

Mobile APP

User Manual

Disclaimer

- With regard to the product with internet access, the use of product shall be wholly at your own risks. Our company shall be irresponsible for abnormal operation, privacy leakage or other damages resulting from cyber attack, hacker attack, virus inspection, or other internet security risks; however, Our company will provide timely technical support if necessary.
- Surveillance laws vary from country to country. Check all laws in your local region before using this product for surveillance purposes. We shall not take the responsibility for any consequences resulting from illegal operations.

About the Manual

- There may be several technically incorrect places or printing errors in this manual. The updates will be added into the new version of this manual. The contents of this manual are subject to change without notice.
- All examples, screenshots, figures, charts, and illustrations used in the manual are for reference purpose, and actual products may be slightly different with this Manual.
- In this manual, the trademarks, product names, service names, company names, products that are not owned by our company are the properties of their respective owners.

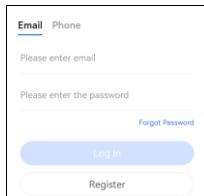
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1 Login

After you install this APP, open the APP and slide to the left to view some features of this APP. Tap “Start New Experience” to enter the login interface.



If it is the first time for you to log in, please register. You can register an account by Email or phone number. Tap “Register”, and then use Email or phone number to register.

If you forget the account password next time, please tap “Forgot Password” to reset your password through E-mail or phone.

In addition, you can also use guest mode to log in as needed.

2 Adding Devices

2.1 Network Configuration

2.1.1 Connecting to a Device via LAN

- Connect device (IPC/DVR/NVR/SMT/Panel/...) via a wireless router or a switch that is connected to a Wi-Fi router. Then check DHCP both in router and device to automatically obtain IP address or enter the IP address manually. If you need to statically address the device, you will need to log into the device and configure its network settings.
- Use WIFI function in your mobile phone to connect the wireless router.
- Add the IP address and port of the device or scan the QR CODE of the device to add the device in the APP.

Note: Make sure your phone network and device network are in the same network segment on LAN.

2.1.2 Connecting to a Device via Mobile Network/External Wi-Fi Network

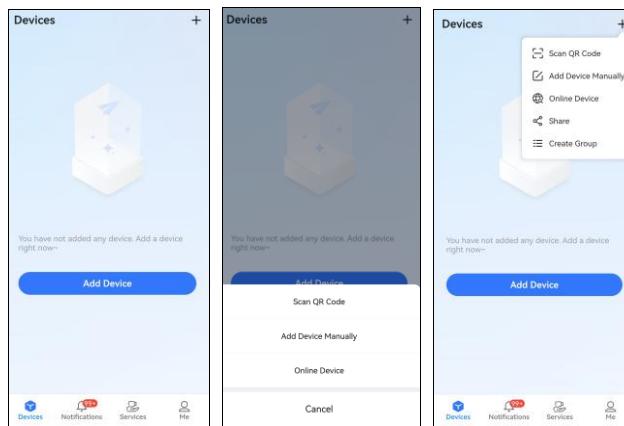
- Connect your device (IPC/DVR/NVR/SMT/Panel/...) to a router or a switch that is connected to

a router.

- Set the device (IPC/DVR/NVR/SMT/Panel/...) network by automatically obtaining an IP address from the router or manually entering the IP address. If you need to statically address the device, you will need to log into the device and configure its network settings.
- When it comes to connecting to your device outside the local network, you should add the WAN IP address or domain name of the device or enable NAT/P2P function and then scan the QR CODE of the device to add the device in the APP. If you're going to connect via IP Address or DDNS, you may need to forward the address and ports of the devices you're going to connect to. Refer to your router's manual to learn more.

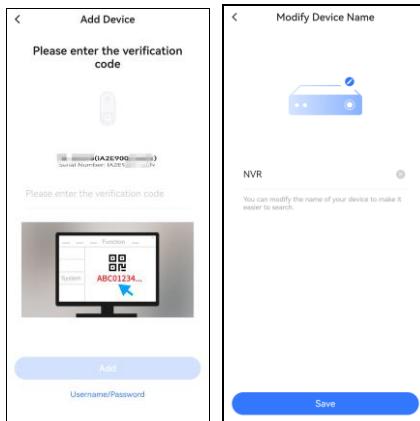
2.2 Adding Devices

After you log in the APP, the device adding interface will be displayed. Tap “Add Device” or “+” on the top right of the device page as shown below.



● Adding device by scanning QRcode

Tap “Scan Code” and use your phone to scan the QR code of the device you want to add. Then enter the security code to add the device. (To get the QR code and security code of DVR/NVR, please click **Start** → **Settings** → **Network—NAT**; To get the QR code and security code of IPC, please click **Config** → **System** → **Basic Information**).



If the device is already bound by others, you need to unbind it first and then add it. After the device is added, you can modify the device name as needed.

If you want to add doorbells or other Wi-Fi devices which support configuring WiFi and adding by scanning QR code, you need to configure WiFi first and the device will be directly added. For WiFi configuration, see [Device WiFi Configuration](#).

➤ Manually add

Manually enter the serial number, security code or username and password to add. (To get the serial number of DVR/NVR, please click **Start** → **Settings** → **Network—NAT**; To get the serial number of IPC, please click **Config** → **System** → **Basic Information**).

Note: If the device is added using the serial number, the NAT/P2P function of this device must be enabled.

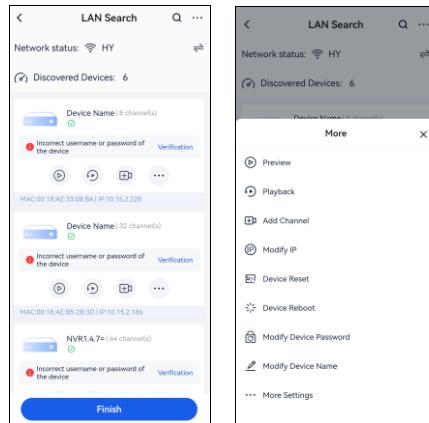
Adding device by domain name or IP Address

- ① Tap “Manually Add”.
- ② Select “Add via IP/Domain”.
- ③ Input IP address/domain name, HTTP port, user and password.
- ④ Tap “Add” to add the device.

User and Password: The login user and password of the device.

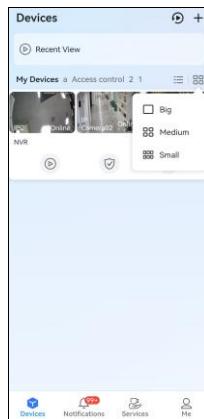
➤ Adding online devices

Tap “Online Device” and then the devices in the same local network will be listed.



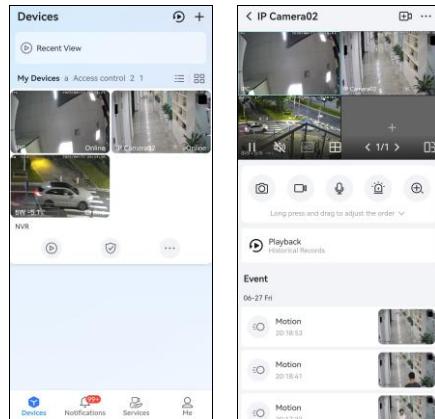
Tap “Verification” to verify the password of the device. After it is successfully verified, you can view or play back the video. Tap to perform more operations, such as “Modify IP”, “Modify Device Password”, etc. Tap “Finish” and select the devices to add to the account.

After the device is added, you can view the channel images of the device. Tap to switch the view mode of the device list.



3 Live

3.1 Live View



In the device page, tap to view the live videos.

Descriptions of Icons in the live view interface

: Snapshot. Choose the channel and tap it to capture the channel image.

: Enable/disable the local record.

: Tap to go to PTZ mode. You may control the PTZ by sliding the screen.

: Enable/disable two-way talk.

: Enable/disable audio alarm.

: Enable/disable light alarm.

: Enable/disable wiper.

: Enable/disable alarm output.

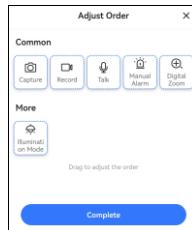
: Zoom in (you can also slide to zoom in the current image with two fingers, up to 8x)

***You can also physically turn your phone to display your image full screen.**

: Select the illumination mode.

- Adjusting the display order of icons:

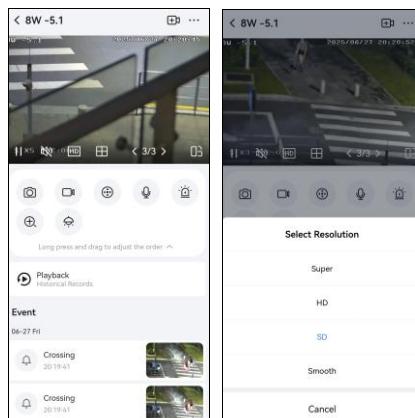
Press and hold the area of the above-mentioned icons to display the following window.



Drag one of them to change its position as needed. After that, tap “Complete” to save.

- Single Channel Preview:

When the screen is tapped, the icons will be displayed.

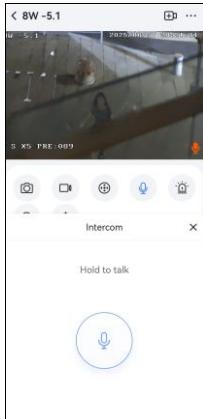


No.	Description	No.	Description
1	Pause	4	Tap to select the screen display mode
2	Tap to play audio	5	Tap to turn pages forwards or backwards
3	Tap to select the video resolution	6	Landscape display

Tap one item of the event list to view the recorded alarm video.

3.2 Two-Way Talk

Tap on in the live interface to enter the two-way talk page.

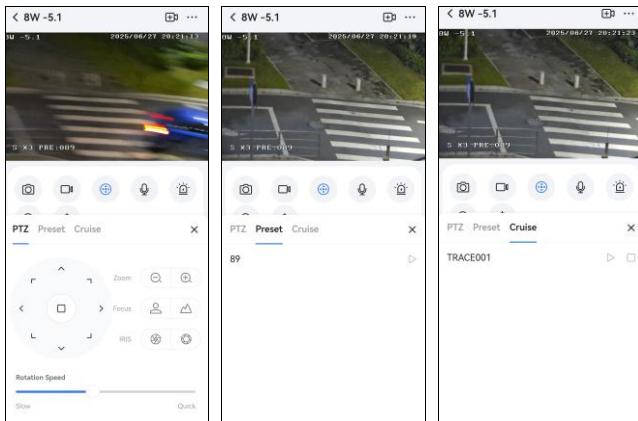


Press and hold  to talk. Release to stop sending audio. Tap  to exit the two-way talk interface.

Note: only some devices support two-way talk function. If the device you add doesn't support two-way talk, this function in the APP will not take effect.

3.3 PTZ Control

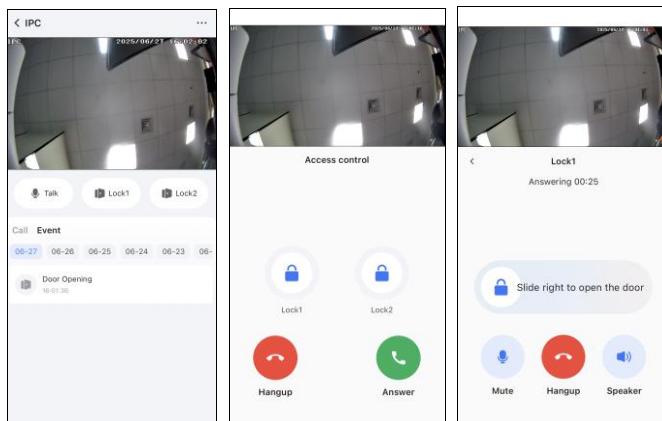
The added device must support PTZ function, or PTZ mode cannot be enabled. Tap the channel window and then tap  to see the following image.



Control the PTZ by tapping the direction buttons. Tap the corresponding icons above to set zoom, focus, zoom or call preset and cruise.

3.4 Door Station/Doorbell Management

You can configure Wi-Fi and add a door station/doorbell by scanning the QR code. After you add them, you can receive/reject a call from a door station/door bell or remotely open the door as needed.



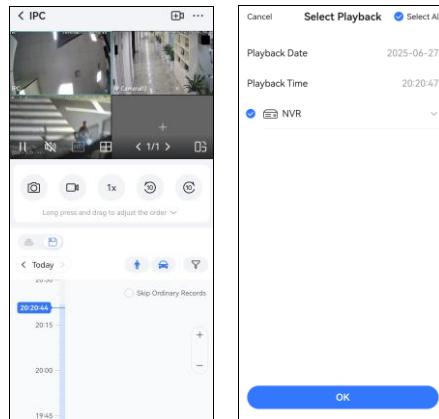
In the live view interface of a door station/doorbell, you can perform two-way talk between the APP and the device, or open the door1/2 by tapping Lock1/2 and sliding to the right. In addition, you can receive/reject a call as needed. Go to Notifications→Call to view the records of incoming, outgoing or missed calls.

Note: You need to enable “Call Notifications” first, or you cannot receive the call notifications. (Go to “Me”→ “Notification Settings” to enable)

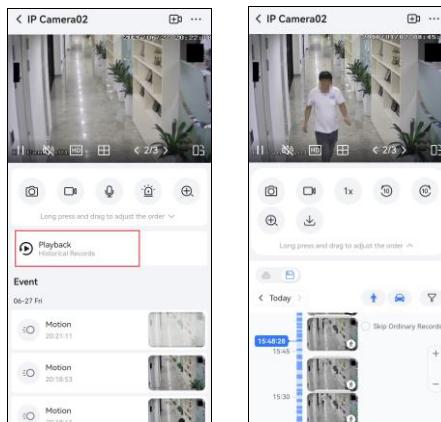
4 Playback & Backup

4.1 Playback

In the device interface, tap to enter the playback page. In the playback page, tap to set the playback date, time and channels. After that, tap “OK” to play the videos according to your settings.



In the camera preview interface, you can also tap “Playback” to go to the playback page.



Playback source: you can choose play the recorded video from the HDD/SD Card of the device (tap) or from cloud storage server (tap). Only when you purchase the cloud storage function for the devices or cameras, can you get the cloud storage videos.

Please control the playback by using the buttons mentioned below. Use two fingers to zoom in or out on time scale or tap +/- on the right to zoom in or out the time scale. Turn your phone to display in landscape mode.

Tap “Today” to choose the playback data; Tap to select the event type; tap to select the desired camera.

: Snapshot

: Enable/disable the local record.

1X : Play speed

(10) : Rewind 10s

(10) : Fast forward 10s

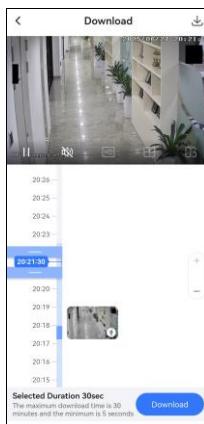
+: Zoom in (you can also slide to zoom in the current image with two fingers, up to 8x)

↓: Download the recorded files.

Note: You can also view recorded videos by people/vehicle search (only the V1.4.13 NVR supports).

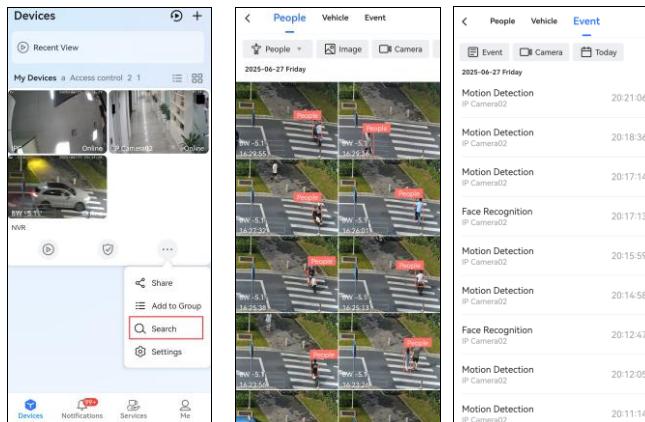
4.2 Backup

In the playback page, tap **▼** in the playback toolbar area and then tap **↓** to go to the backup mode. Move **—** to select the start time and end time of the backup. After that, tap “Download” to save the video to the album of the APP.



5 Device Search

In the device page, tap **•••** and select “Device Search” to go to the device search page. You can search the corresponding events by event type, camera and time.



Note: Only the V1.4.13/1.4.14 NVR supports person/vehicle search.
Tap the searched event to view its details.

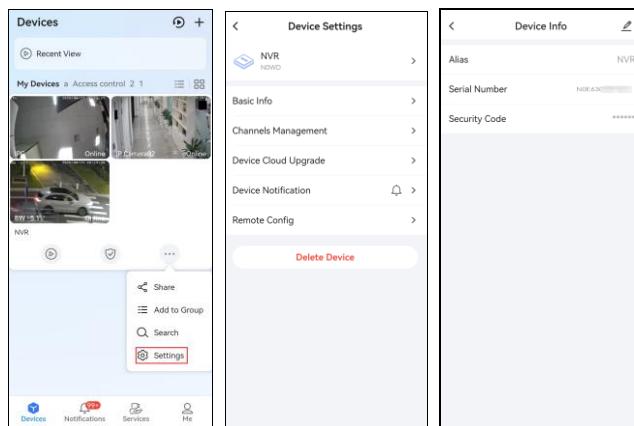


Tap “•••” and select “Download Video” to download the video to the album of the APP.
Tap to quickly enter the live view page; tap to quickly enter the playback page.

6 Device Settings

In the device page, tap “...” and select “Settings” to go to the device setting page as shown below.
Note: Different information will be displayed based on whether a device is a DVR/NVR or an IP

Camera. The following pictures are for reference only.



Tap the device name to modify its alias. Tap “Basic Info” to view the basic information of the device, such as alias, device ID, hardware version, kernel version, firmware version, build date, etc.

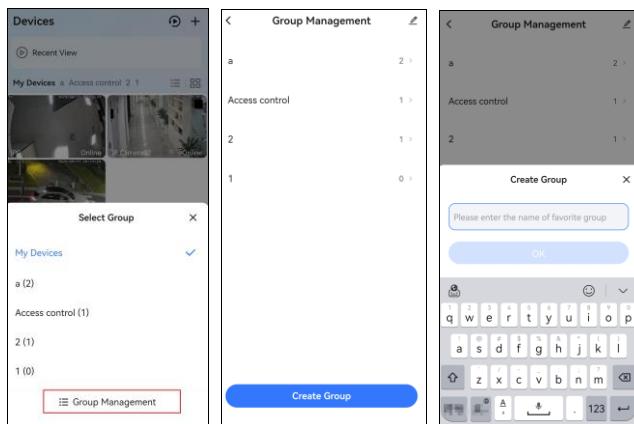
Tap “Remove Device” to unbind the device from the current account.

7 Group Management

You can add different devices or channels to different groups according to your usage habits.

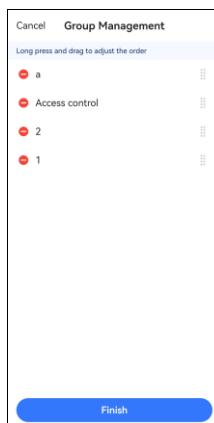
- Create a group

In the device page, tap and select “Group Management”. In the group management page, tap “Create Group” to create a group.



- Adjust the group order or delete a group

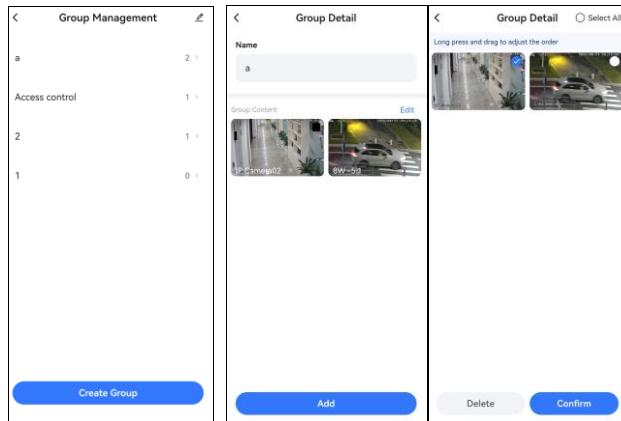
In the above group management page (middle), tap “” to go to the group edition page.



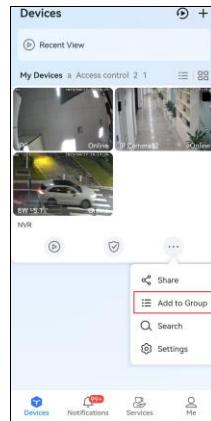
Press and drag a group name to adjust its order. Tap “” to delete the group name.

- Modify the group name and channels

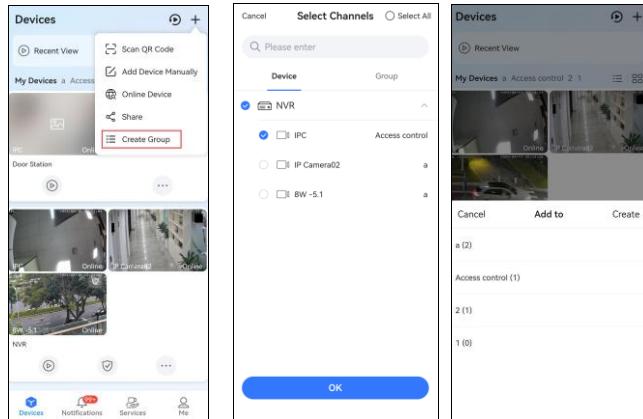
In the device management page, tap a group name to go to the group detail page. Tap the group name box to modify its name. Tap “Add” to add new devices or channels. Tap “Edit” to adjust the channel display order or delete channels as needed.



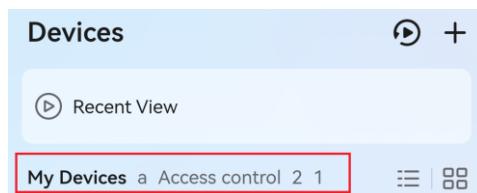
In the device page, tap under a device, select “Add to Group” and then add a new group or select a created group to add all channels of the device to the group.



In addition, you can select devices or channels to add them. On the top right corner of the device page, tap “+”, select “Create Group”. Select the desired devices or channels to add them to a group. You can choose a created group or tap “Create” to create a new group.



After that, you can view different group names as shown below:

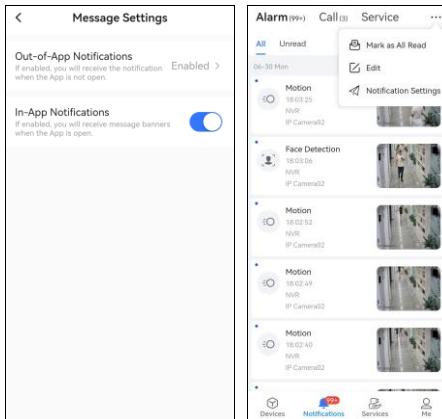


Tap “My Devices” to view all devices and their channels. Tap the group name to view the channels in the group. You can also tap and choose a group to view the channels of the group.

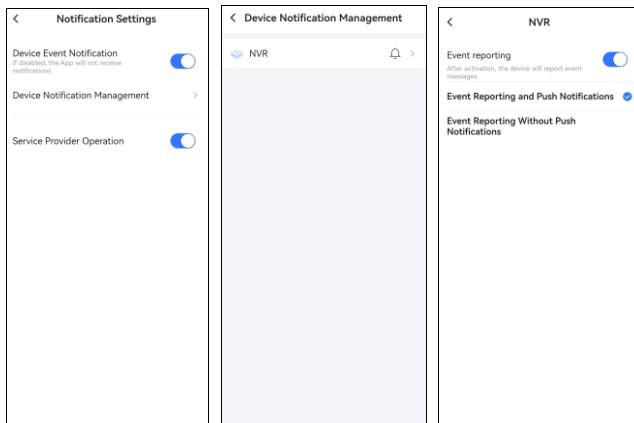
8 Notifications

In the “Notifications” page, you can view the notifications of alarms, calls and services.

Before receiving notifications, make sure that the message notification of the device is enabled. In addition, you can enable/disable Out-of-APP notifications and In-APP notifications (Tap “Me”→“Message Settings”). After the device notification is enabled, the message of the device can be pushed.



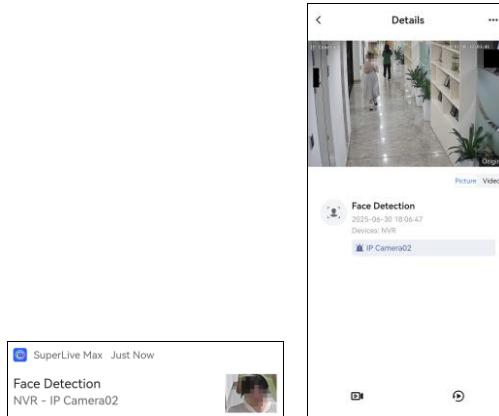
In the “Messages” page, tap and select “Notification Settings” to enable or disable the relevant device event notification and service provider operation notification.



Service Provider Operation Notification: After the end user’s devices are managed by the installer, the end user will receive the relevant operation notifications of the installer, such as the channel sharing information, site handover and device management request, cancel site management request, etc.

● Alarm Notifications

When an alarm event happens, the alarm information will pop up as shown below.

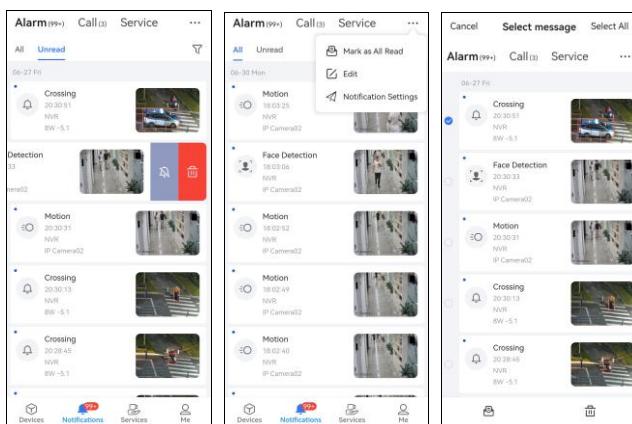


Additionally, you can also tap the alarm information in the “Notifications” page to view its details. Tap “Video” to play the recorded video. In the video page, tap to download the video to the album of the APP. In addition, you can also set the playback time as needed.

Tap to enter the live view interface.

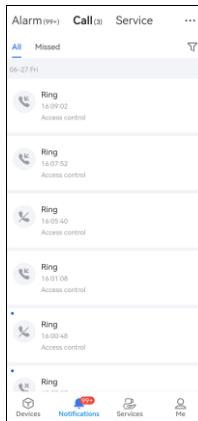
Tap to play back the video.

In the “Notifications” page, swipe left on a notification to display a deletion button. Tap this button to delete the notification. Tap and select “Mark as All Read” to mark all notifications as read. In addition, you can also delete the notification or mark the selected notification as read in batches by tapping “Edit”. Tap to view the notifications by date and device.



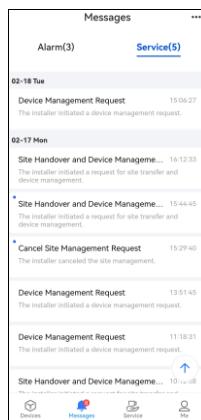
● Call Information

After you add a door station/doorbell device, you can view the records of the incoming/outgoing/missed calls in the following page.



● Service Information

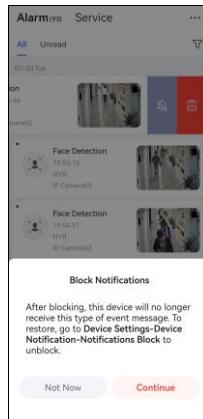
In the service page, you can view the channel sharing information, site handover and device management request, cancel site management request, etc. Tap the corresponding information and agree or reject the requests as needed.



● Block/Unblock Notifications

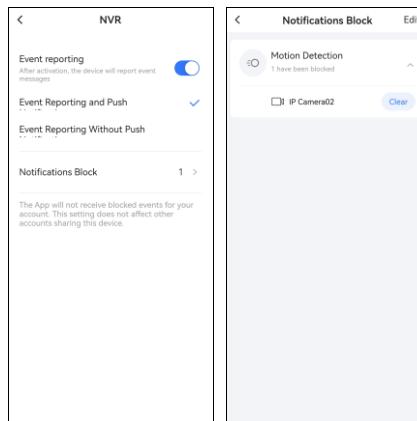
Block Notifications:

1. Swipe left on the notification you want to block and then tap “”.
2. In the block notification box, click “Continue” to confirm. After that, you will no longer receive messages of this event type.



Unblock Notifications:

1. In the notifications page, tap “•••” and select “Notification Settings”.
2. In the notification settings page, tap “Device Notification Management” and select the desired device.
3. Tap “Notifications Block”.
4. Find the blocked notification type and the channel and tap “Clear”. Tap “Edit”, select the blocked notification types and channels and tap “Clear” to unblock notifications in batches.



9 Alarm

9.1 Manual Alarm

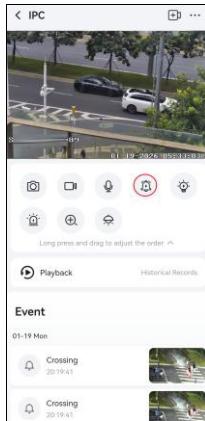
Note: If your device doesn't support alarm out function, please skip the instruction.

Tap “

Tap the alarm output name to trigger alarm out immediately; tap “

9.2 Audio Alarm

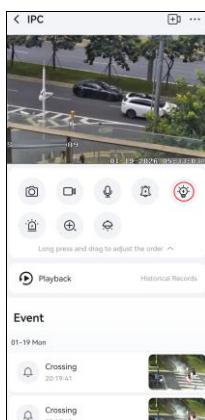
For DVRs/NVRs/Alert Cameras, select the channel and tap  to enable audio alarm.



Note: only some cameras support audio alarm.

9.3 Light Alarm

For DVRs/NVRs/Alert Cameras, select the channel and tap  to enable light alarm.



Note: only some cameras support light alarm.

9.4 Arm/Disarm

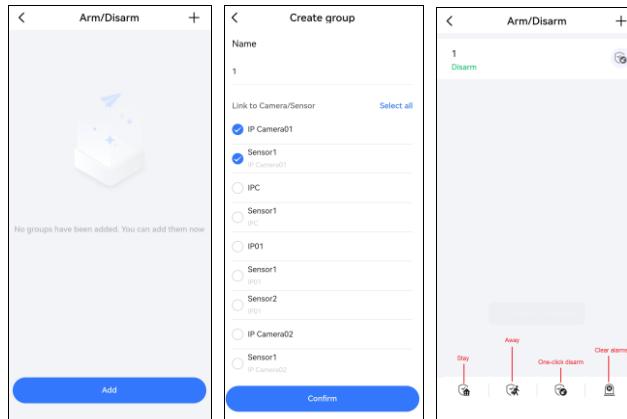
In the device page, tap  to arm or disarm the specified cameras.

Three modes can be set.

Away mode: The alarm linkages of the cameras of the group will be triggered normally according to the alarm settings of the cameras.

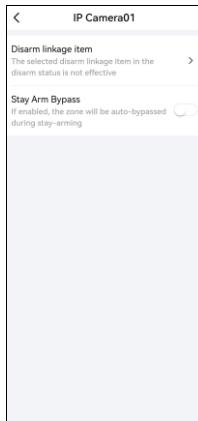
Stay mode: if “Stay Arm Bypass” is enabled for the cameras of the group, the selected disarming linkage items (currently only light and audio alarm) will not be triggered when detecting an event/alarm, but for the cameras of the group you disable “Stay Arm Bypass”, the alarm linkages will normally triggered when detecting an event/alarm.

Disarm mode (one-click disarm): The selected disarming linkage items (currently only light and audio alarm) of the cameras of the group will not be triggered when detecting an event/alarm.



The setting steps are as follows:

1. In the arm/disarm page, tap “Add” or “+” to enter the adding page.
2. Tap name to add the arm/disarm group name.
3. In the adding page, check the desired cameras/sensors.
4. Tap the camera/sensor name and set the disarming linkage items. Then enable/disable “Stay Arm Bypass” as needed.



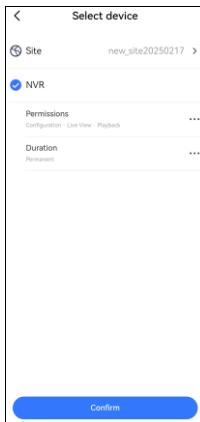
5. Tap the group name to switch between away and disarm modes. Or you can tap the shortcut buttons at the bottom to quickly set all groups to the same mode. If you want to set the group to "Stay Mode", you only can tap to set.

10 Service

10.1 Device Authorization Service

Tap “Service” to go to the service page. In this page, you can authorize the installer to manage your device. The setting steps are as follows.

1. Tap “Authorize Now” and enter the email of the installer you want to authorize. After that, tap “Next Step”.
2. Select the device and set the permissions and duration by tapping “***”.



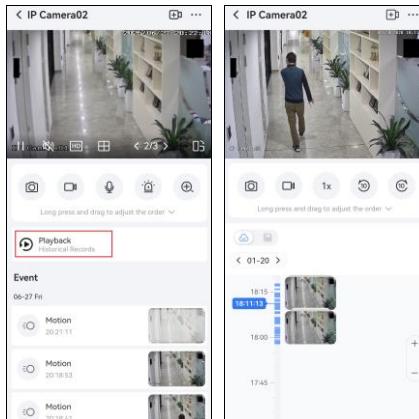
3. Tap “Confirm” to finish authorization request.
 4. In the partner APP, tap “Notifications” to view the device management request information, and tap “Agree” to agree the authorization.
- Cancel Site/Device Authorization
 1. In the service page, tap “View Details”.
 2. Tap ⚙ next to the site name.
 3. Select “Cancel Site Management” and tap “Conitue” to cancel.

10.2 Cloud Storage Service

Tap “Service” to go to the service page. In this page, you can view the cloud service purchased by the installer on your behalf, as well as the corresponding purchase records.

After the cloud storage service is purchased, the recorded videos of the relevant channels can be stored on the cloud. You can play recorded videos in the playback interface.

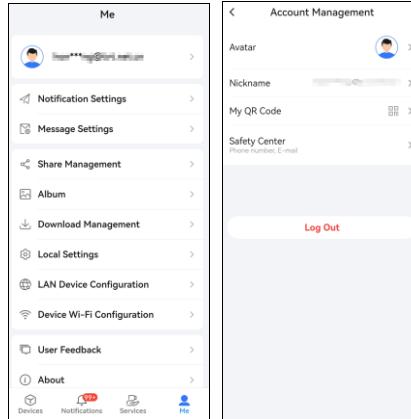
1. In the devices interface, select the channel purchased the cloud storage service.
2. Tap  to go to the playback interface.
3. Set the playback time and tap  to play the video stored on the cloud.



11 Others

11.1 Account Management

Go to the “Me” page. Tap the account name to enter the account management interface as shown below.



Avatar: tap to change a new image as needed.

Nickname: tap to change the account name.

My QR Code: This QR code can be shared with other APP users. By scanning this QR code, another APP user can quickly get the information of your account. For example, if A wants to share the device of the account with B, the account information of B shall be entered and then A can scan the

QR code of B to quickly fill in the user information.

Safety Center: tap to delete the current account, or bind phone number or email.

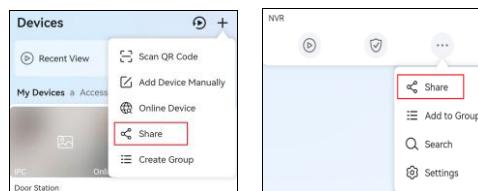
Log Out: Log out the current account and return to the login interface.

11.2 Sharing Management

After a device is bound to your account, you can share the device with others. There are many ways to share your devices with others.

a. In the device page, tap “+” on the top right corner and select “Share” (left picture).

b. In the device page, tap “...” under a device and select “Share” (right picture).



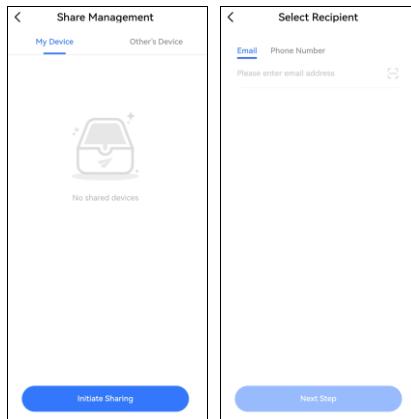
c. In the “Me” page, tap “Share Management”→“Initiate Sharing”.

Here we take sharing devices through the “Share Management” menu as an example to introduce.

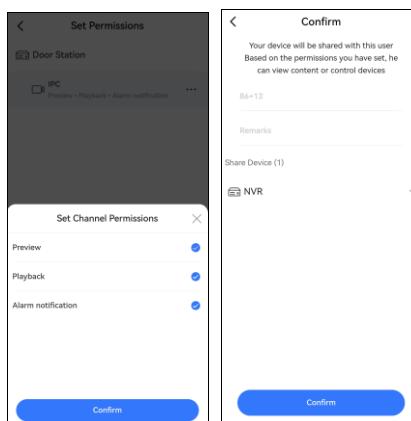
1. In the “Me” page, tap “Share Management”.

2. In the “Share Management” page, tap “Initiate Sharing” or tap “+” in the “Device” page and select “Device Share”.

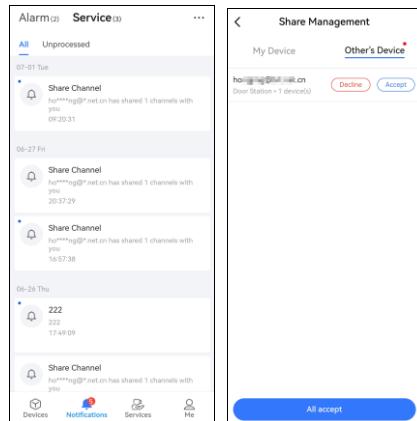
3. Enter the email or phone number or scan the QR Code of the other party’s account. Tap “Next Step”.



4. Select the device you want to share and tap “Next Step”.
5. Choose the functions you want to share by tapping “• • •”.



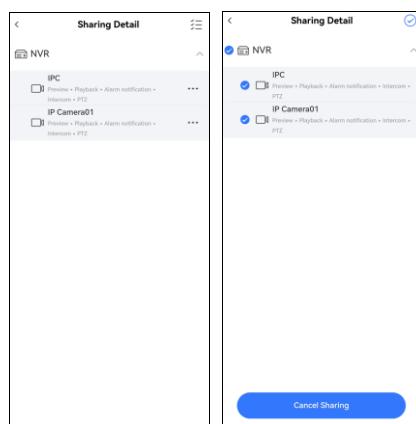
6. After you confirm the above settings, tap “Complete” to finish sharing.
Note: one device can be shared with up to 10 friends.
7. After the other party account receives the sharing message, go to the “Shared by Others” interface. Tap “Accept”.



If there are multiple devices to be accepted, you can tap “All accept”. If you don’t accept the sharing for 24hours, the sharing will be cancelled automatically.

● Cancel Sharing

1. In the “Share Management” page, tap the “My Device” tab and select the account you have shared with to go to the sharing detail page.
2. Tap to select the channel/device you want to cancel sharing.
3. Tap “Cancel Sharing”.

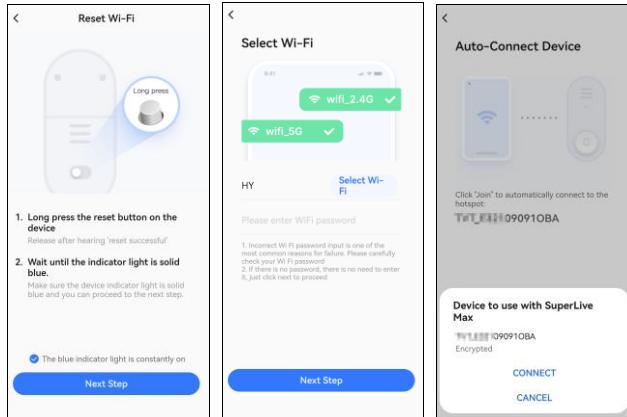


For the accepted devices, you can view in the device page. Tap “” → “Settings” → “Delete Device” to cancel sharing.

11.3 Device Wi-Fi Configuration

For some devices (for example: door station, door bell), you can configure Wi-Fi by scanning their QR codes. Go to the “Me” page and select “Device Wi-Fi Configuration” to configure a Wi-Fi network. Here we take configuring the Wi-Fi of a doorbell for example to introduce.

1. Enable the Wi-Fi network of your phone.
2. Power on your doorbell. After the blue light of the device is on, tap “Me” → “Device Wi-Fi Configuration” to scan the QR code of the device.
3. Check “The blue indicator light.....” and tap “Next Step”.
4. Tap “Select Wi-Fi” to choose the Wi-Fi that your phone has connected. After that, enter the password and tap “Next Step”.
5. Tap “CONNECT” and wait. After the Wi-Fi network is successfully connected, the system will automatically exit the Wi-Fi configuration page and a successful connection tip appears.



Note: The device will not be added to the APP after the Wi-Fi is connected here. If you want add the device, you need to tap “+” in the device page and choose “Scan QR Code” to add after the Wi-Fi is configured. Or you can directly scan the QR code of the device in the device page to configure

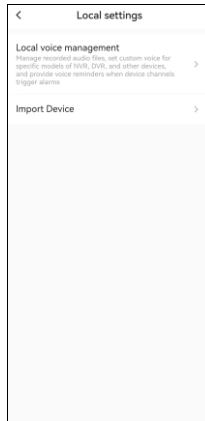
Wi-Fi and add the device.

11.4 Download Management

Tap *My* → *Download* to view the downloading list; after the download is complete, it will automatically save to the album of the APP.

11.5 Local Settings

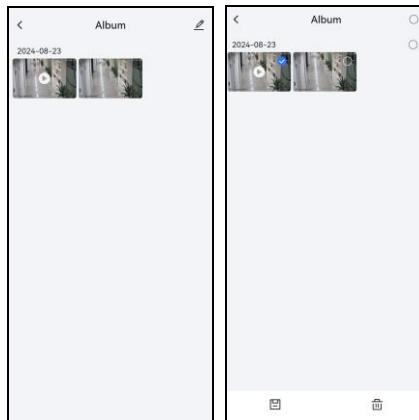
Go to the “Local Settings” page as shown below. You can add the local audio or import devices of the account of Superlive plus to Superlive Max APP as needed.



11.6 Album

● Local Album

Go to the album interface as shown below.



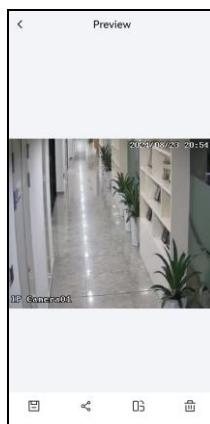
Descriptions of buttons

< : Return to the previous interface

: Select. Tap to select a file; tap to delete the selected file; tap to save files to the phone.

Image Preview:

Select an image and tap to go the image preview mode.



: tap to save the picture to the phone.

: Tap to share the picture.



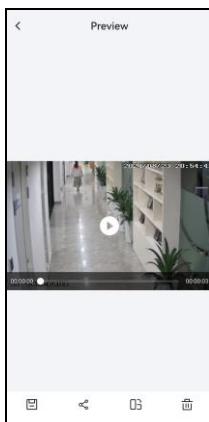
: Tap to enter the landscape mode.



: Tap to delete the picture.

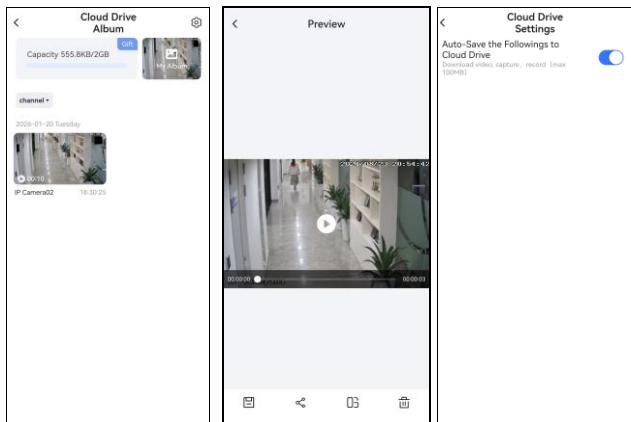
Video Preview:

In the album interface, the local recorded videos can be searched. Tap the play button in the middle of the picture to play the local recorded video.



● Cloud Drive Album

After the cloud storage service has been purchased, you can get free cloud disk space. Details of the free cloud disk space (eg., available capacity, validity period) can be viewed in the services page. The downloaded pictures or videos can be stored on the cloud drive album automatically. You can view them by tapping **Me → Cloud Drive Album**. Select a video or image and tap to preview them. You can delete or share them as needed. In the cloud drive album page, tap to enable/disable auto storage downloaded videos and pictures to the cloud drive album.



In the cloud drive album page, tap “My Album” to go to the local album page.

11.7 About

In this interface, you can check the information of the APP software version.

In addition, you can read the privacy statement and service terms in this interface.

Bug Report: this program will allow you to generate a bug report in the event a failure occurs during the APP’s use. The analysis mode can be enabled by tapping on the top right of the bug report interface. Re-product the problems you found. Back to the bug report interface and tap “Send Bug Report”. The generated bug reports can be sent to our company for more in depth troubleshooting.