



VI Mobile Plus User Guide

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INTRODUCTION

VI ENTERPRISE SYSTEM OVERVIEW

Video Insight v8.2 allows users to add and record up to 2458 different IP cameras at once while maintaining the ease-of-use functionality that our customers have come to expect from a Video Insight software solution. The following pages will help guide you through the setup and installation process.

SYSTEM COMPONENTS

The Video Insight software suite has three main components used to monitor live and recorded video; the Monitor Station, Web Client and VI Mobile. These three clients can be used to connect to the IP Server at no additional charge.

MONITOR STATION

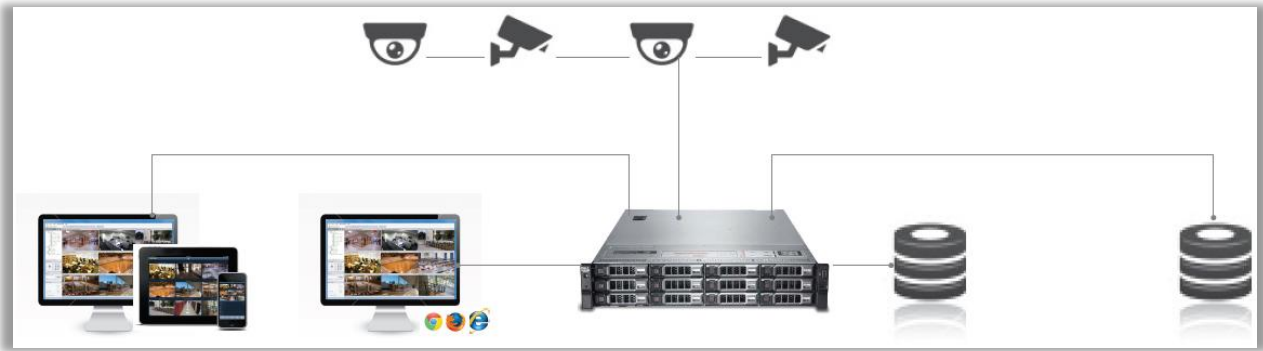
Monitor Station is the primary User Interface for the Product Suite. It provides centralized viewing of all live and recorded video from any server to the End User. Monitor Station also provides the camera configuration menus for System and Security Administrators.

VI MOBILE PLUS

VI Mobile is a free app available in the App Store for iOS users and Google Play for Android users. VI Mobile gives users access to live and recorded video as well as access to Facility Maps.

WEB CLIENT

The Web Client accesses IP Server via IIS. It can be accessed from any browser application and has an optional Active X control for Internet Explorer. The Web Client has access to live and recorded video and can access Facility Maps. The Web Client can also create clips and download recorded video. In this document, we will explain and focus on the VI Mobile component exclusively. Visit our website to explore other product areas such as Monitor Station and Web Client.



OVERVIEW

VI Mobile Plus is a video management system app that allows authorized “on the go” users to have access to live and recorded video from any camera on any server. Users can view and control PTZ cameras, view full resolution and high frame rates with H.264 and H.265 codes. The app imports all settings from a single address providing users access to individual cameras or in groups of cameras in pre-defined layouts. Users can save or email snapshots, view recorded images by alarm or specific times and view thumbnail images on facility maps. Users access is controlled by the Video Insight Server with robust integration with Active Directory/LDAP users and groups. Access Control allows you to lock and unlock doors and view entry and alarm history for the doors on your system. A license is not required for using the VI Mobile Plus App; however a license is required for the server that will be added to VI Mobile Plus.

DEVICE REQUIREMENTS

We recommend you use this app with the following devices:

- iPhone 6S or newer
- iPad Air 2, iPad 2017, iPad 2018, or newer
- iPad Mini 4 or newer
- any iPad Pro

LOGGING IN

The first time VI Mobile Plus is launched, it will connect to www.demovi.com but you can configure it to connect to your Server(s). To make external connections with VI Mobile Plus, ensure port forwarding has been completed. The ports needed for VI Mobile are TCP Ports 4010 and 4011. Please check with your System Administrator to ensure the ports are forwarded correctly prior to use of the application.

NAVIGATION

The main navigation toolbar is located on the bottom of VI Mobile Plus. You will find an icon for Servers, Cameras, Views, Doors (*Access Control Integrations only*), and More (Settings).



BEST PRACTICES FOR INSTALLATION

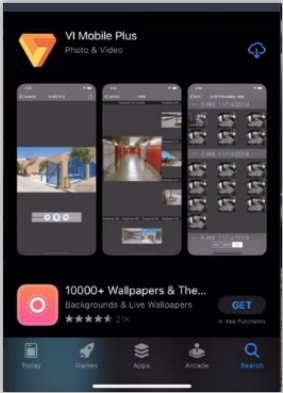
- 1. [Installing VI Mobile Plus](#)
- 2. [Setting up Your Servers](#)
- 3. [Cameras](#)
- 4. [Views](#)
- 5. [Maps](#)

INSTALLING VI MOBILE PLUS

Download the app from the App Store.

In the search bar, type *VI Mobile Plus*.

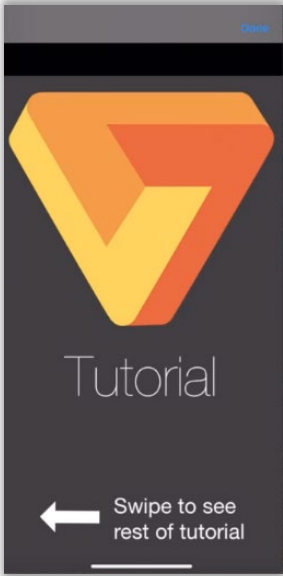
Tap on the download button.



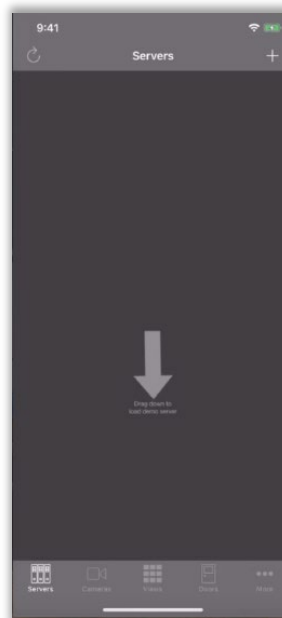
Once you open the App, you will see a tutorial. It will allow you to swipe through a quick start guide.

You can swipe to the left or right to start going through the tutorial images.

If you choose not to go through the tutorial, go to the top of the screen and tap on Done.

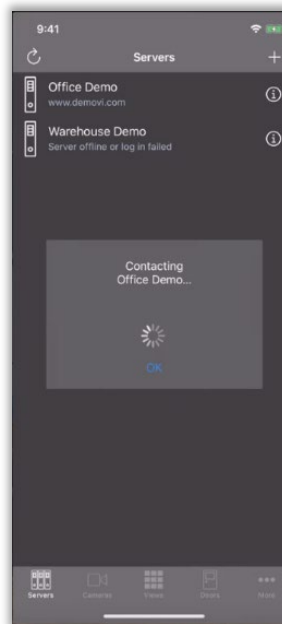


Download the demo server by swiping downwards on the arrow in the middle of the view.



Now the download process of the demo server will start.


NOTE- The download arrow will only appear once after the initial launch of the App.

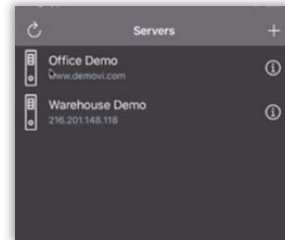


SETTING UP YOUR SERVERS

ADDING A SERVER MANUALLY

To set up a new server, tap on the plus sign on the title bar.

To refresh a server on the server's you, you will need to tap on the Refresh  button located in the upper left hand corner. This button will refresh all of the servers, cameras, layouts, and maps.

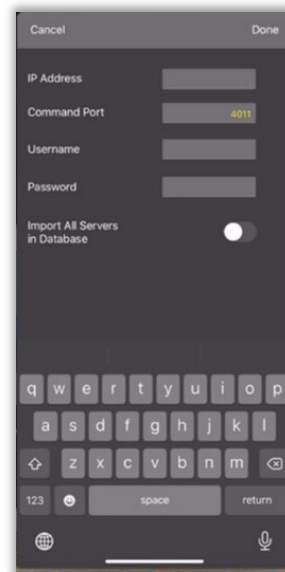


The New Server view will display when the plus sign is selected, allowing for the input of the network and username data, including the *IP Address, Command Port, Username, and Password*.

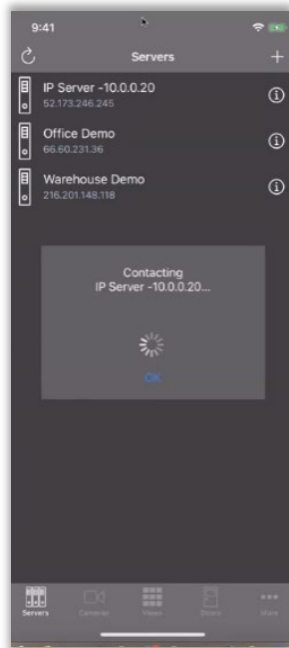
Only one IP address has to be added to gather the rest of the server information from the database.

NOTE- This is the same area to enable an import of all servers in the database. It will add all servers that share the same database.

To import all servers in the database, click the button.



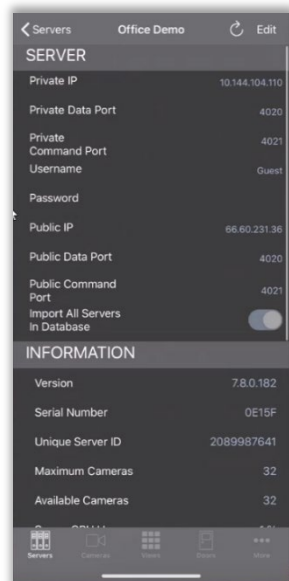
The Command Port is automatically populated for you. Once all of the information is entered into the remaining fields, tap 'Done' located in the upper right-hand corner. This will add the server and begin connection testing. Additional servers can be added by repeating this process.




Now the App will contact the server to start downloading all of the data for the new server that has just been added.

Wait for the downloading to complete.

ACCESSING SYSTEM LOGS




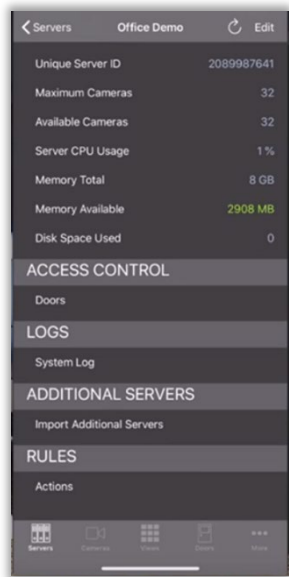
When you tap on the  button from the Servers view, it gives the connection settings on the current server.

It gives the status information on the current server.

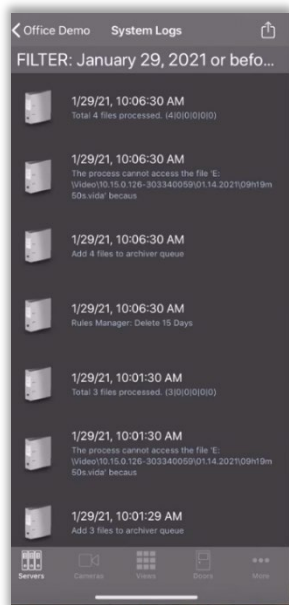
You will also be able to access information on *Access Control, Logs, Additional Servers, and Rules.*

To refresh a single server, tap the

Refresh  button located in the upper right hand corner. This button will be refresh a server, camera, view, or map.



To access Logs, tap on *System Log*.

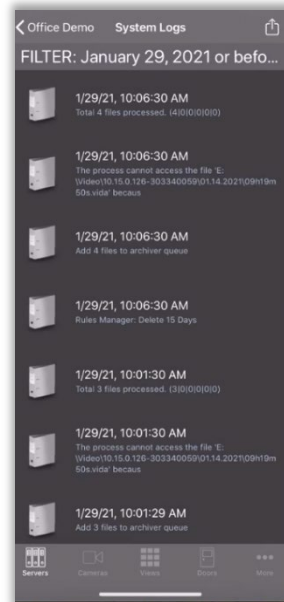


System Log will provide a list of logs that contain information from the server.

FILTERING SERVER LOGS

Continuing from the previous step above, you can filter the date of the system logs to pull the log files of a specific date.

To use the filter, tap on the filter button in the upper right hand corner.

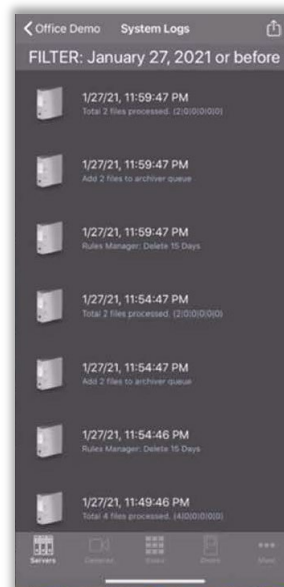


Select the date to use as the filter.

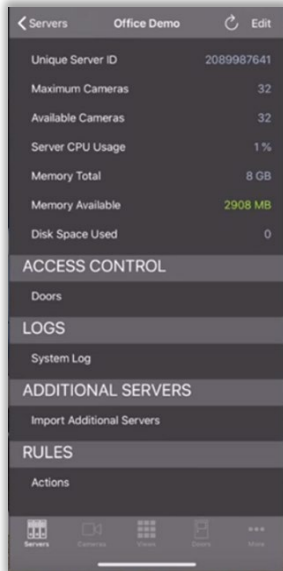
Tap 'Done'.



You should see logs for the date that was chosen in the filter.



IMPORTING SERVERS

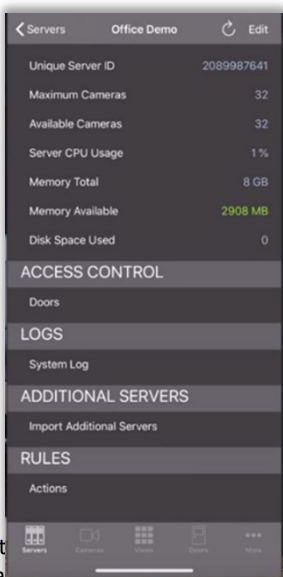



Tapping on *Import Additional Servers* from the server view will give you a list of all shared servers loaded in the database.



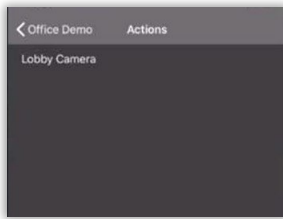
You will be able to import a particular server or *Import All* servers from here. To import a specific server, tap on that server. When you want to import all of the servers, go to the upper right-hand corner, and tap on *Import All*.

ACCESSING RULES FOR SERVERS



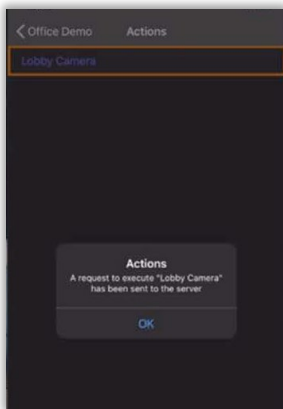
Action rules can be created on the server. When you tap on  from the Servers view, you will see *Actions* under *Rules*.

Tap on *Actions*.



If there are any existing rules, they will show under the Actions view.

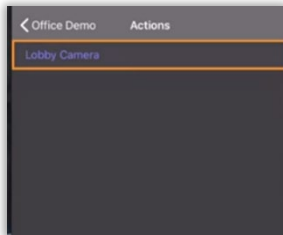
For example, Lobby Camera has already been setup with a rule.



When you tap on the rule, you will receive a notification.

The notification should indicate an Action status. For example, "A request to execute "Lobby Camera" has been sent to the server".

Tap on OK to continue.



Now you will be returned to the Actions view.

CAMERAS

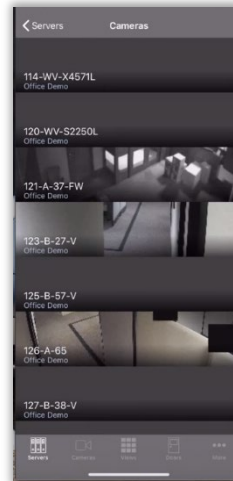
ACCESSING LIVE VIDEO

To view Live Video for a specific Server, tap on Servers in the server toolbar. Select the camera you wish to access live video on by tapping on the image. You can also tap on Cameras in the main navigation toolbar and select a camera in this order. Selecting a single camera will give you a single view of the camera selected.

If you click on any of the Servers from the Servers list, it will give you a list of cameras. You will see a list of cameras in thumbnails.

Each row will contain a thumbnail for the camera with the name of the camera and name of the server of which that camera is on.

You can tap on the thumbnail and it will take you to the camera.




Originally the controls will appear in the image but will eventually fade away. You can access the controls again by single tapping on the image.

You can rotate the device (when using an iPhone) and it will maximize the size of the image. Double-tapping on the image will zoom. When you double tap the image again, it will take you back to the original image. In live video, you can also use the pinch to zoom (PTZ) to view a specific area of the image.



From the controls, tap and drag the left double arrow to the left and it will start fast rewinding the live video. During the fast rewind, it will show a timestamp in the image and above the controls. When you let go of the control, it will return back to Live Video. To fast forward in the Live Video, you will tap and drag the double right arrow forward. It will stop once it has reached the end of the recorded video and return to the current state of the Live Video.

LIVE CAMERA ACTIONS

Live Camera actions can be used for various functions on the live video. To use the Additional Live Camera actions, tap on the  button. A list of these actions and a brief description can be found below.

Action	Description
Pause Video	This function is used to pause live video.
Save Image to Photos	This function is used to save a copy of the live image video to the Photos application on the Apple device. Initially, you will be asked if you want to allow access to your photos.
Email Image	This function is used to send a snapshot image of the live video through the Apple native email client. Initially, you will be informed to enable an email account on the Apple device.
View Video Files	This function is used to view video that has been recorded and stored on the server.
Select Recorded Video Time	This function is used to select a time range for which recorded video you want to view.
Motion Events	This function is used to display Motion Events that have been captured by the specific camera.
Camera Information	This function will display camera statistics such as frame size, frame rate, last read and write, network bandwidth, codec, and model. Video Recordings detail is available under video files, recording at specific time, and motion events.

ACCESSING RECORDED VIDEO

To access recorded video from the live camera, tap on the button at the top right-hand corner.

Tap and drag the rewind button (double left arrow) in the reverse direction to rewind video. If you want to fast forward in the video playback, tap and drag the fast forward button (double right arrow) to the right. You will be able to use the Pause button to stop the video playback. You can resume playback by selecting the Play button on the slider.



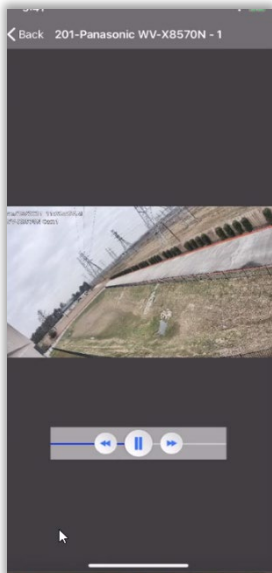
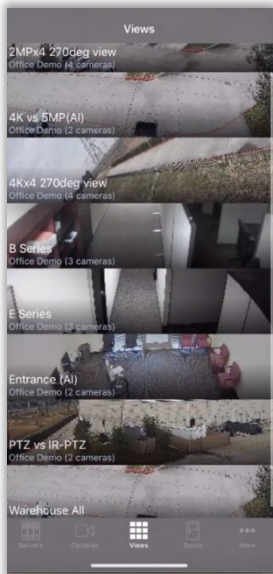
The first set of buttons below the timestamp are used to step back and step forward to one frame and pause. Tapping the step back (step back by one frame) button will only be able to display one iFrame. It will not display every frame. The step forward (step forward by one frame) will move forward in the video one frame at a time. The outer left arrow button will move back to the previous file and the outer right arrow button takes you to the next file.



When you rotate your device, the controls will change. You will be able to move the bottom slider to jump through the video. It will begin to play the recorded video from the location of the slider.

VIEWS

The views are preset camera views used to view multiple cameras at once. These multi-camera views must be configured in Vi Monitor/Monitor Station prior to being used in VI Mobile Plus. To view multi-camera views, select the Cameras button. Select the multi-camera view you would like to see and you will see a list of all the cameras in that multi-camera view.



Once the camera appears in the view, you will have controls available to rewind or fast forward.

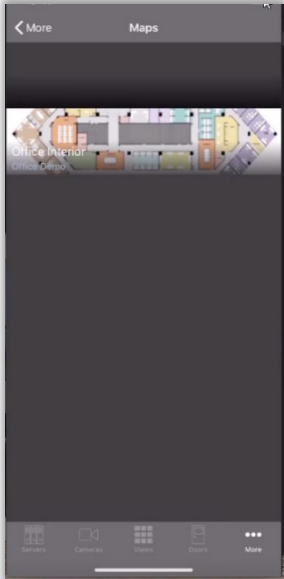
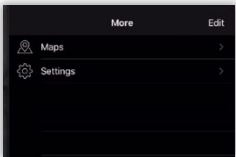
You will also be able to swipe left and right to go through the other cameras in that view. When it gets to the last camera, it will only allow you to swipe back.

MORE TOOLBAR SETTINGS

MAPS

Facility Maps are available to display a graphical representation of all cameras in the facility. All facility maps must be setup in VI Monitor/Monitor Station clients to be viewable within the iOS application. To view the facility map, tap on the More tab from the main navigation toolbar and tap on Maps. A list of maps set up in Monitor Station will be shown. Select the map you wish to view. Selecting Maps will display the Maps for all Servers added to the App and display thumbnails for all cameras associated with that Map. Tapping on one of the thumbnails will instantly pull up the live video for that camera.

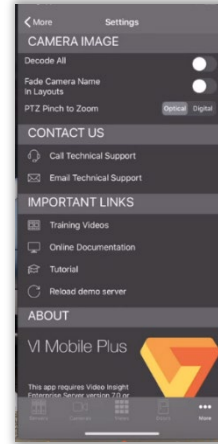
If you wish to view live camera activity, touch the corresponding image on the map shown. You will be able to see the embedded maps within the map. The facility map can be zoomed and scrolled by pinching the screen to expand.



SETTINGS

To access the Settings panel, tap on More on the main navigation toolbar.

This screen contains application settings that are customizable based on user preferences.



CAMERA IMAGE

Decode All : This, if 'ON' all frames (I and P) are decoded at all times. If 'OFF' only I frames are decoded until motion is detected at which time all frames are decoded, until 30 seconds after motion ceases.

* For cameras streaming JPEG images, 'Decode All' has no effect on the image as all frames are decoded.

Fade Camera Name In Layouts : This controls whether camera labels are displayed at the bottom of Camera Layout Tiles.

PTZ Pinch to Zoom : This chooses between and Optical and Digital zooming.

CONTACT US

Call Technical Support : On phone enabled devices, this setting will call the Video Insight Technical Support Center.

Email Technical Support : For devices with an email client enabled, this setting will allow a user to send an email to Video Insight Technical Support personnel.

IMPORTANT LINKS

Training Videos : This feature provides links to the Video Insight web page and training videos.

Online Documentation : This links to the Video Insight web page for User Support with links to the available User Guides and Manuals.

Tutorial : This setting starts the in-app Tutorial providing an overview of app functionality.

Reload Demo Server : This feature populates the Video Insight Demo Server into the Server List with its associated cameras.

ABOUT

Requires Video Insight Enterprise Server version 7.0 or greater. It is recommended that you use server version 7.3.0 or greater. The minimum software requirement is iPhone iOS 14.4 or higher.