

# *User's Manual*



# iViewer

Monitoring Application for iPad<sup>®</sup>, iPod<sup>®</sup>, iPhone<sup>®</sup>  
and Android<sup>®</sup> phones and tablets

Rev. 2.6



## About this Document

Rev. 2.1: This document is written for iViewer revision 3.0.3 or later.

Rev. 2.2: Revised for 3.5.7.

1. The time displayed on the Playback tool follows that on the VAST server. The limitation on time selection is lifted due to time zone selection concern.
2. iViewer will display the layout page where the newly-added cameras reside.
3. Added preset button, and preset position selection row.
4. Presets are only supported on cameras, VAST, and ND8x01 series.
5. Changed the location of the resolution change button.
6. Added a page for contacting technical support.
7. Supports SSL encrypted connection (for direct camera connection, NVR, or w/ VAST v1.12 or above).
8. Supports the display of snapshots instead of live streaming on the Live View page.
9. Supports display of camera name on screen.
10. Supports connection to VAST sub-stations.
11. Supports two way audio.
12. Added the Technical Support fill-in page.

Note on limitations:

\* If the fisheye streaming mode is configured as a panoramic 1080P mode, the associated fisheye dewarp control (PiP) will be disabled.

\* Supports the connection to Linux-based NVRs, including ND8322P and ND8422P.

\* Two way audio between iViewer and a VAST server is not supported.

Rev. 2.3: Revised for software rev. 3.6.2 and above.

1. Supports login to VAST using Windows AD user accounts (a VAST rev. 1.12 server installation is required for iOS).
2. Supports DO control.
3. Supports hardware decoding for streaming H.264/H.265/MPEG4 video on Android 5.0 or Apple iOS 8.0 devices. (If no GPU, will automatically turn to software decode).
4. Changed the location of the resolution change button.
5. Timeline Playback (NVR, or VAST station).
6. Supports layout change.
7. Supports retaining a dewarped view on the live view window after a fisheye's dewarp mode has been configured.

Rev. 2.4: Revised for software rev. 3.7.x and above.

1. Supports video playback from camera local storage (SD card).
2. Reflected changes on UI (e.g., Side panel). The Add device, Settings, and Technical support pages are now accessed via the Side panel.
3. Supports multi-sensor models.

Rev. 2.5: Revised for software rev. 3.9.x and above.

1. Supports the scrolling view for the panoramic Multi-sensor cameras.
2. Reflected changes on Single view UI. Some functions are listed on the lower screen.
3. Implemented new PTZ controls for Speed Dome cameras (Continuous move, Pan, Patrol, Preset, Stop, etc.).

Rev. 2.6: Revised for software rev. 3.11.x and above.

1. Renamed the Notifications pane as Announcements.
2. Updated the supported iOS and Android versions.
3. Added the Protection function using the authentication via a password, Face ID, Touch ID (iOS) or fingerprint (Android).

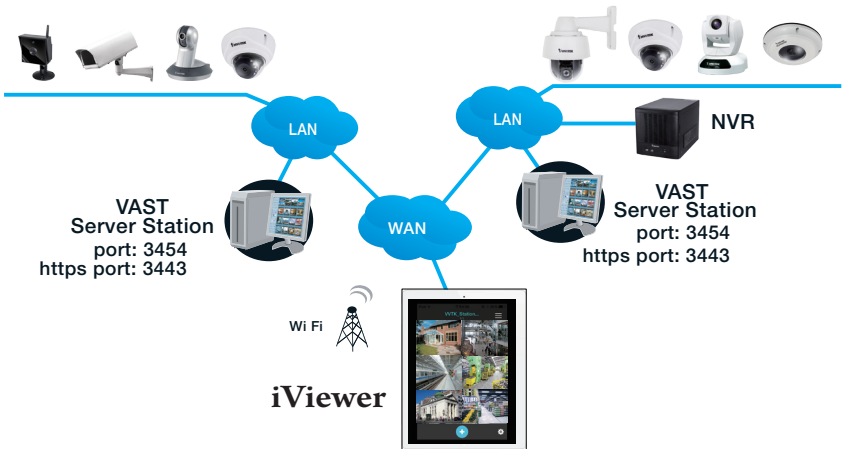
# I. Requirements

1-1. iViewer rev. 3.0 supports iOS 11.0 and above.

iViewer also supports mobile devices running Android 5.0 or later.

iViewer does not support jailbroken and rooted devices.

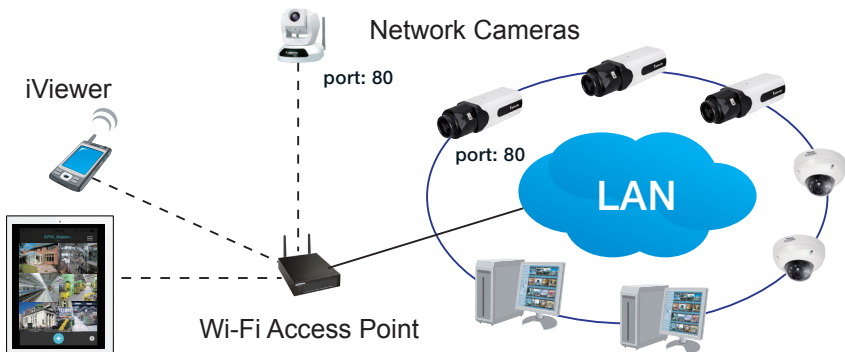
1-2. An established **VAST**, **ST7501**, or **VIVOTEK's NVR** deployment consisting of multiple network cameras, where the VAST or ST7501 servers can be accessed via a public IP or DNS service. The corresponding VAST and ST7501 software must be of a revision number **1.7** or later.



1-3. Network cameras have already been configured via VAST, ST7501 software, or VIVOTEK's NVR station, namely, "inserted" into the managed list of cameras of the above software.



1-4. The iViewer rev. 1.3 and above supports direct connections with individual network cameras when their IPs are known to the user.



#### IMPORTANT:

If you connect via Internet to a VAST/ST server, NVR station, or cameras behind a firewall or router,

- [Connecting a VAST2 station requires an HTTPS encrypted connection.](#)
- [When connecting to a VAST/ST server or NVR station-](#)  
If a VAST/ST server or NVR station is located behind a firewall or router, configure port forwarding or "bypass tunnel," by mapping TCP port "**3454**" (for access to VAST) on the router to your VAST/ST server or NVR station. Enter the server's public IP and port "**3454**" on the iViewer configuration pane.
- [When connecting to individual cameras -](#)  
If an individual camera is located behind a firewall or router, configure port forwarding or "bypass tunnel," by mapping TCP port "**80**" (camera's default for HTTP). Enter the camera's public IP and port "**80**" on the iViewer configuration pane.

Please consult your network administrator or the documentation that came with your firewall or broadband router.

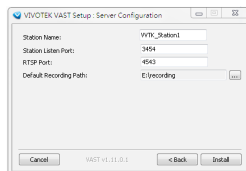
- Below are the typical TCP ports for access to individual network cameras

Network General settings:

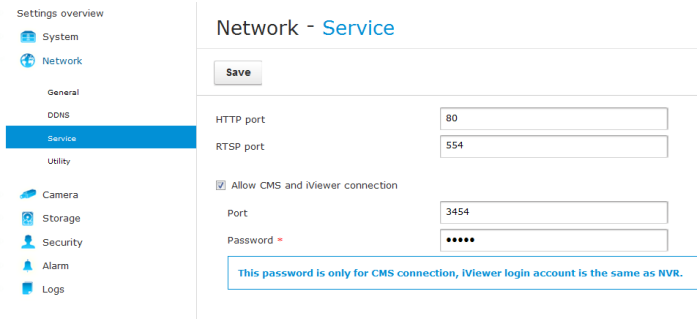
HTTPS = 443, (3443 for VAST server)  
 FTP = 21

Streaming:





















HTTP = 80  
 Secondary HTTP = 8080  
 RTSP = 554 / 4543 (VAST v1.9 and later)  
 RTP for video = 5556  
 RTCP for video = 5557  
 RTP for audio = 5558









- By default, the smallest resolution stream will be selected for display. In most cases, it is the #2 for 3 stream models, or #3 for 4 stream models.
- To establish a connection with VIVOTEK's embedded Linux-based NVR, you need to enable the connection on a web console via **Network > Service**. Select the "Allow CMS and iViewer connection" checkbox, and enter the same password as that you use for login to an NVR console.











## Knowing Buttons in iViewer

Icon	Name	Function	Location
	Side panel	Provides access to  ADD DEVICES,  SETTINGS,  TECHNICAL SUPPORT,  TUTORIAL,  ANNOUNCEMENT, and  ABOUT.	Live
	Device list	Tap to display the device list, as cameras in list, or individual stations.	Live
	My favorite	Displays the cameras enlisted in the My favorite group. When a camera's view cell is selected (floating), drag the view cell to this icon to join the camera to My Favorites.	Device list & Live
	Trash can	Tap, hold, and move a camera to this icon to delete a camera from the live view	Live
	VAST or ST7501 station	Tap to display a connected VAST, ST7501 station, or NVR.	Device list
	VAST or ST7501 station	A VAST sub-station that is currently selected.	Device list
	VAST sub-station	A VAST sub-station.	Device list
	Cameras	Tap to display individual cameras in the Cameras group.	Device list
	Cameras	A Cameras group is currently selected.	Device list
	Back	Tap to return to the previous page (for iOS only).	Live or Add devices
	Page indicator	This indicator temporarily displays to show that there are multiple pages on the live view.	Live
	Refresh	When live view is displaying the snapshots only, use this button to manually refresh cameras's snapshots on screen.	Live
	Tap to cancel	Allows you to stop a pending attempt to establish a connection, and move to the next camera/server group more quickly.	Live
	Layout	Tap to select a different layout	Live

Icon	Name	Function	Location
	PTZ	Tap to enter the PTZ mode.	Full view
	PTZ	PTZ control is taking place. Tap again to disable PTZ control.	Full view
	Fisheye	Tap to enter the fisheye dewarped mode (1O, 1P, and 1R).	Full view
	Fisheye	The fisheye dewarped mode is taking place. Tap again to disable the dewarped mode.	Full view
	Refresh	When in a singular full view, use this button to manually refresh the current connection.	Full view
	PTZ home	In the PTZ mode (PTZ camera), tap to return to the home position.	Full view

Below are icons at the bottom of the screen

	Playback	Opens the Playback roller selector.	Full view
	Playback	The video playback is taking place. Note that you can enter the dewarped mode during a playback.	Full view
	Resolution	Changes the current stream resolution	Full view
	Snapshot	Tap to take a snapshot of the current screen.	Full view
	DO	Tap to trigger a digital output signal.	Full view
	Two way audio	Tap to communicate via the two way audio. (Note that this does not apply to cameras managed by a VAST server)	Full view
	Configuration	Tap to enter the camera configuration screen. Note that you can only configure the network connection parameters in here.	Full view

Indicators	Name	Function	Location
	Unauthorized	This appears on view cells when camera's password has been changed, or when users do not have the access rights to a VAST server. *	Live



## **IMPORTANT:**

Since wireless connection and video streaming consume considerable power, you should leave the iViewer when you are not watching the live view. Press the Home button to leave the iViewer.

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\* Note that this indicator will not appear if the very first connection failed. A disconnection sign appears instead.

## II. Getting Started and Basic Operation

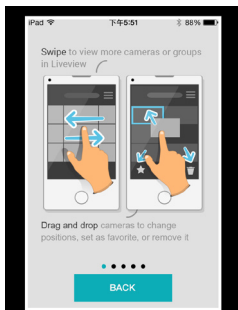


### Starting Up

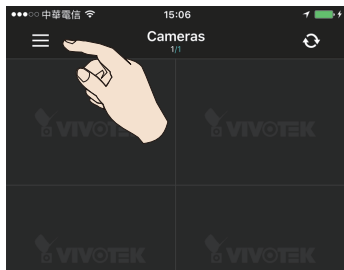
2-1. iViewer is acquired through the App Store (for Apple devices) or Google Play, and is started by a tap on its icon.

2-2. On the first use, the Tutorial pages will start.

Swipe to the left to read through these pages. The Tutorial pages will not start the next time you use the iViewer.

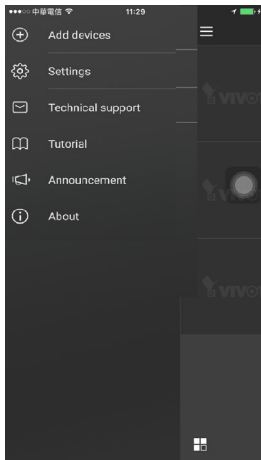


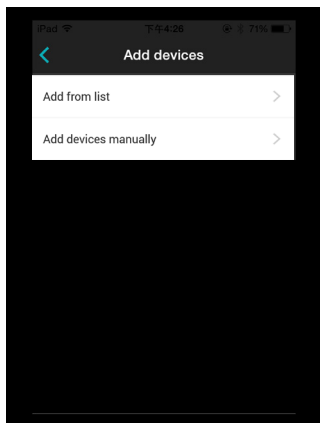
2-3. Tap the Side panel  button.



2-3-1.

Tap on **ADD DEVICES**.

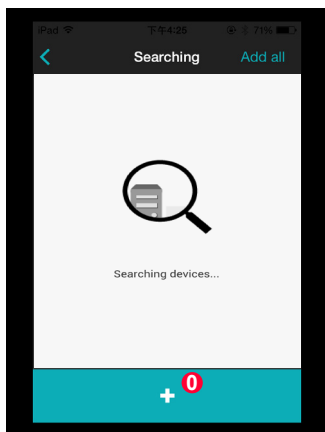




2-3-2.

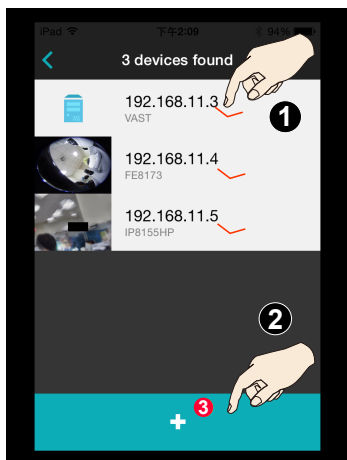
Tap on **ADD FROM LIST**. The iViewer will automatically scan the local network for all servers and cameras. (Suppose that your cell phone is connected to a wireless AP that is connected to the local network where your cameras reside).

By default, the video stream with the smallest resolution on each camera is selected for its lower resolution and frame rate, e.g., 176x144 and 5fps, and is recommended.



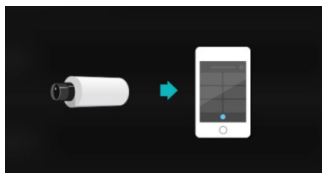
It will take several seconds to search for devices in the local network.

If necessary, scroll down to refresh the search process.



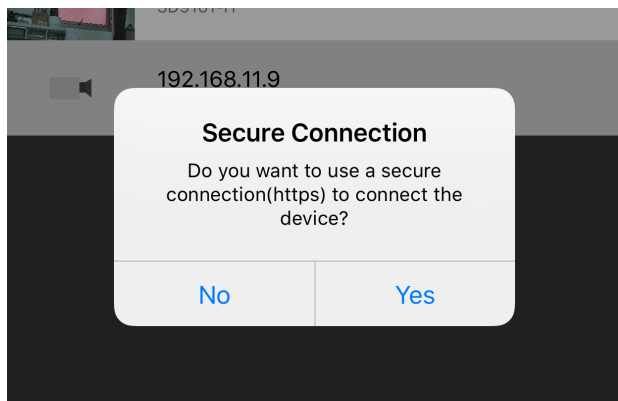
After a short while, devices discovered on the local network will be listed.

Single tap to select a device, and then tap on the Add button below. You may also tap the **Add all** button on the upper right. Repeat the process to add all devices your prefer.

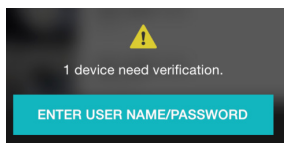


Your devices should be enlisted in a short while.

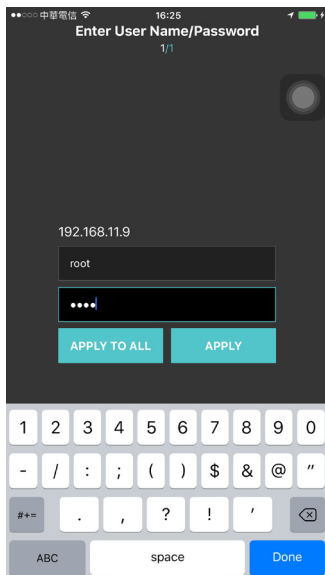
A secure connection prompt will appear. Select Yes to proceed with HTTPS encrypted connection. To utilize a secure connection, the associated HTTPS configuration should be pre-configured on the camera, e.g., a self-signed certificate.







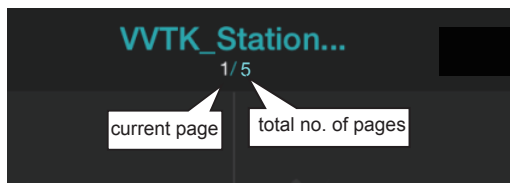
If any of the devices comes with a preset password, enter its user name and password (64 digits max.). You may then select to **Apply** (apply the credential to a single camera), **Apply to All** (apply the credential to all cameras), or **Skip All** (skip and abandon these cameras). Multiple entry pages will appear if credential is required for multiple devices.



If there are multiple devices needing a verification, swipe to the left to move to another device.

When a server is enlisted to your configuration, all cameras managed by the server will be automatically placed into multiple layout pages.

With multiple pages, your current position and the total number of pages will be indicated as follows:



iViewer will retry the connection to any camera it failed to connect.

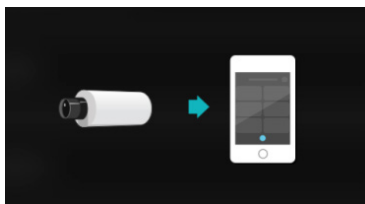
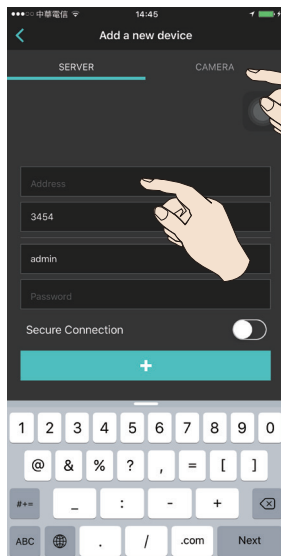
### 2-3-3.

You can also tap on the **ADD DEVICES MANUALLY**, especially if a device comes from the outside of the local network.

Tap to select either a **SERVER** or an individual **CAMERA**.

Enter its IP address, communication port [(1~65535), usually not necessary to change)], and the credentials (RFC2396-compliant URL). Tap on the Add button to proceed.

Your devices should be added in a short while.





## NOTE:

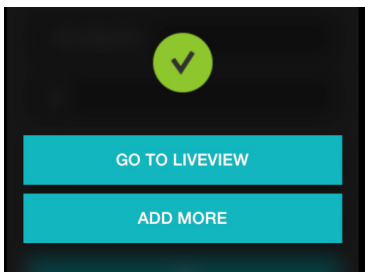
Cameras that are individually added to iViewer will be displayed under the "Cameras" group. This group will not appear if all of your cameras are brought by VAST servers.

You can configure to access the camera or the VAST server using the https encrypted session. Slide the selector to enable secure connection. Make sure your camera's Security > HTTPS setting has been enabled. Sometimes a camera reboot is necessary. The https encrypted connection is available for a VAST server rev. 1.11 and later. The default https port on VAST is **3443**.

When the device is successfully added, you can go to the live view to check the live streaming or tap **ADD MORE** to enlist other devices.

Since rev. 3.6, the iViewer supports log in to a VAST server using a pre-configured Windows AD account. Windows AD accounts can be configured to allow access to a VAST server in **Configuration > User Management > Account Management**. A VAST server rev. 1.12 or above is required.

Make sure the users are the members of the same AD domain.

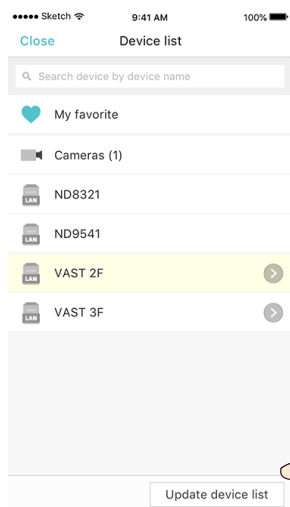



Cameras thus configured will be automatically added to the view cells on the Live view screen.

If you added a server, all cameras managed by the server will be placed into the live view cells. They can span across multiple layout pages. You may manually change their positions on the layout later.

Note that if a logical tree has been configured on a VAST server, and some cameras have been hidden from a particular user, the same will apply to iViewer.

2-4. If necessary, you can Update the device list if configuration changes were made. For example, if a new sub-station is added to a VAST server, you can use this function to update its status.



Note that you can only access the **My favorite** group via the **Device list**  window. Note that the position of the **My favorite** group is always on top and can not be changed.

## 2-4-2. Change the cameras' positions on live view.

You can place your finger tip on one camera for **0.5 second** until it becomes afloat, and then drag it to a view cell you prefer.


You can also move a view cell to another page by dragging it near and across the border of the current layout. Note that you can only do so when you have a server with multiple cameras placed on multiple layout pages.



If you move a camera view cell to a view cell that is already populated, the two cameras will swap their positions.

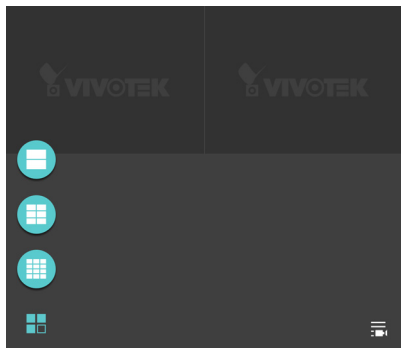
Note that you can not move a camera to a different server/camera group.

When there are multiple camera groups (those managed by different VAST servers or individually inserted), you can swipe left or right to move across the layout pages of different camera groups.

When there are layouts pages not yet visited, a page flip  icon will appear on the left or right. A time lapse will occur when iViewer is making a connection with servers.

## 2-4-3. Change the layout of view cells.

Tap the lower left layout icon to bring out the available layouts for the 1x2, 2x3, and 3x4 options.



2-4-4. Add camera to the **My Favorite** group or delete the camera from list.  
Place your finger tip on one camera for **0.5 second** until it becomes afloat, and then drag it to the Favorite icon or to the trash can.



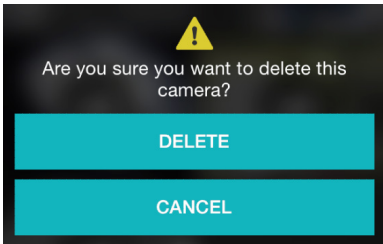
Note the following with the functions:


1. You **can not delete** a camera under the VAST server or NVR. The privilege for managing the cameras under VAST or NVR belongs to their administrators, and should be made via a console to those machines.
2. The **My favorite** and the trash can icons only appear when you select a camera and the camera's view cell becomes afloat.

Move the camera to the top of My favorite icon until it turns blue to join the My favorite group.

3. Removing a single channel from under a video server will also remove the rest of the channels.

If you delete a camera from live view, a confirm message will prompt. Tap **DELETE** to remove the camera.




 **NOTE:**


Cameras are added to view cells in the following order: upper left > upper right > middle left > middle right, and so on. They automatically fill successive pages when the current layout is full.

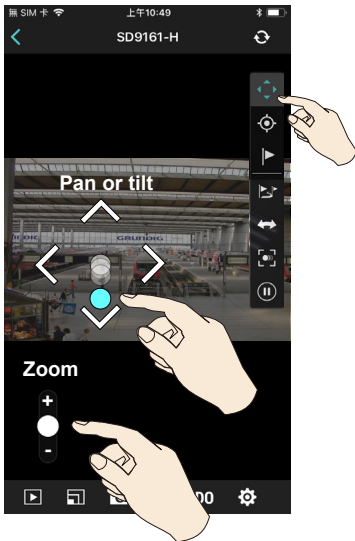
Once a camera/server is added, iViewer automatically displays the page where the most recently added camera resides.

2-5. Double tap on a camera view cell opens a full view window. Tap on the Back button on the upper left of screen to return to the Live view window.

7 functional buttons are available on the screen:

2-5-1.  **PTZ**: provides zoom, pan and tilt control for cameras that come with PTZ mechanisms, such as a speed dome camera.

Tap on the button to enable the PTZ functions. The button will turn blue.   
Tap on the button again to disable the PTZ functions.

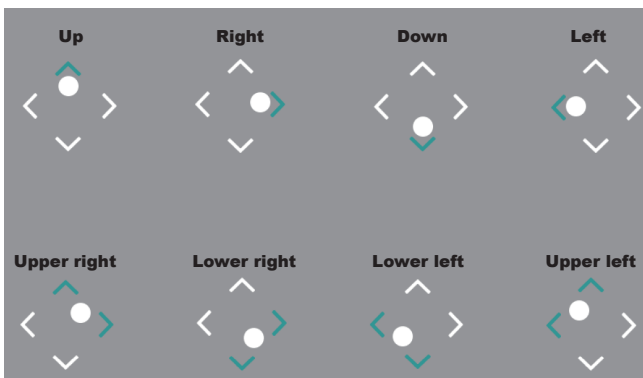


Gently place your finger tip on the screen to display the PTZ virtual joystick. Swipe to the direction to move to your target. If you keep your finger tip on the virtual joystick, the PTZ move will continue unless raise your finger tip.

Use the zoom bar below to zoom in or zoom out.

The quicker the virtual joystick (the center circle) is pulled away from the center, the faster the PTZ moves. There are 3 speed levels depending on how fast you move the virtual joystick.

When in the full view and when the PTZ mode is not activated, swipe left or right to access other cameras in the same server/camera group. To access other cameras in a different group, you need to go back to the live view, and then enter the display of a different group.





Tap on the **Home** button to return to a PTZ camera's home position.



### NOTE:


1. Not all user accounts have the rights to perform PTZ control. Make sure the credential you used to enlist the camera comes with such rights.
2. The iOS device does not enter auto-lock when running the iViewer.
3. The onscreen functions will not be available until the connection is established. Before the connection is made, the following indicator will display on the screen. The icon will also display on a function button when it is initializing, such as the two way audio.



### IMPORTANT:

Make sure you enable a patrol after you configured the related preset positions.

#### PTZ > PTZ settings



(TCP-V) 2017/8/31 11:04:48

Home

Zoom

Focus

Pan speed 5

Tilt speed 5

Zoom speed 5

Focus speed 5

Auto pan speed 0

Go to: [- Select one -]

Home location settings

Set current position as home

Restore home position to default

Patrol list

Name	Status	Mode	
Patrol	ON	Preset	Delete

Add a recorded patrol

Add a preset patrol

Misc settings

PTZ control panel operation mode: Continuous move

Auto focus options: Auto

Enable digital zoom


Freeze image during patrol

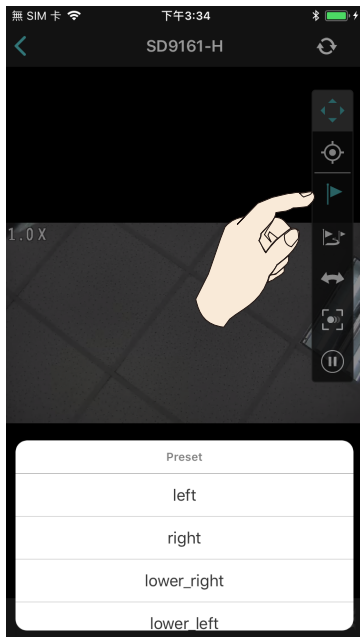
Zoom factor display



Apply previous action if the camera idles for 5 (1-999) seconds



Save






Tap on Preset  to reveal the preset positions for the camera. Tap to select a position, and the camera lens will move to that position. Movement lags can occur depending on the performance of network connection.




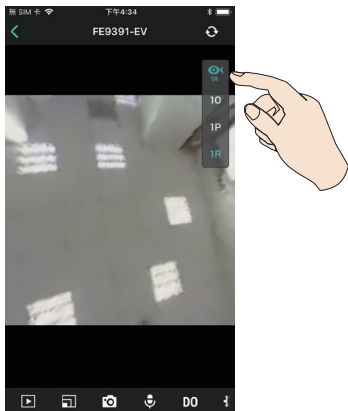
Tap on Patrol  to begin a pre-configured patrol. The Patrol will stop if you move the lens elsewhere or if you tap the Stop  button.

Tap on Pan  to begin a PTZ pan. The pan operation will stop if you move the lens elsewhere or if you tap the Stop  button. Note that camera will resume the Pan operation after you perform one of the functions at the lower tool bar, e.g., Playback or DO.

Tap on Tracking  to enable the camera tracking function. Tap the Stop  button to stop tracking. Note that camera will resume the Tracking operation after you perform one of the functions at the lower tool bar, e.g., Playback or DO.

 **NOTE:**

For fisheye cameras, use the  button to enable PTZ control in a Regional or Panoramic view.



When in the full view, the 1O, 1P, and 1R modes will be available at the lower screen.

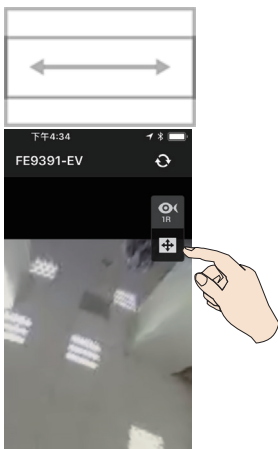
**View Type:**

- 1O:** The original circular view. Note that you **can not** exert the PiP function in this mode.
- 1R:** The Regional view. You can perform PTZ functions in this mode using finger moves to move to a different view area, or zoom in/out on a view area.
- 1P:** The Panoramic view displays a long stripe of an all round view. You can rotate the image horizontally using finger swipes.

When in a fisheye **Panoramic** view, swipe to the left or to the right to change the field of view.

Tap the PTZ control button.

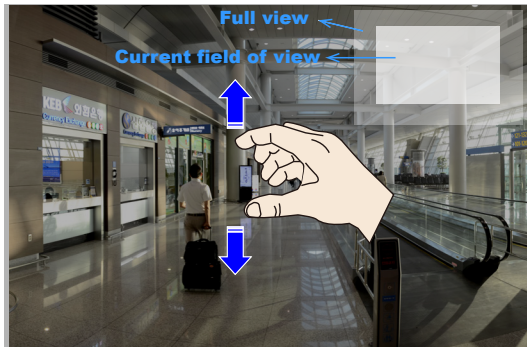
When in a fisheye **Regional** view, place your finger tip on the screen, and then drag your finger across the screen in any direction to change the field of view.



 **NOTE:**

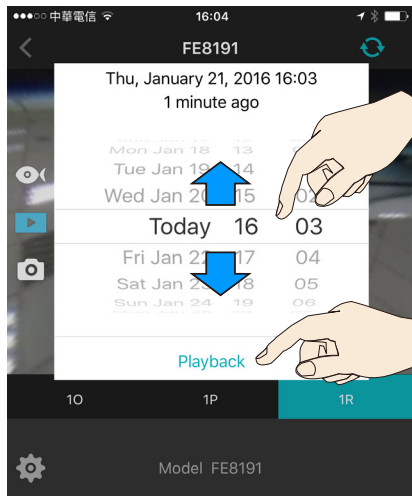
If you already configured a fisheye camera to be streaming in the FOV or Local Dewarp mode, the fisheye button will not be available. It is like exerting the dewarp task on the camera itself, and therefore the dewarp-associated functions cannot be performed on the iViewer.

**PiP (Picture in Picture):** provides PiP control for cameras that do not have the PTZ mechanisms. (such as a field of view from a fixed lens camera). Once zoomed in, you can move the focus by finger-swiping in all directions, zoom in/out to explore the regions within a wide angle of view. You can zoom in on a view cell without using the PTZ button.



You need to zoom out to the full extent before you can swipe the screen to move to the live view of another camera.

2-5-2. **Playback:** searches and plays recorded video footages on a **VAST, ST7501** server, an **NVR** station, or a camera's SD card. Use the time roller to select the time when the recording took place. Click on the **Playback** button below to retrieve past videos.



### IMPORTANT:

The presumption is that you already know a recorded video does exist for a specific point in time, and by a specific camera.

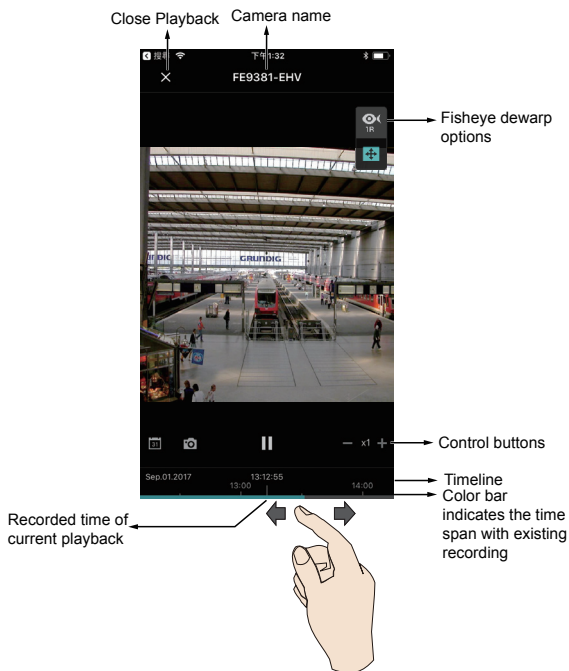
The time roller selector is not available for Android users. .

If no recording data exists by the designated point in time, the iViewer will start to play back the first available recording before the designated point in time. If there is no recording data at all, a disconnected icon is displayed.

If different time zones were set for the iViewer device and for a VAST server, the recording data will be displayed using the time zone setting on the server.

The **Playback** window provides control over the selected video footage. You can tap on the control buttons to increase or decrease the playback speed. Note that Playback only retrieves recorded videos from VAST/ST7501 servers, the ND series NVRs, or a camera's SD card. Therefore, you can not see the Playback button on a camera screen without an SD card. The default for the playback is 1 minute before the current time.

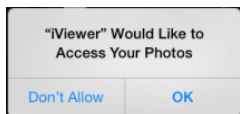
Tap on the Close button to return to the live view.




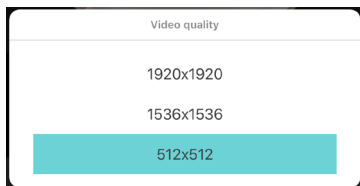
Note the following when using the Playback function:

1. You can also use your fingers to zoom in/out on the Playback screen. See the description for PiP on the previous page.
2. For a fisheye camera, you can select a dewarp display mode during the playback, such as 1R or 1P.
3. The Snapshot function also applies in the Playback window. When playing back a video in a Regional view, the snapshots taken will also be the regional views.
4. You can move through the timeline by tapping and scrolling along the timeline to a point in time of your interest.
5. The playback speeds are configurable as 1X, 2X, 4X, 8X, 16X, 32X, or 64X.

2-5-3.  **Snapshot:** saves the current view as a jpeg. Tap OK to proceed.



2-5-4.  **View Cell Resolution:** Click this button to change the resolutions of video stream for the current view cell.



If you change the video stream for the full view window here, the configuration will only take effect for the full view window. The smaller view cells on the Layout page will still display the smallest-resolution streams.

Note that the default stream resolutions on each camera can only be changed via a web console. You can not change the camera default stream resolution in here. The configuration changes the current view resolution.

2-5-5.  **Two Way Audio:**

If you have a camera that supports two way audio, you can speak to the audience near the camera from your VIVOCLOUD device.

1. Make sure the camera audio setting is not muted on the camera. Also, make sure the camera audio output lines are connected to an amplified speaker.
2. Tap on the speaker button. Speak when the button turns blue. A speaker sign will appear on screen. Tap again to end the conversation.

The microphone button does not appear if your camera does not support Two Way Audio.

### 2-5-5. **DO** Camera Digital Output:

If your camera is connected to external devices via the DO lines, e.g., an alarm or lighting equipment, you can toggle the Digital Output signals by turning on the DO buttons. Please remember to turn off the DO output once the intended action is fulfilled.

Some NVRs do not support the transfer of camera DO. Cameras managed through the NVR will not display the DO options.

#### **NOTE:**

If a camera does not comply with ONVIF Profile-G, the summary of recordings on the timeline will not be available.



Rotate your iPad to view a live video in a portrait or landscape orientation. The video rotates accordingly for both multi- and single-cell displays.

Note that you can not enter this configuration page for cameras managed by a VAST server.

#### **IMPORTANT:**

1. The PTZ, Playback, Snapshot, and Configuration options discussed above only appear in a Full View window.
2. The PTZ function takes effect only if your cameras come with PTZ mechanical design, such as a speed dome camera.
3. The PiP function allows users to zoom in on an existing video feed and move along to different areas covered by the video feed.

### III. Other Functions

#### 3-1. Editing an Existing Server or Camera

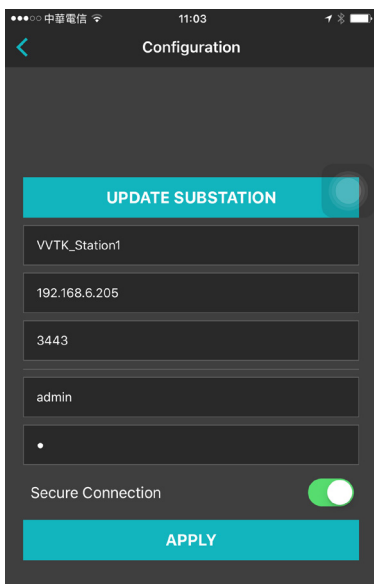


To access a server,

1. Enter the server group.
2. Tap on a server name on top to enter the configuration page.

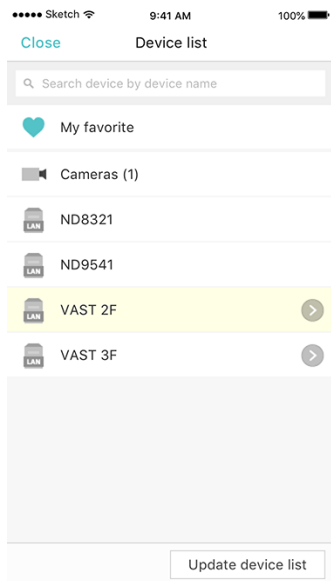
To access an individual camera,

1. Enter the Camera group,
2. Open a full view of the specific camera,
3. Tap on the camera or server name on top to enter the configuration page.

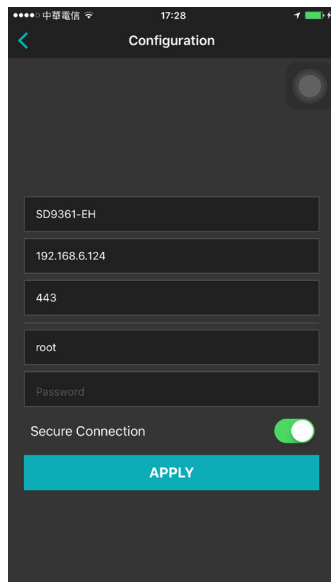


If you have changes on the server, such as that you added or removed cameras, changed a camera's IP addresses, use the **UPDATE SUBSTATION** button to refresh the server status. The cameras managed by the server will then be automatically updated.

For substations managed by a dominant VAST server, you can only change its name instead of all other parameters.



Note that for Android devices, the Update Substation function comes in the Device List menu. Use finger swipe to reveal the function.



This is a camera's configuration page (for those individually added to iViewer). This is accessed from a camera's full view. Click on each entry to edit the camera's configuration.

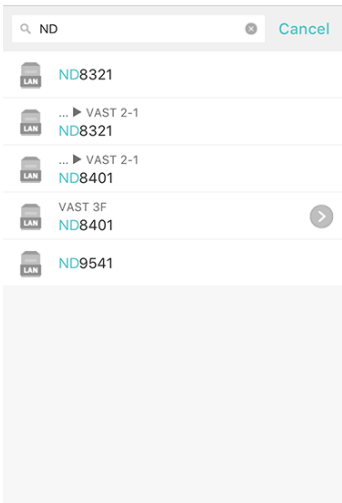
Enter RFC2396-compliant URL in the address field, a port number ranging from 1 to 65535 (usually not necessary to change), and a max. of 64 ASCII characters as User name and Password.

When done, tap the APPLY button for the configuration change to take effect.

If secure connection is preferred, make sure the https configuration has been properly configured on the camera.



Search results



You can search for a VAST server or NVR stations by keying a key word of its name in the search pane. Note that you cannot search for an individual camera.

### 3-2. Two Way Audio



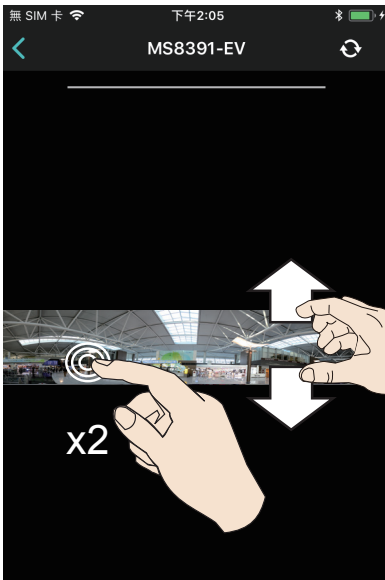
If you have a camera that supports two way audio, you can speak to the audience near the camera from your iViewer device.

1. Make sure the camera audio setting is not muted on the camera. Also, make sure the camera audio output lines are connected to an amplified speaker.
2. Tap on the speaker button. Speak when the button turns blue. A speaker sign will appear on screen. Tap again to end the conversation.

Currently, the Two Way Audio function **does not** apply to cameras managed by a VAST server.

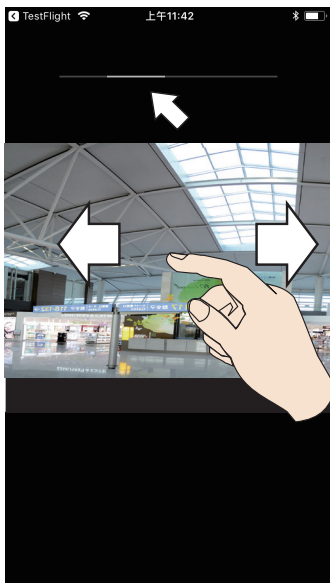
The microphone button does not appear if your camera does not support Two Way Audio.

### 3-3. Scrolling View for Multi-lens Cameras



For multi-lens cameras, such as MS8391, a maneuverable wide panoramic view is available.

1. Double-click on any spot or spread your finger tips to zoom in.

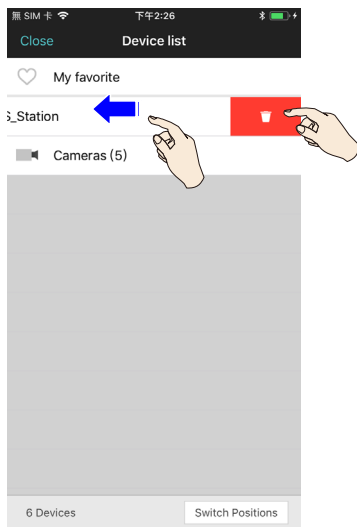


2. You can swipe to scroll your current view.  
The location bar on top indicates your current position within the wide panoramic view.

Double-click again to return to the original panoramic view.

Note that you can also exert the same maneuverability during the Playback operation. You can zoom in and swipe the view during a playback.

### 3-4. Removing a Server (NVR) or Camera Group



Tap the Device list  button.

In the Device list window, place your finger tip on a server entry for half a second. Swipe to the left, and the **Delete** button will appear. Tap the Delete button to remove the server.

To leave the Device list window, tap on the outside of the configuration window.

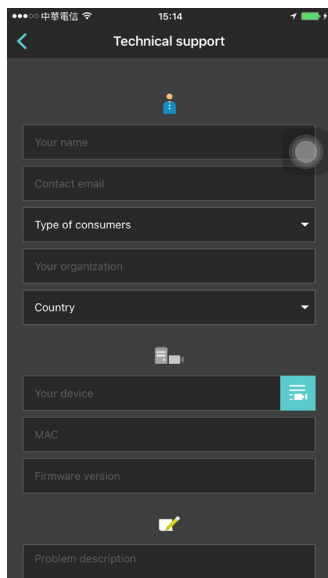
You can also swipe the My favorite group to the left to reveal the **Clear All** button, and remove all cameras placed under it. However, the My favorite group will not be removed.

If the members (cameras) of a server have been added to the My favorite group, you do not need to remove them from the My favorite group. When the server is removed, those members will be removed from the My favorite group.


Note that you can not enter the My Favorites group when there are no cameras in that group.

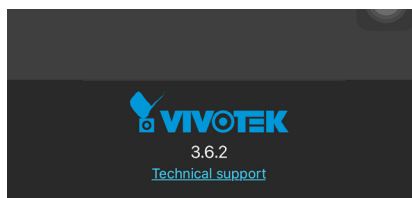
If you remove a central-management VAST server, all VAST sub-stations managed by it will also be removed.

### 3-5. Technical Support



The screenshot shows a mobile application interface for technical support. At the top, the status bar shows '中華電信' (Chunghwa Telecom), the time '15:14', and a battery icon. Below the status bar is a navigation bar with a back arrow and the title 'Technical support'. The form contains several input fields: 'Your name' with a circular profile picture placeholder, 'Contact email', 'Type of consumers' with a dropdown arrow, 'Your organization', 'Country' with a dropdown arrow, 'Your device' with a device icon and a blue 'Send' button, 'MAC', 'Firmware version', and 'Problem description' with a pencil icon.

You can contact VIVOTEK's technical support through the Side panel  link at the upper left of the Live view.

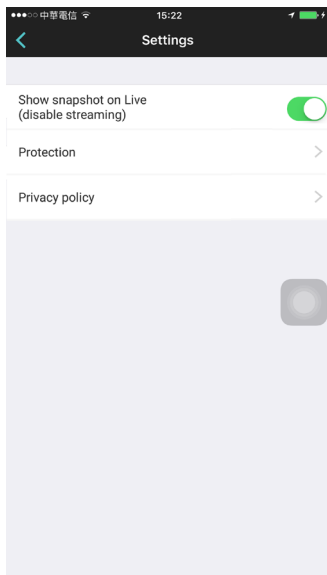


Enter your name (50 digits max.), Contact email, consumer type, organization, country, select a device, MAC, firmware version, etc. Enter the description of your problem, and then tap **Send**.

You can skip the entries shown as N/A.

Note that if you select a server, no MAC address will display here.

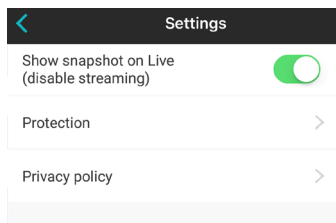
## 3-6. SETTINGS



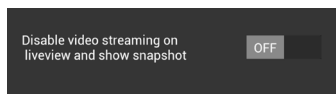
Open the Side panel  menu.

### Disable video streaming-

This option reduces the requirements for networking bandwidth. The **SETTINGS** page allows you to disable the realtime streaming and display snapshots on the live view instead. You can still acquire a live view streaming when you double-tap on a view cell for a full view.

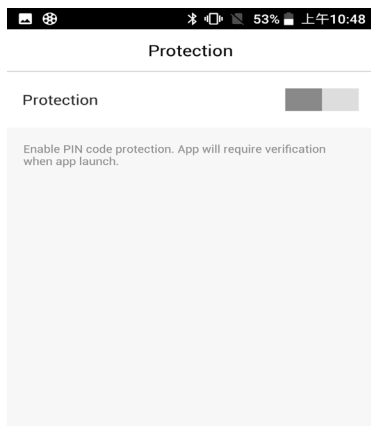
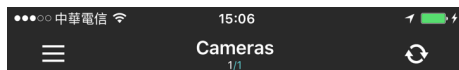


iOS



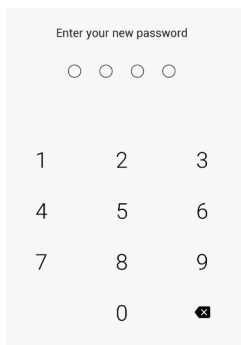
Android

When in this mode, use the refresh button at the top of the screen to acquire instant snapshots from your cameras. iViewer does not automatically refresh the snapshots on screen.

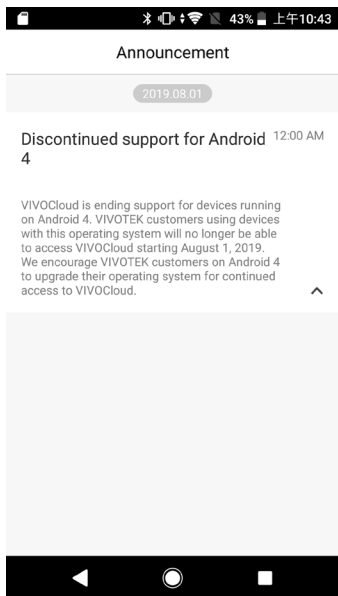


### Protection -

If enabled, password verification will be required every time you launch the iViewer app. For iOS, Face ID, and Touch ID are supported. For Android, fingerprint is also supported.



### 3-7. Announcement



The announcement window displays important system update information for users.

### Credit Notice

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#### NOTE:

Below are the limitations of the current release of software:

1. Notification directly from the cameras is not supported.
2. The iViewer does not run in the background when users leave the current session.
3. iViewer does not support login with a preset account and password.
4. iViewer does not support configuration backup and restore functions.
5. iViewer does not support video recording to an iPhone and iPad.
6. iViewer does not support two way audio from cameras managed by a VAST server.