DMSS Plus App

User's Manual

V1.0.0

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Foreword

General

This manual introduces the functions and operations of DMSS Plus App (hereinafter referred to as "the App").

Safety Instructions

The following categorized signal words with defined meaning might appear in the manual.

Signal Words	Meaning
DANGER	Indicates a high potential hazard which, if not avoided, will result in death or serious injury.
WARNING	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, lower performance, or unpredictable result.
TIPS	Provides methods to help you solve a problem or save you time.
NOTE	Provides additional information as the emphasis and supplement to the text.

Revision History

Version	Revision Content	Release Time
V1.0.0	First release.	July 2019

Privacy Protection Notice

As the device user or data controller, you might collect personal data of others such as face, fingerprints, car plate number, email address, phone number, GPS and so on. You need to be in compliance with the local privacy protection laws and regulations to protect the legitimate rights and interests of other people by implementing measures include but not limited to: providing clear and visible identification to inform data subject the existence of surveillance area and providing related contact.

About the Manual

- The manual is for reference only. If there is inconsistency between the manual and the

actual product, the actual product shall prevail.

- We are not liable for any loss caused by the operations that do not comply with the manual.
- The manual would be updated according to the latest laws and regulations of related regions. For detailed information, see the paper manual, CD-ROM, QR code or our official website. If there is inconsistency between paper manual and the electronic version, the electronic version shall prevail.
- All the designs and software are subject to change without prior written notice. The product updates might cause some differences between the actual product and the manual. Please contact the customer service for the latest program and supplementary documentation.
- There still might be deviation in technical data, functions and operations description, or errors in print. If there is any doubt or dispute, please refer to our final explanation.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.
- All trademarks, registered trademarks and the company names in the manual are the properties of their respective owners.
- Please visit our website, contact the supplier or customer service if there is any problem occurred when using the device.
- If there is any uncertainty or controversy, please refer to our final explanation.

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1 Overview

1.1 Introduction

DMSS Plus App is a mobile monitoring software that is designed for security field. Compared with conventional monitoring software, this App has characteristic functions such as control by tapping and gestures, alarm push, P2P function, and DDNS analysis. You can use DMSS App to control cameras, video recorders, VTO, and alarm devices under 3G, 4G, or Wi-Fi network. Both Android and iOS system are supported.

1.2 Features

- Multiple-channel live preview (up to 16 windows), and maximum 4-channel playback.
- Fast, slow, and by frame mode of video playback.
- Local snapshot and recording. Corresponding files are stored locally.
- PTZ control by swiping on the screen.
- Automatically play the last-time played video on live view interface through **Memory Play**.
- Adjustment of live preview image and bit stream.
- Alarm message subscription and push of alarm events.
- Alarm output control with alarm message subscription.
- Voice talk is supported.
- Zoom in or zoom out the picture during picture playback.
- Video stream configuration such as resolution and frame rate of the device channel.
- View HDD information.
- Visual talk of VTO (Video Talk Outdoor).
- Detector control on **Alarm** function module.

1.3 Applicable Model

For applicable mobile phone models that can install this App, see Table 1-1.

Table 1-1 Applicable model

System	Applicable model
Android	Android 4.4 or later. Message push is available only when you installed Plus version and use Google account.
iOS	iOS 8.0 or later.

2 Installation and Login

2.1 Installation

- Android
  You can search for gDMSS Plus in Google Play, download, and install the App.
- iOS
  You can search for iDMSS Plus in the App store, download, and install the App.

Interfaces and operations between iOS and Android might vary, and the actual interface shall prevail. This manual takes iOS as an example.

2.2 Login

- For first login, you need to sign up.

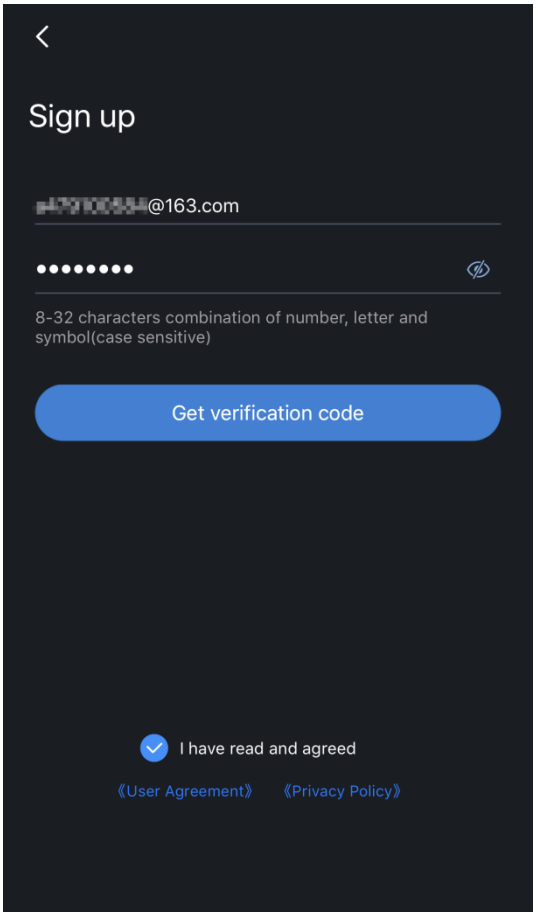
Step 1 On your mobile phone, tap .
The **Country or area** interface is displayed.

Step 2 Select the country or area as needed, and then tap **Done**.

- This manual takes **China** for example.
- You can change country or area you set by tapping **Me > Change Country**.

Step 3 Enter email and password on **Sign up** interface, select *I have read and agreed,* and then tap **Get verification code**. See Figure 2-1.

Figure 2-1 Sign up



Step 4 Enter verification code and tap **Login** to enter the App.

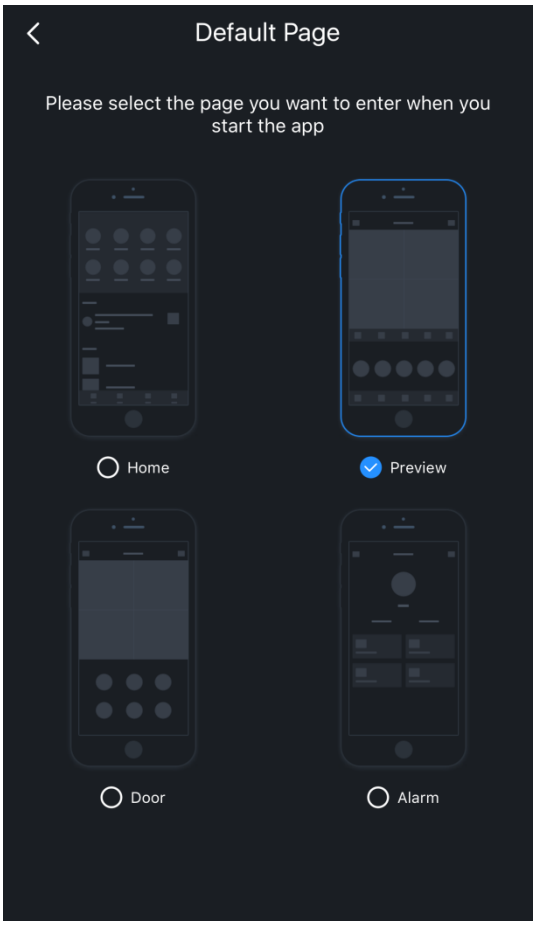
- Logging in after signing up.

Step 1 On your mobile phone, tap .

The **Live Preview** interface is displayed.

You can change the displayed interface you want to view when you open the App by tapping **General Settings > Default Page**. See Figure 2-2.

Figure 2-2 Default page



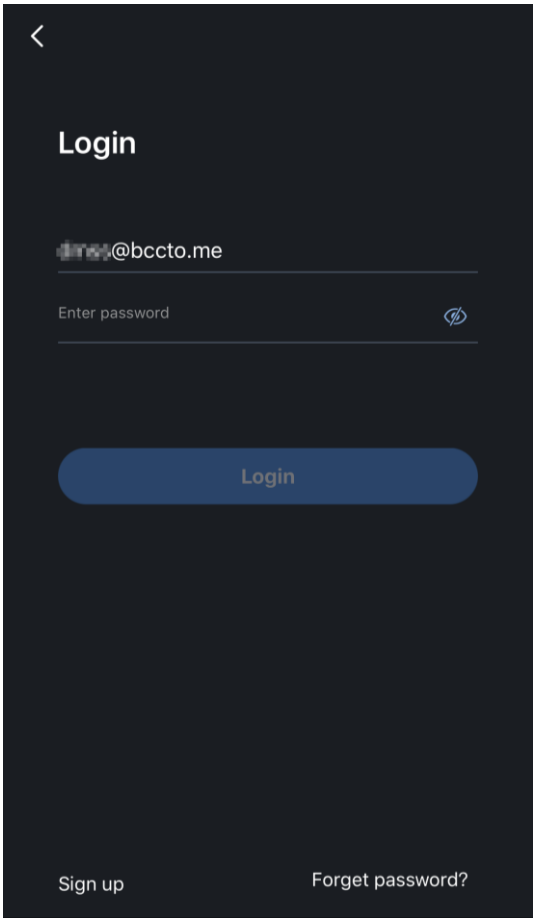
Step 2 Tap on the upper-left corner.

The **Home** interface is displayed.

Step 3 Tap **Me** on the lower-right corner, and then tap **Log in Now**.

The **Login** interface is displayed. See Figure 2-3.

Figure 2-3 Login



Step 4 Enter the password, and then tap **Login**.

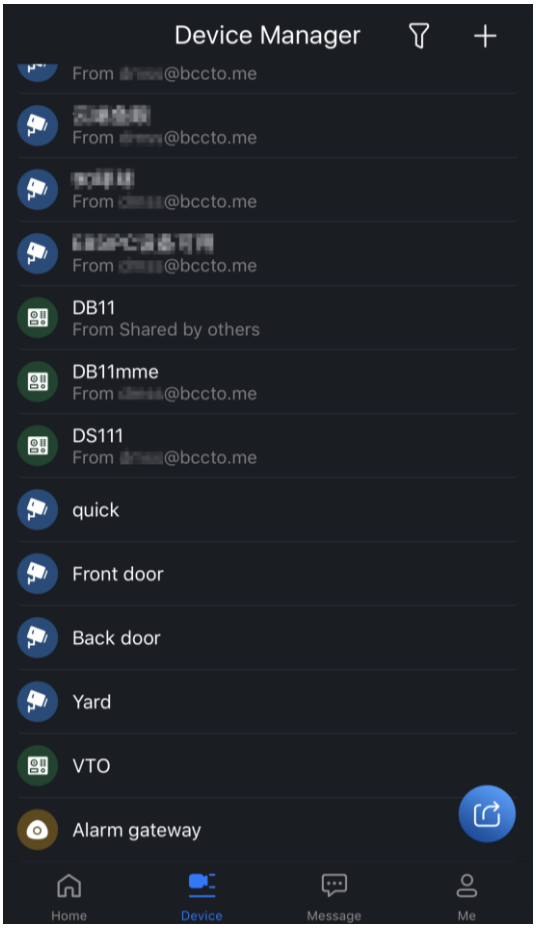
You can login with Imou account.

3 Device Management

You can manage your devices such as initializing device, adding device, modifying device information, remotely configuring device, controlling alarm output, viewing HDD information, deleting device, and creating device card.

Tap **Device** at the bottom. The **Device Manager** interface is displayed. See Figure 3-1.

Figure 3-1 Device manager



You can add cloud devices and local devices.

- Cloud device: You can view and operate cloud devices after logging in to the App with different accounts. You can add cloud devices through P2P mode when you log in with Imou account.
- Local devices: You can view and operate local devices only on current mobile phone.

3.1 Adding Device

You can add devices such as cameras, video recorders, video intercoms, and alarm devices to the App.

3.1.1 Adding Uninitialized Device

You need to initialize the device for the first-time usage or after it is reset. After the device is initialized, the system directly goes to **Add Device** interface, and you can go on to add the device.

This chapter takes adding an uninitialized wireless camera as an example.

The onscreen instructions might vary depending on the device you added, and the actual interface shall prevail.

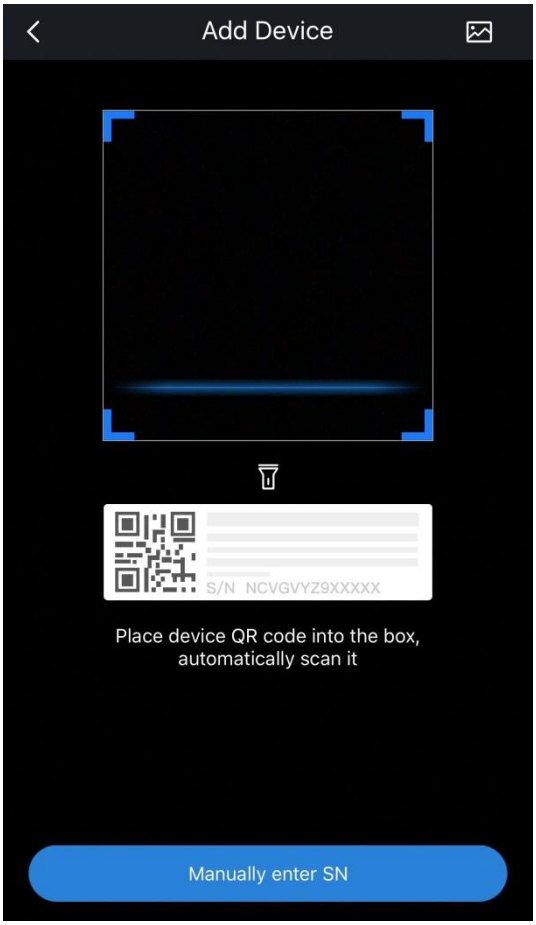
Step 1 Tap **Device** at the bottom

The **Device Manager** interface is displayed.

Step 2 Tap + on the upper-right corner, and select **Scan**.

The QR code scanning interface is displayed. See Figure 3-2.

Figure 3-2 Scanning QR code



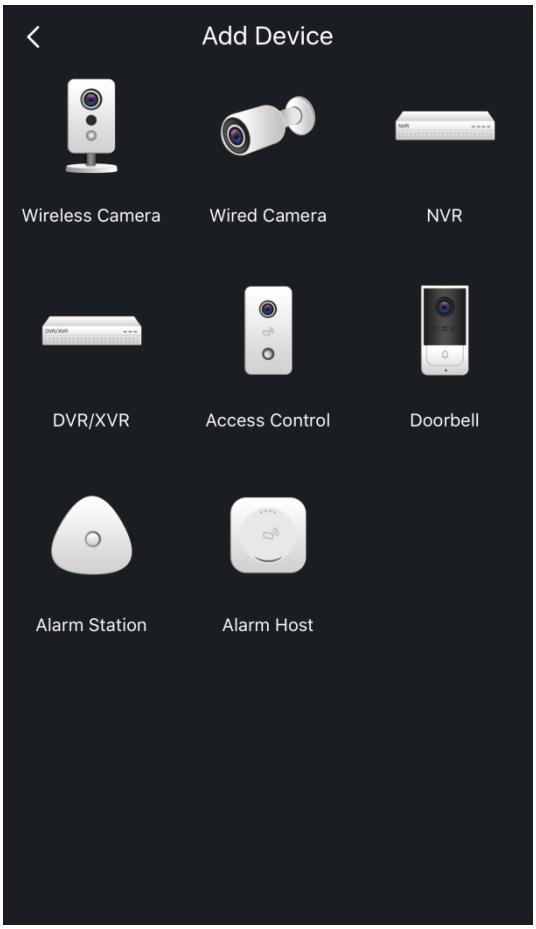
Step 3 Scan or manually enter the QR code on the device.

The device SN interface is displayed.

Step 4 Tap **Next**.

The device type interface is displayed. See Figure 3-3

Figure 3-3 Selecting device type



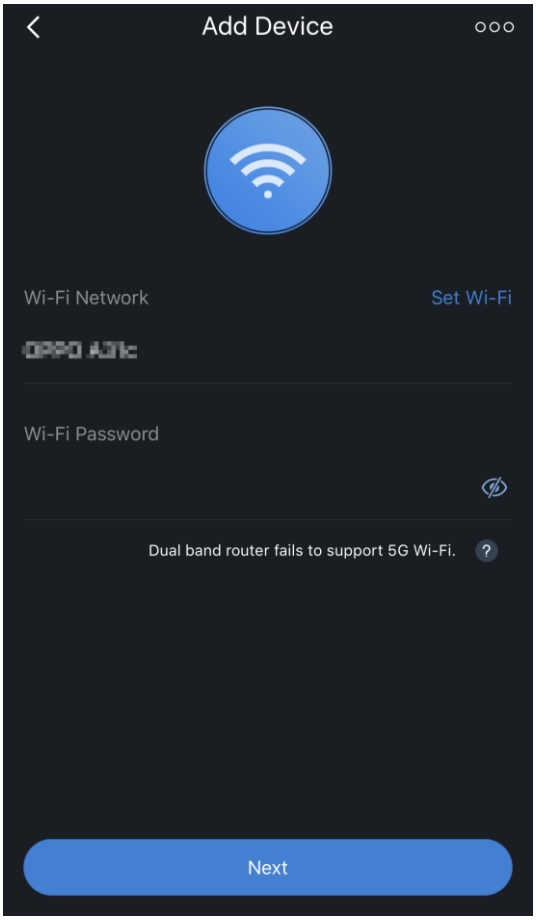
If the device type can be recognized by the system, the device type interface is not displayed.

Step 5 Select the corresponding device type, follow the onscreen instruction to connect the device, and then tap **Next**.

The network configuration interface is displayed. See Figure 3-4.

By tapping ooo on the upper-right corner, you can switch to wired network configuration or AP configuration.

Figure 3-4 Wi-Fi network configuration

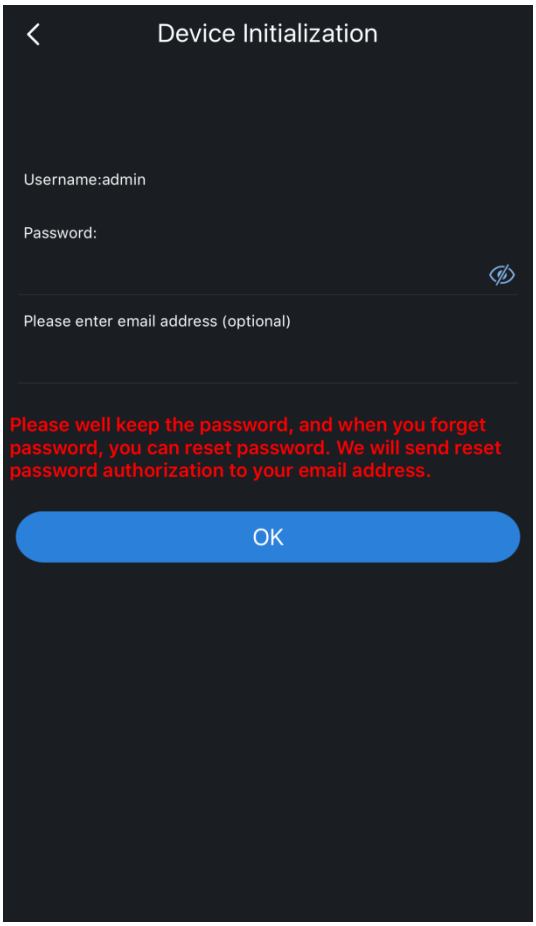


Step 6 Enter the Wi-Fi password connected by your mobile phone, and then tap **Next.**

Step 7 Wait until the device is successfully connected to the network.

The **Device Initialization** interface is displayed. See Figure 3-5.

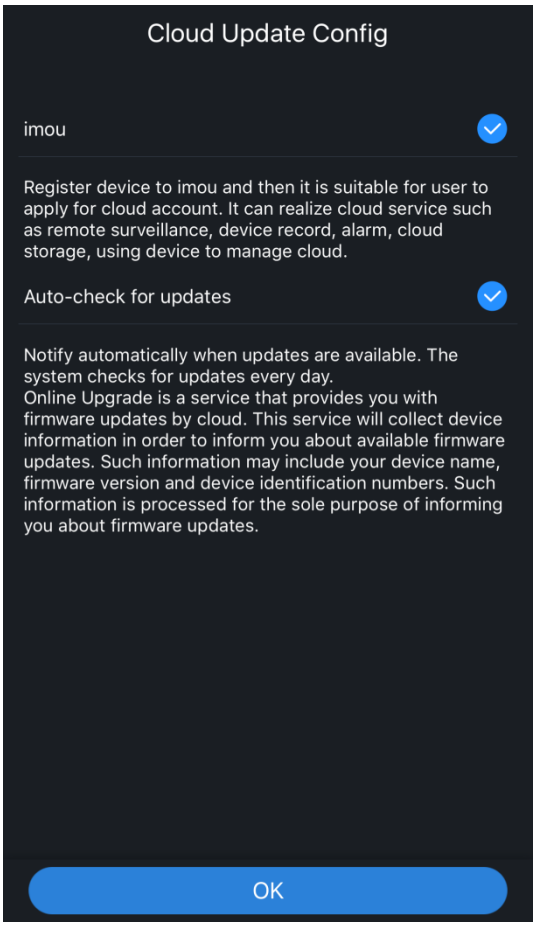
Figure 3-5 Device initialization



Step 8 Set password of the device and enter email address as needed, and then tap **OK**. The **Cloud Update Config** interface is displayed. See Figure 3-6.

You need to configure the cloud update only when the device is initialized through Wi-Fi network.

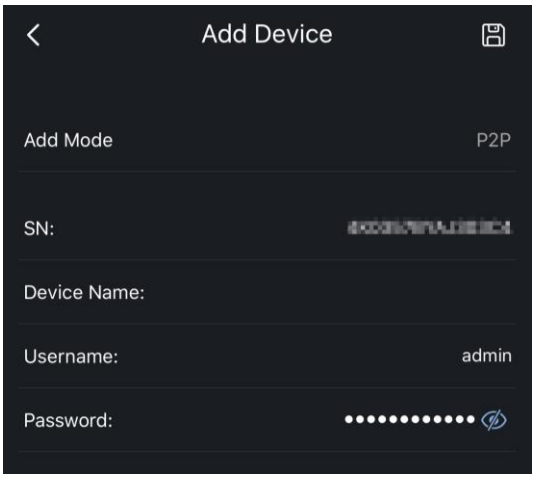
Figure 3-6 Cloud update configuration



Step 9 Read onscreen notifications, select **imou** and **Auto-check for updates** as needed, and then tap **OK**.

The **Add Device** interface is displayed. See Figure 3-7.

Figure 3-7 Adding uninitialized device



Step 10 Enter device name, and then tap to save settings.

The camera is initialized and added to the App.

3.1.2 Adding Initialized Device

You can add initialized devices through scanning, entering IP/Domain, and online search. This chapter takes adding an initialized wireless camera as an example.

- For first time to use the device, you need to initialize the device. For details, refer to "3.1.1 Adding Uninitialized Device."
- The adding method and onscreen instructions might vary according to the devices you add, and the actual interface shall prevail.

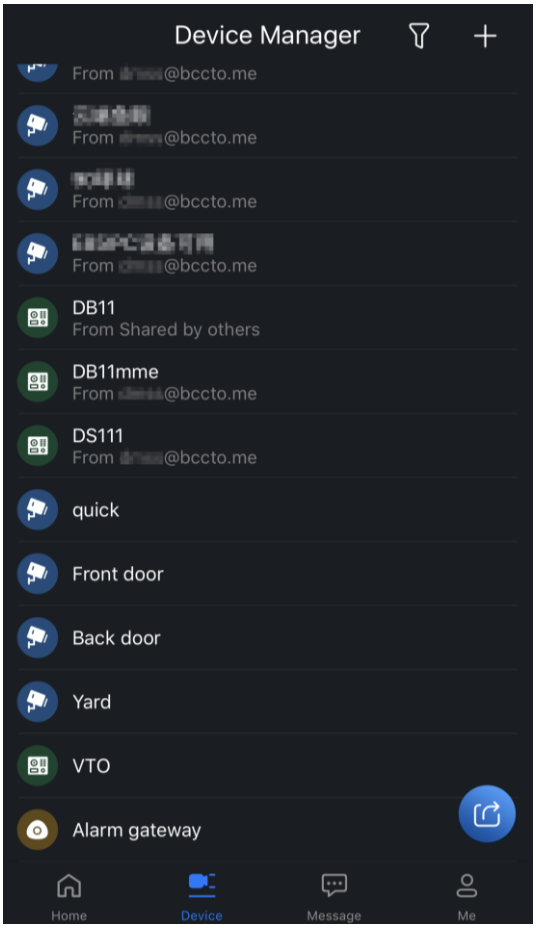
3.1.2.1 Adding by QR Code

You can add device by scanning or manually entering device QR code.

Step 1 Tap **Device** at the bottom of the interface.

The **Device Manager** interface is displayed. See Figure 3-8.

Figure 3-8 Device manager



Step 2 Tap + on the upper-right corner, and then select **Scan**.

The QR code scanning interface is displayed.

Step 3 Scan the QR code on the device or manually enter the SN, and then tap **Next**.

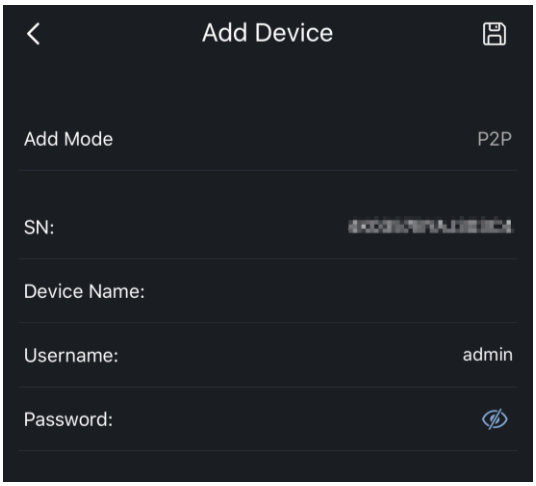
The device type interface is displayed.

If the device type can be recognized by the system, the device type interface is not displayed.

Step 4 Select the device type, follow the onscreen instructions, and then tap **Next**.

The **Add Device** interface is displayed. See Figure 3-9.

Figure 3-9 Adding initialized device (scanning)



Step 5 Enter device name and device password.

Step 6 Tap to save the setting.

3.1.2.2 Adding by IP/Domain

You can add devices by entering IP/Domain of the device. This chapter takes entering IP address as an example.

Step 1 Tap **Device** at the bottom of the interface.

The **Device Manager** interface is displayed.

Step 2 Tao , and then select **IP/Domain**.

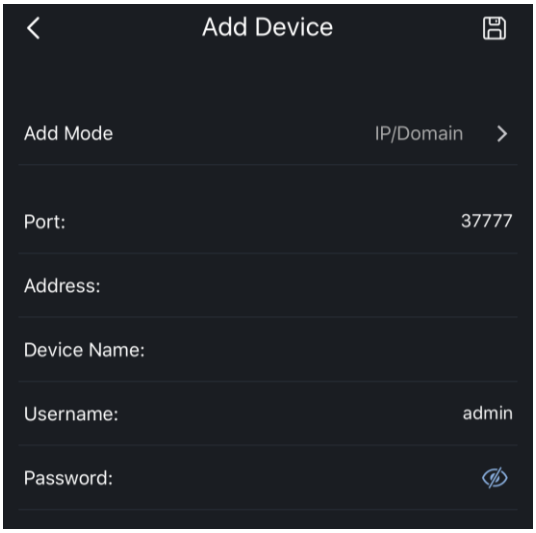
The device type interface is displayed.

If the device type can be recognized by the system, the device type interface is not displayed.

Step 3 Select the device type.

The **Add Device** interface is displayed. See Figure 3-10.

Figure 3-10 Adding initialized device (IP/Domain)



Step 4 Enter the IP address, device name, and device password.

By tapping **Add Mode**, you can switch to add device by entering **Dahua DDNS** or **Quick DDNS**.

Step 5 Tap to save the setting.

3.1.2.3 Adding by Search

You can add devices by online search.

Preparation

The device is connected to power source and connected to the same Wi-Fi network as your mobile phone.

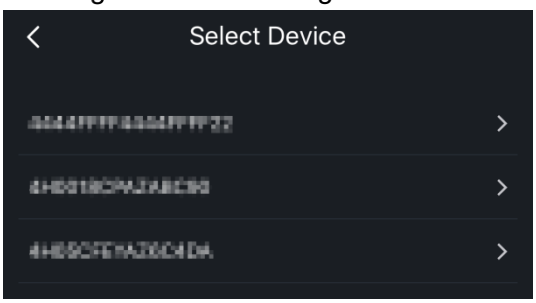
Procedures

Step 1 Tap **Device** at the bottom of the interface.
The **Device Manager** interface is displayed.

Step 2 Tap , and select **Online Search Device**.

The **Select Device** interface is displayed. See Figure 3-11.

Figure 3-11 Selecting device SN



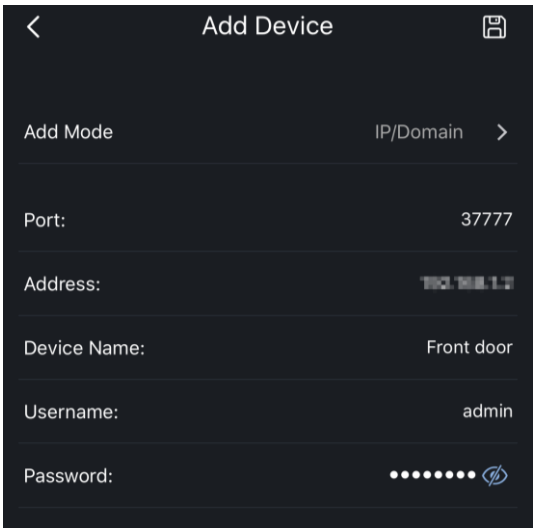
Step 3 Tap the SN of the device you want to add.
The device type interface is displayed.

If the device type can be recognized by the system, the device type interface is not displayed.

Step 4 Select the device type.

The **Add Device** interface is displayed. See Figure 3-12.

Figure 3-12 Adding initialized device (online search)



Step 5 Set device name and device password.

By tapping **Add Mode**, you can switch to add device by P2P.

Step 6 Tap to save the setting.

3.2 Configuring Device

You can configure cameras, video intercoms, and alarm devices.

3.2.1 Camera

You can modify device information, view device channel names, configure cameras remotely, set alarm output, and manage hardware.

Configuration of different devices might vary, and the actual interface shall prevail.

3.2.1.1 Device Modification

You can view device information such as adding mode and SN, modify device information such as device name, device password, and username.

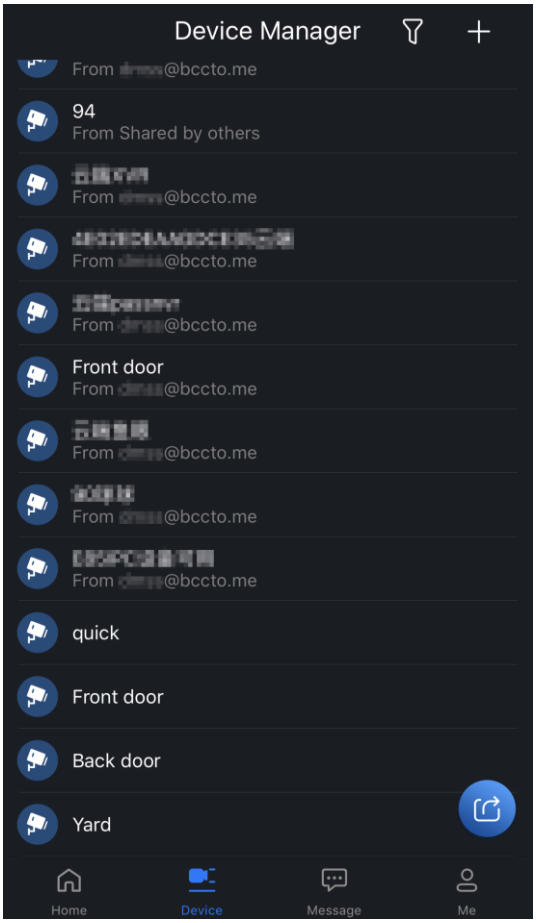
Step 1 Tap **Device** at the bottom.

The **Device Manager** interface is displayed.

Step 2 Tap , and then select **Camera**.

The added cameras are displayed. See Figure 3-13.

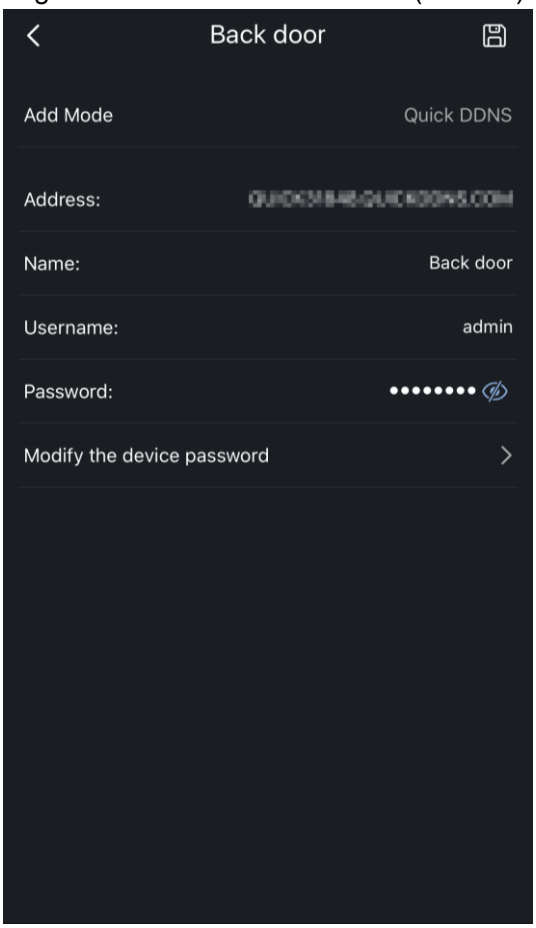
Figure 3-13 List of added cameras



Step 3 Tap the device you want to modify, and then tap **Device Modification**.

The device modification interface is displayed. See Figure 3-14.

Figure 3-14 Device modification (camera)



Step 4 Modify the device information as needed.

Step 5 Tap to save the setting.

3.2.1.2 Remote Configuration

You can remotely configure cameras including video detection, alarm setting, camera setting, and storage management.

3.2.1.2.1 Video Detection

Video detection includes motion detection and video mask. Recording or snapshot is linked when the alarm is triggered.

Motion Detection

Alarm is triggered when a moving object appears and moves at the speed exceeding the preset sensitivity value.

Step 1 Tap **Device** at the bottom.

The **Device Manager** interface is displayed.

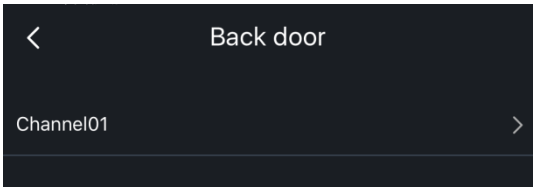
Step 2 Tap , and then select **Camera**.

Step 3 Tap the device you want to configure.

Step 4 Tap **Remote Config > Video Detect > Motion Detect**.

The channel selection interface is displayed. See Figure 3-15.

Figure 3-15 Selecting device channel



Step 5 Select the device channel you want to configure.

The **Motion Detect** interface is displayed. See Figure 3-16.

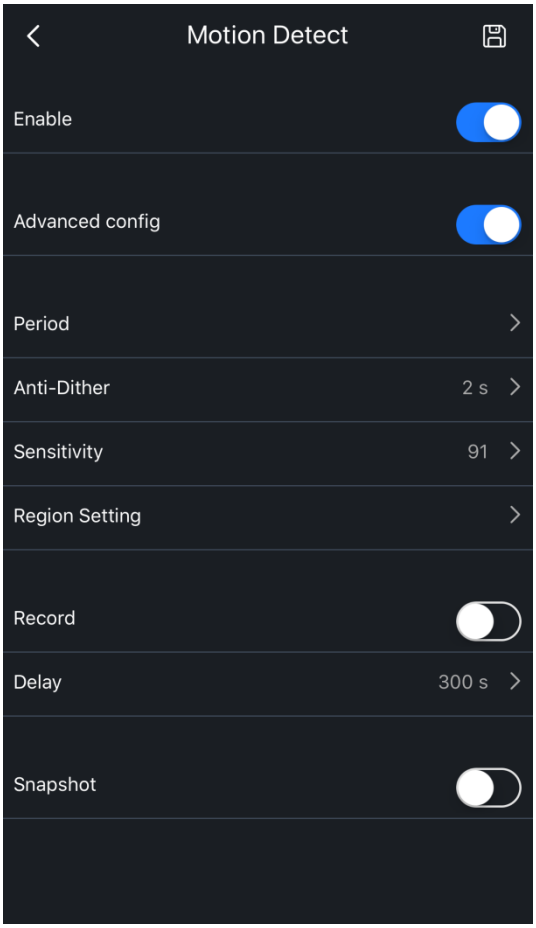
Figure 3-16 Motion detection

Motion detection is enabled by default and you can disable it.

Step 6 Enable **Advanced config** to configure other parameters of the device.

The interface is displayed. See Figure 3-17.

Figure 3-17 Advanced configuration (motion detection)



Step 7 Configure advanced parameters. For details, see Table 3-1.

Table 3-1 Advanced configuration (motion detection)

Function	Description
Period	Set arm/disarm period of the device channel. On **Period** interface, tap , and then you can select the date from a week, set the arm/disarm period of that date (up to 6 periods can be set each date), and copy the configuration to other dates.
Anti-Dither	Set anti-dither period from 0 s to 600 s. Only one recording of motion detection is generated during the period.
Sensitivity	Set sensitivity value from 0 to 100.
Region Setting	Set motion detection region. ● Tap to set motion detection region. ● Tap to clear the zone you have set. ● Tap to zoom in the monitored region with fingers.
Record	By enabling **Record**, the system records videos automatically when alarm is triggered.
Alarm output	Enable **Alarm output** to enable alarm function.
Delay	Set the delay time, and the system keeps recording for the preset delay time after the alarm ends.
Snapshot	By enabling **Snapshot**, the system captures pictures automatically when alarm is triggered.

Step 8 Tap to save the setting.

Video Mask

Alarm is triggered when the monitoring image is shielded and the output video is in single color.

Step 1 Tap **Device** at the bottom. Tap , and then select **Camera**.

Step 2 Select the device you want to configure.

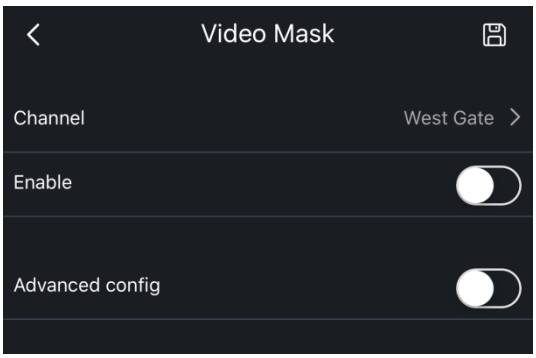
Step 3 Tap **Remote Config > Video Detect > Video Mask**.

The channel selection interface is displayed.

Step 4 Select the device channel you want to configure.

The **Video Mask** interface is displayed. See Figure 3-18.

Figure 3-18 Video mask

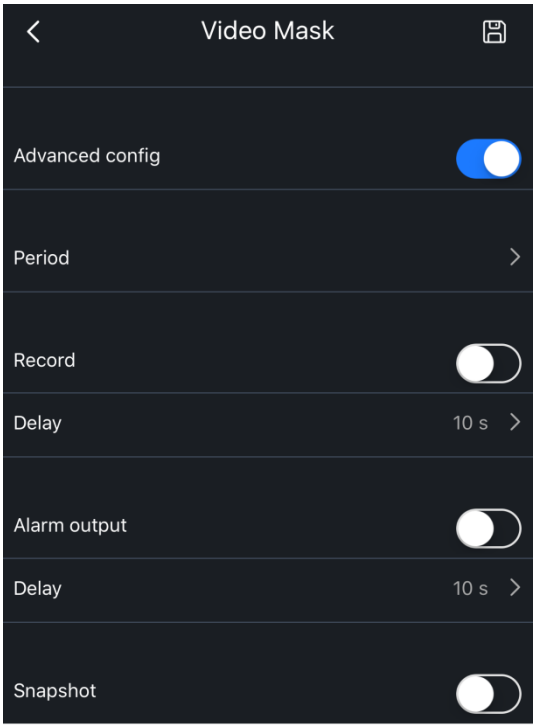


You can enable or disable **Video mask**.

Step 5 Enable **Advanced config** to configure other parameters of the device.

The interface is displayed. See Figure 3-19.

Figure 3-19 Advanced configuration (video mask)



Step 6 Configure advanced parameters.

For details, refer to Table 3-1.

Step 7 Tap to save the setting.

3.2.1.2.2 Alarm Setting

When the alarm is triggered, alarm action is linked such as recording, snapshot, and alarm output.

Alarm types include local alarm, network alarm, IPC external alarm, IPC offline alarm, and PIR alarm. For details, see Table 3-2.

Table 3-2 Alarm type

Alarm type	Description
Local alarm	Connect the alarm device to the added device. Alarm linkage is triggered when alarm signal is directly input to the device.
Network alarm	Alarm linkage is triggered when alarm signal is transmitted to the device through network.
IPC external alarm	Connect the alarm device to the IPC. Alarm linkage is triggered when alarm signal is transmitted to the device through network.
IPC offline alarm	Alarm linkage is triggered when device and IPC is disconnected.
PIR alarm	Set the alarm period, sensitivity, and spotlight mode (keep on or flash).

Procedures

This chapter takes setting local alarm as an example.

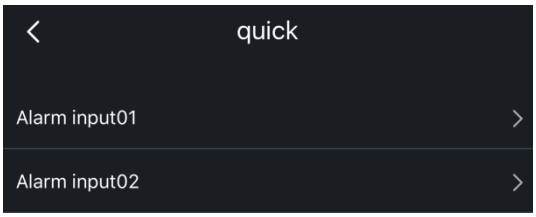
Step 1 Tap **Device** at the bottom. Tap , and then select **Camera**.

Step 2 Tap the device you want to configure.

Step 3 Tap **Remote Config > Alarm Setting > Local Alarm**.

The channel selection interface is displayed. See Figure 3-20.

Figure 3-20 Selecting device channel



Step 4 Select the device channel you want to configure.

The **Local Alarm** interface is displayed. See Figure 3-21.

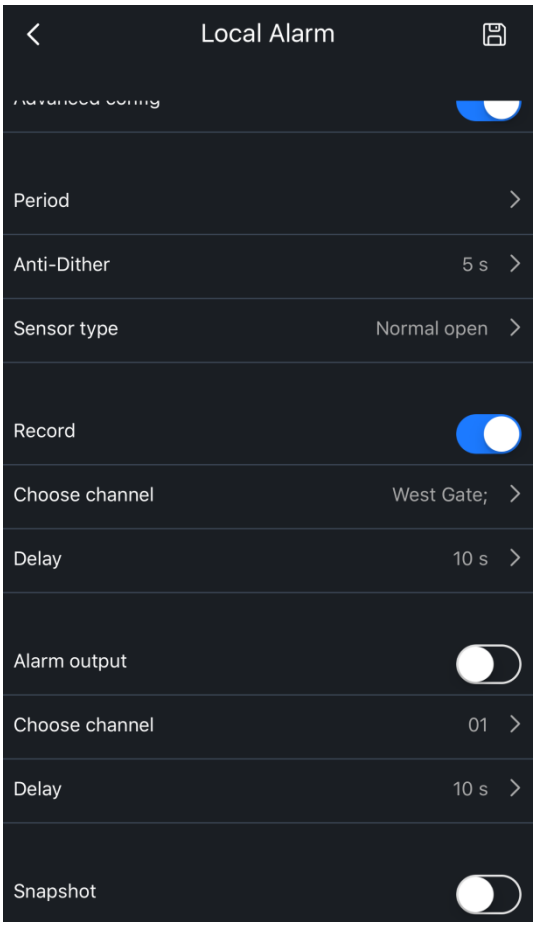
Figure 3-21 Local alarm

Local Alarm is enabled by default, and you can disable it.

Step 5 Enable **Advanced config** to configure other parameters of the device.

The interface is displayed. See Figure 3-22.

Figure 3-22 Advance configuration (local alarm)



Step 6 Configure advanced parameters. For details, see Table 3-3.

Table 3-3 Advanced configuration (local alarm)

Function	Description
Period	Refer to "Table 3-1 Advanced configuration (motion detection)."
Anti-Dither	Refer to "Table 3-1 Advanced configuration (motion detection)."
Sensor type	Set sensor type as normal open or normal close.
Record	Enable **Record**, select recording channel, and set delay time. When the alarm is triggered, the system links the selected channel and records video. The recording stops until the delay time ends.
Delay	
Choose channel	
Alarm output	Enable **Alarm output**, select alarm output channel, and set delay time. When the alarm is triggered, the system links the selected channel and outputs alarm. The alarm output stops until the delay time ends.
Delay	
Choose channel	
Snapshot	By enabling **Snapshot,** the system takes snapshot automatically when alarm is triggered.

Step 7 Tap to save the setting.

3.2.1.2.3 Camera Setting

You can set video stream parameters such us encoding, resolution, frame rate, bit rate type, and bitrate.

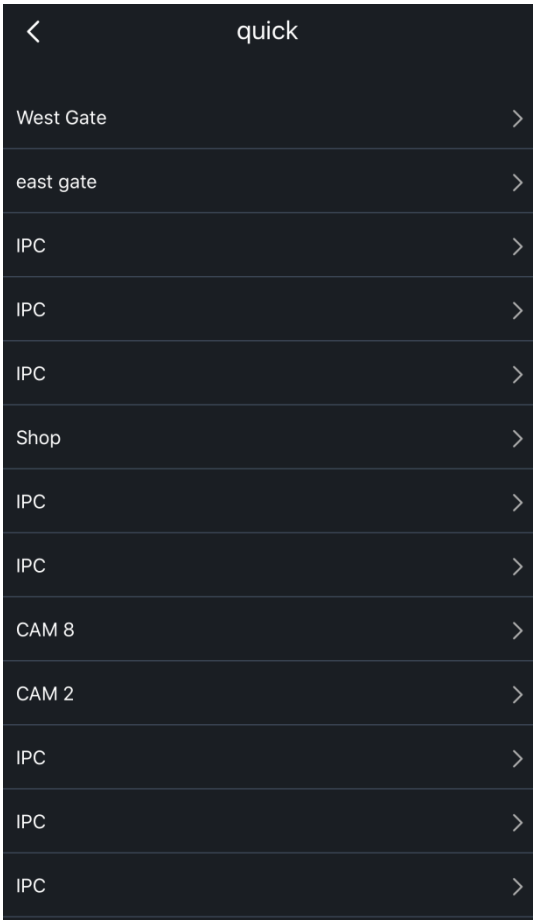
Step 1 Tap **Device** at the bottom. Tap , and then select **Camera**.

Step 2 Tap the device you want to configure.

Step 3 Tap **Remote Config > Camera Setting > Video stream**.

The channel selection interface is displayed. See Figure 3-23.

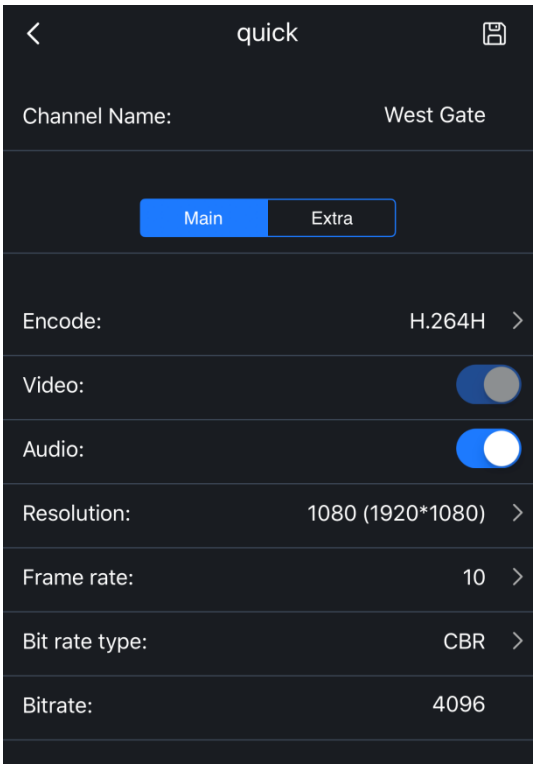
Figure 3-23 Selecting device channel



Step 4 Select the device channel you want to configure.

The camera setting interface is displayed. See Figure 3-24.

Figure 3-24 Camera setting



Step 5 Set channel name.

It is recommended to set a channel name that is easy to be recognized. You can set channel name according to installation place of the device.

Step 6 Select **Main** or **Extra**.

The interface of main stream or extra stream is displayed. See Figure 3-25 and Figure 3-26.

Figure 3-25 Video stream (main)

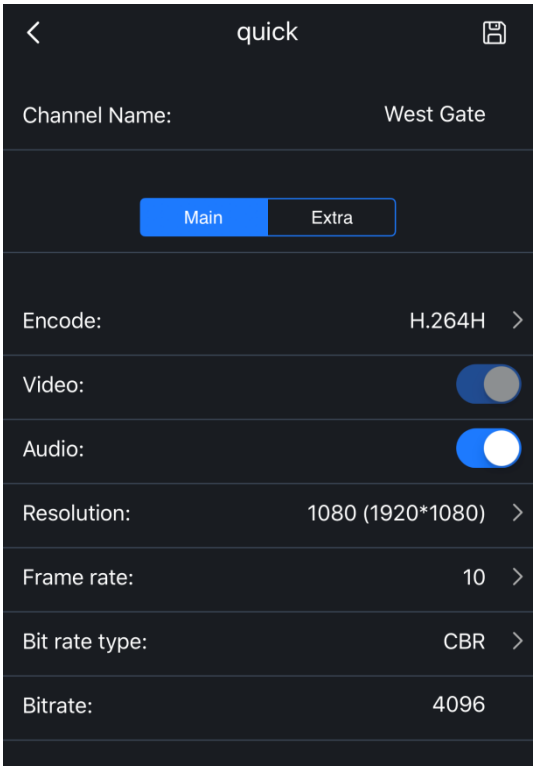
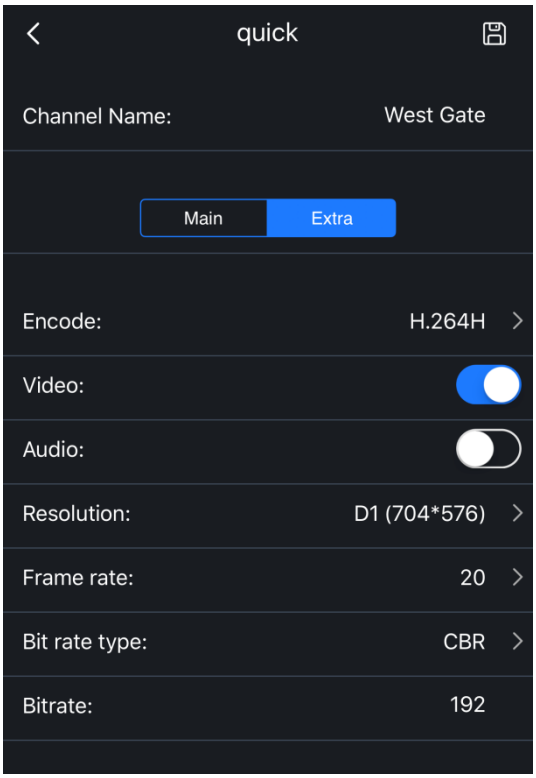


Figure 3-26 Video stream (extra)



Step 7 Set parameters. For details, see Table 3-4.

Table 3-4 Video stream parameters

Function	Description
Encode	Set video encode mode. Default value is H.264.
Video	This parameter can be set only when you select extra stream. By enabling **Video**, the video stream type is extra stream.
Audio	You can set the audio stream type as main stream or extra stream.
Resolution	Set video stream resolution. The higher the resolution is, the better the video quality is. ● Resolutions supported by the device might vary, and the actual interface shall prevail. ● The higher the resolution you set, the more the bandwidth is occupied.
Frame rate	Set frame rate from 1 to 30. The higher the frame rate is, the more vivid and fluent the video is. The higher the resolution you set, the more the bandwidth is occupied.
Bit rate type	Set video rate type of the video. ● CBR (Constant Bit Rate): The bit rate changes little and keeps close to the defined bit rate value. ● VBR (Variable Bit Rate): The bit rate changes along with environment.
Bitrate	Set video bitrate. The higher the bitrate is, the faster the data is transmitted.

Step 8 Tap to save the setting.

3.2.1.2.4 Storage Manager

Configure the device recording period and recording type.

Step 1 Tap **Device** at the bottom. Tap , and then select **Camera**.

Step 2 Tap the device you want to configure.

Step 3 Tap **Remote Config > Storage Manager > Schedule**.

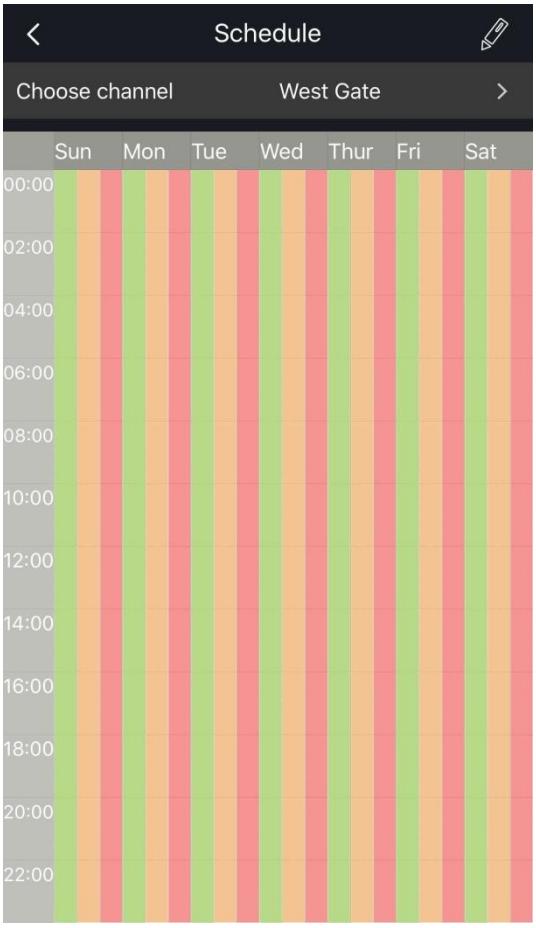
The channel selection interface is displayed.

Step 4 Select the device channel you want to configure.

The **Schedule** interface is displayed. See Figure 3-27.

Different recording types have different colors. Green means **Normal** video recording. Orange means **Motion** detection recording, and red means **Alarm** recording.

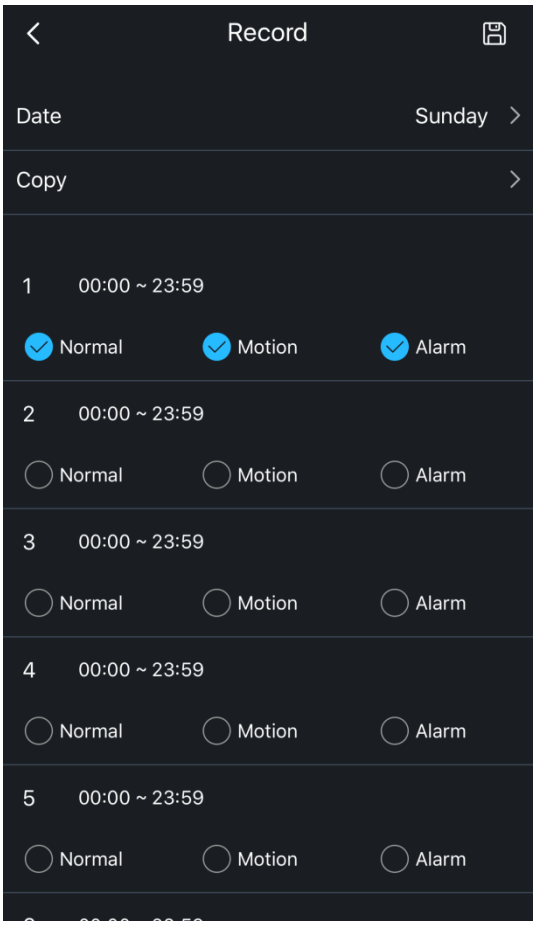
Figure 3-27 Schedule



Step 5 Tap .

The **Record** interface is displayed. See Figure 3-28.

Figure 3-28 Record



Step 6 Select the date, and set its recording period and recording type.

By tapping **Copy**, you can copy the configuration of selected date to other dates.

Step 7 Tap to save settings.

3.2.1.3 Alarm Output

You can set alarm output mode as close, manual, and automatic.

Configuration of different devices might vary, and the actual interface shall prevail.

Step 1 Tap **Device** at the bottom.

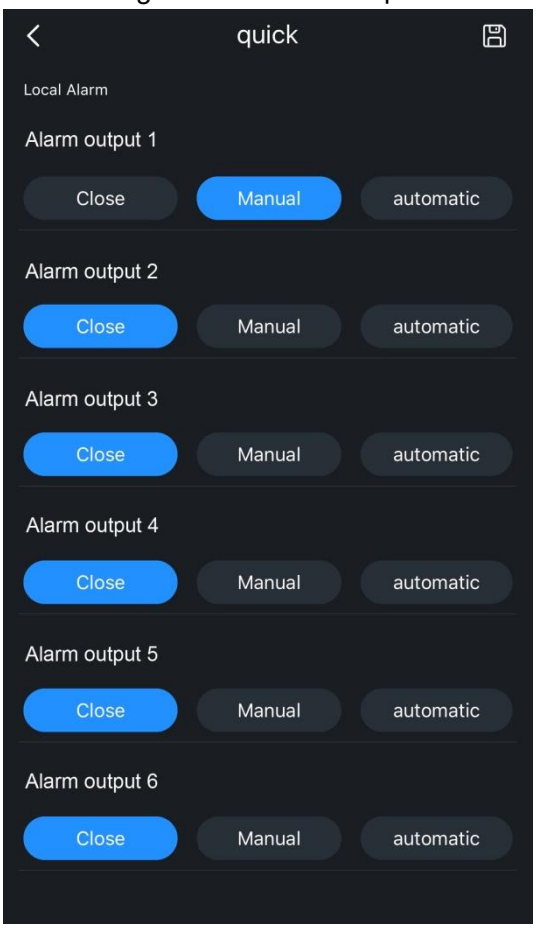
The **Device Manager** interface is displayed.

Step 2 Tap , and then select **Camera**.

Step 3 Tap the device you want to configure, and then tap **Alarm output**.

The alarm output interface is displayed. See Figure 3-29.

Figure 3-29 Alarm output



Step 4 Set alarm output mode.

- Automatic: Alarm is triggered only when there is alarm event.
- Manual: Alarm is always on.
- Close: Alarm is disabled.

3.2.1.4 Hardware Management

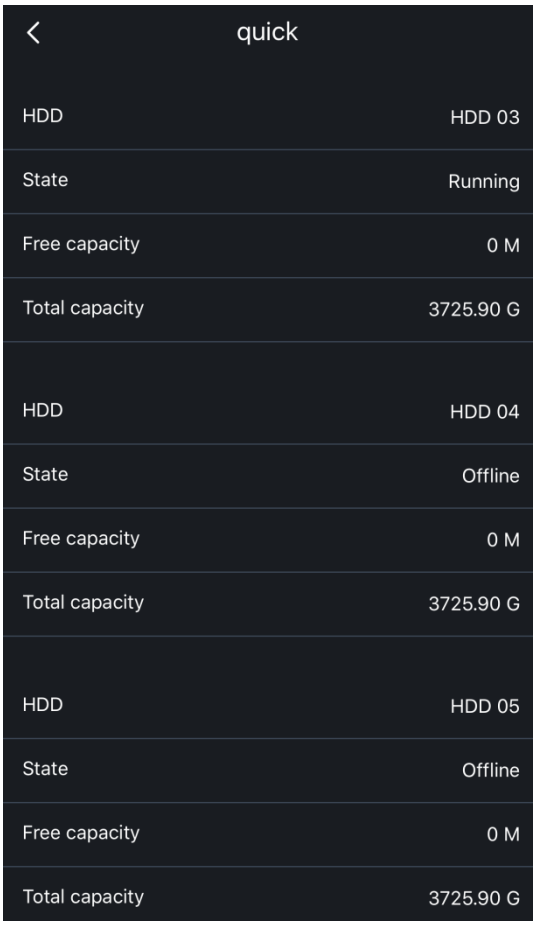
You can view HDD name, state, free capacity and total capacity.

Step 1 Tap **Device** at the bottom.
The **Device Manager** interface is displayed.

Step 2 Tap , and then select **Camera**.

Step 3 Tap the device you want to configure, and then tap **Hardware Management**.
The hardware management interface is displayed. See Figure 3-30.

Figure 3-30 Hardware management



3.2.2 Video Intercom

You can view and modify information of video intercoms such device name, username, and password.

Configuration of different devices might vary, and the actual interface shall prevail.

Step 1 Tap **Device** at the bottom.

The **Device Manager** interface is displayed.

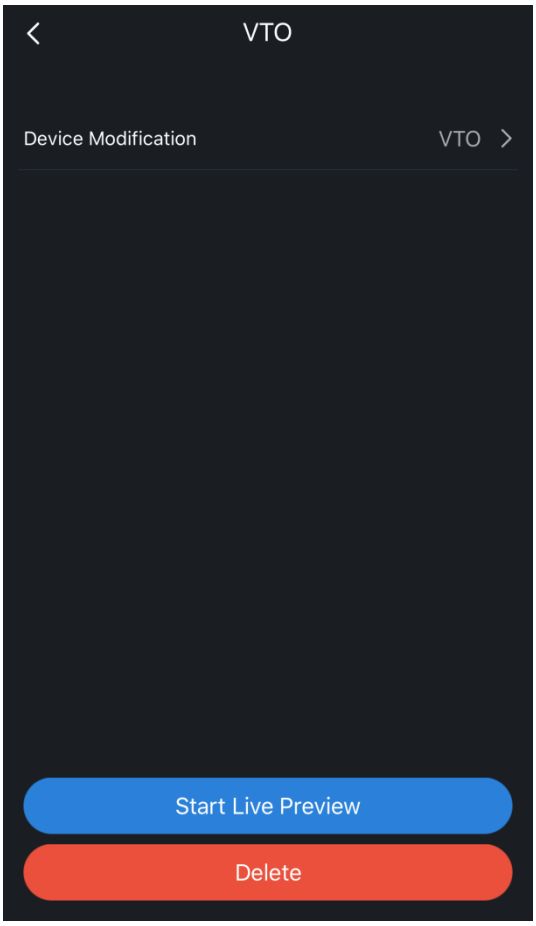
Step 2 Tap , and then select **Door**.

The added video intercoms are displayed.

Step 3 Tap the device you want to configure.

The device modification interface is displayed. See Figure 3-31.

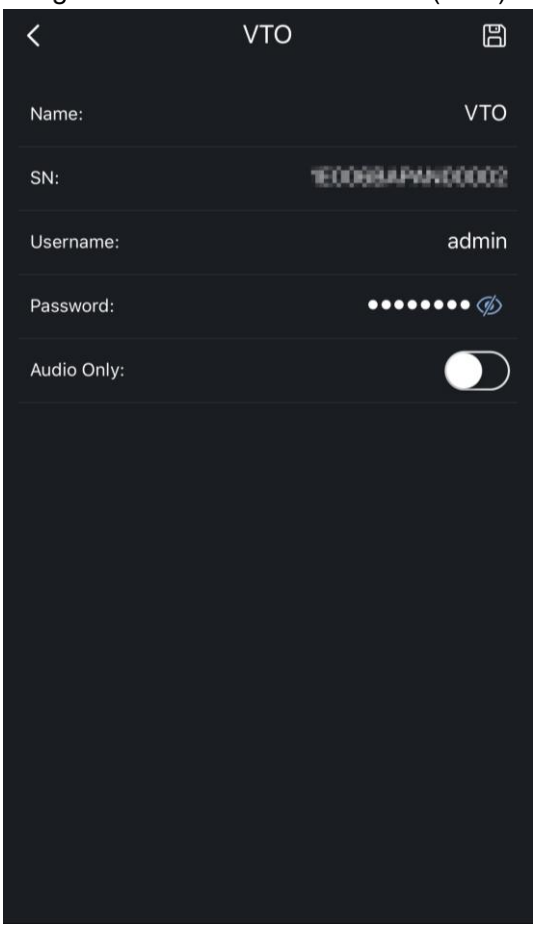
Figure 3-31 Device modification



Step 4 Tap **Device Modification**.

The device modification interface is displayed. See Figure 3-32.

Figure 3-32 Device modification (VTO)



Step 5 Modify the device information as needed.

By enabling **Audio Only**, you can only hear voice and the image cannot be seen during two-way talk.

Step 6 Tap to save settings.

3.2.3 Alarm Device

You can modify information, and set arm/disarm period and volume of the alarm device.

Configuration of different devices might vary, and the actual interface shall prevail.

Step 1 Tap **Device** at the bottom of the interface.

The **Device Manager** interface is displayed.

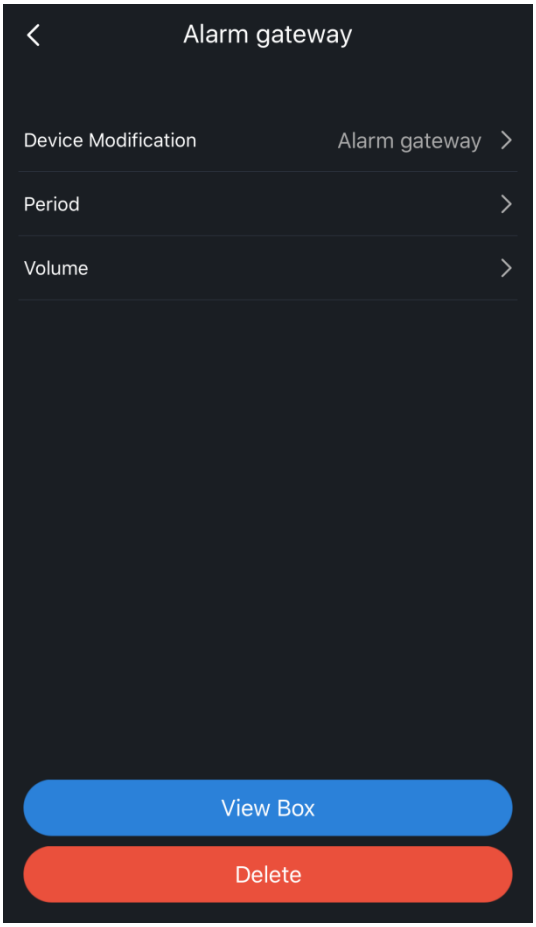
Step 2 Tap and select **Alarm**.

The added alarm devices are displayed.

Step 3 Tap the device you want to configure.

The device configuration interface is displayed. See Figure 3-33.

Figure 3-33 Alarm device configuration



Step 4 Configure the device as needed.

- Tap **Device Modification** to view device SN, and modify device name, username and password.
- Tap **Period** to set arm/disarm period of the device. For details, see "Table 3-1 Advanced configuration (motion detection)."
- Tap **Volume** to adjust the alarm volume as **OFF**, **Medium**, and **High**.

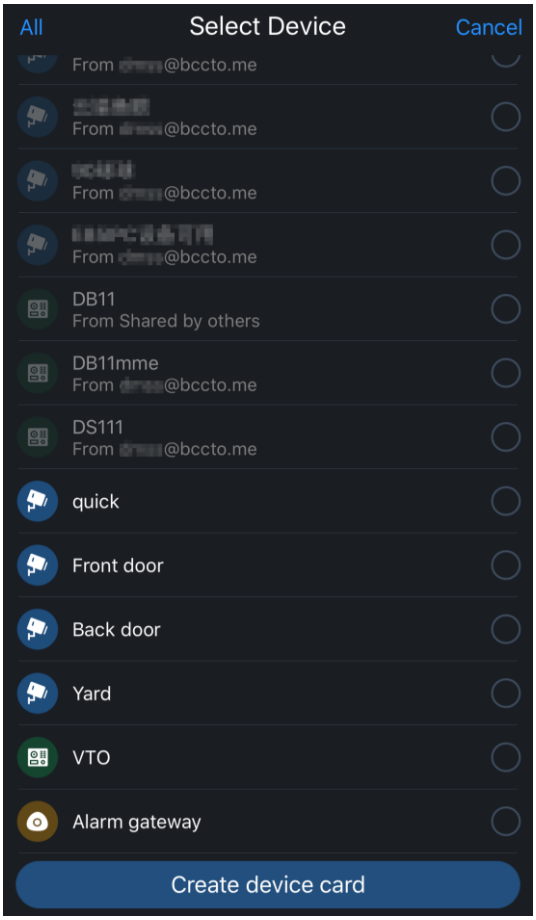
3.3 Creating Device Card

You can quickly add devices by scanning the device card.

Step 1 On **Device** interface, tap on the lower-right corner.

The device selection interface is displayed. See Figure 3-34.

Figure 3-34 Selecting device

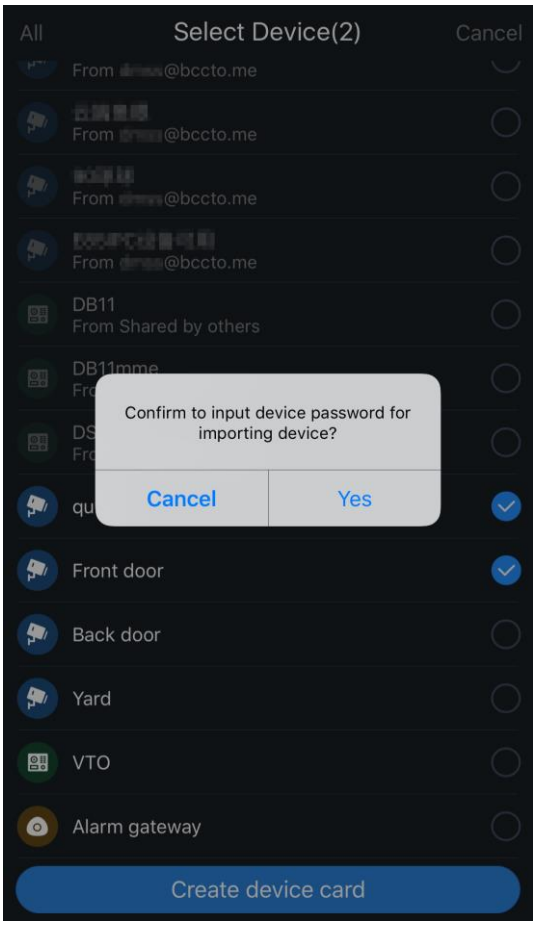


Step 2 Select the device you want, and then tap **Create device card**.

The notification window opens. See Figure 3-35.

- You cannot create device card for cloud devices.
- By setting device password, you need to enter the password when you add device through scanning the device card.

Figure 3-35 Notification



Step 3 Tap **Cancel**.

The **Device List QR Code** interface is displayed. See Figure 3-36.

Figure 3-36 Device list QR code

Step 4 Tap to save the QR code in your mobile phone album.

3.4 Cloud Device

You can modify device information, remotely configure device, set time zone, share device, and upgrade cloud.

Configuration of different devices might vary, and the actual interface shall prevail.

Step 1 Tap **Device** at the bottom of the interface.

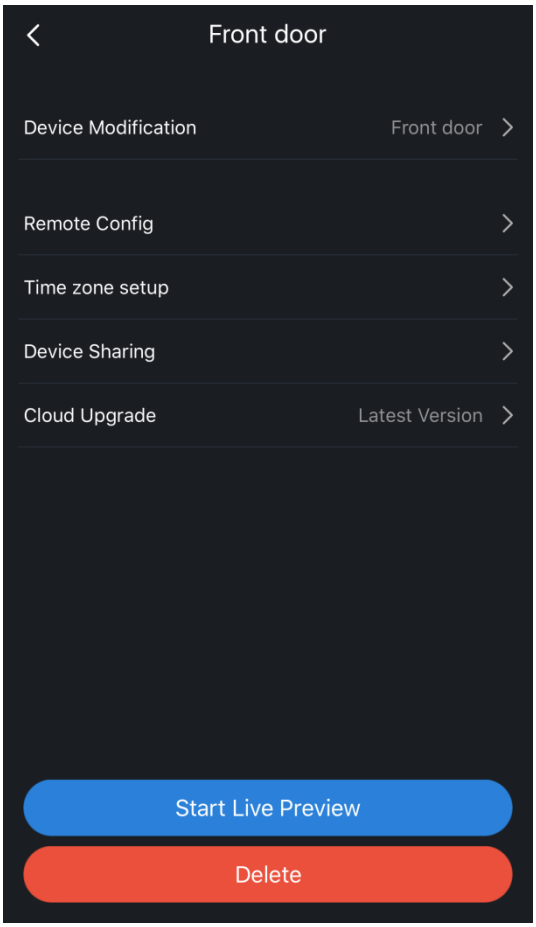
The **Device Manager** interface is displayed.

Cloud device displays "From ***" or "From Shared by others" below the device name.

Step 2 Tap the cloud device you want to configure.

The device configuration interface is displayed. See Figure 3-37.

Figure 3-37 Device configuration (cloud device)



Step 3 Configure parameters as needed. For details, see Table 3-5.

Table 3-5 Cloud device configuration

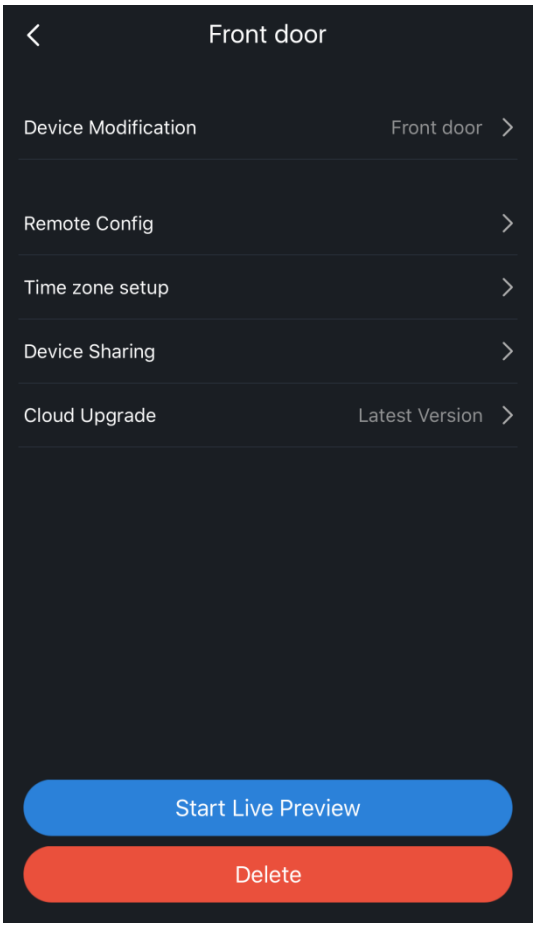
Function	Description
Device modification	Modify device name and password, and view device SN.
Time zone setup	You can change time zone, and enable or disable DST. The DST is applied in some countries or regions. Enable or disable DST as needed.
Device sharing	Share the device with other users.
Cloud upgrade	You can upgrade cloud devices when the latest version is detected by the system.
Remote configuration	For details, see "3.2.1.2 Remote Configuration."

3.5 Deleting Device

You can delete added devices through the following ways.

- On **Device** interface, select the device you want to delete, and then tap **Delete**. See Figure 3-38.

Figure 3-38 Deleting device



- On **Device** interface, swipe left on the device you want to delete, and then tap **Delete**.

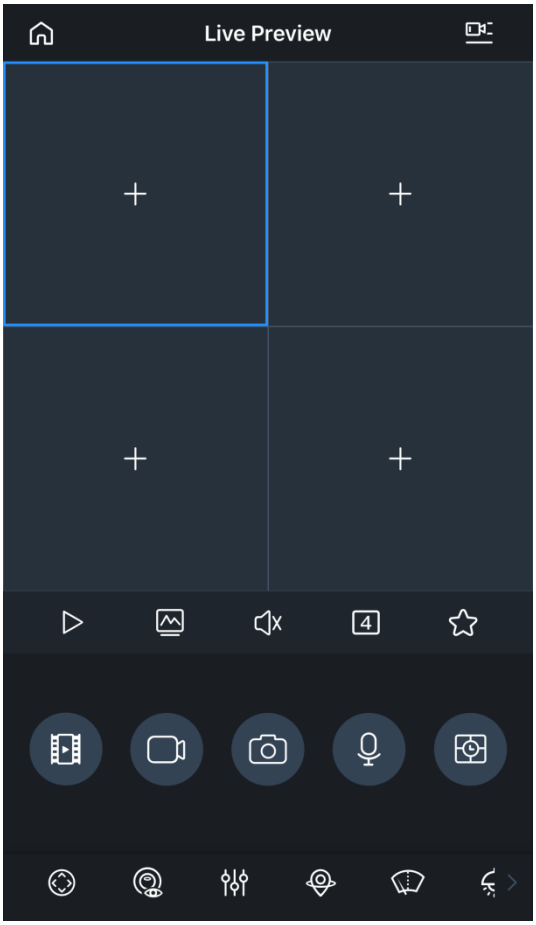
4 Live Preview

You can perform the operations such as playing live preview of the added device, recording video, taking snapshot, and setting video stream.

Step 1 On **Home** interface, tap **Preview**.

The **Live Preview** interface is displayed. See Figure 4-1.

Figure 4-1 Live preview



Step 2 Add a channel or multiple channels.

- Add a channel

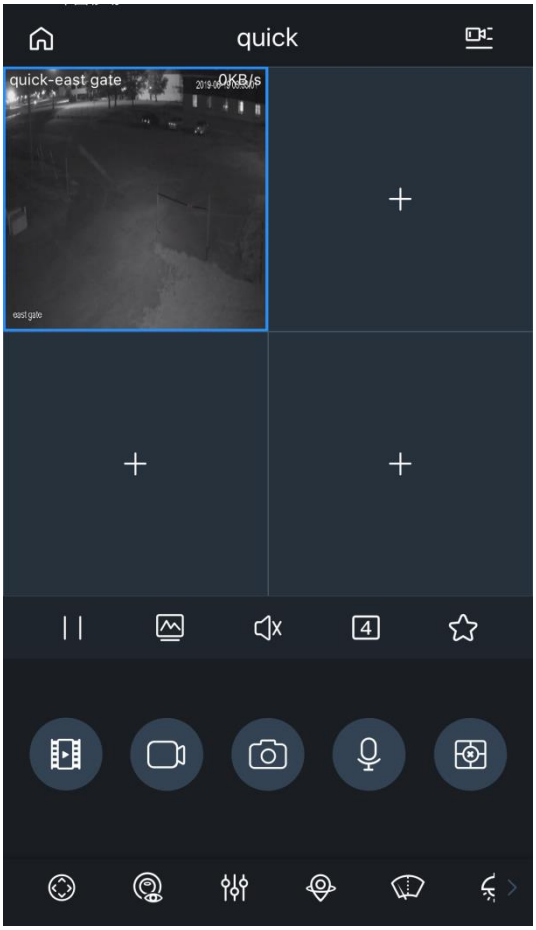
1) Tap in the middle of channel window.

The **Device List** interface is displayed. See Figure 4-2.

Figure 4-2 Device list

2) Select a device or a channel to play. See Figure 4-3.

Figure 4-3 Live preview of a single channel



- Add multiple channels

1) Tap on the upper-right corner.

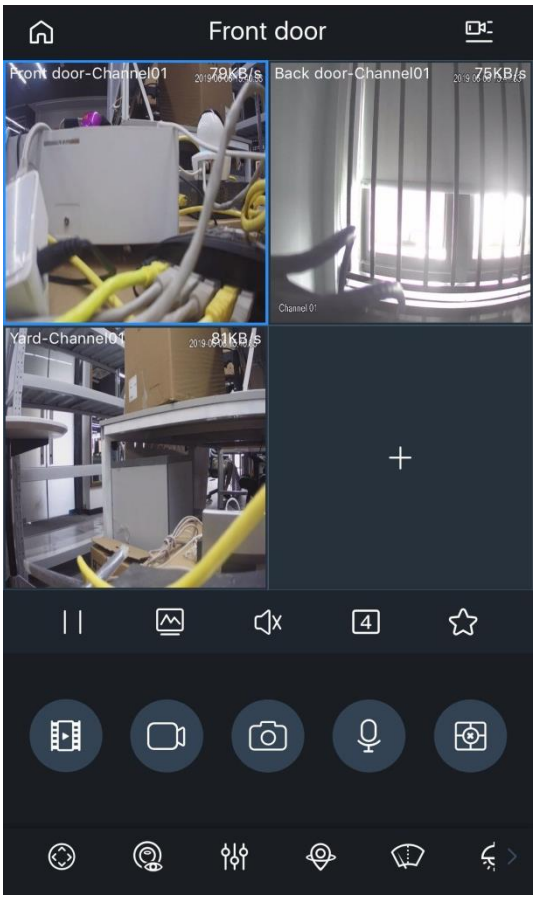
   The **Device List** interface is displayed.

2) Select multiple channels as needed, and then tap **Start Live Preview**.

   The live preview of multiple channels is displayed. See Figure 4-4.

The videos can be displayed on the maximum 16 windows. When you select more than 16 channels, you need to swipe left or right to view other videos.

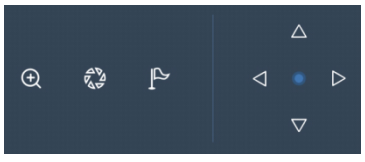
Figure 4-4 Live preview of multiple channels

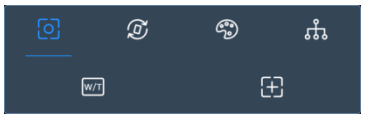


You can tap the buttons to perform more operations. Swipe left or right at the bottom tool bar to see more buttons. For details, see Figure 4-1.

Table 4-1 Live preview function icons

Function	Description
Play/Pause	Tap to pause playing and tap to play.
Video stream	Select a video, and then tap to select the stream type you need. The button turns to blue after the video stream is successfully switched. ● Tap to switch to extra stream. The video is fluent mode. ● Tap to switch to main stream. The video is HD-quality mode. ● Tap to modify coding parameters as needed.

Mute/Unmute	Select a video, and then tap to mute or unmute the video. Tap to unmute.
Image division	Tap to change quantity of displaying windows. You can display in 4, 9, or 16 windows.
Recording playback	Tap to quickly play back recordings played 1 hour ago.
Favorites	Select a video, and then tap to add it to the **Favorites**. For more details, see "10 Favorites."
Record	Select a video, and then tap to start recording, the button changes to . Tap to stop recording. During recording, the recording status and duration are displayed on the upper-left corner. You can manage the recorded videos in the **File**. For more details, see "11 File."
Snapshot	Select a video, and then tap to take snapshot. ● You can configure the snapshot quantity in **Local Config**. For more details, see "12.1 Local Configuration." ● You can manage the snapshots in the **File**. For more details, see "11 File."
Voice talk	Select a video, and then tap for two-way talk .The button changes to . Tap to stop two-way talk.
Memory play	Tap (a clock in the center of the icon) to play the channels that have been played last time.
PTZ control	Select a video, and then tap to operate PTZ, the button changes to . Tap to exit.  ● Tap to zoom in or zoom out the image. ● Tap to adjust the brightness of the video.

	• Tap , select the preset point, and then tap to turn the PTZ to the monitoring target. • Tap , , , and to turn the PTZ. You can also use gestures to control PTZ. • Swipe on the screen to control the PTZ direction. • Pinch or stretch out with fingers on the screen to zoom in or zoom out. • Only one window is displayed during PTZ control. • This function is available on devices supporting PTZ.
Fisheye	Select a video, and then tap to enable fisheye. Tap again to exit. Swipe on the screen to adjust the effect of video image. This function is only available on devices supporting fisheye.
Video image management	Select a video, and then tap to configure video image, the button changes to . Tap to exit.  • Tap to configure focus or zoom. ◇ Tap to focus. ◇ Tap to zoom. • Tap to rotate or flip the image. ◇ Tap to flip horizontally. ◇ Tap to flip vertically. ◇ Tap to rotate 90° counterclockwise. Tap again to resume. ◇ Tap to rotate 90°. Tap again to resume. ◇ Tap to rotate 180°. • Tap configure image effect. ◇ Tap to change brightness.

	◇ Tap to change contrast. ◇ Tap to change hue. ◇ Tap to change saturation. ◇ Tap to reset to default. ● Tap to change live video quality. ◇ Tap to switch to real-time mode. ◇ Tap to switch to fluent mode. ◇ Tap to switch to auto mode.
Smart tracking	Select a video, and then tap to enable smart tracking. Tap again to exit.
Wiper	Tap , and then the wiper control interface is displayed. ● Tap **Single**, the wiper works one time, and then stop. ● Tap **Enable**, then configure time interval, the wiper works after each time interval. ● Tap **Stop**, the wiper stops working. The function is not supported by all the models.
Spotlight/Buzzer	Tap to enable spotlight/buzzer. Tap again to disable the function. The function is not supported by all the models.
Alarm output	Select a video, and then tap . The alarm output control panel is displayed. You can enable or disable alarm output. This function is available on models with alarm output function.
Full screen	Keep the mobile phone in landscape mode, and then the video switches to full screen. Be sure to enable screen rotation on your phone.
Change window place	Tap and hold a video, and then you can drag it to the target window.
Enlarge window	Double tap the window to enlarge it. Double tap again to resume.
Help	If the video is not properly displayed, tap the **Help** in the window to solve the problem.
Close video	● Close single video: Tap and hold a video, and then drag it to the trash can on the top of the interface.

	• Close multiple videos: Tap (a cross in the center of the icon) to close all the currently displayed videos.

5 Playback

You can search, and play back recordings and pictures according to time, recording type, and device.

5.1 Video

You can play back and clip recordings stored on cameras or VTO. This chapter takes playing back the recordings of a camera as an example.

- You can view recordings taken within up to 72 hours.
- You can play back up to four recordings simultaneously.

Step 1 On **Home** interface, tap **Video**.

The video playback interface is displayed.

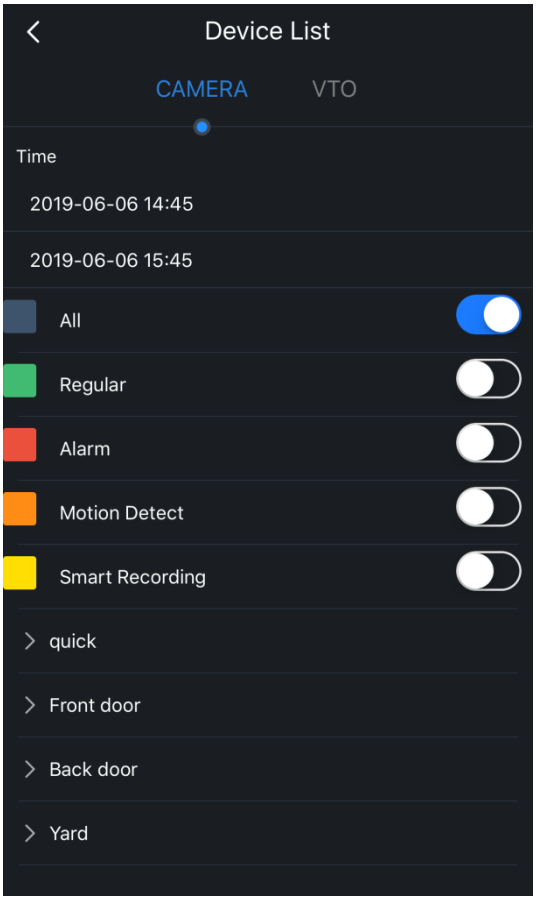
Step 2 Tap to select the device channel or tap to select multiple channels.

The **Device List** interface is displayed. See Figure 5-1.

Recording types are as following.

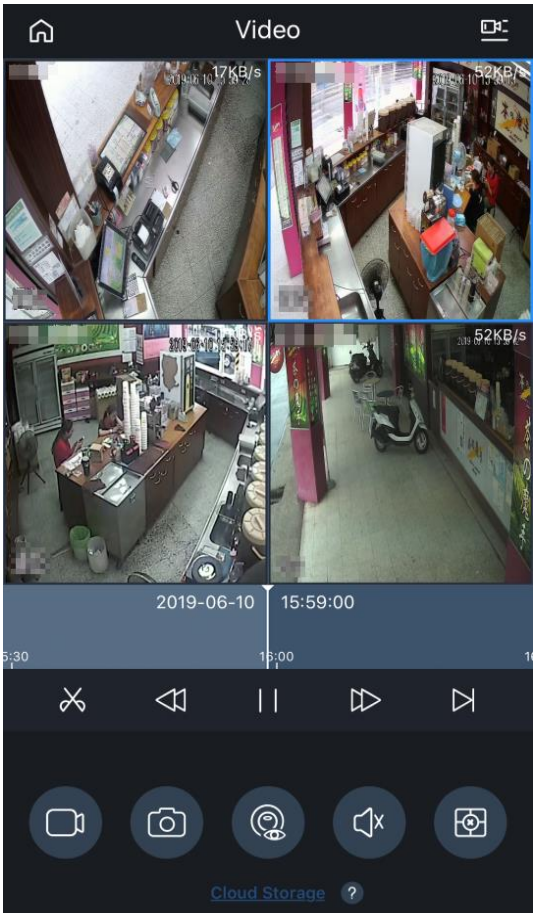
- **Regular**: Normal recordings. Record 24 hours by default.
- **Alarm**: Record when alarm is triggered.
- **Motion Detect**: Record when motion detection alarm is triggered.
- **Smart Recording**: Record when smart event alarm is triggered such as tripwire and abandoned object.

Figure 5-1 Device list (video)



Step 3 Select the start time and end time, recording type, and the device channel. The App starts to play back recordings. See Figure 5-2.

Figure 5-2 Video playback



For video playback operations, see Table 5-1.

Table 5-1 Video playback operations

Function	Description
Play back recording	Select a playing window, and then you can do following operations. : Pause playing : Continue playing : Play slowly : Play fast : Play by frame
Clip	Select a playing window, and then tap . The clipping interface is displayed. See Figure 5-3. Drag progress bar, tap to select start point. Drag progress bar again, and then tap to select stop point. Save the settings. You can clip recording up to 30 min.

Function	Description
Snapshot	See "Table 4-1 Live preview function icons."
Record	See "Table 4-1 Live preview function icons."
Mute/Unmute	See "Table 4-1 Live preview function icons."
Fisheye	See "Table 4-1 Live preview function icons."
Close playback	See "Table 4-1 Live preview function icons."

Figure 5-3 Clipping the recording

5.2 Picture

You can play back pictures stored on cameras or VTO. This chapter takes playing back the pictures of a camera as an example.

Snapshots within 10 m can be played back.

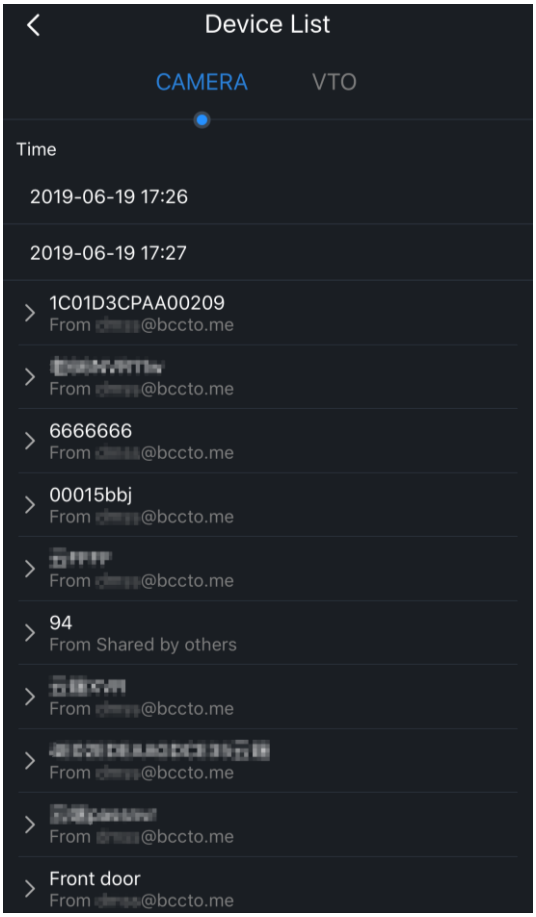
Step 1 On **Home** interface, tap **Picture**.

The **Picture Playback** interface is displayed.

Step 2 Tap to select the device channel.

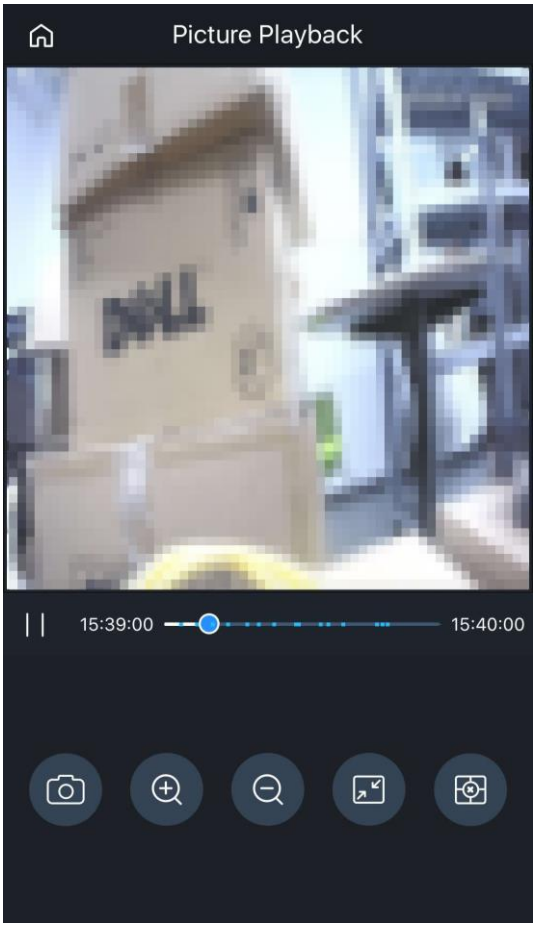
The **Device List** interface is displayed. See Figure 5-4.

Figure 5-4 Device list (picture)



Step 3 Select the start time and end time, and the device channel. The App starts to play back pictures. See Figure 5-5.

Figure 5-5 Picture playback



For picture playback operations, see Table 5-2.

Table 5-2 Picture playback operations

Function	Description
Play/Pause	Tap to pause playing and tap to play.
Zoom in/Zoom out	Tap to zoom in the picture. Tap to zoom out the picture.
Snapshot	See "Table 4-1 Live preview function icons."
Image division	Tap to display in 4 windows or a single window. When the picture is displayed in 4 windows, you can zoom in or zoom out the picture in window 2, 3, and 4.
Close playback	Tap to close picture playback.

6 Video Intercom

You can view the real-time monitoring of the added video intercoms.

On the **Home** interface, tap **Door**.

The **Door** interface is displayed. See Figure 6-1. For details, see Table 6-1.

Figure 6-1 Door

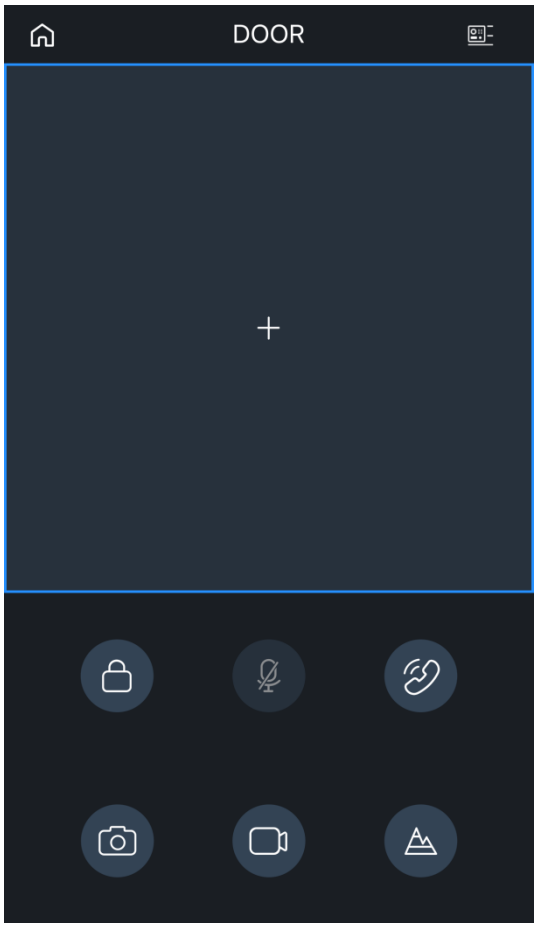


Table 6-1 Video intercom operations

Function	Description
Live preview	Tap to select a device channel, or tap to select multiple channels.
Unlock	Tap to open the door. VTO that can unlock two doors can be added to the App.
Mute	Tap to mute.

Function	Description
Answer the call	Enable VTO message subscription on App, and then you can answer the call on App when VTO is called. ● Tap to answer the call. ● Tap to end the call.
Snapshot	See "Table 4-1 Live preview function icons."
Record	See "Table 4-1 Live preview function icons."
Bit rate	Switch video streams. ● Tap to switch to sub stream. The video is in fluent mode. ● Tap to switch to main stream. The video is in HD-quality mode.

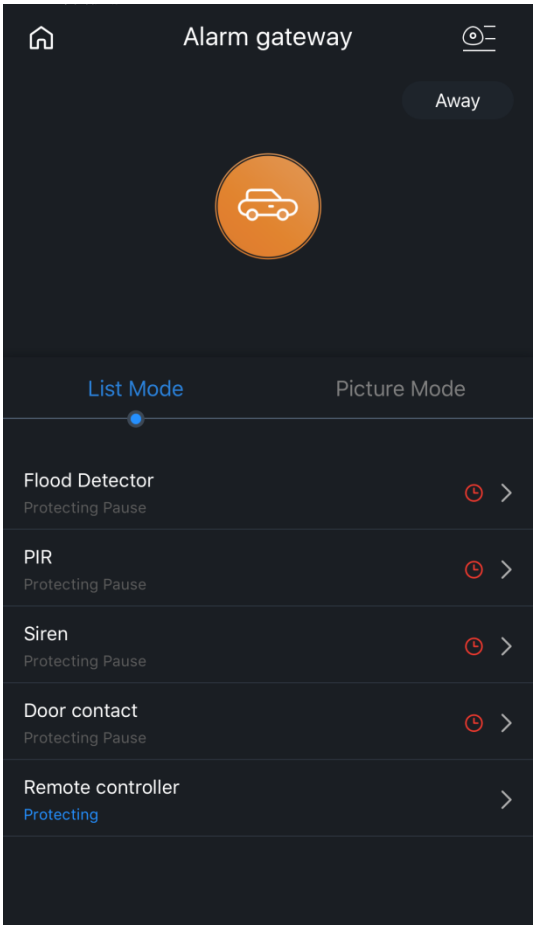
7 Alarm Control

You can manage the added alarm devices such as setting arm/disarm, and deleting devices.

On the **Home** interface, tap **Alarm**.

The **Alarm gateway** interface is displayed. See Figure 7-1.

Figure 7-1 Alarm control



You can switch arm/disarm status and set protection mode as needed. For details, see Table 7-1.

Table 7-1 Configuring protection mode

Icon	Description
	Disarm mode
	Stay mode
	Away mode
	Custom mode

Icon	Description
	Able or disable detectors under different protection modes.
	Close the configuration interface.

Device Display Mode

On **Alarm gateway** interface, you can display added alarm devices in two modes.

- Tap **Picture Mode**, and devices are displayed as thumbnails.
- Tap **List Mode**, and devices are displayed in list.

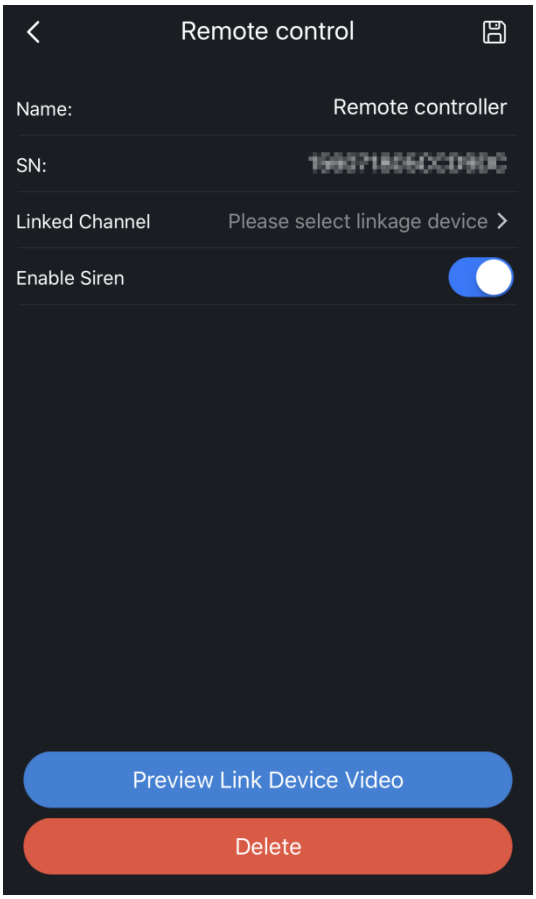
Configuring Alarm Device

Functions of different devices might vary, and the actual interface shall prevail.

Step 1 On the **Home** interface, tap **Alarm**.
The **Alarm gateway** interface is displayed.

Step 2 Tap the device you want to configure.
The device configuration interface is displayed. See Figure 7-2.

Figure 7-2 Configuring alarm device



You can modify device name, view SN, and enable or disable siren. By selecting linked channel, and then tapping **Preview Link Device Video**, you can directly go to the live preview interface of the linked device.

Step 3 Tap to save settings.

8 Cloud Storage

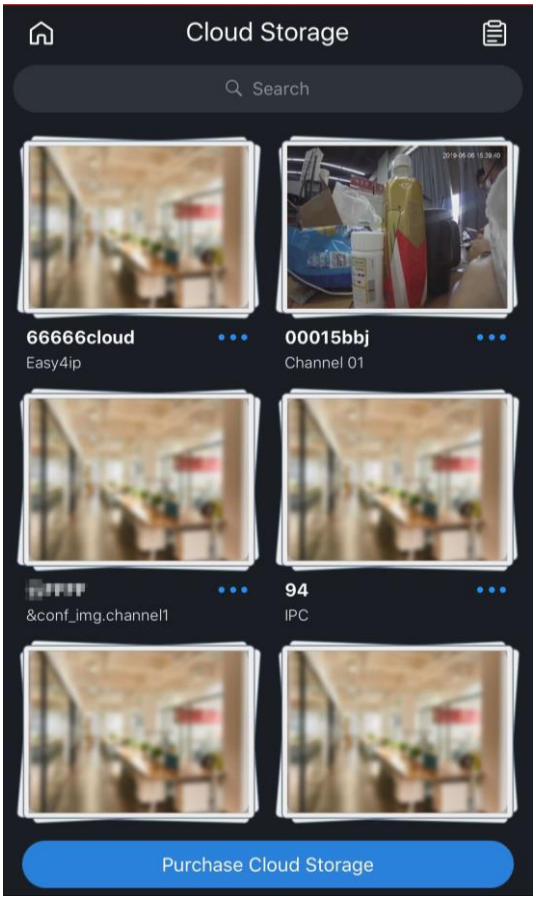
Recordings and snapshots of added cloud devices are stored in **Cloud Storage**, and you can view them on different mobile clients.

The function is available on devices supporting cloud storage.

Step 1 On **Home** interface, tap **Cloud**.

The **Cloud Storage** interface is displayed. See Figure 8-1.

Figure 8-1 Cloud storage



- Tap , and then you can view information about your cloud storage such as paid, cancelled, and unpaid orders.
- Tap **Purchase Cloud Storage** to purchase cloud storage.
- Tap to view plan details of the cloud storage.

Step 2 Tap the name of the cloud device or the file in the list to view recordings of the device.

Step 3 Tap and then select the date.

The recordings are displayed. See Figure 8-2.

Figure 8-2 Recordings of cloud device

Step 4 Tap one file to play the recording.

9 Alarm Message

Alarm messages generated by added devices can be pushed to the App. You can view recordings, live preview, and picture playback of alarm events.

- Make sure the alarm device and your mobile phone are connected to the Internet.
- Alarm function is enabled by the device.

9.1 Subscribing Alarm Message

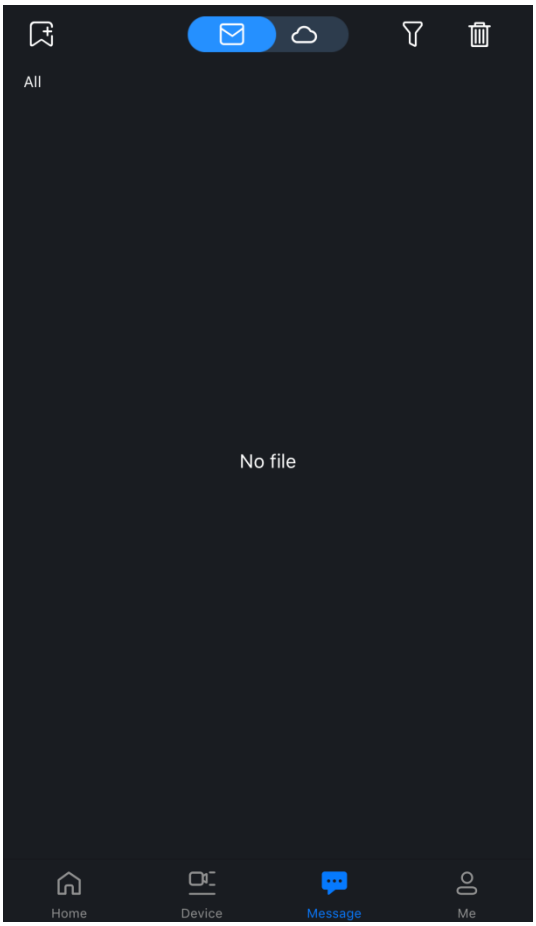
You need to subscribe alarm, and then the alarm message can be pushed to App. You can subscribe alarm messages for local devices and cloud devices. This chapter takes IPC as an example.

Step 1 Tap **Message** at the bottom of the interface.

The alarm message interface is displayed. See Figure 9-1.

The alarm messages of local devices are displayed by default, and you can tap to view messages of cloud devices.

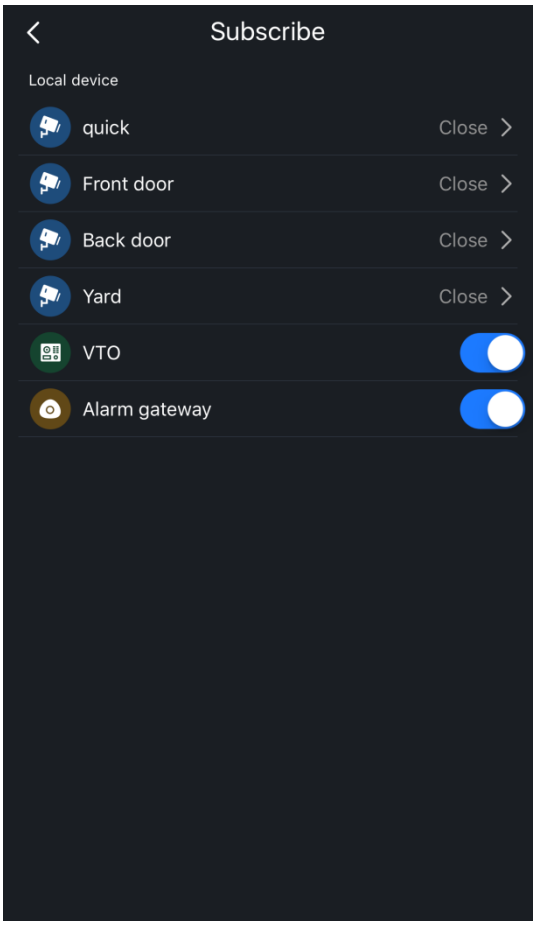
Figure 9-1 Alarm message



Step 2 Tap to select the alarm device to push the alarm messages.

The **Subscribe** interface is displayed. See Figure 9-2.

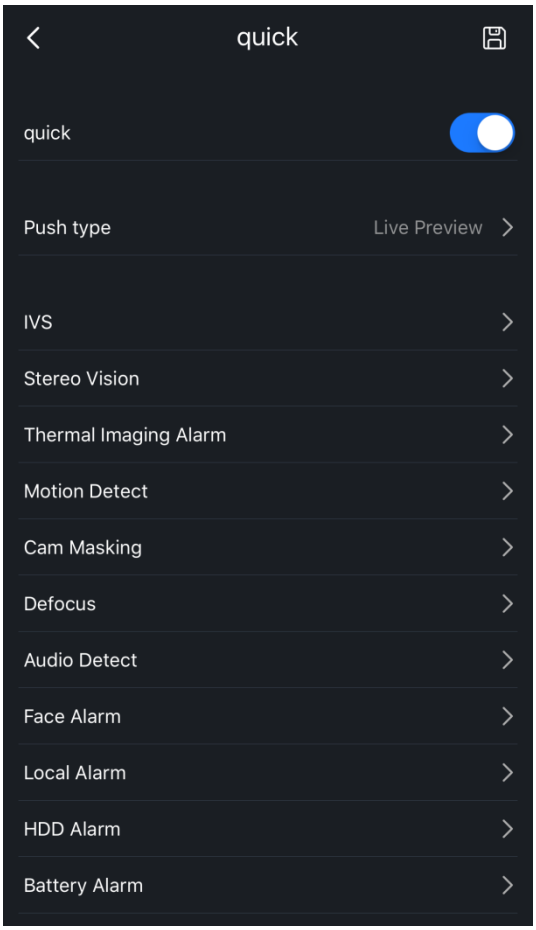
Figure 9-2 Subscribing alarm message



Step 3 Tap the device you want to configure, and then tap to enable alarm subscription for the device.

The subscription configuration interface is displayed. See Figure 9-3.

Figure 9-3 Subscription configuration



Step 4 Subscribe alarm message according to push types and alarm types. See Table 9-1.

You can select multiple alarm types simultaneously. Push type and alarm type might vary depending on the devices you added, and the actual interface shall prevail.

Table 9-1 Subscription configuration introduction

Name	Description
Push type	You can select from **Live Preview**, **Video**, and **Image**. ● **Live Preview**: Live preview is pushed when the alarm is triggered. ● **Video**: You need to enable video recording on the camera, and then the alarm recording will be pushed when the alarm is triggered. ● **Image**: You need to enable snapshot on the camera, and then the alarm snapshot will be pushed when the alarm is triggered.
Alarm type	You can select the alarm type as needed. ● **AI analysis**: The alarm is triggered when the set rules are broken such as **Cross Line**, **Cross Region**, and **Left Detection**. ● **Thermal Imaging Alarm**: The alarm is triggered when there is abnormal temperature change in the image such as **Fire Alarm**, **Temperature Difference Alarm**, and **Hotspot Warning**. Thermal imaging alarm is supported by thermal imaging cameras. **Motion Detect**: The alarm is triggered when there is abnormal moving object in the image including **Head Detection** and **Motion Detection**. ● **Cam Masking**: The alarm is triggered when the camera is covered and

	cannot collect image. ● **Defocus**: The alarm is triggered when the camera cannot focus on the target or has softened or blurred image. ● **Face Alarm**: Human faces are detected in the image and alarm is triggered under defined conditions including face detection and face recognition. ● **Audio Detect**: Sound in the video is detected and alarm is triggered under defined conditions. ● **HDD Alarm**: The alarm is triggered when there is no disk, disk is full, or disk error. ● **Voltage Detect**: The alarm is triggered when the device voltage is too low or too high. ● **Network Alarm**: The alarm is triggered when the device is offline. ● **Sensor Alarm**: The alarm is triggered when there is alarm information from the connected sensors such as **IPC External Alarm**, and **Accessory Alarm**. ● **Battery Alarm**: The alarm is triggered when battery is low or lost.

Step 5 Tap to save the setting.

9.2 Managing Alarm Message

Enable alarm subscription, and the App will receive alarm messages when the alarm is triggered.

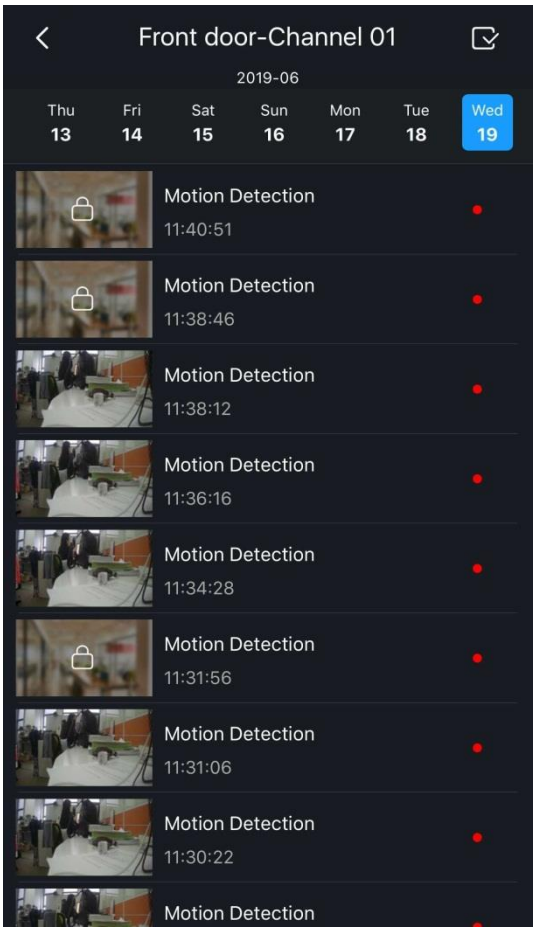
Step 1 Tap **Message** at the bottom of the interface.
The alarm message interface is displayed.

Step 2 Tap to display alarm messages from **All**, **Camera Alarm**, **VTO Alarm**, and **Alarm**.

9.2.1 Viewing Alarm Message

Step 1 On **Message** interface, tap the device name.
The alarm message list is displayed. See Figure 9-4.

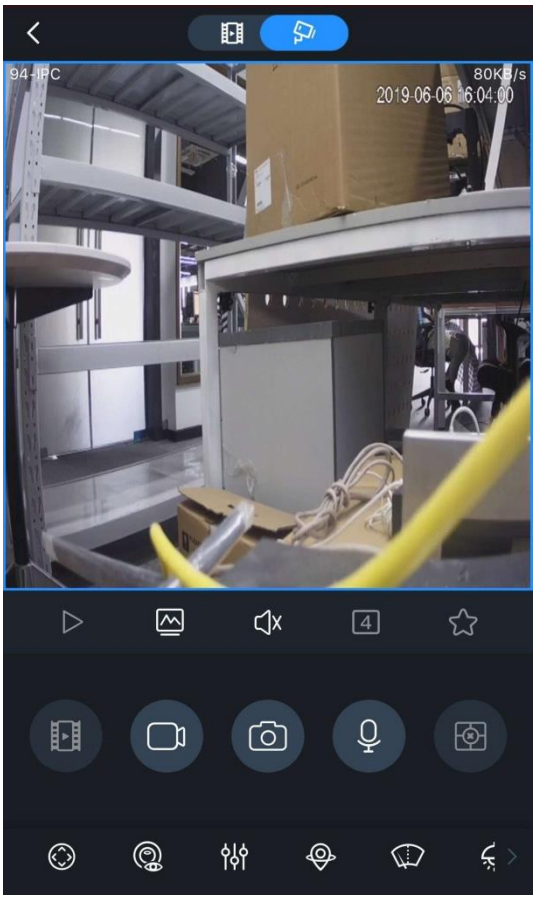
Figure 9-4 Alarm message list



The message with red point is unprocessed.

Step 2 Tap the alarm message you want to view, and then the message is displayed according to push type you set. See Figure 9-5.

Figure 9-5 Displaying alarm message



You need to install storage device and configure video recording on the camera first.

9.2.2 Deleting Alarm Message

You can delete alarm messages by the following ways.

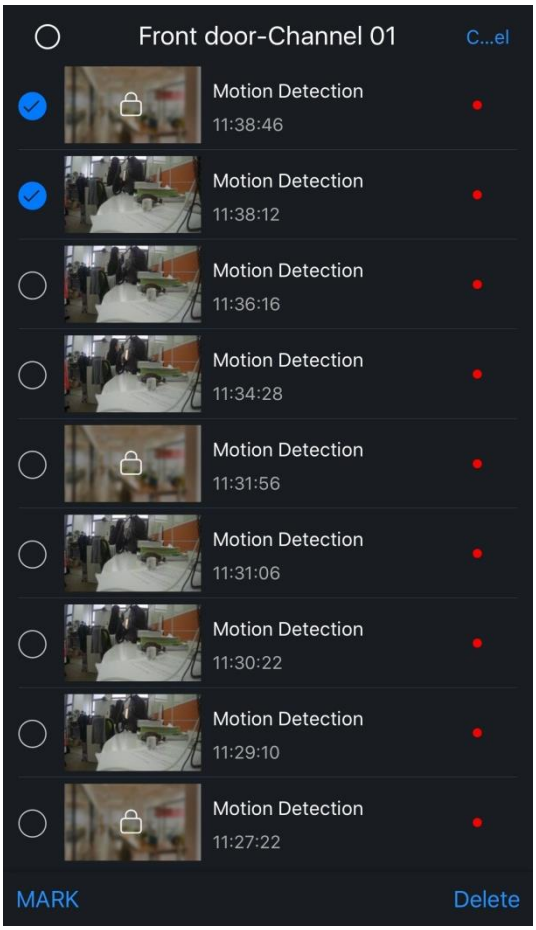
- On **Message** interface, swipe left on the device name, and then tap **Delete**. All alarm messages of the selected device is deleted.
- On **Message** interface, tap the device name.
  The alarm message list is displayed. Swipe left on the message, and then tap **Delete**.
- Tap on the upper-right corner, select the message you want to delete, and then tap **Delete**.

9.2.3 Marking Alarm Message

Step 1 On **Message** interface, tap the device name.
The alarm message list is displayed.

Step 2 Tap on the upper-right corner, select unprocessed messages you want to mark, and then tap Mark. See Figure 9-6.
The selected messages are marked as processed.

Figure 9-6 Mark alarm messages

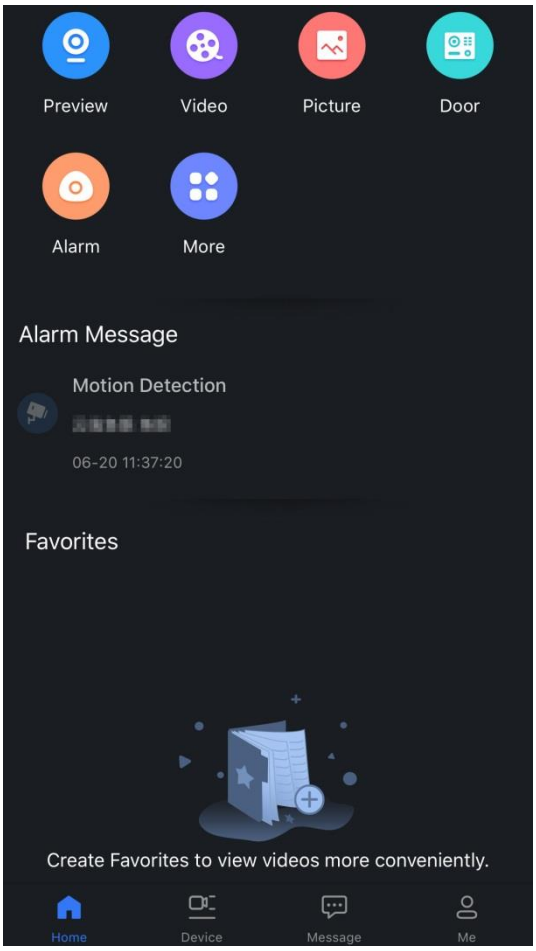


10 Favorites

By creating Favorites, you can quickly enter live preview of all device channels in favorite group.

Favorites module is displayed on **Home** interface. See Figure 10-1.

Figure 10-1 Favorites



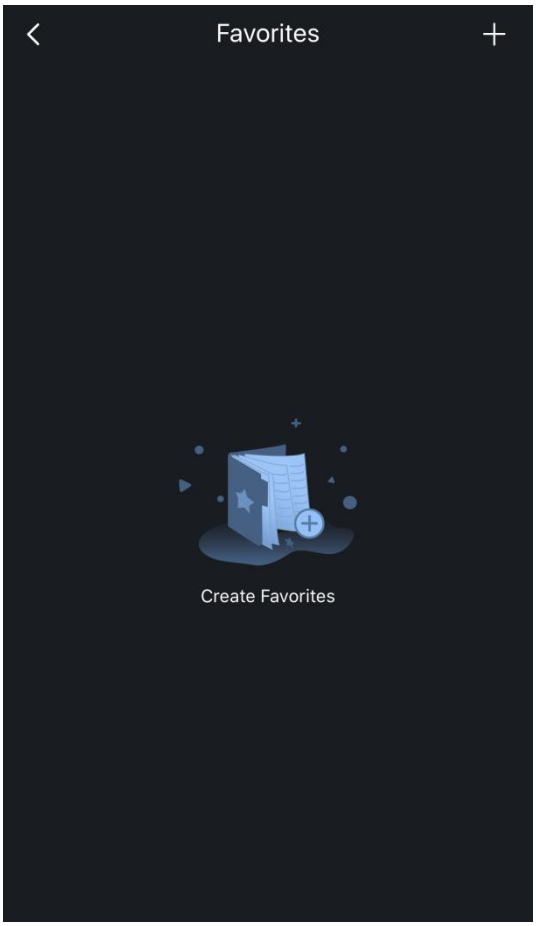
10.1 Adding to Favorites

By creating favorites, you can quickly enter live preview by tapping the device thumbnail in the created favorite group.

Step 1 On **Home** interface, tap .

The favorites creation interface is displayed. See Figure 10-2.

Figure 10-2 Creating favorites



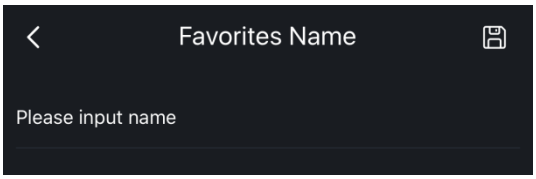
Step 2 Tap .

The **Select Channel** interface is displayed. See Figure 10-3.

Figure 10-3 Selecting channel

Step 3 Select one or multiple device channels to add to your **Favorites**, and then tap **Next**. The **Favorites Name** interface is displayed. See Figure 10-4.

Figure 10-4 Entering favorites name



Step 4 Enter name of the favorite group, and then tap to save the setting.

Device thumbnails are displayed under **Favorites** module.

10.2 Deleting Favorites

You can delete the favorite group or the device in the favorite group.

- Delete the favorite group

Step 1 Tap , and the **Favorites** interface is displayed.

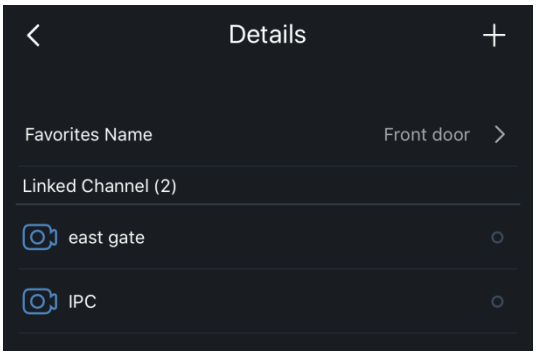
Step 2 Swipe left on the favorite group you want to delete, and then tap **Delete**.

- Delete device in the favorite group

Step 1 Tap , and the **Favorites** interface is displayed.

Step 2 Tap the favorite group, and **Details** interface is displayed. See Figure 10-5.

Figure 10-5 Details of favorite group



Step 3 Select the device you want to delete, and then tap **Delete**.

10.3 Renaming Favorites

You can rename the created favorites.

Step 1 Tap , and the **Favorites** interface is displayed.

Step 2 Tap the favorite group, and **Details** interface is displayed.

Step 3 Tap **Favorites Name**, enter the new name, and then tap to save the setting.

11 File

You can view, manage, and export the recordings and snapshots in **File**.

On **Home** interface, tap **More > File**.

The file interface is displayed. Recordings are displayed by default and you can tap to switch to snapshots. See Figure 11-1 and Figure 11-2. For function introduction of icons, see Table 11-1.

Figure 11-1 File (recording)

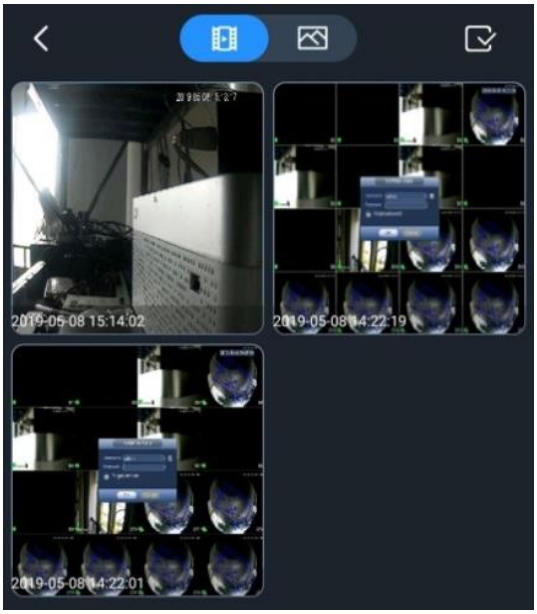


Figure 11-2 File (snapshot)

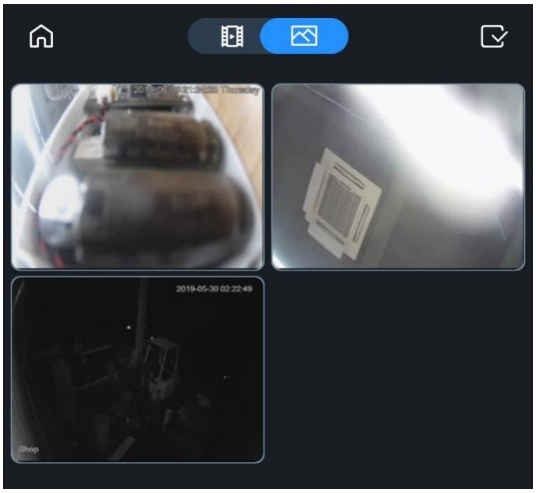


Table 11-1 File management

Function	Description
View recording	Tap the recording you want to play back. : Pause playing : Continue playing

	: Play slowly : Play fast : Play by frame
View snapshot	Tap the snapshot you want to view. Swipe left or right on the picture to view previous or next snapshot.
Share recording/snapshot	On file interface, tap , select recordings or snapshots you want to share, and then tap .
Export recording/snapshot	On file interface, tap , select recordings or snapshots you want to export, and then tap to export files to your mobile phone.
Deleting recording/snapshot	On file interface, tap , select recordings or snapshots you want Delete, and then tap .

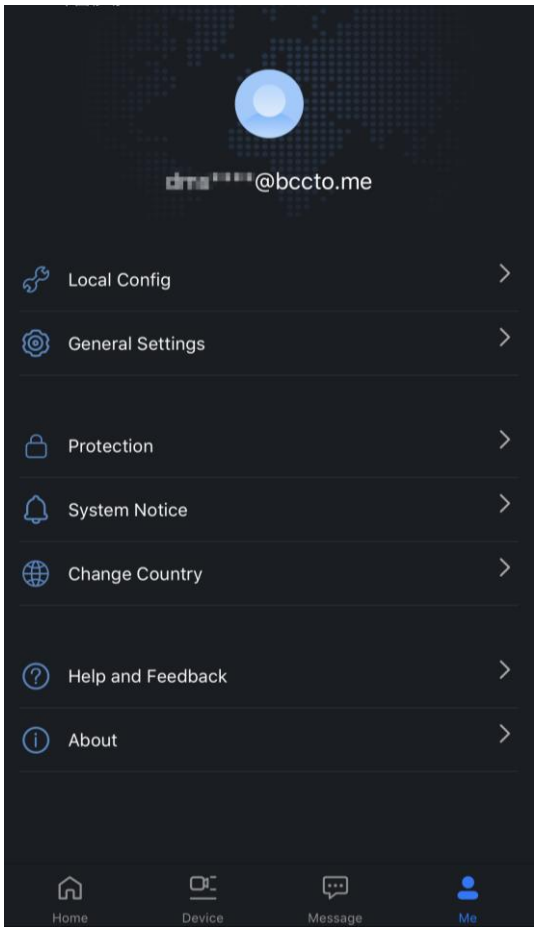
12 System Configuration

On **Me** interface, you can operate local configuration and general settings, enable protection, change country, and view system notice, help and feedback, and about information.

Tap **Me** at the bottom of the interface.

The **Me** interface is displayed. See Figure 12-1.

Figure 12-1 Me



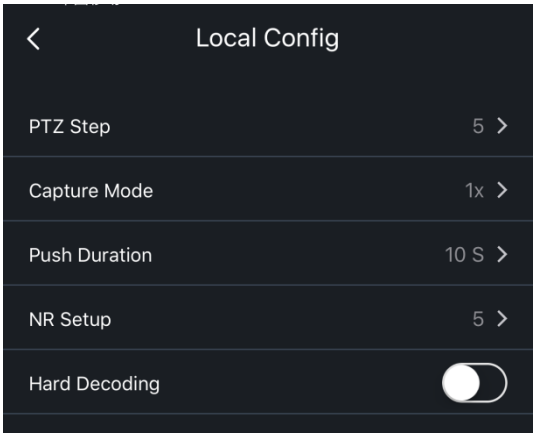
12.1 Local Configuration

You can set **PTZ Step**, **Capture Mode**, **Push Duration**, **NR Setup**, and **Hard Decoding**.

On **Me** interface, tap **Local Config**.

The **Local Config** interface is displayed. See Figure 12-2.

Figure 12-2 Local configuration



For function introduction, see Table 12-1.

Table 12-1 Local configuration introduction

Function	Description
PTZ step	Set PTZ step from 1 to 8. The higher the value is, the faster the PTZ moves. This function is available on devices supporting PTZ.
Capture mode	Set quantity of manual snapshot for a single time.
Push duration	Set duration of pushed recordings. Total playback duration=15 s + push duration
NR setup	The higher the NR level is, the better the result will be.
Hard decoding	By enabling **Hard Decoding**, the performance of video stream is improved.

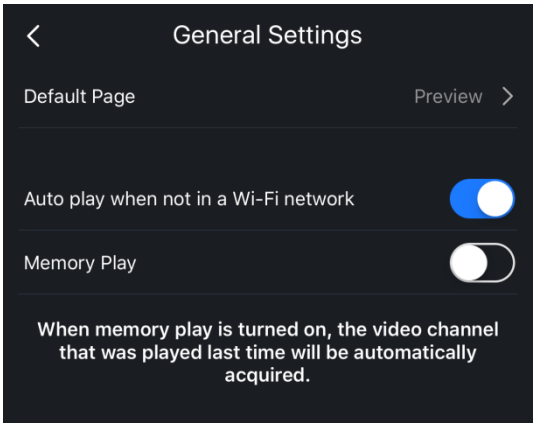
12.2 General Settings

You can change default page, and enable or disable Auto play or play when not in a Wi-Fi network and memory play.

On **Me** interface, tap **General Settings**.

The **General Settings** interface is displayed. See Figure 12-3.

Figure 12-3 General settings



- Tap **Default Page**, and then you can select the page you want to enter when you open the App. Default page is **Preview**. For details, see " Figure 2-2 Default page."
- By enabling **Auto play when not in a Wi-Fi network**, videos can be played with a cellular network. You need to confirm when playing with a cellular network.
- By enabling **Memory Play**, the device channel that was played last time will be automatically acquired on **Live Preview** interface.

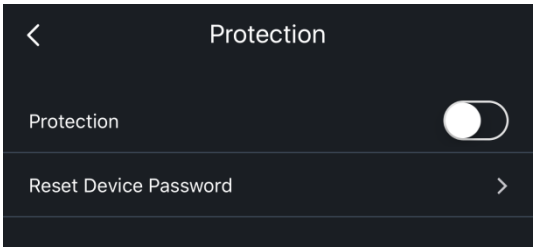
12.3 Protection

By enabling **Protection**, you need to enter password every time you log in to the App or return to App from any interruption.

Step 1 On **Me** interface, tap **Protection**.

The **Protection** interface is displayed. See Figure 12-4.

Figure 12-4 Protection



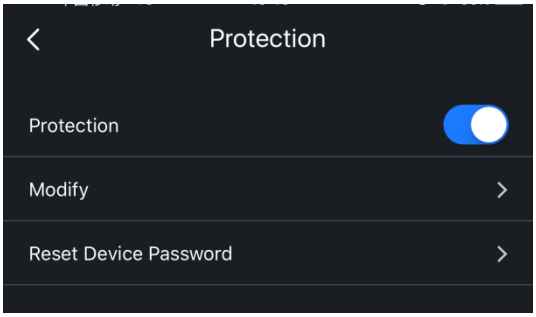
Step 2 Enable **Protection**.

The password setting interface is displayed.

Step 3 Enter the protection password, confirm the password, and then tap **OK**.

After you set the protection password, the **Modify** function will be displayed and you can modify the protection password. See Figure 12-5.

Figure 12-5 Modifying protection password



12.4 Resetting Device Password

You can reset device password if it is lost.

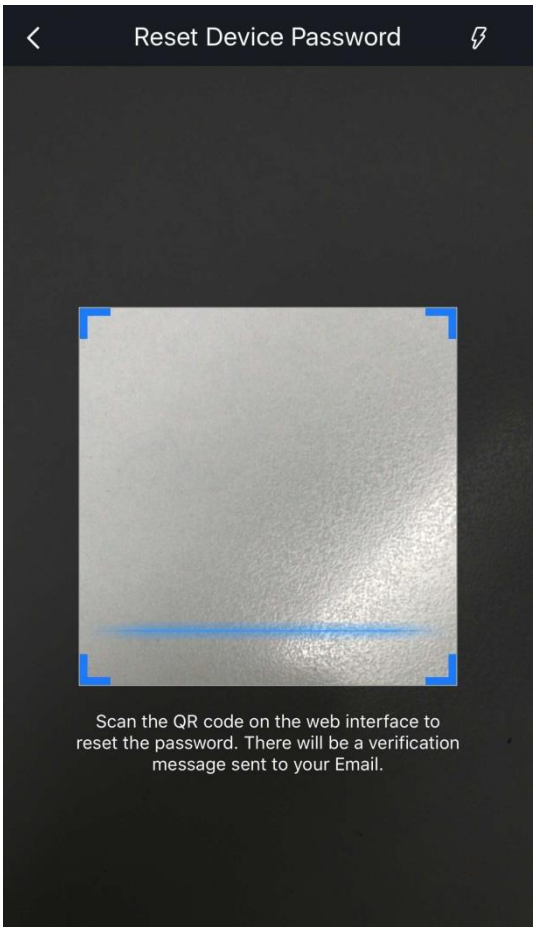
Step 1 On **Me** interface, tap **Protection**.

The **Protection** interface is displayed.

Step 2 Tap **Reset Device Password**.

The QR code scanning interface is displayed. See Figure 12-6.

Figure 12-6 Resetting device password



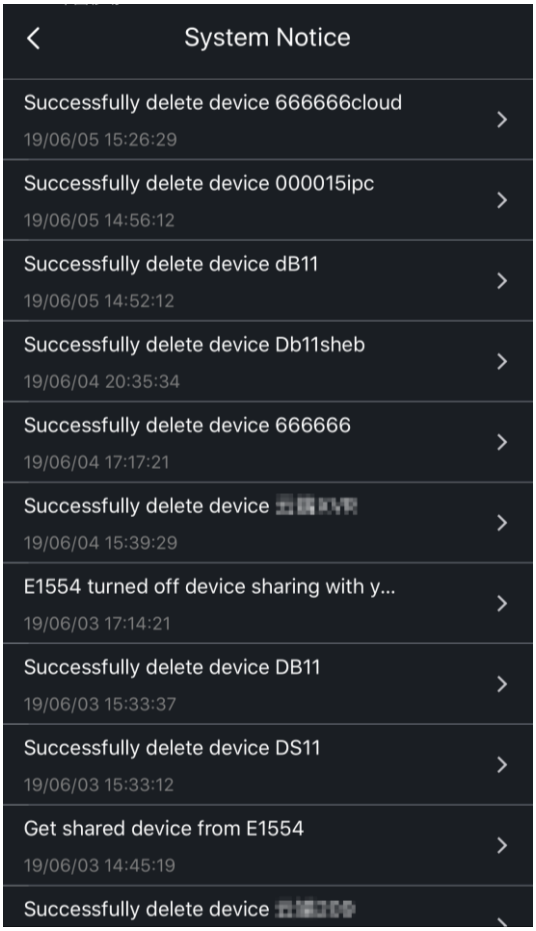
Step 3 Scan the QR code on the web interface to reset the password.

Step 4 Follow onscreen instructions to reset the device password.

12.5 System Notice

You can view system notices about device deletion, and device sharing or unsharing by tapping **Me > System Notice**. See Figure 12-7.

Figure 12-7 System notice



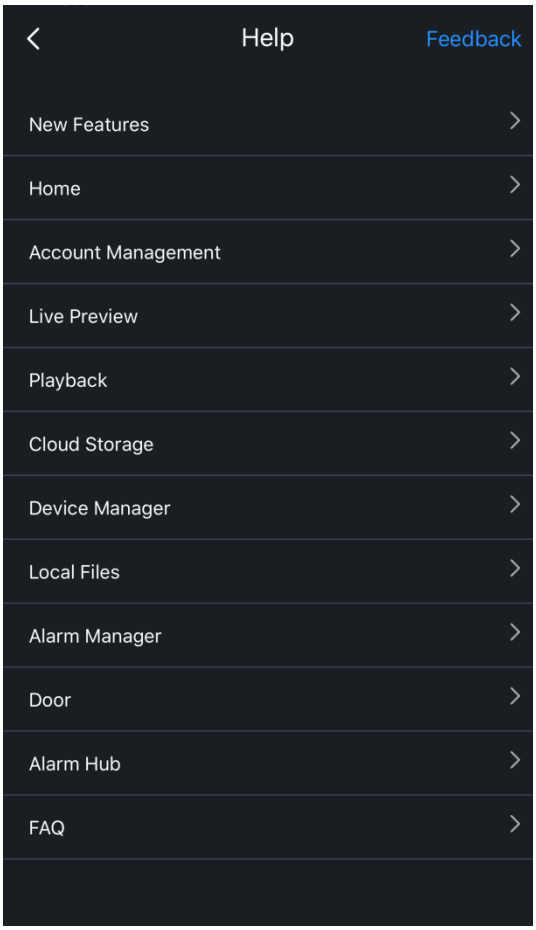
12.6 Changing Country

You can change country or area you set by tapping **Me > Change Country**. Select the country or area you want to change, and then tap **Done**.

12.7 Help and Feedback

- By tapping **Help and Feedback** on **Me** interface, you can acquire Help information about function modules, and view FAQ. See Figure 12-8.
- By tapping **Feedback** on upper-right corner of the interface, you can send your feedback to us.

Figure 12-8 Help and feedback



12.8 About

By tapping **About** on **Me** interface, you can view App version, declaration, data protection guideline, and join user experience plan.

13 Account Management

You can manage your account information such as modifying account password, deleting account, exporting account information, and logging out.

On **Me** interface, tap .

The **Account Management** interface is displayed. See Figure 13-1. For more details, see Table 13-1.

Figure 13-1 Account management

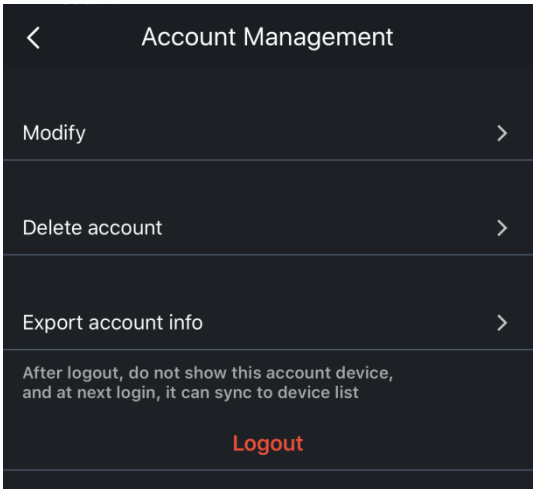


Table 13-1 Account management introduction

Function	Description
Modify	Modify user's login password.
Delete account	By tapping **Application of delete account**, and then enter verification code, you can delete the registered account. Information of account, ID, third party authorization, device usage, and transaction records will be cleared. Please be careful.
Export account information	Export personal and device information to the designated email.
Logout	Tap **Logout** to log out the device. After logging out, your local information, such as pictures and recordings are still saved on the App.

14 FAQ

1. Invalid username/Incorrect password/Forgot password

Please confirm the username and password. If you forget the password, reset the device, and then log in to the App again.

2. Locked account

- Account is locked due to multiple times of incorrect input. Please wait until lock period ends or you can reboot the device to unlock.
- Make sure that the password is correct or enter it again. If you forget the password, reset the device, and then log in to the App again.

3. Device connection failed/Login timeout

- Make sure that the device has connected to the network.
- Check device parameter config:
  - ◇ Dahua DDNS address is xxxxxx.dahuaddns.com.
  - ◇ Quick DDNS address is xxxxxx.quickddns.com.
  - ◇ Make sure that the port and IP are correct. Default port is 37777.
- Use another device port in case that it is used by other device in the same LAN or shielded by service provider.
- Use another network or Internet service provider in case of network problem.

4. Over max user connections

The prompt means that current device has reached max user limitation. If you want to add this device to your App, please reduce users connected to this device.

5. Out of resource. The system is currently busy.

Please reboot device or reduce users connected to the device.

6. Alarm message cannot be received

- DMSS Lite does not support alarm message subscription and reception, which is only supported by DMSS Plus.
- If the device does not support alarm message prompt, then your mobile phone client cannot receive such prompt.
- Make sure that the device connects to network correctly and live view is available.
- Make sure that the device channel has subscribed alarm message.
- If all of the above operations are proper, make sure that device port mapping is correct. Otherwise, you can change http port for mapping.

7. Alarm message cannot be subscribed

- The device does not support alarm message subscription.
- Make sure that the device connects to network correctly and live preview is available.
- Change device http port, and then map again to prevent port conflict or occupation, otherwise improper device might be connected, which do not support alarm message subscription.

8. The device can be connected to App in a Wi-Fi network not in a cellular network

If you need to play in a cellular network, you need to:

- Add a fixed Internet IP to your device.
- Connect the device to a router with an Internet IP, and map http port.
- Connect the device to an Internet network. If the device supports P2P and can be registered through P2P, you can add the device through P2P.

9. Failed to play back videos and snapshots

- You need to enable recording/snapshot for the device. For picture playback, you need to set motion detection mode or timing mode for snapshot.
- If the problem still exists, check if local storage component is loosened, or disk is damaged.

10. Live preview lagged

- Change main stream to extra stream.
- Network bandwidth is insufficient. We recommend you to use a better network.
- Mobile phone decoding capacity is limited. You can play live preview in one window, or adjust definition from HD to SD or auto.

11. Wi-Fi configuration failed

- Make sure the mobile phone has connected to Wi-Fi network and check Wi-Fi password.
- Do not use dual band router with 5G function.
- During network configuration, mobile phone needs to be close to the device (max distance 30 cm).
- If you have configured the network for the device, you need to reset the device, and then configure other network
- If you still cannot solve the above problems, please reset the device.

12. Device initialization failed

- Make sure that the device has connected to the network.
- Make sure that the mobile phone and the device are in the same LAN with either Wi-Fi connection or wired connection.
- If you still cannot solve the above problem, please reset the device.

13. How to view multiple channels simultaneously

Make sure the function is support by the App. Tap on live preview interface, select channels you want to view, and then tap **Start Live Preview**.

14. How to control PTZ directions and PTZ zoom

Select a video, and then tap to operate PTZ. You can use buttons or gestures to control PTZ. Swipe with a finger on the screen to control the PTZ direction. Pinch or stretch out with two fingers on the screen to zoom in or zoom out.

15. How to make a blurred video clear

Select a video, and then tap to select the stream type from fluent and clear. You can also customize coding parameters to adapt to your network environment. If your mobile phone performance and network environment are both good, you can select the video playing window, and then tap to switch video stream to main stream. You can also customize resolution, frame rate, and bit rate.

16. How to close a single video

Tap and hold the video, and then drag it to the trash can on the top of the interface.

17. How to close video during playback

Tap and hold the video, and then drag it to the trash can on the top of the interface. You can also tap (a cross in the center of the icon) to close all the currently displayed videos.

18. Videos cannot be viewed of the added device

Step 1 Make sure the information such as IP address and port (37777 by default) is correct when you add the device.

Step 2 Deal with the problem according to the onscreen notification when you failed to log in.

Step 3 If the problem still exists, check whether the device is online.

19. Where are Remote Config, Hardware Management, and Alarm Output

On **Device** interface, tap the device, and the above functions are displayed.

20. What are the differences between the following device adding methods

- **P2P type**: P2P function is supported by the device. You can add the device by scanning or manually enter QR code.
- **DDNS type**: Dahua DDNS or Quick DDNS function is supported by the device, and you need to enter the complete domain address.
- **IP/Domain**: Generally, devices can be added by entering their IP. You can also add devices if you have domain address from the third party.

21. Why 4-times video playing speed is not available on some mobile phones

Mobile phone performances vary from each other. You can reduce the bit rate, and the playing speed will be up.

22. How to share snapshots with my friend

You can share your recordings or snapshots in **File**.

23. How to copy local files to PC

The video format cannot be identified by iOS system, so you can export videos in MP4 format, and then copy videos to PC. (The function is only supported by charged iOS system.)

24. Why storage device is needed if you want to view videos after alarm message is pushed

Recording data cannot be stored on Android or iOS system. Recordings are acquired from the added device.

25. Where to get the App

For iOS users, you can search iDMSS in the App Store. For Android users, you can search gDMSS in Google Play.

Appendix 1 Cybersecurity Recommendations

Cybersecurity is more than just a buzzword: it's something that pertains to every device that is connected to the internet. IP video surveillance is not immune to cyber risks, but taking basic steps toward protecting and strengthening networks and networked appliances will make them less susceptible to attacks. Below are some tips and recommendations on how to create a more secured security system.

Mandatory actions to be taken for basic equipment network security:

1. **Use Strong Passwords**

   Please refer to the following suggestions to set passwords:

   - The length should not be less than 8 characters;
   - Include at least two types of characters; character types include upper and lower case letters, numbers and symbols;
   - Do not contain the account name or the account name in reverse order;
   - Do not use continuous characters, such as 123, abc, etc.;
   - Do not use overlapped characters, such as 111, aaa, etc.;

2. **Update Firmware and Client Software in Time**

   - According to the standard procedure in Tech-industry, we recommend to keep your equipment (such as NVR, DVR, IP camera, etc.) firmware up-to-date to ensure the system is equipped with the latest security patches and fixes. When the equipment is connected to the public network, it is recommended to enable the "auto-check for updates" function to obtain timely information of firmware updates released by the manufacturer.
   - We suggest that you download and use the latest version of client software.

"Nice to have" recommendations to improve your equipment network security:

1. **Physical Protection**

   We suggest that you perform physical protection to equipment, especially storage devices. For example, place the equipment in a special computer room and cabinet, and implement well-done access control permission and key management to prevent unauthorized personnel from carrying out physical contacts such as damaging hardware, unauthorized connection of removable equipment (such as USB flash disk, serial port), etc.

2. **Change Passwords Regularly**

   We suggest that you change passwords regularly to reduce the risk of being guessed or cracked.

3. **Set and Update Passwords Reset Information Timely**

   The equipment supports password reset function. Please set up related information for password reset in time, including the end user's mailbox and password protection questions. If the information changes, please modify it in time. When setting password protection questions, it is suggested not to use those that can be easily guessed.

4. **Enable Account Lock**

   The account lock feature is enabled by default, and we recommend you to keep it on to guarantee the account security. If an attacker attempts to log in with the wrong password several times, the corresponding account and the source IP address will be locked.

5. **Change Default HTTP and Other Service Ports**

   We suggest you to change default HTTP and other service ports into any set of numbers between 1024~65535, reducing the risk of outsiders being able to guess which ports you are using.

6. **Enable HTTPS**

   We suggest you to enable HTTPS, so that you visit Web service through a secure communication channel.

7. **Enable Whitelist**

   We suggest you to enable whitelist function to prevent everyone, except those with specified IP addresses, from accessing the system. Therefore, please be sure to add your computer's IP address and the accompanying equipment's IP address to the whitelist.

8. **MAC Address Binding**

   We recommend you to bind the IP and MAC address of the gateway to the equipment, thus reducing the risk of ARP spoofing.

9. **Assign Accounts and Privileges Reasonably**

   According to business and management requirements, reasonably add users and assign a minimum set of permissions to them.

10. **Disable Unnecessary Services and Choose Secure Modes**

    If not needed, it is recommended to turn off some services such as SNMP, SMTP, UPnP, etc., to reduce risks.

    If necessary, it is highly recommended that you use safe modes, including but not limited to the following services:

    - SNMP: Choose SNMP v3, and set up strong encryption passwords and authentication passwords.
    - SMTP: Choose TLS to access mailbox server.
    - FTP: Choose SFTP, and set up strong passwords.
    - AP hotspot: Choose WPA2-PSK encryption mode, and set up strong passwords.

11. **Audio and Video Encrypted Transmission**

    If your audio and video data contents are very important or sensitive, we recommend that you use encrypted transmission function, to reduce the risk of audio and video data being stolen during transmission.

    Reminder: encrypted transmission will cause some loss in transmission efficiency.

12. **Secure Auditing**

    - Check online users: we suggest that you check online users regularly to see if the device is logged in without authorization.
    - Check equipment log: By viewing the logs, you can know the IP addresses that were used to log in to your devices and their key operations.

13. **Network Log**

    Due to the limited storage capacity of the equipment, the stored log is limited. If you need to save the log for a long time, it is recommended that you enable the network log function to ensure that the critical logs are synchronized to the network log server for tracing.

14. **Construct a Safe Network Environment**

    In order to better ensure the safety of equipment and reduce potential cyber risks, we recommend:

    - Disable the port mapping function of the router to avoid direct access to the intranet devices from external network.

- The network should be partitioned and isolated according to the actual network needs. If there are no communication requirements between two sub networks, it is suggested to use VLAN, network GAP and other technologies to partition the network, so as to achieve the network isolation effect.
- Establish the 802.1x access authentication system to reduce the risk of unauthorized access to private networks.

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