - Check **All Permissions** on the Sharing Details page to select all the permissions.
 - Tap the device displayed on the Sharing Details page, and then select permission(s) and tap .

Example

For example, if you select Live View and Remote Playback, the recipient will have the permissions to view live video and play back the video footage of the device.

6. Tap **Finish** to finish sharing.
A notification about the sharing will appear on the recipient's Mobile Client. The recipient can tap the message, and then accept or reject the shared device.
7. Optional: Tap the account on the history account list and then tap **Delete** to delete the recipient's account and all the sharing information.


4.8 Favorites Management

You can add the frequently-used camera(s) to the favorites so that you can access them conveniently.

4.8.1 Add Cameras to Favorites on Home Page

On the device list page, you can add the frequently-used camera(s) to the favorites so that you can access them conveniently.

Steps

1. On the home page, tap .
2. Tap **Add to Favorites**.
3. Select devices and cameras on the Select Camera page.
4. Tap **OK**.
5. Create a name for the Favorites and then tap **OK**.

Note

- Up to 32 favorites can be added.
 - The favorites name should be no more than 32 characters.
-

The added Favorites will be displayed on the device list page.

6. Optional: Tap the Favorites name on the home page to view the cameras' live videos.

4.8.2 Add Cameras to Favorites During Live View


On the live view page, you can add frequently-used cameras to Favorites so that you can access them conveniently

Steps

1. Enter the Live View page.

Note

For details about how to enter the Live View page, see [***Start and Stop Live View***](#)

2. Tap  and tap **Add to Favorites**.
3. Add cameras to favorites.
 - Create a new favorites in the pop-up window and tap **OK**.
 1. Add to existing favorites. Tap **Add to Existing Favorites** in the pop-up window.
 2. Select a Favorites folder in the list.
 -



- Up to 32 Favorites can be added.

The favorites name should be no more than 32 characters.

4. Optional: Tap the Favorites on the device list page to view the cameras' live videos.

4.8.3 Remove Cameras from Favorites

You can delete cameras in the favorites.

Steps

1. Tap of the Favorites.
2. Tap a camera that need to be deleted.
3. Tap **Confirm** in the pop-up window to delete the camera.

4.9 Configure Your Device

On the Settings page of a device, you can view and edit the device's basic information, delete the device, upgrade device firmware, and configure other functions such as video and image encryption and changing device verification code.



The available functions on the Settings page vary with different device types and device models.

4.9.1 Change Device's Verification Code

The device verification code is used for verifying user identity, as well as encrypting a device's videos (including live videos and recorded video files) and captured pictures. You can change the device verification code for the network camera and Mini Trooper (a kind of camera powered by battery).

Steps



For details about how to encrypt a device's videos and captured pictures, see [**Set Video and Image Encryption**](#).

1. On the device list page, tap to enter the Settings page of the device.
 2. Tap **Change Verification Code**, and then tap **Edit** on the pop-up Window to enter the Change Verification Code page.
 3. Enter the old verification code, and then tap **Next**.
 4. Create a new verification code, and then confirm it.
-

 **Note**

If you have enabled the Video and Image Encryption function, new pictures and videos will be encrypted by the new verification code. However, the earlier encrypted pictures and videos still use the old verification code.


4.9.2 Set Video and Image Encryption

For security reasons, you can set the video and image encryption function to encrypt the videos or the pictures.

Steps

 **Note**

- If you set the video and image encryption function, the device's live video, recorded video, and pictures in event information will be encrypted. You should enter the device verification code the first time you entering these pages.
 - If you log in to the Mobile Client with the same account on another phone, you should enter the device verification code again to view the live video, the recorded video, and pictures in event information.
-

1. On the device list page, tap  to enter the Settings page of the device.
 2. Set the Video and Image Encryption switch to ON to enable the function.
 3. Optional: Change the encryption password (device verification code).
 - 1) Tap **Change Password**.
 - 2) Tap **Edit** in the pop-up window to enter the Change Password page.
 - 3) Follow the instructions on the page to change the device verification code.
-


 **Note**

The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling PT Cloud service. For details about enabling PT Cloud service, see [***Enable PT Cloud service for Device***](#).

4.9.3 Set DDNS

For a device added via LTS Connect Domain or Scanning QR code, if DDNS is enabled, the device's streams will be accessed via IP address in priority. In this case, you can remotely configure device and the speed of streaming will be faster than that of streaming via PT Cloud service.

Steps

1. On the device list page, tap  to enter the Settings page of the device.
 2. On the Settings page, tap **Configure DDNS** to enter the Configure DDNS page.
-

3. Set the required information.

Device Domain Name

The default device domain name is the serial number of the device. If you want to edit it, the edited domain name should contain 1 to 64 characters, including numbers, lowercase letters, and dashes. And it should start with a lowercase letter and cannot end with a dash.

Port Mapping Mode

For details about setting port mapping, tap **How to Set Port Mapping**.

 **Note**

The entered port number should be from 1 to 65535.

User Name

Enter the device user name.

Password


Enter the device password.

4. Tap .

4.9.4 Upgrade Device Firmware

You can upgrade the firmware of a device to its latest version. If the latest version is detected, a red dot will appear on the Device Version field of the Settings page of the device.

Steps

1. On the device list page, tap  to enter the Settings page of the device.
2. Tap **Device Version** to enter the Device Version page.
3. Tap **Upgrade**.

The Mobile Client will download the upgrade file first and then start upgrading the device.

 **Note**

You can also enable the Mobile Client to automatically download the upgrade file in Wi-Fi networks once a new device version is detected.

4.9.5 Set Custom Audio


You can select a recorded audio file and set it as the custom audio prompt for the alarms sent

from the channels linked to specific models of DVR.

Steps



The device should support this function.

1. On the device list, tap  to enter the Settings page of the device.
2. Tap **Custom Audio** to enter the Select Channel page.
3. Select channel(s), and then tap **Next Step**.
The available audio file(s) will appear.
4. Optional: Tap the Play icon to play the audio file.
5. Select an audio file, and then tap **OK**.

4.9.6 Use Mobile Client as Device's Remote Controller

For a device added via IP/Domain, you can use the Mobile Client as the device's remote controller.

Steps



- The function should be supported by the device.
 - The remote controller function is supported when your phone or tablet is connected to a Wi-Fi network, and the network latency should be less than 200ms.
-





1. On the device list page, tap  → **Settings** to enter the Settings page of the device.
2. Tap  and tap **Remote Controller** to enter the following page.



Figure 4-3 Remote Controller Page

3. Swipe the screen to perform remote-control operations such as moving up, down, left, and right.
4. Tap the screen to confirm.
5. Optional: Tap  to cancel and return to the previous menu of the device.
6. Optional: Tap  to open the main menu of the device.



4.9.7 Remote Configuration

After adding a device, you can set the parameters of the device, including basic information, time settings, recording schedule, etc.

View and Edit Basic Information

You can view and edit the basic information of a device.

Steps

1. On the device list page, tap  to enter the Settings page of the device.
2. Enter the Remote Configuration page.
 - For a device added via IP/Domain, tap  → **Remote Configuration**.



Note

For details about adding device via IP/Domain, see [***Add a Device by IP/Domain***](#).

- For a device added via other methods, tap **Remote Configuration** on the Settings page.
-

Note




You should have configured DDNS for the device first. See [***Set DDNS***](#).

3. Tap **Basic Information** to enter the Basic Information page.
4. Tap  to enter the Edit Device page.
5. Edit the basic information of the device.
6. Tap  to save the settings.

Set Recording Schedule


You can set a recording schedule for a channel of a specific device.

Steps

1. Enter the Settings page.
 - On the device list page, if the page is in list mode, swipe the device name to the left and tap .
 - On the device list page, if the page is in thumbnail mode, tap the device name or tap .
 - On the Live View page, tap  and then tap **Settings**.

 **Note**

For details about how to enter the Live View page, see ***Start and Stop Live View***.

2. Enter the Remote Configuration page.
 - For a device added via IP/Domain, tap  → **Remote Configuration**.
-

 **Note**

For details about adding device via IP/Domain, see ***Add a Device by IP/Domain***.

- For a device added via other methods, tap **Remote Configuration** on the Settings page.
-

 **Note**

You should have configured DDNS for the device first. See ***Set DDNS***.

3. Tap **Recording Schedule** to enter the Recording Schedule page.
4. Select a channel if the device has multiple channels.
5. Set the switch to ON to enable recording schedule.
6. Set a recording schedule for a day in the week.
 - 1) Tap a day in the week to enter the schedule settings page.
 - 2) Tap a time period to set the recording type, start time, and end time.

Continuous

The video will be recorded automatically according to the time of the schedule.

Motion Detection

The video will be recorded when the motion is detected.

Alarm

The video will be recorded when the alarm is triggered via the external alarm input channels.

Motion Detection or Alarm

The video will be recorded when the external alarm is triggered or the motion is detected.

Motion Detection and Alarm

The video will be recorded when the motion and alarm are triggered at the same time.

Event

The video will be recorded when any event is detected.

 **Note**

You can also set the recording type to detailed event type, which should be supported by the device. For details, refer to the user manual of the device.

- 3) Tap **OK** to save the settings of the time period.
 - 4) Set other time periods in the day.
-

 **Note**

Up to 8 time periods can be configured for each day. And the time periods cannot be overlapped with each other.

Monday	
Continuous	00:00 - 04:00
Alarm	04:00 - 08:00
Motion Detection	08:00 - 10:00
Event	10:00 - 12:00
Motion Detection or Alarm	12:00 - 14:00
Motion Detection and Alarm	14:00 - 18:00
Region Entrance Detection	18:00 - 20:00
Continuous	20:00 - 24:00
Delete All	Copy to

Figure 4-4 Setting Multiple Time Periods in a Day

7. Optional: Perform the following operations after saving the time periods in one day.

Copy to Other Days Tap **Copy to** to copy all the time periods settings to the other days in the week.




Delete All Tap **Delete All** to clear all the configured time periods.

8. Tap  to save the settings.

Configure Time Settings


You can select the time zone and set the time synchronization mode to Manual or NTP mode for the added device.

Steps

1. Enter the Settings page of the device.
 - On the device list page, if the page is in list mode, swipe the device name to the left and tap .
 - On the device list page, if the page is in thumbnail mode, tap the device name or tap .
 - On the Live View page, tap  and then tap **Settings**.

Note

For details about how to enter the Live View page, see [***Start and Stop Live View.***](#)

2. Enter the Remote Configuration page.
 - For a device added via IP/Domain, tap  → **Remote Configuration**.

Note

For details about adding devices via IP/Domain, see [***Add a Device by IP/Domain.***](#)

- For a device added via other methods, tap **Remote Configuration** on the Settings page.

Note

You should have configured DDNS for the device first. See [***Set DDNS.***](#)

3. Tap **Time Configuration** to enter the Time Configuration page.
4. Select the time zone in which the device locates.


The device time will be adjusted automatically.
5. Select the time synchronization mode.
 - Select **NTP Synchronization**. And then set the interval for synchronizing the device time with the NTP server.

NTP Synchronization

Synchronize time at a specific interval with the NTP server.






For details about setting the NTP server details, refer to the user manual of the device.

- - Select **Manual Synchronization**. And then tap **Synchronize with Phone** to synchronize the device time with the OS (Operation System) time of your phone or tablet.
6. Tap  to save the settings.

Change Device Password


You can change the password of a device via the Mobile Client.

Steps

1. Enter the Settings page of the device.
 - On the device list page, if the page is in list mode, swipe the device's name to the left and tap .
 - On the device list page, if the page is in thumbnail mode, tap the device's name or tap .
 - On the Live View page, tap  and then tap **Settings**.
-



For details about how to enter the Live View page, see [***Start and Stop Live View***](#).

2. Enter the Remote Configuration page.
 - For a device added via IP/Domain, tap  → **Remote Configuration**.
-



For details about adding device via IP/Domain, see [***Add a Device by IP/Domain***](#).

- For a device added via other methods, tap **Remote Configuration** on the Settings page.
-




You should have configured DDNS for the device first. See [***Set DDNS***](#).

3. Tap **Change Password** to enter the Change Password page.
4. Enter the old password of the device
5. Create a new password.

 **Caution**

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.



Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

6. Confirm the password.
7. Tap  to save the changes.

Configure Normal Event

You can enable a device's normal event such as motion detection, video tampering alarm, video loss alarm, for the channels of the device.

Steps

1. On the device list page, tap  to enter the Settings page of the device.
 2. Enter the Remote Configuration page.
 - For a device added via IP/Domain, tap  → **Remote Configuration**.
-

 **Note**

For details about adding device via IP/Domain, see [**Add a Device by IP/Domain**](#)

- For a device added via other methods, tap **Remote Configuration** on the Settings page.
-

 **Note**

You should have configured DDNS for the device first. See [**Set DDNS**](#).

3. Tap **Normal Event** to enter the Normal Event page.
4. Optional: Select a channel if the device has multiple channels.
5. Set the switch(es) to ON to enable the event(s).

Configure Smart Event



You can enable the smart event for the channels of a device, including audio exception detection,

face detection, and intrusion detection, etc.

Steps

Note

The supported event types of smart event vary according to different devices.

1. On the device list page, tap  to enter the Settings page of the device.
 2. Enter the Remote Configuration page.
 - For a device added via IP/Domain, tap  → **Remote Configuration**.
-

Note

For details about adding device via IP/Domain, see **Add a Device by IP/Domain**.

- For a device added via other methods, tap **Remote Configuration** on the Settings page.
-

Note

You should have configured DDNS for the device first. See **Set DDNS** for details.

3. Tap **Smart Event** to enter the Smart Event page.
4. Optional: Select a channel if the device has multiple channels.
5. Set the switch(es) to ON to enable event(s).



Enable Temperature Measurement

You can enable the temperature measurement function for the thermal camera on the Mobile Client.

Steps

Note

This function is only available to the thermal camera.

1. On the device list page, tap  to enter the Settings page of the device.
 2. Enter the Remote Configuration page.
 - For a device added via IP/Domain, tap  → **Remote Configuration**.
-

Note

For details about adding device via IP/Domain, see **Add a Device by IP/Domain**.

- For a device added via other methods, tap **Remote Configuration** on the Settings page.
-

Note

You should have configured DDNS for the device first. See **Set DDNS**.

3. Tap **Temperature Measurement** to enter the Temperature Measurement page.

4. Optional: Select a camera if camera(s) are linked to the device.
5. Set the switch to ON to enable temperature measurement.

Chapter 5 Video & Cloud Storage

With the Mobile Client, you can remotely view live videos of the added encoding devices (e.g., cameras, NVRs, and DVRs) and play back their video footage. If cloud storage is activated on the video devices, you can browse, search, play back, and download the video footage on cloud.

5.1 Live View

You can view live video of the devices' connected cameras. And some basic operations are supported during live view, including picture capturing, manual recording, PTZ control, etc.

5.1.1 Start and Stop Live View

Live view shows you the live video getting from cameras. Perform the following task to start and stop live view.

Steps

1. Tap a camera to enter the Live View page.
 - If the Video and Image Encryption function is disabled, the live video will start playing automatically.
 - If the Video and Image Encryption function is enabled, you should enter the device verification code before the live video starting playing.

Note

- For details about Video and Image Encryption function, see [**Set Video and Image Encryption**](#).
 - The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling PT Cloud service.
 - The live video from the video intercom device lasts 5 minutes.
 - Up to 6 users can view the live video of a same door station simultaneously. If the upper-limit is reached, other users can only use the audio function of the door station.
-

2. Optional: Perform the following operations.

View Full Screen Live Video Rotate the phone to view live video in full screen mode.

Switch Camera Swipe the live view page to the left or right to switch camera and view its live video.

Reselect Device for Live View 1. Tap  to go back to the device list.
2. Reselect cameras and then tap **OK**.

 **Note**

You can select up to 256 cameras.


Switch to Playback

Tap  → **Playback** to switch to playback.

 **Note**






For details about playback, see [*Playback*](#).

3. Stop live view of a camera.

- 1) Press and hold a window under live view.
- 2) Drag the window upwards to the appearing  at the top of the page.

5.1.2 Set Window Division


You can adjust window division in different scenarios.

Tap , , ,  or  to set the window division mode to 1-window, 4-window, 9-window, 12-window, or 16-window respectively.

If the added camera number is more than the window division number, you can swipe left or right to see the rest.

5.1.3 Digital Zoom

Digital zoom adopts encoding technology to enlarge the image which will result in image quality damage. You can zoom in or zoom out the live video image as desired.

Tap  to zoom in or zoom out the image.

Or spread two fingers apart to zoom in, and pinch them together to zoom out.

5.1.4 PTZ Control

PTZ is an abbreviation for "Pan, Tilt, and Zoom". With the PTZ Control functionality provided by the Mobile Client, you can make the cameras pan and tilt to the required positions, and zoom in or out the live video images. For some network cameras, you can also enable auto-tracking to make the camera pan, tilt, and zoom to track the detected moving objects.

 **Note**

PTZ control should be supported by the camera.

Pan and Tilt a Camera


The Mobile Client allows you to pan and tilt a camera's view.

Steps

1. Start live view of a camera supports PTZ control.

Note

For details about how to start live view, see [Start and Stop Live View](#).

2. Select a live view window on the Live View page.
3. Tap  to open the PTZ Control panel.

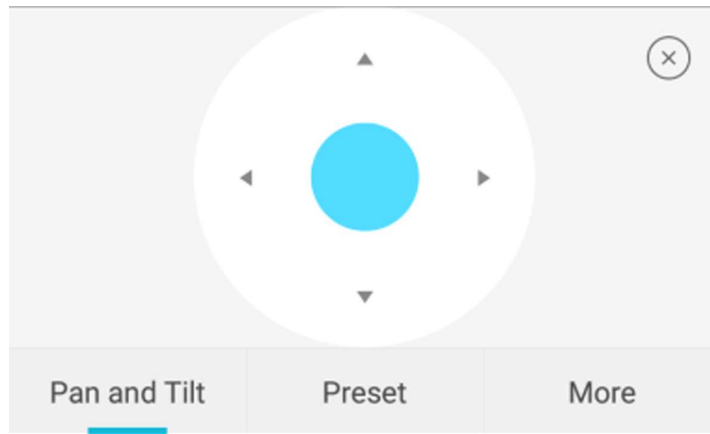


Figure 5-1 PTZ Control Panel

4. Tap **Pan and Tilt**.
5. Drag the circle button at the center of the PTZ Control panel to pan and tilt the camera.

Set a Preset

A preset is a predefined image position which contains configuration parameters for pan, tilt, zoom, focus and other parameters. You can also set a virtual preset after enabling digital zoom. After you set a preset, you can call the preset and then the camera will move to the programmed position.

Steps

1. Pan and tilt a camera to move the camera direction to a desired position.

Note

See [Pan and Tilt a Camera](#) for details.

2. In the PTZ Control panel, tap **Add Preset** to open the following window.

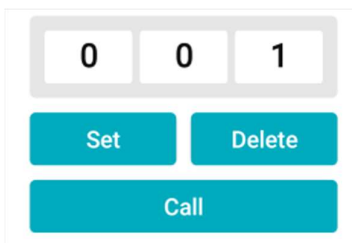


Figure 5-2 Set a Preset

3. Swipe the number up or down to set the preset No.

 **Note**

The preset No. should be between 1 and 256.

4. Tap **Set** to complete setting the preset.
5. Tap **Call** to call the preset.
6. Optional: Tap **Delete** to delete the preset.

Adjust PTZ Speed

You can adjust the PTZ speed.

Steps



1. Start live view of a camera which supports PTZ control.
2. Tap to open the PTZ control panel.
3. Tap **More** → to open the PTZ speed panel.
4. Drag the slider to adjust the PTZ speed.













Other Functions

The PTZ Control panels provide other functions such as PTZ speed adjustment, auto-scan, focus control, iris control, and auto-tracking.

Tap **More** on the PTZ Control panel to view the functions.

Table 5-1 Other Functions

Icon	Description
	<p>Start/stop the auto-scan, which means to make the speed dome pan, tilt, and (or) zoom by a predefined route.</p> <hr/> <p> Note</p> <ul style="list-style-type: none"> ● You can define the route on the device. For details, see the user manual of the device. ● The function should be supported by the device.

Icon	Description
	Zoom control:  Zoom+ /  Zoom-
	Focus control:  Focus + /  Focus -
	Iris control:  Iris + /  Iris -
	Adjust PTZ speed.
	<p>Enable/Disable auto-tracking. After enabled, when the camera detects a moving object, the camera will pan, tilt, and zoom to track the object until the object moves out of the field of view of the camera.</p> <hr/> <p> Note</p> <p>The function should be supported by the device.</p> <hr/>

5.1.5 Start Two-Way Audio

Two-way audio function enables the voice talk between the Mobile Client and devices. You can get and play not only the live video but also the real-time audio from the devices, and the devices can also get and play the real-time audio from the Mobile Client.

Steps


 **Note**

- The function should be supported by the device.
 - The devices added by LTS Connect domain or by scanning QR code do not support this function.
-

1. Start live view of the device.

 **Note**



See ***Start and Stop Live View*** for details.

2. Tap  in the toolbar to turn on the two-way audio.

3. If the device is a NVR, select the device or its linked network camera as the two-way audio channel.

Note

If not, skip this step.

- If the device is full duplex, two-way audio will be started automatically.
 - If the device is half-duplex, you have to tap and hold  to talk, and release to listen.
4. Tap  to turn off two-way audio.

5.1.6 Capturing and Recording

During live view, you can capture pictures of the live video and record video footage.

Steps


1. Start live view of a camera.

Note

See [Start and Stop Live View](#) for details.

2. Capture a picture or record video footage.

Capture Picture Tap  to capture a picture.

Record Video Footage Tap  to start recording video footage, tap again to stop.

The captured pictures and recorded videos will be saved in **More** → **Pictures and Videos**.

5.1.7 Set Image Quality for Device Added by IP/Domain

For devices added via IP/Domain, you can set its image quality to Fluent or Clear. You can also customize image quality for the devices.

Steps


Note

- If you change the image quality, the live view and recording of the device may be affected due to the new settings.
 - In multi-window mode, you can only set the image quality to Fluent, or customize the image quality and the stream type can only be Sub Stream.
-

1. Start live view of a device added via IP/Domain.

 **Note**

See ***Start and Stop Live View*** for details.

2. Tap  on the live view page to enter the quality switching panel.

 **Note**

The icon vary with the actual video quality.

3. Set the image quality as desired.
 - Tap **Clear** to set the image quality as Clear.
 - Tap **Fluent** to set the image quality as Fluent.
 - Tap **Custom** to open the Custom Settings window, and then configure the parameters and tap **Confirm** to confirm the custom settings.

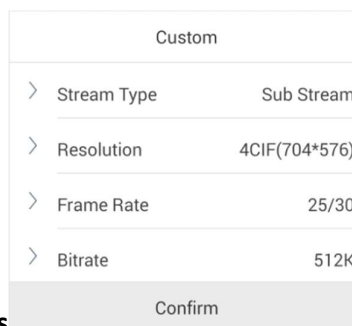


Figure 5-3 Custom Settings

 **Note**

- The live view effect is related to the performance of your network and hardware of your network and phone and tablet. If the live view is not fluent or the image appears blurred, reduce the resolution, frame rate and bitrate of the camera in custom mode, or set the image quality as fluent mode.
- The following table shows the recommended frame rate and bitrate configuration for different resolution at H.264, H.264+ and H.265 video compression by Moto X Pro (CPU: Snapdragon805, Android 5.0.2).

Table 5-2 Recommended Configuration

Resolution	1-ch	2-ch	4-ch	Recommended Configuration
H.264 (Software Decoding)				
1080P	√	√		Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate:

Resolution	1-ch	2-ch	4-ch	Recommended Configuration
				512Kbps
H.264 (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 512Kbps
H.264+ (Software Decoding)				
1080P	√	√		Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
H.264+ (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
H.265 (Software Decoding. Hardware decoding is not supported.)				
1080P	√	√		Frame rate: 25fps; Bit rate: 2Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 256Mbps

5.1.8 Set Image Quality for LTS Connect Device

Usually three pre-defined image qualities are provided in the Mobile Client for LTS Connect device: Basic, Standard, and High Definition.

Steps


 **Note**

The provided image quality types may vary with different devices.

1. Start live view of a e e device.

 **Note**

See **Start and Stop Live View** for details.

2. Tap  to enter the quality switching panel.



The icon may vary with the actual image quality.

3. Set image quality.

Basic

Basic image quality.



Basic is the default image quality.

Standard

Standard image quality (the image quality is higher than that of Basic and lower than that of HD).

HD

High definition image quality (the image quality is the highest of the three).

5.1.9 Live View for Fisheye Camera

In the fisheye view mode, the whole wide-angle view of the fisheye camera is displayed. Fisheye expansion can expand images in five modes: 180° panorama, 360° panorama, 4-PTZ, semisphere, and cylindrical-surface.

Steps



The function is only supported by fisheye camera.

1. Start live view of a fisheye camera.



See ***Start and Stop Live View*** for details.




2. Tap  to show the fisheye expansion panel.
3. Select mounting type.







Table 5-3 Mounting Type

Icon	Description
	Wall Mounting

Icon	Description
	Ceiling Mounting

4. Select fisheye expansion mode.

Table 5-4 Fisheye Expansion Mode

Icon	Description
	<p>Fisheye view for ceiling mounting and wall mounting. In the Fisheye view mode, the whole wide-angle view of the camera is displayed. The mode is the vision of a fish's convex eye. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image.</p> <p>In this mode, you can pinch the fingers together to zoom out the image, and spread them apart to zoom in.</p>
	<p>Dual-180° panorama view for ceiling mounting. The distorted fisheye image is transformed to normal perspective image.</p> <p>In this mode, you can swipe to the left or to the right to adjust the field of view.</p>
	<p>360° panorama view for ceiling mounting and wall mounting. The distorted fisheye image is transformed to normal perspective image.</p> <p>In this mode, you can swipe to the left or to the right to adjust the field of view.</p>
	<p>4 PTZ Views for ceiling mounting and wall mounting. The PTZ view is the close-up view of some defined area in the Fisheye view or Panorama view.</p> <p>In this mode, you can pinch the fingers together to zoom out the image, and spread them apart to zoom in. You can also swipe the screen to perform pan and tilt movement.</p>
	<p>Semisphere-shaped view for wall mounting. In this mode, the whole wide-angle view of the camera is displayed. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image.</p> <p>In this mode, you can drag the image to adjust the view angle, and pinch the fingers together to zoom out the image, and spread them apart to zoom in.</p>
	<p>Cylindrical-surface-shaped view for wall mounting. In this mode, the whole wide-angle view of the camera is displayed. The lens produces curvilinear images of a large area, while distorting the perspective</p>


Icon	Description
	<p>and angles of objects in the image.</p> <p>In this mode, you can drag the image to adjust the view angle, swipe to the left or to the right to adjust the field of view, as well as pinch the fingers together to zoom out the image and spread them apart to zoom in.</p>


5.1.10 Open Door During Live View

You can open or close the door when viewing the live video of a video intercom device, a face recognition terminal, or a related camera of an access control device. This function allows you to check the visitor or the situation nearby the door before you open it.

Note

- The device should support this function.
- For face recognition terminals, you can enabling opening door by fingerprint authentication or facial authentication. For details, see [***Manage Access Control Devices***](#).

For the access control device's related cameras, select a live view window and tap , and then enter the device verification code to open the door.

For the video intercom device, select a live view window and tap , and then enter the device verification code to open the door.

Note

The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling PT Cloud service.


5.2 Playback

You can search the recorded video files stored in the added device for remote playback.

5.2.1 Normal Playback

Normal playback refers to the playback based on timeline. You can search the camera's recorded video files in a selected time period and then start playback.

Steps

1. On the device list page, tap  in the upper-left corner to enter the Select Item(s) page.
2. Set the date and time for playback.

Playback Date

Select a date.



The date during which video files were recorded is marked with a yellow dot.

Playback Time

Set the start time point for the playback in the selected date.

3. Select camera(s).





You can select up to 4 cameras.

4. Tap **Start Playback** to enter the Playback page.

5. Optional: Perform the following operations.

Adjust Playback Time Slide the timeline to adjust the playback time.



 represents continuous recording and  represents event-triggered recording. You can determine the recording type (continuous or event-triggered) when setting recording schedule. For details, see [***Set Recording Schedule***](#).

Scale up and down Timeline

Spread two fingers apart to scale up the timeline or pinch them together to scale down.

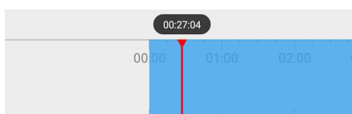


Figure 5-4 Timeline

5.2.2 Event Playback

Event playback refers to the playback based on the detected events, such as motion detection. You can select an event and then play back the event-related video footage. Duration playback, you can also save the event-related picture if it has been captured by the camera.

Before You Start

Make sure you have configured events for the selected camera.

Steps

1. Start normal playback.

 **Note**

For details, see ***Normal Playback***.

2. Tap **Event Playback** to enter the Event Playback page.
The event-related video footage within the latest 7 days will be displayed.

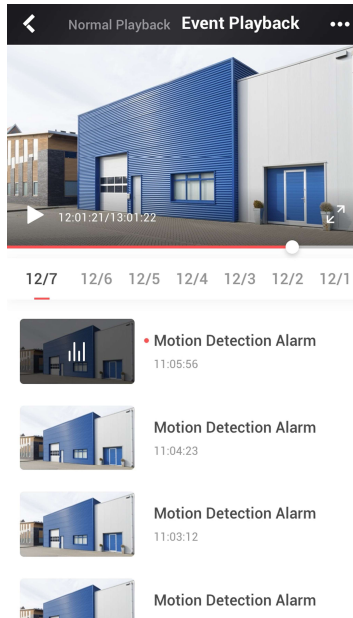



Figure 5-5 Event Playback Page

3. Select a date and then tap an event to start playback.
4. Optional: Tap  and then tap **Save Image** to save the event-related picture.

 **Note**

Make sure you have configured the required event linkage action (capturing event-related picture) for the device. For details, see the user manual of the device.

5.2.3 Capturing and Recording

During playback, you can capture pictures and record video footage.

Steps


1. Start playback.

 **Note**

See [Normal Playback](#) for details.

2. Capture a picture or record video footage.

Capture a Picture Tap  to capture a picture.

Record Video Footage Tap  to start recording video footage, tap again to stop.

The captured pictures and recorded videos will be saved in **More** → **Pictures and Videos**.

5.2.4 Set Playback Quality for Device Added by IP/Domain

For devices added by IP/Domain, you can set the image quality of playback for them.

Steps


 **Note**

For details about adding device by IP/Domain, see [Add a Device by IP/Domain](#).

1. Select a device added by IP/Domain on the device list and then start playback.

 **Note**

For details about starting playback, see [Normal Playback](#).

2. Tap  on the playback page to enter the quality switching panel.

 **Note**

The icon may vary with the actual video quality.

3. Set the image quality as desired.

- Tap **Clear** to tap the image quality to Clear.
 - Tap **Custom** to open the Custom Settings window, and then configure the parameters (Resolution, Frame Rate, and Bitrate) and tap **Confirm** to confirm the custom settings.
-

 **Note**

- The image effect is related to the performance of your network and phone or tablet. If the image is not fluent or the screen appears blurred, reduce the resolution, frame rate and bitrate of the camera in custom mode.
- The following table shows the recommended frame rate and bitrate configuration for different resolution at H.264, H.264+ and H.265 video compression by Moto X Pro (CPU: Snapdragon805, Android 5.0.2).

Table 5-5 Recommended Configuration

Resolution	1-ch	2-ch	4-ch	Recommended Configuration
H.264 (Software Decoding)				
1080P	√	√		Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 512Kbps
H.264 (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 512Kbps
H.264+ (Software Decoding)				
1080P	√	√		Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
H.264+ (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
H.265 (Software Decoding. Hardware decoding is not supported.)				
1080P	√	√		Frame rate: 25fps; Bit rate: 2Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 256Mbps

5.2.5 Adjust Playback Speed

For the cameras linked to a DVR or NVR, you can adjust the playback speed for them as required.

Note

The function should be supported by the device.

During playback, you can swipe the toolbar at the bottom to view the hidden icons, and then tap

📄 to set the playback speed to 1/8X, 1/4 X, 1/2 X, 1X, 2X, 4X, and 8X. X here refers to the original playback speed.

5.2.6 Download Video Segment from Device


During playback of the cameras linked to a DVR or NVR, you can download a specific video segment as evidence if it contains important information about incidents such as violent crimes in case of the need for settling disputes or legal cases.

Steps

Note

The function should be supported by the device.

1. Start playback.
2. Tap  if important information occurs on the image.

By default, the video segment which lasts 130 seconds (from 10 seconds before the tapping, to 120 seconds after that) will be automatically selected for download. For example, if you tap  when the video footage is played to 00:00:30, the segment from 00:00:20 to 00:02:30 will be selected.

Note

In special occasions when 130-seconds duration is not available to be selected following the above-mentioned rule, the segment will extend afterwards or backwards until the segment duration reaches 130 seconds. For example, if you start downloading from the very beginning of the video footage, the selected segment will be from 00:00:00 to 00:02:10.

3. Optional: Drag the slider(s) to lessen the duration of the segment for download.

Note

The duration should not be shorter than 10 seconds.

4. Optional: Tap the Play icon to preview the selected segment.

Note

If the segment is encrypted, you should enter the device verification code before you can preview it. For details about video encryption, see [***Set Video and Image Encryption***](#).

5. Tap **Download** to start downloading.

 **Note**

Downloading at the background is supported. Download task(s) continues if you exit the Download page or the Mobile Client.

6. Optional: Go to **More** → **Pictures and Videos** to view the downloaded video segment.

5.3 Cloud Storage

With cloud storage, your cameras, DVRs, and NVRs can upload recorded video clips to the cloud automatically. You can easily access, play, and download the video footage of your video devices on cloud.

 **Note**

Cloud storage service is not available in all countries or regions.

5.3.1 Enable/Disable Cloud Storage Service for a Channel

You can enable/disable cloud storage service for a specific channel of a device supporting storing video footage on cloud. You can also view details of the cloud storage service package, including service package type, effective period, and status (activated or expired).

Before You Start

Make sure your installer has activated the cloud storage service for your device. Otherwise, you cannot enable cloud storage.

Steps

1. Enter the settings page of the device.
2. Tap **Cloud Storage** to enter the Cloud Storage page.

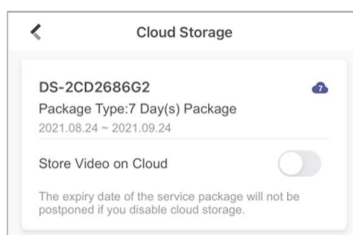


Figure 5-6 Cloud Storage

3. Switch on/off to enable/disable cloud storage service of a specific channel.

5.3.2 Play Back Video Footage on Cloud

You can play back video footage stored on cloud.

Note

Make sure your installer has activate cloud storage service for your devices and you have enabled it.


See details in [**Enable/Disable Cloud Storage Service for a Channel.**](#)

To play back the video footage on cloud:

1. Start playing back the recorded video footage of a video device.
-

Note

See instructions in [**Normal Playback.**](#)

2. Tap  at the top of the playback page to switch to playing back video footage stored on cloud.

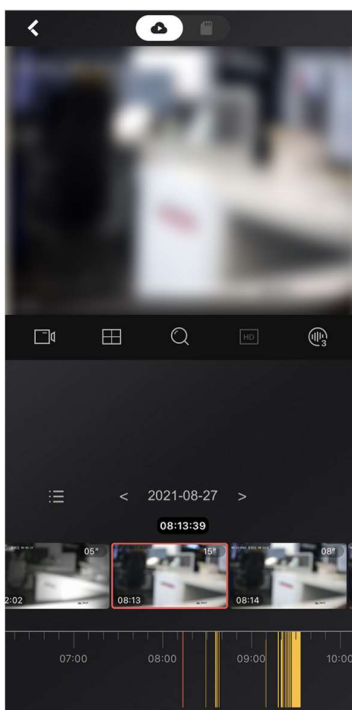



Figure 5-7 Playback - Cloud Storage

Note

- You can adjust the playback speed to up to 8 times faster.
 - You can tap  to browse through all recorded video footage of each day and download the footage you need.
-

See details in [**Download Video Footage from Cloud.**](#)

5.3.3 Download Video Footage from Cloud

The Mobile Client allows you to browse through the video footage stored on cloud of each date to quickly locate the footage you need. And you can download the video footage to your phone.

Before You Start

Note

Make sure your installer has activate cloud storage service for your devices and you have enable it. See details in [**Enable/Disable Cloud Storage Service for a Channel!**](#)

Steps

1. Start playing back video footage stored on cloud.

Note

See details in [**Play Back Video Footage on Cloud.**](#)

2. Tap  to enter the Video Stored on Cloud page.

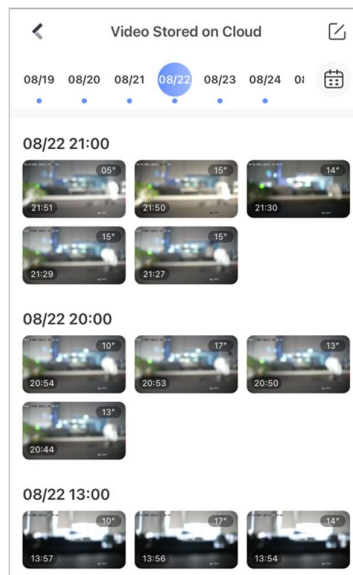




Figure 5-8 Video Stored on Cloud

3. Select a date.

Note


The date marked with a blue dot is the date during which video footage is recorded.

4. Tap , and then select the video footage you want to download.
5. Tap  to download the selected video footage to your phone.

Chapter 6 Manage Access Control Devices

Access control is the selective restriction of access to a place or other resources. After adding access control devices to the Mobile Client, you can remotely control the doors, and configure duration in which the doors remain open. You can also filter and view access control device's logs, which provide the information of access events and related alarms, such as access controller tampering alarms.

Besides the above-mentioned functionality, you can change the super password of the access control device. And for face recognition terminals, you can enable fingerprint authentication or facial authentication to open doors.

1. On the device list page, tap  on the right of the access control device to enter the door control page.

Note

The door icon varies with different door status.

2. Control the door status.

Remain Open

Keep the door open.

Open Door

Open the door for a configurable time period. When the time period expires, the door will close.

Note

On the device list page, tap → **Door Open Duration** to set door open duration.

Remain Closed

Keep the door closed. In this status, the door can only be opened by super card or super password.

Note

For details about super cards, see the user manual of the access control device.

3. Enter the super password.

Note

On the device list page, tap → **Change Password** to change the super password.


6.1 Control Door Status

The Mobile Client supports controlling the status of the access control devices' related doors by the super password of the device.

Steps

Note

You can change the super password. See [***Change Super Password***](#) for details.

1. On the device list page, tap  on the right of the access control device to enter the door control page.

Note

The door icon varies with different door status.

2. Control the door status.

Remain Open

Keep the door open.

Open Door

Open the door for a configurable time period. When the time period expires, the door will close.

Note

For details about configuring the time period, see [***Set Door Open Duration***](#).

Remain Closed

Keep the door closed. In this status, the door can only be opened by super card or super password.

Note

For details about super card, see the user manual of the access control device.

3. Enter the super password.

Note



- For face recognition terminal, this step is not required. You can control door status directly in step 2.
- By default, the super password is the device verification code. You can change the super password. See [***Change Super Password***](#) for details.

The door status will change.

6.2 Set Door Open Duration

You can set the door open duration for the access control device. When the duration expires, the door will close automatically.

Steps

1. On the device list page, tap  to enter the Settings page of the access control device.
2. Tap **Door Open Duration** to open the Door Open Duration list.
3. Select a duration from the list.
4. Tap  to confirm the selection.

If you tap **Open Door** in the door control page, the door will open for the configured time duration.

Note

For details about controlling door status, see [*Control Door Status*](#).


6.3 Change Super Password

The Mobile Client allows you to change the super password of the access control device, which can be used to open all the access control points (e.g., doors), even when the access control point is in remaining closed status.

Steps

Note

For details about super password of the access control device, see the user manual of the device.

1. On the device list page, tap  to enter the Settings page of the device.
2. Tap **Change Password** to enter the Change Password page.
3. Enter the old password and tap **Next**.

Note

If it is the first time to set the super password, skip this step.

4. Create a new password and then tap **Finish**.

 **Note**

The password should contain 6 numbers.

6.4 View Access Control Logs

You can view the access control device's logs including the access control events and alarm information. You can also filter the logs.

Steps

1. On the device list page, tap the door icon on the right of the access control device to enter the door control page.



Figure 6-1 The Icon Representing Door

The log list will be displayed on the Log section of the page.

2. Perform the following operations.


Refresh Log List	Swipe the log list downward to refresh it.
View All Logs	Tap View All Logs to enter the Log page and view all access control device logs.
Filter Logs	On the Log page, tap Filter and then set the filtering condition (time and event type) to filter.

6.5 Enable Opening Door via Fingerprint (Face) Authentication

After adding face recognition terminals to the Mobile Client, you can enable opening door via fingerprint authentication or face recognition.

 **Note**

Your phone or tablet should support fingerprint authentication or face authentication.

After adding a face recognition terminal, when you open the device's related door for the first time, a prompt will pop up asking you whether to enable opening door via fingerprint authentication or face recognition or not. You can follow the prompt to enable this function. If you have ignored the above-mentioned prompt, you can tap  to enter the Settings page, and then switch on the function.

Chapter 7 Facial Data Management

For the DeepinMind server on the same LAN with the Mobile Client, you manage the facial data stored in it via the Mobile Client. The facial data can be used for facial comparison in related applications.

Before You Start

- Make sure you have added DeepinMind server to the Mobile Client.
- Make sure you have added face libraries to the server. For details, see the user manual of the device.





Perform the following task to upload facial data to the DeepinMind server.

Steps

1. Tap the device name or tap .
2. Tap **Facial Data Management** to enter the Facial Data Management page.

Note

For the first time usage, you should enter the user name and password of the device to verify your identity first. Once verified, the verification is not required afterwards.

3. Select a face library to enter the face library page.
4. Tap  (if there's no facial data) or  and then tap **Capture Picture** or **Select from Photo Album** to use your phone or tablet to capture a face picture or select a face picture from the photo album respectively.
The face picture will be uploaded to the server and the server will start recognizing the facial data. Once recognized, the face picture will be displayed in the face library.
5. Optional: Delete face picture(s).
 - 1) Tap  on the face library page and then select face picture(s) .
 - 2) Tap  to delete the selected one(s).

Chapter 8 Video Intercom

The Mobile Client supports video intercom functions. Video intercom is an audiovisual communication and security technique used in a building or a small collection of buildings. With microphones and video cameras at both sides, it enables the intercommunication via video and audio signals.

8.1 Answer Call from Indoor Station

If no one answers the call via the indoor station for a while, the call will be forwarded to the Mobile Client. You can answer the call, view the live video of the door station, as well as open the door.

Steps



Up to 6 users can view the live video of the same door station at the same time. If there's already been 6 users viewing the live video, you can only use the audio function of the video intercom device.

1. Tap the call message to enter the following page.

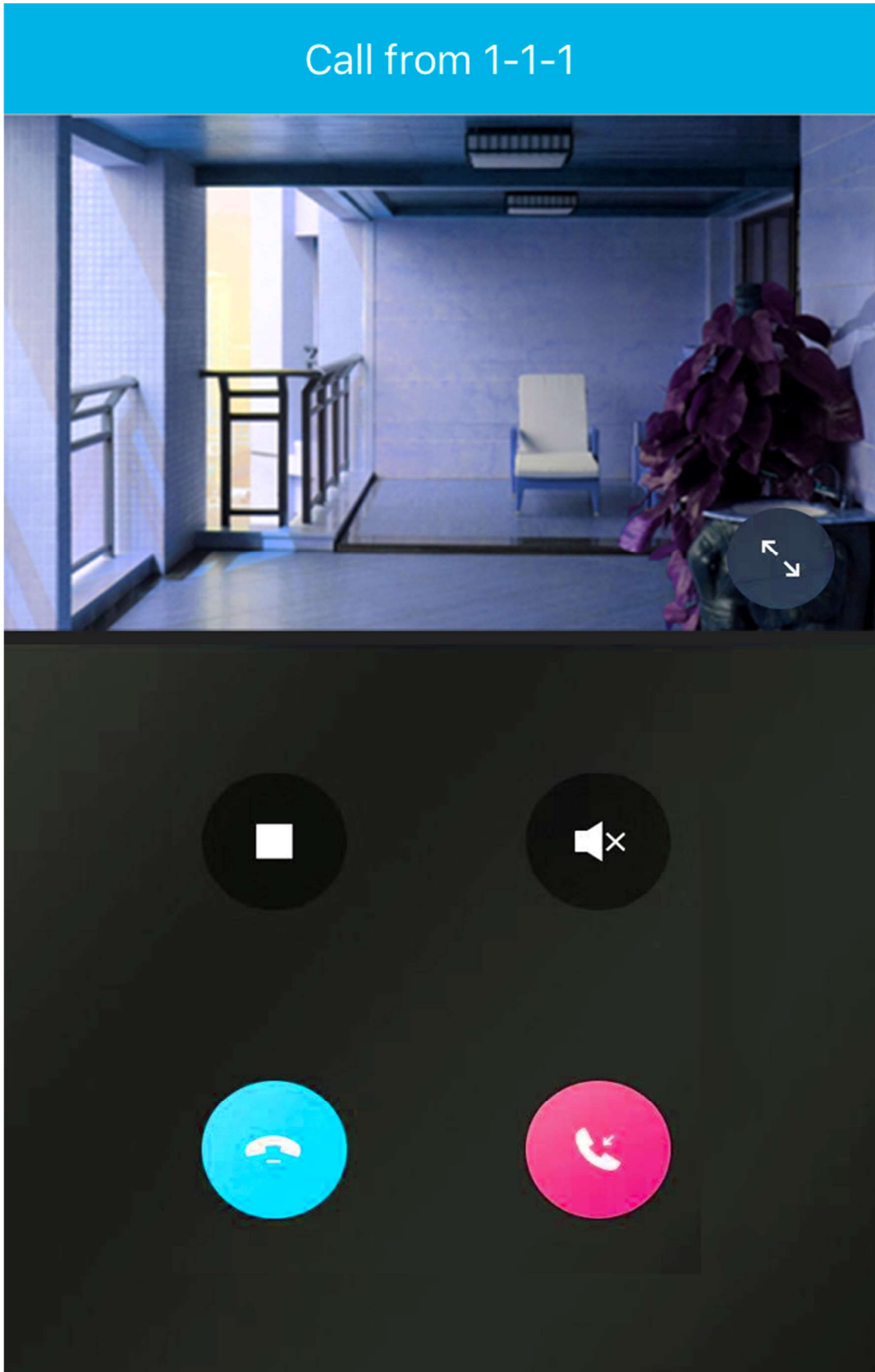


Figure 8-1 Call Page


2. Answer the call.

3. Optional: Perform the following operations.


Stop/Restart Live View

Tap  to stop the live view. And tap  to restart it.

Mute

Tap  to mute the live video.

Open Door

Tap  to open the door.

Digital Zoom

Pinch two fingers together to zoom in the live video image, and spread them apart to zoom out.

8.2 Operations on Device Details Page

On the device details page of the video intercom devices, you can perform the operations including viewing the live videos streamed from the cameras linked to the door stations or doorbells, starting two-way audio, playing back video footage, viewing call logs and history events, controlling doors linked to door stations, and controlling relays connected to the indoor station. Tap the video intercom device on the device list to enter the device page.

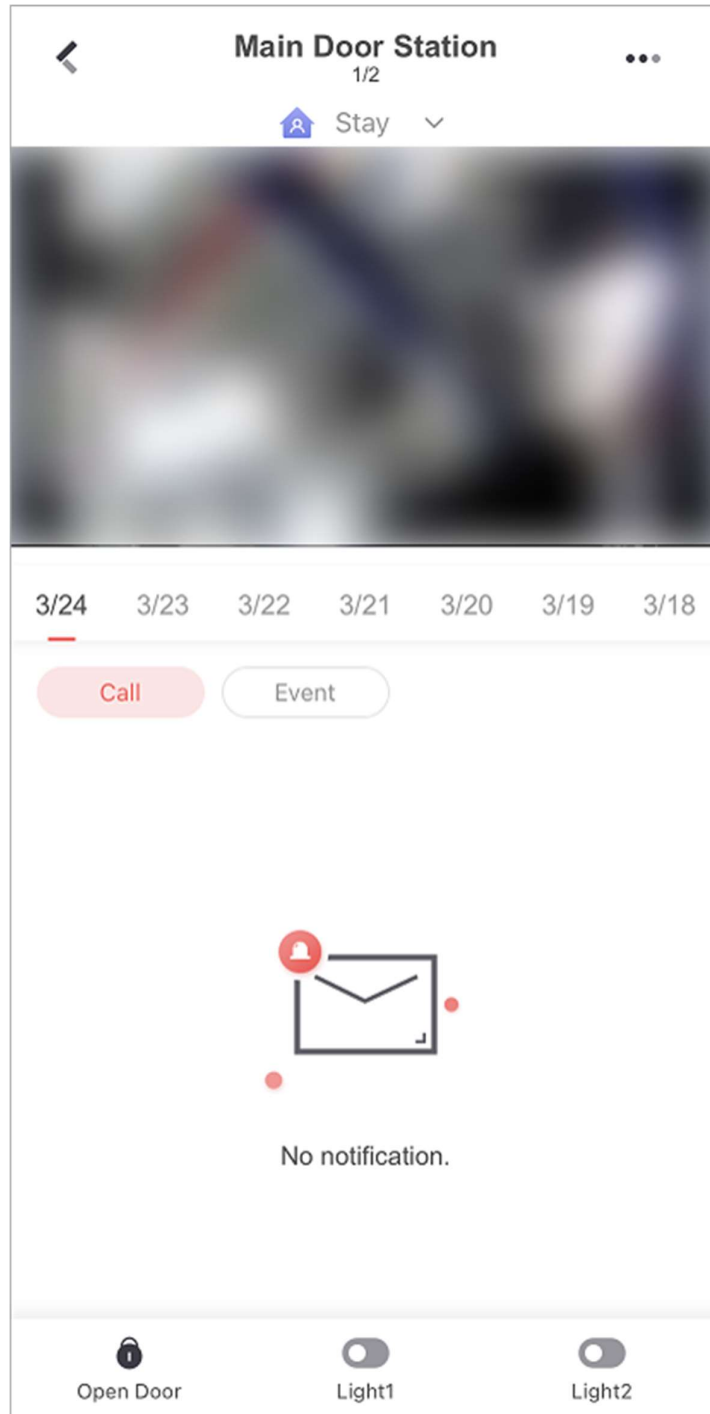



Figure 8-2 Video Intercom Device Page

Switch Scene

You can tap  to set **Stay**, **Away**, **Sleep**, or **Custom** as the scene for arming the detectors linked to the door station.

Stay

When the people stays inside the detection area, turn on the Stay mode to turn on all the perimeter burglary detection (such as perimeter detector, magnetic contacts, curtain detector in the balcony). At the meantime, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarm will not be triggered.

Away

When all the people in the detection area leave, turn on the Away mode to arm all zones in the area after the defined dwell time. For example, assume that you have set your apartment as a zone, you can set the zone status to Away when you go to work.

Sleep

The detectors in the bedroom is bypassed while the detectors in other rooms are armed. In this scene, all the perimeter burglary detection in other rooms are turned on, while no alarms will be triggered within the bedroom.

Live View

The live video will start playing when you enter the device details page. You switch live videos if multiple door stations are linked to the video intercom device.

During live view, you can tap the image to show the hidden icons, and then perform operations such as starting two-way audio, capturing picture, recording, full-screen live view, and setting image quality.

Note

For details about the above-mentioned operations during live view, see [***Start Two-Way Audio, Capturing and Recording, Set Image Quality for Device Added by IP/Domain, and Set Image Quality for LTS Connect Device.***](#)


Playback

Tap  → **Playback** to start playing back video footage.


View Call Logs and Events

You can view the call logs and device-related events in the latest 7 days (the events or call logs of the current day will be displayed by default).

Control Door

You can tap  to control the door linked to the video intercom device.

Control Relay

You can tap  to control the connected relays of an indoor station remotely.

To set up relay name and open duration, go to the Settings page of the video intercom device.


Open duration for a relay:

- Remain Open: The relay will not be closed automatically after you open it.
- 0-180s: The relay will be closed automatically after the open duration.

8.3 Set Motion Detection Alarm for Wi-Fi Doorbell

Motion detection is a way of detecting motion in a surveillance scene by analyzing image data and differences in a series of images. After setting motion detection area for Wi-Fi doorbell, the device will be able to detect the object in motion and at the same time the Mobile Client will receive an event notification about the motion detection alarm.

Steps

1. On the device list page, tap  to enter the Settings page of the Wi-Fi doorbell.
2. Tap **Notification** to enter the Notification page.
3. Draw motion detection area.
 - 1) Tap **Draw Motion Detection Area** to enter the Motion Detection Area page.

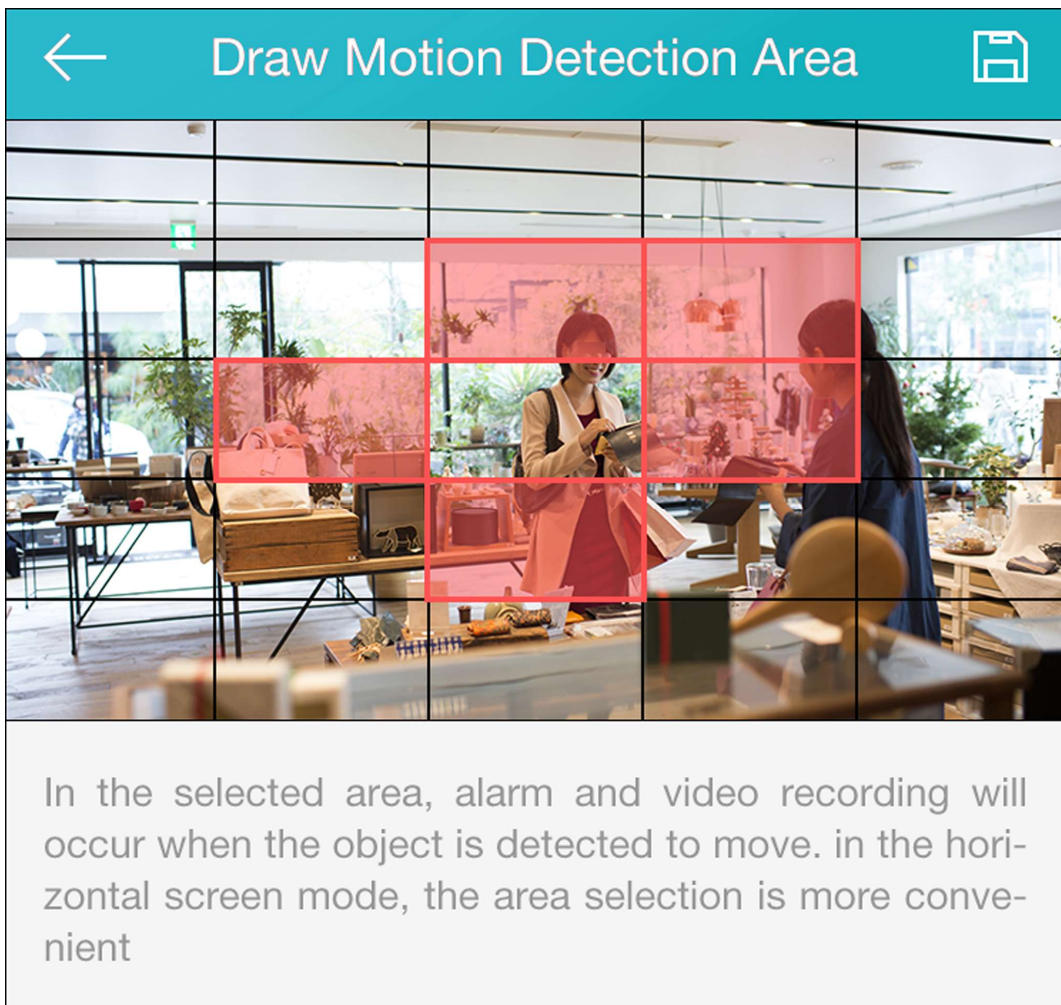



Figure 8-3 Draw Motion Detection Area

- 2) Tap the grid(s) on the live video image to select the motion detection area.
- 3) Tap  to save the settings.

4. Tap **Motion Detection Sensitivity** on the Alarm Notification page and then drag the slider to adjust the sensitivity.

Low

Moving persons, large moving pets, and any other large moving objects in the motion detection area will trigger the alarm, while smaller objects will not.

Medium

Moving small pets and any other medium-sized moving objects in the motion detection area will trigger the alarm, while smaller objects will not.

High

Moving insects, moving leaves, and any other larger objects will trigger the alarm.

What to do next

Go back to the Notification page and make sure **Notification** is enabled.



For details about how to enabling notification, see [***Enable Event Notification***](#)


8.4 Set Volume for Video Intercom

You can set video intercom volume as required.

Steps





Only video intercom devices support this function.

1. On the device list page, tap  to enter the Settings page of a video intercom device.
2. Tap **Loudspeaker Volume** or **Microphone Volume** to adjust the loudspeaker and the microphone volume respectively.

8.5 Link Smart Chime with Doorbell

You can add a smart chime to the Mobile Client and link it with a doorbell so that the doorbell will standby for longer and be more responsive.

Add a Smart Chime

- To add an EZVIZ smart chime, tap  → **Scan QR Code** on LTS Connect. Select Doorbell as the Device Type, enter the serial number, tap **Add**.
- You can also tap  → **Manual Adding** to add a smart chime.

After adding a smart chime, you can tap the smart chime in the device list to mute all devices with

one tap and enable/disable Ring Alert for linked doorbells.

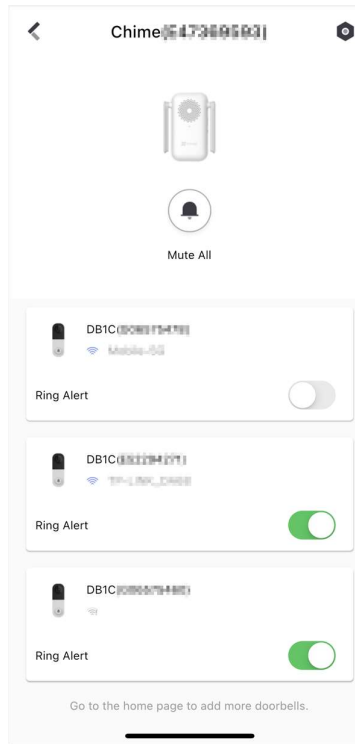


Figure 8-4 View Smart Chime

Link Smart Chime with Doorbell

- After successfully adding a smart chime, tap **Next** and link the smart chime with up to two doorbells.



Figure 8-5 Link Doorbell

- You can also go to the doorbell Settings page and tap **Chime Type** → **Smart Chime** to link a smart chime with the doorbell.

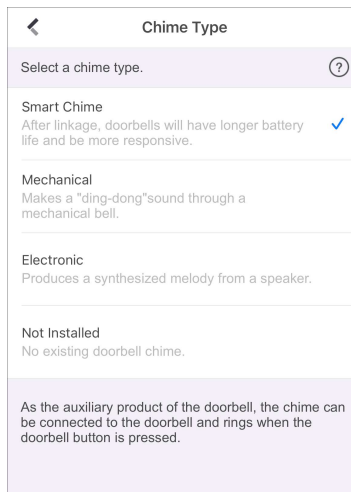


Figure 8-6 Link Smart Chime

Note

When you link a smart chime with a doorbell, make sure they are near to each other and they are both online.

Chapter 9 Notification

On the Notification tab, you can view the event notifications and call logs of the video intercom devices.

Note

In the mobile client, each device can only send one alarm per minute. It's a mechanism to not overload the servers. So for example, a camera will send a notification about a line crossing but if someone crosses the same line 20 seconds later on the same camera, it won't send another alert/notification. It can only send 1 alert per device, per minute.

9.1 Enable Event Notification

You can allow the Mobile Client to receive and push notifications of the events detected by a device. If you want to block notifications during specific time, you can set a notification schedule to define the time period(s) during which the Mobile Client is allowed to receive event information and push them to you. You can also set notification mode to avoid the disturbance of push notifications (and the audio and strobe light alarm) while still being able to receive event information on the Notification page.


Before You Start

Make sure you have configured event settings on device (except for the video intercom device). See the user manual of the device for details.

Steps

Note

- Make sure your phone supports Google Play service, or notifications may fail to be pushed to you.
 - The Mobile Client will ignore alarm events triggered out of the time period defined by the notification schedule.
 - The security control panel does not support setting notification schedule.
 - For specific thermal device, you can also set custom voice prompt for the detected events, such as fire detection.
-

1. On the device list page, tap  to enter the Settings page of the device.
2. Tap **Notification** to enter the Notification page.
3. Turn on **Notification** to allow the Mobile Client receive and push notifications of events detected by device all the time.
4. Optional: Enable notification schedule to set a time schedule for receiving event information from the device and push related notifications (if allowed in the previous step).

- 1) Tap **Notification Schedule**.
- 2) Tap **Set a Time Schedule** to enter the Schedule Settings page.

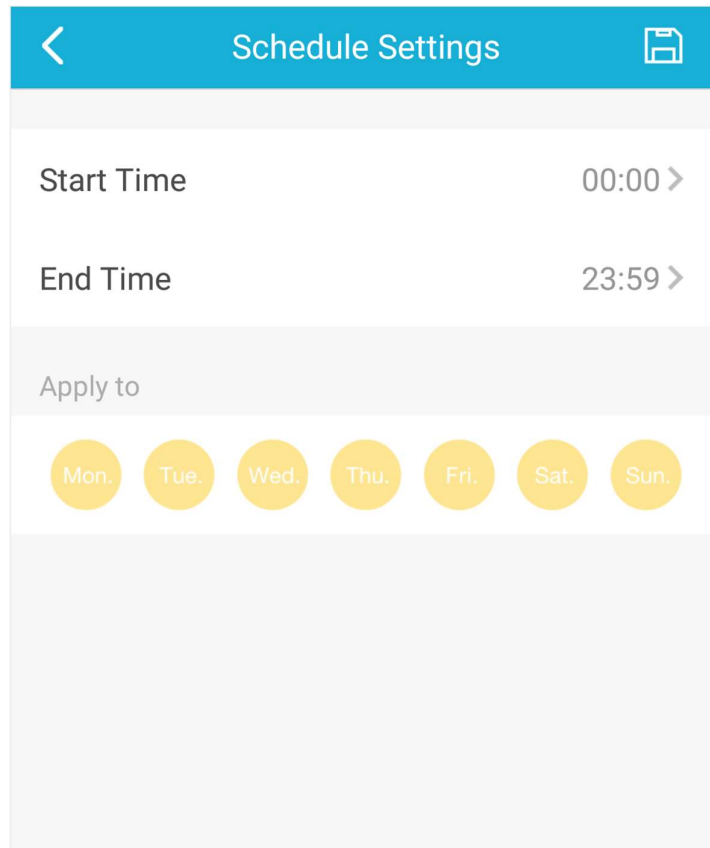




Figure 9-1 Schedule Settings Page

- 3) Set the start time and the end time.
- 4) Select the date(s) to which the configured time period applies to.

 **Note**

The date(s) marked in blue is selected.

- 5) Tap .
 - 6) Optional: Tap the configured schedule to enter the Schedule Settings page, and then edit the start time, end time, and the date(s) to which the configured time period applies to. Or tap **Delete** to delete the schedule.
 - 7) Go back to the Notification page.
5. Optional: Tap **Notification Sound Mode** and then select one of the following sound mode and tap  to set a notification sound mode for the detected intrusion.

 **Note**

The function should be supported by the device.

Intensive

Intense warning for the intrusion.

Soft

Soft warning for the intrusion.

Mute

No audible warning.


9.2 Check Event Notification


You can check event notifications on the Notification page when events are detected by the devices. The unread notifications are marked with a red dot.

Before You Start

- Set event parameters for the device and arm the device. For details, see the user manual of the device.
- For indoor station, it should have been linked to the sensor. For details, see the user manual of the video intercom device.

Steps

1. Tap **Notification** to enter the Notification page.
2. Optional: Tap  and then select a date and (or) select a device to filter the events.
3. Tap an event notification to show the detailed information such as time and source.

View and Download Event-related Picture If there are multiple event-related pictures, you can swipe left/right to switch pictures. You can also tap a picture and then tap  to download the picture.

Zoom In/Out Event-related Picture Tap the picture, and then spread two fingers apart to zoom in the picture and pinch them together to zoom out, or double-tap the picture to zoom in or zoom out.

 **Note**

- Make sure you have configured the event linkage action for capturing event-related picture for the device. See the user manual of the device for details.
- If you have enabled Video and Image Encryption for the device, you

need to enter the device verification code before you can view the picture.

View Event-related Video Footage

Tap **Playback** to view the video footage.

 **Note**

Make sure you have configured the event linkage action for recording video for the device. See the user manual of the device for details.

View Live Video

Tap **Live View** to view the live video of the device.

 **Note**


The device should support this function.

4. Optional: Go back to the Notification page and then edit the event information.

Mark All Events as Read

Tap , and then tap **Mark as All Read** to mark all event information as "already read".

Clear All Events

Tap , and then tap **Clear All**.


Delete a Specific Event

Tap and hold an event notification until a prompt pops up, and then tap **Delete** to the prompt to delete the notification.


9.3 Check Pyronix Notifications

You can check Pyronix notifications on the Notifications page when there are any Pyronix notifications. The unread notifications are marked with a red dot.


Steps

1. Tap **Notifications** → **Pyronix** to enter the Pyronix Notifications page.
2. Optional: Tap  and then select a date, event type, and (or) select a device to filter the notifications.
3. Optional: Go back to the Notifications page and then edit the event information.

Mark All Events as Read

Tap  → **Mark as All Read**, and then tap to mark all event information as "already read".

Clear All Events


Tap  → **Edit** → **Clear All** to clear all event notifications.

Delete a Specific Event Tap and hold an event notification until a prompt pops up, and then tap **Delete** to the prompt to delete the notification.
Or, swipe from the right end of the card that displays the event notification towards the left, and then delete this event notification.


9.4 Check Call Notifications

You can check call notifications on the Notifications page when someone calls. The unread notifications are marked with a red dot.

Steps

1. Tap **Notifications** → **Call** to enter the call notifications page.
2. Optional: Tap  and then select a date and (or) select a device to filter the notifications.
3. Optional: Go back to the Notifications page and then edit the event information.

Mark All Events as Read Tap  → **Mark as All Read**, and then tap to mark all event information as "already read".

Clear All Events Tap  → **Edit** → **Clear All** to clear all event notifications.

Delete a Specific Event Tap and hold an event notification until a prompt pops up, and then tap **Delete** to the prompt to delete the notification.
Or, swipe from the right end of the card that displays the event notification towards the left, and then delete this event notification.

9.5 Check Service Notifications

In **Notifications** → **Service**, you can view the notifications related to services offered by your Service Provider via the LTS Connect Pro platform, including applications for device handover, device authorization and permissions, and device password reset. You can also view notifications about cross-device linkages, device exceptions and corresponding handling results, and logs about Service Provider's operations on your devices.

Note

LTS Connect Pro is a cloud service platform for the Service Providers (installation companies) that configure and maintain your devices and provide value-added services for you.

9.5.1 Accept Invitation to Be Site Owner

You can accept the invitation from the Service Provider to be the owner of a specific site.
Go to **Notifications** → **Service**.

You can tap on an invitation to view the details such as the site and the devices authorized to the Service Provider, and then tap **Agree** to accept the invitation and therefore become the owner of the site.

9.5.2 Approve Device Handover and Authorization Application

If a Service Provider hands over devices to you or applies for device permissions on the LTS Connect Pro platform, you will receive an application notification. After you approve the application, the Service Provider will be able to provide device configuration and maintenance services based on the permissions you granted.

- If the Service Provider hands over devices to you, you will receive device handover and authorization applications.
- If the Service Provider applies for device permissions, you will receive device authorization applications.

Steps

1. Go to **Notifications** → **Service**.
2. Tap on a Device Handover and Authorization Application notification.
3. Accept device handover.

Note

After handover, your Service Provider does not have any permissions to operate or configure the devices. Service Provider usually applies for device permissions so as to configure and maintain the devices for you. If your Service Provider has applied for the permissions, you need to accept it in device authorization application.

4. Open the Device Authorization Application.
 - If the Service Provider has applied for device permissions when handing over the devices, the device authorization application will show up right after you accept device handover.
 - If the Service Provider has not applied for device permissions, open the application after the Service Provider sends one.

Note

- In device authorization application, you can view details such as Service Provider information, permissions that the Service Provider applies for, and the Alarm Receiving Center (ARC) information.
 - For more details on Alarm Receiving Center, see .
-

5. Select the permissions you want to grant to the Service Provider.

Note

- If the Service Provider enabled ARC service for you, you can check **ARC Service** to activate it.
- If you activate ARC service, the ARC will provide 24/7 alarm responding service for you,

including receiving events from devices, responding to events, and sending out emergency dispatches (if needed).

6. Tap **Agree** to approve the application.

9.5.3 Notification about Availability of a Rent Device

If a device that you rent from the Service Provider is blocked or unblocked by the Service Provider, you will receive a notification about that.

Note

If a rent device is blocked by the Service Provider, you are not allowed to operate the device via the Mobile Client. In this case, you can contact the Service Provider and ask her/him to unblock the device if required.

For such a notification, you can view the Service Provider who block/unblock the device and the site where the device is added.

9.6 Check Device Exception Notifications

You can receive and view the exception notifications of your devices that are managed by the Service Provider.

After your Service Provider handles an exception, you will also be notified of the handling result. You can see all exception notifications in **Notifications** → **Exception**.

9.7 Check System Notifications

Under system notifications, you can view linkage notifications. Linkage refers to the process in which an event detected by a resource triggers actions in other resources. The linkage can be used for notifying security personnel, upgrading security level, saving evidence, etc., when specific events happen. You can view notifications about linkages in Service Notifications.

Note

- This feature is not available in all countries or regions.
 - The linkage can only be set by the Service Provider via the LTS Connect Pro platform.
-

Go to **Notifications** → **System** to view linkage notifications. You can tap on each notification to view the detected event, event time, devices in the linkage, and triggered actions.

Chapter 10 System Settings

This section introduces system settings of the Mobile Client, including hardware decoding, floating live view, resuming latest live view, etc.

10.1 Enable Push Notification

If push notification is enabled, the Mobile Client will push alarm notifications related to the added devices to you.



For details about alarm notifications, see [***Notification***](#) for details.

Tap **More** → **Settings** to enter the Settings page, and then enable the push notification.

10.2 Save Device Parameters

If the function is enabled, the Mobile Client will remember the device parameters you set. Take video and image encryption for an example, you only need to enter the device verification code for once to view the encrypted live view, playback, or picture.



- For details about video and image encryption, see [***Set Video and Image Encryption***](#).
 - For details about setting device parameters via the Mobile Client, see [***Configure Your Device***](#).
-

Tap **More** → **Settings** to enter the Settings page, and then enable the function.

10.3 Auto-Receive Alarm after Power-on

If you enable this function, the Mobile Client will run automatically and receive alarm event information when the phone or tablet is powered on.

Tap **More** → **Settings** to enter the Settings page and then enable the function.



The power consumption of the phone or tablet may increase.

10.4 Generate a QR Code with Device Information

For devices added via IP/domain, the Mobile Client allows you to generate a QR code containing

the information of up to 32 devices. The QR code can be used to quickly add multiple devices. For example, if user A has generated a QR code containing the information of 10 devices, user B can scan the QR code to batch add the 10 devices to his or her account.

Steps

Note

Only devices added by IP/domain support this function.

1. Tap **More** → **Settings** to enter the Settings page.
2. Tap **Generate QR Code**.
3. Tap **Generate QR Code** in the IP/Domain field to enter the Select Device page.
4. Select device(s).
5. Tap **Generate QR Code**.
The QR code picture will be generated.
6. Tap **Save** to save the picture to the photo album of your phone or tablet.

10.5 Hardware Decoding

Hardware decoding provides better decoding performance and lower CPU usage when you play high definition videos during live view or playback.

Tap **More** → **Settings** to enter the Settings page, and then enable the function.

Note

- The function is available only when the phone OS is Android 4.1 or later version.
 - Hardware decoding is only supported when the resolution is 704*576, 704*480, 640*480, 1024*768, 1280*720, 1280*960, 1920*1080, 2048*1536, or 2560*1920. For other resolutions, only software decoding is supported.
 - For H.265 video compression, hardware decoding is not supported.
 - Hardware decoding should be supported by the device. If not, the device will adopt software decoding by default.
-

10.6 View Traffic Statistics

The Mobile Client automatically calculates the network traffic consumed during live view and playback. You can check the mobile network traffic and Wi-Fi network traffic separately.

Tap **More** → **Settings** to enter the Settings page, and then tap **Traffic Statistics**.

10.7 Generate a QR Code with Wi-Fi Information

You can generate a QR code with Wi-Fi information, and then use a network camera or wireless

doorbell to scan the QR code to connect the device to the Wi-Fi network.

Steps

Note

Connecting device to a Wi-Fi network by scanning QR code should be supported by the device.

1. Tap **More** → **Settings** to enter the Settings page.
2. Tap **Wi-Fi Settings** to enter the Wi-Fi Settings page.
3. Set the required information.

Wi-Fi Name

Enter the SSID of the Wi-Fi network.

Password

Enter the password of the Wi-Fi network.

Encryption

Select the encryption type as the one you set for the router.

Note

If you select NONE as the encryption type, the password of the Wi-Fi network is not required.

4. Tap **Generate** to generate a QR code for the Wi-Fi network.

What to do next

Use a network camera or wireless doorbell to scan the QR code to connect the device to the Wi-Fi network.

10.8 Floating Live View

If you enable this function, floating live view window(s) will be displayed on the device list page when you select one or more device(s). You can preview the live video(s) in the floating window(s).

Note

- If you select more than 16 cameras, the number of the selected cameras will be displayed.
 - Up to 256 cameras can be displayed as floating windows.
-

Tap **More** → **Settings** to enter the Settings page and then enable the function.

10.9 Resume Latest Live View

If you enable the function, the latest live view will be resumed each time you enter the Mobile Client. The window division mode, and the live view windows' sequence (if in multiple-window

mode) will also be restored.

Tap **More** → **Settings** to enter the Settings page, and then enable the function.

10.10 Tablet Mode

If the Mobile Client is installed on an Android tablet, you can enable tablet mode so that the interfaces will be displayed in landscape mode by default.

Tap **Me** → **Settings** to enter the Settings page and then enable the function.



After enabling tablet mode, you should restart the Mobile Client to make the settings effective.

10.11 Display/Hide Channel-Zero

Channel-zero, known as virtual channel, can show the videos from all channels of the device, reducing the bandwidth while simultaneously previewing from multi-channel. It can acquire image information and save bandwidth for transmission through encoding and configuring output images.

Tap **More** → **Settings** and then enable the Mobile Client to display channel-zero.

10.12 Auto-Download Upgrade File

If you enable Auto-Download Upgrade File, the Mobile Client will automatically download the upgrade file in Wi-Fi networks, which helps speed up the device upgrade process.



For details about upgrading device, see [Upgrade Device Firmware](#).

Tap **More** → **Settings** to enter the Settings page and then enable the function.

10.13 Manage Custom Audio

You can record audio files for setting them as the custom audio prompts for the alarms sent from the channels linked to specific models of DVR.

Perform this task to record an audio file.

Steps

1. Tap **More** → **Settings** → **Custom Audio Management**.
2. Tap **Start Recording** to start recording, and then tap **Stop Recording**.
The Complete Recording dialog pops up.

3. Optional: Create a name for the audio file.

 **Note**

By default, the file name is the time (accurate to second) when recording stops.

4. Tap **Confirm**.

5. Optional: Perform further operations.

Rename Audio Long press and then tap **Rename** to rename the audio file.

Delete Audio Long press and then tap **Delete** to delete the audio file.

What to do next

Set custom audio prompt for the alarms sent from the channels linked to specific models of DVR. For details, see [**Set Custom Audio**](#).






Chapter 11 Other Functions

The Mobile Client provides other functions, including fingerprint authentication and management of the recorded videos and captured pictures.

11.1 Pictures and Videos

In Picture and Video Management module, you can view and manage the recorded (or clipped) video footage and the captured pictures.

Tap **More** → **Pictures and Videos** to enter the Pictures and Videos page and then you can perform the following operations.

- Play Video File
- : Tap a video file and then tap  to play it.
You can rotate the phone to view the video in landscape mode.
- Delete a Video File or Picture
- : Tap a video file or a picture, and then tap  to delete it.
- Share a Picture or Video File to Another Application
- : Tap a video file or a picture, and then tap  to share it to another application.
- Batch Delete Video Files and (or) Pictures
- : Tap **Edit** and select video files and (or) pictures, and then tap  to delete them.
- Batch Share Pictures and (or) Video Files to Another Application
- : Tap **Edit** and select pictures and (or) video files, and then tap  to share it to another application.

11.2 Share LTS Connect

You can show the QR Code for downloading the Mobile Client to others.

Tap **More** → **Share LTS Connect** to view the QR code. After that, you can let others scan the QR code to download the Mobile Client.