



Defender HD Web UI/APP
User Manual

THANK YOU

Congratulations on your Defender HD purchase! You've made a great choice to protect what you value most.

We take our products performance very seriously and want to ensure that you are completely satisfied with your purchase. If you have any questions, or to get more out of your product, please visit defender-usa.com first regarding any additional information on product features, specifications or assistance with setup. Please contact us via one of the methods below:

Email: support@defender-usa.com

Online web chat: www.defender-usa.com

WARRANTY INFORMATION

All of our products come with a one-year warranty from the original purchase date against defects in workmanship and materials. If you have warranty or support issues, please

contact us: support@defender-usa.com

DEFENDER® Canada: 4080 Montrose Road Niagara Falls, Ontario, Canada L2H 1J9

DEFENDER® USA: 840 Aero Drive Cheektowaga, NY, USA 14225

For more information about your product's warranty, please visit our website at www.defender-usa.com

Warranty Terms

1. DEFENDER® products are guaranteed for a period of one year from the date of purchase against defects in workmanship and materials. This warranty is limited to the repair, replacement or refund of the purchase price at DEFENDER®'s option.
2. This warranty becomes void if the product shows evidence of having been misused, mishandled or tampered with contrary to the applicable instruction manual.
3. Routine cleaning, normal cosmetic and mechanical wear and tear are not covered under the terms of this warranty.
4. The warranty expressly provided for herein is the sole warranty provided in connection with the product itself and no other warranty, expressed or implied is provided. DEFENDER® assumes no responsibilities for any other claims not specifically mentioned in this warranty.
5. This warranty does not cover shipping costs, insurance, or any other incidental charges.
6. You **MUST** contact DEFENDER® before sending any product back for repair. You will be sent a Return Authorization number with return instructions. When returning the product for warranty service, please pack it carefully in the original box with all supplied accessories, and enclose your original receipt or copy, and a brief explanation of the problem (include RA #).
7. This warranty is valid only in Canada and the continental U.S.
8. This warranty cannot be re-issued.

DISCLAIMERS

1. The IR illumination range is up to 130ft in low light conditions and up to 100ft in complete darkness. Objects at or beyond this range may be partially or completely obscured, depending on camera application.
2. When viewing remotely: Video quality is dependent on network performance. The speed of the Internet connection going to the DVR may affect the products performance.
3. Cameras are weather resistant; they are not weatherproof. Not intended for use in direct exposure to water, rain or snow.
4. The user must set up a password in the menu before using.
5. Defender HD cameras are not compatible with the 21000 series DVRs.
6. The DVR requires a broadband router and Internet connection—not included. An Internet browser is required.
7. This product contains small parts. Exercise care when unpacking and assembling the product around children.
8. The date must be entered correctly into DVR to ensure that footage is recorded on the correct date.
9. DEFENDER® highly recommends the use of an Uninterruptable Power Supply (UPS) with surge protection for all products.
10. Audio Recording may be prohibited in your location. Please check local laws before recording any audio.
11. DEFENDER® does not endorse any DEFENDER® products for illegal activities. DEFENDER® is not responsible or liable in any way for any damage, vandalism or any other action that may occur while a DEFENDER® product is in use.
12. We reserve the right to change models, configuration or specifications without notice or liability. Product may not be exactly as shown.
13. For regions with climates that drop below -10°C it is recommended to bring the camera indoors during the coldest winter months.
14. This product and its included technologies may be protected by one or more international patent(s) or patent(s) pending. ©2016 DEFENDER®. All rights reserved. DEFENDER®, the DEFENDER® logo and other DEFENDER® marks may be registered.



FCC STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Non-modification Statement:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator.

IC STATEMENT

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This device complies with RSS 247 of Industry Canada. This Class B device meets all the requirements of the Canadian interference-causing equipment regulations.

Cet appareil numérique de la Classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

RF exposure statement:

IC Radiation Exposure Statement

This equipment complies with IC RSS-102 radiation exposure limit set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Déclaration d'exposition à la radiation : Cet équipement respecte les limites d'exposition aux rayonnements IC définies pour un environnement non contrôlé. Cet équipement doit être installé et mis en marche à une distance minimale de 20 cm qui sépare l'élément rayonnant de votre corps.

L'émetteur ne doit ni être utilisé avec une autre antenne ou un autre émetteur ni se trouver à leur proximité.

ICES-003:

CAN ICES (B)/ NMB-3 (B)

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NOTE:

Some advanced settings cannot be adjusted from either the Web UI or the app. You will need to access the DVR directly to erase footage from the DVR's internal hard drive, restore the DVR back to the factory default settings, change the date and time, etc. Note that these settings cannot be changed remotely to ensure the security of the unit. For more information on these settings, please refer to the DVR user manual.

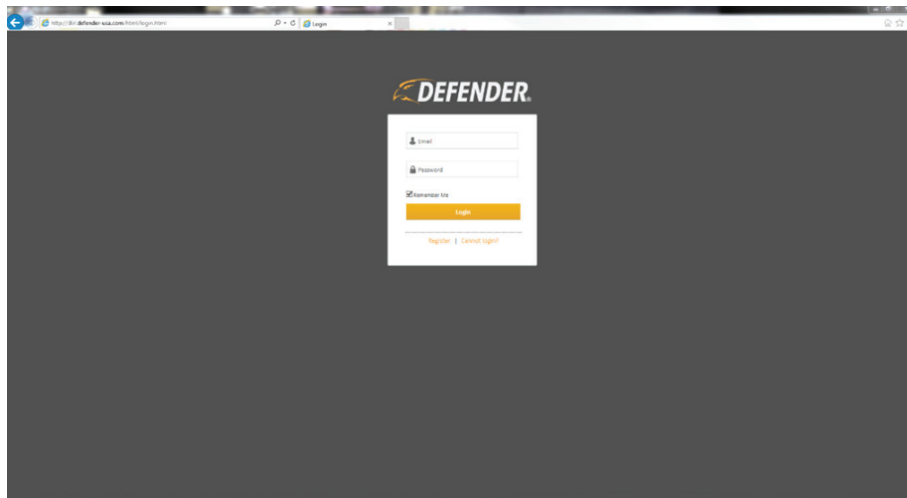
Did you know

Before you can access the DVR from the Web UI and mobile app, you will need to have the DVR connected to a monitor, and to a router or modem with the Ethernet cable included in your kit. It is mandatory to change the password for the DVR before you can access it from either the web UI, or the app. For assistance with setting this up, please refer to the DVR hardware manual.

GETTING STARTED

When you are ready to access the DVR, navigate to dvr.defender-usa.com. Please see the list of compatible browsers below.

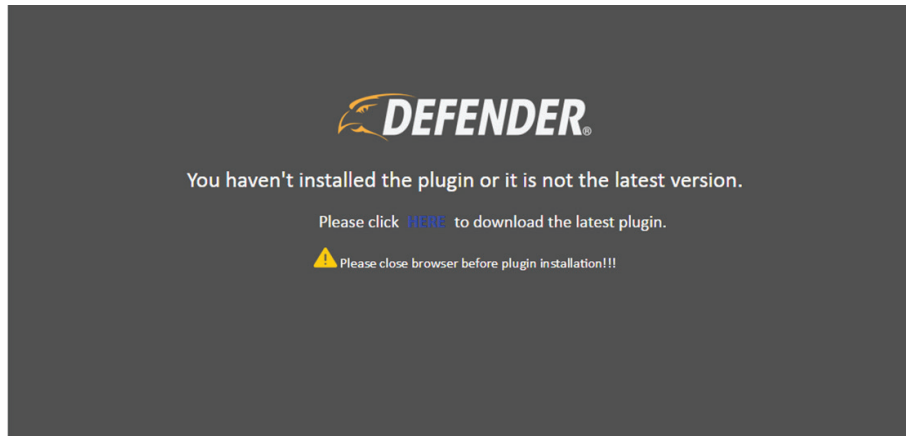
- Internet Explorer
- Firefox
- Safari



If you do not have an account, follow the steps below to do so to create one.

1. Select register. The next page will list the Terms of Use. Select Agree to proceed.
2. Enter the email address you wish to use, and create a password. Note that both email address and password will be case sensitive. For your protection, we do not recommend using the same password for your account as the one used for the DVR. The password can be made up of numbers and letters only.
3. Select register. A confirmation email will be sent to the email address you have selected. Click the link in this email to finalize the account creation.

You can now log into the DVR. The first time you log in, you will be prompted to install a plugin before you will be able to see the live stream from your cameras. Note that the plugin will need to be installed the first time you log in from a new computer. Each browser will have separate steps to install the plug in.



Internet Explorer Plugin Installation

Click where directed to begin installing the plugin. Once the installation wizard appears on the screen, close the browser, and then click install. Once installation is complete, reopen the browser window, enter the URL and log in.

Safari Plugin Installation

Click where directed to begin installing the plugin. Once the installation wizard appears on the screen, close the browser, and then click install. Once installation is complete, reopen the browser window. Go to Safari – Preferences – Security – Plugin settings. Select Allow Always. Quit Safari and restart. Enter the URL and log in.

Firefox Plugin Installation

Click where directed to begin installing the plugin. Once the installation wizard appears on the screen, close the browser, and then click install. Once installation is complete, click the Firefox menu icon in the top right hand corner. Go to Add-ons – Plugins. Locate the Defender Web Plugin and set it to Always Activate. Close Firefox and restart. Enter the URL and log in.

The Live View page is where you will be able to watch a live view of your cameras. If you have not added a device to your account, access the Device Manager section. See page 13 for more information.



If you have already added a device to your account, you will see the Device name in under the device list on the left hand side of the screen. Next to the device name will be two icons.



Play: Select Play to start the live stream for all cameras.

Stop: Select Stop to end the live stream for all cameras.

Note that these options will not affect your DVRs recording schedule, and will adjust the live stream only.

The cameras installed are listed under the device as channels. (i.e. CH01, CH02). This list represents the number of cameras installed, not the number of channels that the DVR has available. This means that if your DVR has 8 channels, but only 4 have cameras connected, you will only see 4 channel options listed under the device name.

Next to each camera is three icons.



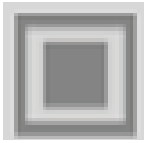






Play: Allows you to begin the live stream for that channel only. When play is selected, the icon changes to Pause.

Video Camera: Prompts the channel to begin recording to your computer's hard drive. Select the icon again to stop the recording. A pop up appears in the lower right corner to indicate that recording has started and ended. Once recording has ended, the pop will have a Open File option. To adjust the file location, see PC Storage Location under the Device Management section on page 15 of the manual.

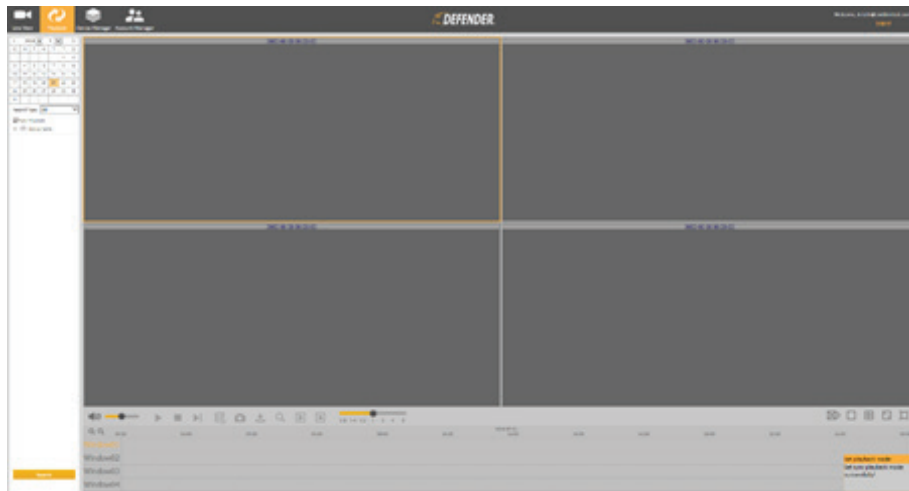
Camera Icon: Allows you to take a snapshot of the current image. Once the snap shot is taken, the image capture pop up appears in the lower right hand corner of the screen indicating the location of the file and folder containing the snapshots. To adjust where these files are saved to, see PC Storage Location under the Device management section on page 15 of the manual.

To view a channel in full screen mode, double click on the camera view. Double click the image again to return to all camera views.

At the bottom of the page, you will have different options to adjust how the cameras are viewed.

	<p>End live stream: Select the icon to end the live stream for all channels. Select play beside the device name to resume the live stream.</p>
	<p>Go to the previous page: Select the icon to go to the previous page of channels. Note this option will not apply if you are viewing all channels in one screen.</p>
	<p>Go to the next page: Select the icon to move to the next page of channels. Note this option will not apply if you are viewing all channels in one screen.</p>
	<p>Enter Full Screen Mode: Select the icon to enter full screen mode and view the cameras only. Select ESC on your keyboard to leave full screen mode.</p>
	<p>Turn Audio On/Off: Select the icon to turn audio on or off. Note that you must have an audio enabled camera/microphone to use this feature.</p>
	<p>Digital Zoom In: Select the icon to zoom in on an area of the camera view. On the camera image, click and drag to zoom in or enlarge the view. Select the icon again to return to the normal view.</p>
	<p>Select channel View: Allows you to select how many channels you wish to view on one page. Note that if you select a view with more channels than the number of cameras you have connected; you will see grey screens for these channels.</p>

This section allows you to view the recorded footage from your DVR.



The Playback page allows you to view footage that has been recorded to your DVRs internal Hard Drive. *Note that this page will not allow you to playback footage that has been recorded directly to your computer.*

Calendar: Select the date you are looking for footage from. After you have selected Search at the bottom of the page, dates with available footage will have a red corner.

Record Type: Select the type of footage you are looking for. The options are:



- All: Search for all recorded footage
- Normal: Search for footage recorded on constant recording
- Motion: Search for footage recorded due to motion detection







Sync Playback: Select this to allow all selected cameras to playback at the same time.








Device List: Select the device you wish to locate footage from. Once you have selected the device, select the cameras you wish to view footage from. *Note that you can select up to 4 cameras at one time to play footage back from.*

Search: Select this to search for footage based on the selected information.

Playback Controls:

	<p>Audio On/Off</p>
	<p>Volume</p>

	Play/Pause
	Stop
	Fast Forward
	Video Clips
	Snapshots
	Download
	Zoom In/Out
	Play All Windows

	<p>Stop all windows</p>
	<p>Playback Speed</p>
	<p>Stop all Playback, Stop all downloads, Stop all Windows</p>
	<p>Full Screen: Clicking this multiple times will navigate to the next channel.</p>
	<p>Return to four channel view</p>
	<p>Stretch view/ Return to normal View</p>
	<p>Full Screen: Selecting this will remove the footage bars at the bottom of the screen.</p>

DEVICE MANAGER

This section allows you to add a DVR to your account.



Select the plus icon to begin adding a new device.

 A screenshot of the 'Add Device' form. The form has a back arrow icon in the top left corner. It contains five input fields: 'P2P ID:', 'Media Port:', 'Device Name:', 'Device Username:', and 'Device Password:'. Each input field has a red asterisk on the right side. At the bottom of the form is a yellow 'Save' button.

P2P ID: The ID number can be found on the QR code sticker located on the top right hand corner of the DVR. Please ensure that this is entered exactly as shown on the DVR.

Media Port: Locate the media port by navigating to the Network tab of the DVRs main menu, in the Parameters section. This should be 9000 by default.

Device Name: Select a name for the DVR. Note that this is not listed in the DVR itself, you are required to create a name.

Device Username: Enter the DVR username. This is the username you assigned during the initial setup of your DVR. If you did not change the DVR username, the default username is admin.

Password: Enter the DVR password. This is the password you assigned during initial setup of the DVR.

Save: Select Save to store the settings and add the DVR to your account.

Each device associated with your account is shown on the Device Manager Screen. To adjust the settings for a device, select one of the icons listed.

To navigate back to the Device Management page, select the back arrow next to Add Device at the top of the page. Each device associated with your account is shown on the Device Manager Screen. To adjust the settings for a device, select one of the icons listed.

The calendar icon  allows you to adjust the record settings for that device.



Channel: Select a channel to adjust the recording settings.

Motion Detection: Select to turn Motion Detection On or Off.

Detection Sensitivity: Select to set the motion detection sensitivity. The available options are:

- Low
- Mild
- High
- Max

Event Video Length: Set the length of the video file for motion. The options are 30 seconds, 1 minute, 2 minutes, or 5 minutes.

Camera Recording: Select to turn recording On or Off for the selected camera.


Recording Schedule: Set the recording schedule for each day of the week. Note that you must set the schedule for each day individually. Use the Schedule grid to select the time period for recording. Each box on the Schedule represents 1 hour. *Note select either constant or motion recorded, not both at the same time.* Selecting both constant and motion at the same time may cause an issue with recording and as a result the DVR may not record at all. Select Clear to clear all boxes.

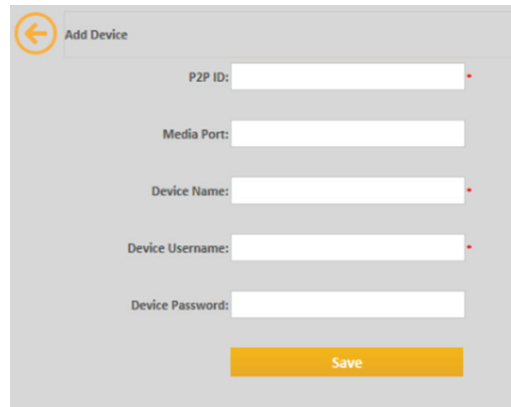
Save: Select save to store the recording settings. Ensure that you select save every time you change the settings for each channel.

Note:


Please note that for a motion recording schedule, you will need to ensure that motion is enabled in the DVR menu.

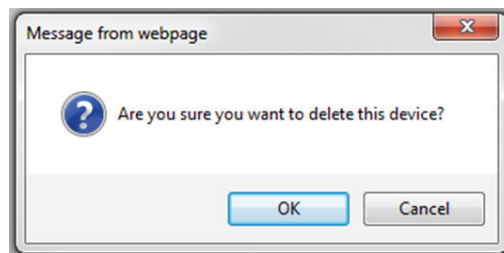
Modify Device

The pencil icon  allows you to adjust the device information in the event that anything was changed from the DVR itself. For more information on these settings, see Add Device on page 13.



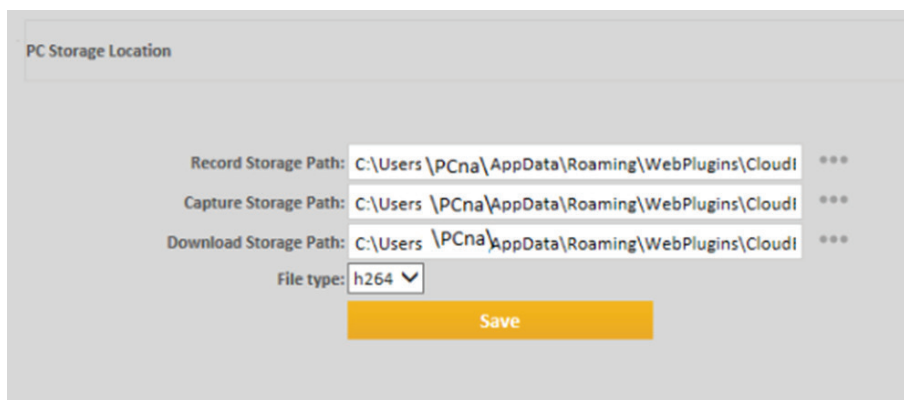
Delete

The Delete icon  allows you to remove a device from your account. When selected a message window will appear requesting you to confirm. Select Yes to delete or Cancel to return.



PC Storage Location

This section allows you to adjust the location that footage and snapshots will be saved to on your PC.



By default, it will be set to the following path:

C:\Users\PCname\AppData\Roaming\WebPlugins\CloudEye\IEFFChrome\IE_CMS_RECORD_CAPTURE\ManualRecord

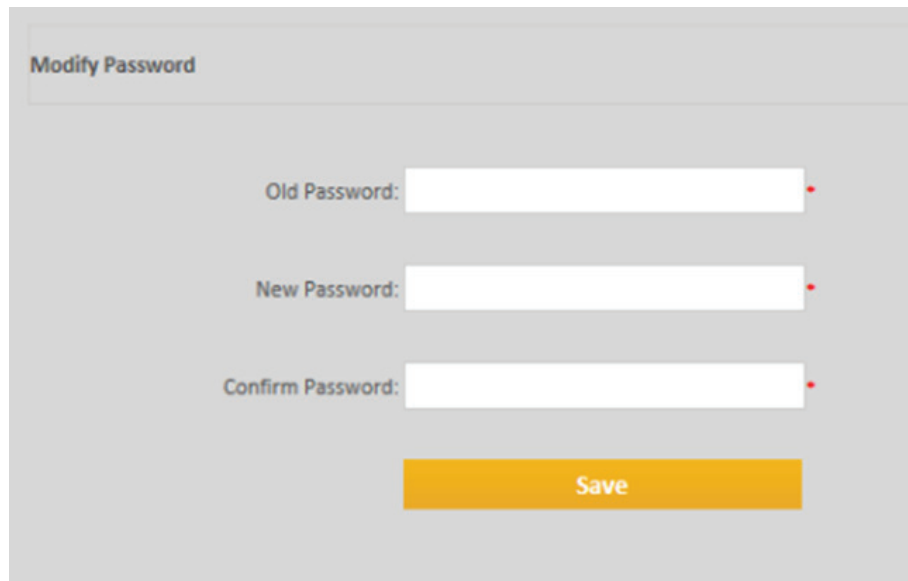
To change the location, click the three dot icon next to path and enter the new path.

File Type: The DVR records in a H.264 format to allow for maximum space on the hard drive. Downloaded footage will be in AVI format. This format plays back in most common media players.

Save: Select Save to store the location settings.

Account Manager

This section will allow you to modify the password for your account. The password can be made up of letters and numbers only, and it is case sensitive.



The image shows a web form titled "Modify Password" with a light gray background. It contains three input fields, each with a red dot at the end: "Old Password:", "New Password:", and "Confirm Password:". Below the fields is a yellow "Save" button.

Forgot your password

If you forget the password for your account, select "Cannot Login?" from the log in page.

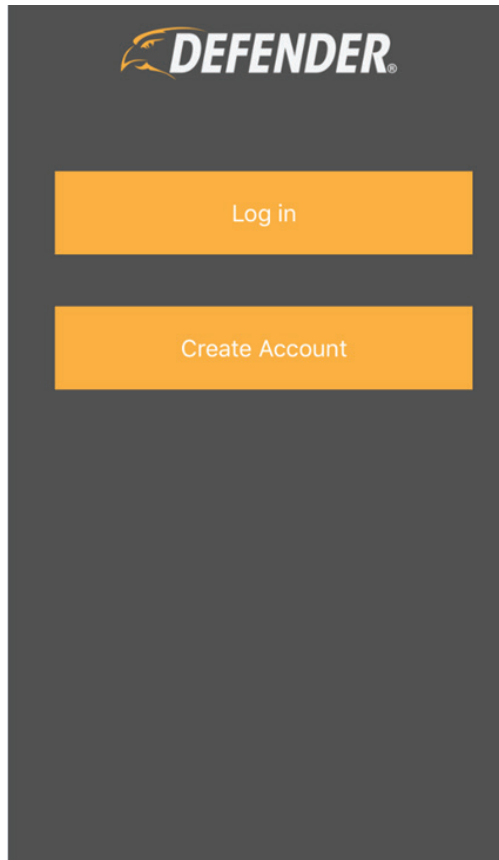
Select Forgot Password and enter your email address.

Select Reset, and you will be sent an email to reset your password. Click the link in the email. It will open a browser window asking you to enter the new password. The password can be made up of letters and numbers only, and is case sensitive.

Download the Defender HD app from Android or iPhone app store.

Account Creation

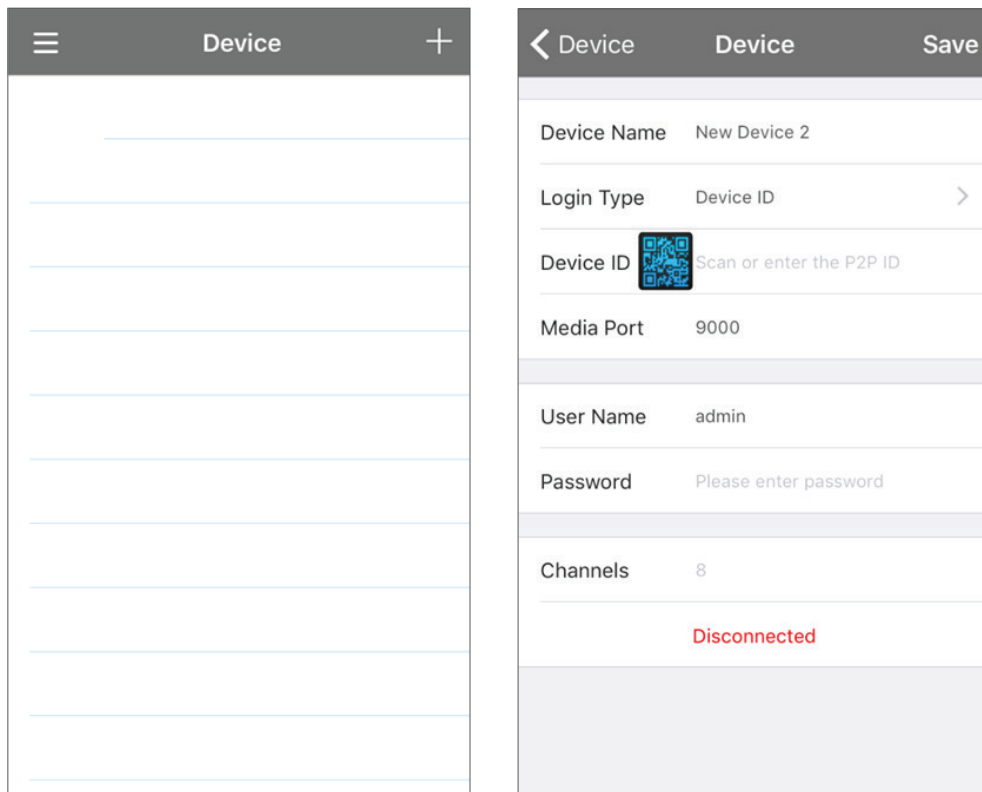
This section allows you to create an account, or log into an existing account.



1. Select Create an account to begin the account setup.
2. Enter your email address and create a password. *Note that the password can be made up of letters and numbers only, and is case sensitive.*
3. Check the box next to "I agree to the terms of use." Tapping on Terms of Use will take you to a new page, where the terms will be listed. From this page, select agree.
4. Select Create an Account. A confirmation email will be sent to the email address you have selected. Click the link in the email to finalize the account creation.

Add a device

This section allows you to add a device to your account.



Follow the steps below to add a device using the QR code:

1. Tap the Menu icon in the top left hand corner and select Device.
2. Tap the Plus sign in the top right hand corner to add a new device.
3. Tap the image of the QR code beside Device ID. A scanner will open. You may be required to allow the app access to your smart phones camera.
4. Scan the code. Once it is successfully scanned, it will take you back to the device page.
5. Enter the DVR user name and password.
6. Tap Save in the top right corner. You will be taken to the live stream of the cameras that are connected to that DVR.

If you are unable to scan the code, follow the steps below to manually add the device.

1. Tap the space next to the image of the QR code
2. Enter the ID number located on the QR code sticker on top of the DVR.
3. Enter the DVR user name, and password.
4. Tap Save in the top right hand corner of the screen, and you will be taken to the live stream of the cameras that are connected to that DVR.

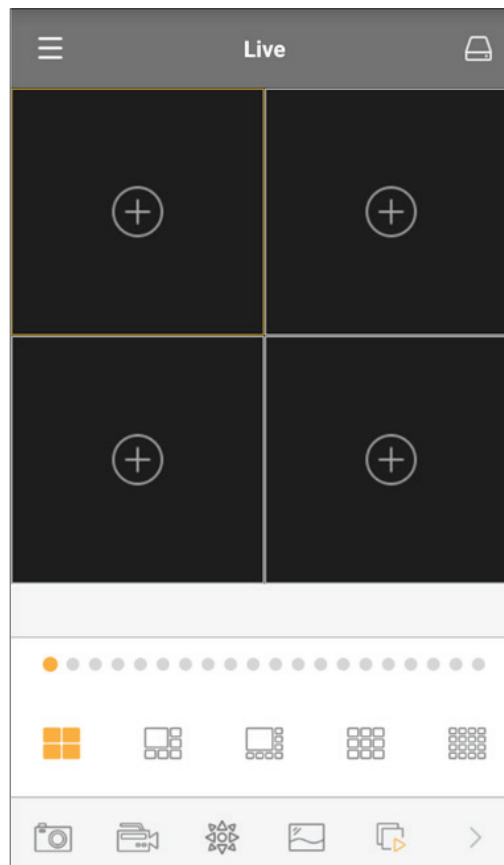
Forgot Password

If you have created an account and you do not remember the password used, follow the steps below to retrieve the password:

1. Select "Forgot Password". The forgot password page will ask for the email address used to create the account.
2. Enter your email address, and if the email address is associated with an account, a password reset email will be sent.
3. Click the link in the email to open the browser window. Enter a new password and confirm the password. The password can be made up of letters and numbers only, and is case sensitive.


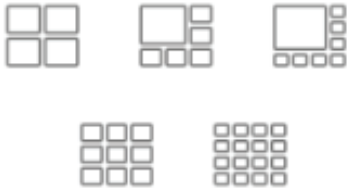





Live View





This section allows you to add devices to view on the Live View screen.



1. Tap the Device icon in the top right corner to access the Device list.
2. Tap the Device you wish to access, and tap at the bottom of the page to begin viewing the live stream of that device. Note you can select the device, or individual channels.
3. To change the order of the channels, tap and hold on one channel and drag it to a new channel

Live View Icons



	<p>Device List: Select the icon to access the Device list.</p>
	<p>Split Screen Options: The available options: 4, 6, 8, 9 and 16.</p>
	<p>Add a Channel: Select the icon to add an individual channel to view live.</p>
	<p>Snapshot: Select the icon to take a Snapshot of the camera image. You will have the option to snapshot one camera image, or select Capture all to take a snapshot of all camera images.</p>
	<p>Record: Select the icon to start recording footage to your smartphone. You will have the option to record from one camera, or select Record All to record all camera images. Select Stop to end recording.</p>
	<p>PTZ Control: Allows you to access the PTZ camera controls. See page XX for more information.</p>
	<p>Image Quality Control: Select the icon to adjust the quality of the stream. Select High Quality Stream or Standard Quality Stream.</p>


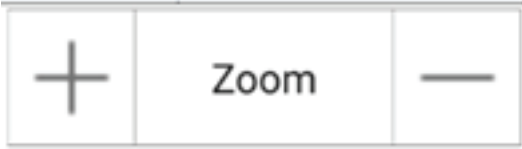
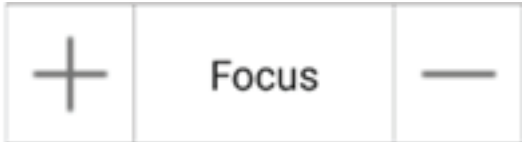
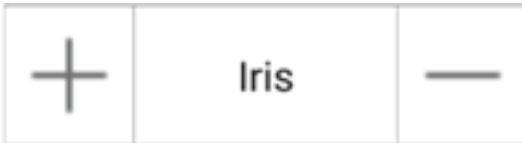
	<p>End Live View: Select the icon to end the live stream</p>
	<p>Mute: Select the icon to mute the audio. This option is applicable only if you have an audio enabled camera or microphone connected to your DVR.</p>
	<p>Video Size Control: Select the icon to adjust the quality of the live stream. Available options: Stretch, Original, 4:3, or 16:9. Note this will affect the live stream quality only.</p>
	<p>Intercom: Select the icon to speak through a microphone if you have one connected to the DVR.</p>

PTZ Control

To access the PTZ camera controls, click the PTZ icon . This section is applicable only if you have a PTZ camera connected to your DVR.

PTZ Icons

	<p>Control Arrows: Allow you to move the cameras side to side or up and down using the arrows.</p>
	<p>Speed: Allows you to set the speed of movement.</p>

	<p>Pre-set Points: Allows you to set, access, or delete the preset points.</p>
	<p>Zoom: Allows you to zoom in and out on camera image</p>
	<p>Focus: Allows you to focus camera image</p>
	<p>Iris: Allows you to adjust the level of light coming into the camera lens.</p>

Preset PTZ Points

1. Use the PTZ arrows to move the camera lens to the desired location.
2. Tap the Pre-set Icon. You can have up to 256 pre-set points.
3. Select Set to save.
4. Slide up and down on the screen to select a pre-set point to view. Tap call to access the select pre-set point.

Zoom

To see a camera image in full screen, double tap the camera image. You can pinch in and out using your fingers to enlarge the image further. Double tap the image again to return to the main live view page.

Full Screen Display

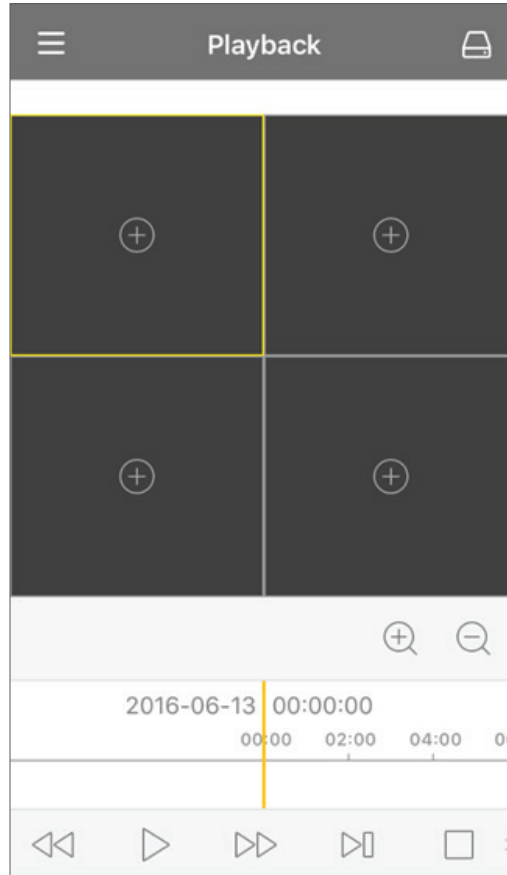
To access landscape mode, flip your phone sideways.


Removing a Channel from Live View

To delete a camera from the live stream, tap and hold the channel, and then drag it to the top of the screen. You will see a blue garbage can icon. Release the channel to delete.

Playback

This section allows you to access the Playback Menu.



To access the Playback menu, tap the menu icon  in the top left hand corner and select Playback. The footage located in the section will be footage that was recorded to the DVR's internal Hard Drive. To access footage that was recorded directly to your phone in the app, please go to the Video Album Section.









NOTE:

For HD quality videos, we recommend viewing the footage from the DVR directly, or from the website. Depending on the network connection for your smartphone, the quality may be degraded.

Playing Back Footage

1. From the Playback section, tap on the device icon to access the device list.
2. Select the year and month that you wish to playback footage from.
3. Tap the check mark next to the device that you wish to playback from, and a list of channels for that device will appear.
4. Tap the check mark next to the channel you wish to playback from. The dates with available footage will appear above the device name.
5. Tap the date you wish to view, and you will be prompted to select the type of recording you wish to view. Once you have done this, select Confirm. You will be taken back to the Playback screen and the footage will start to play. To view the footage in full screen, flip your phone to landscape view.

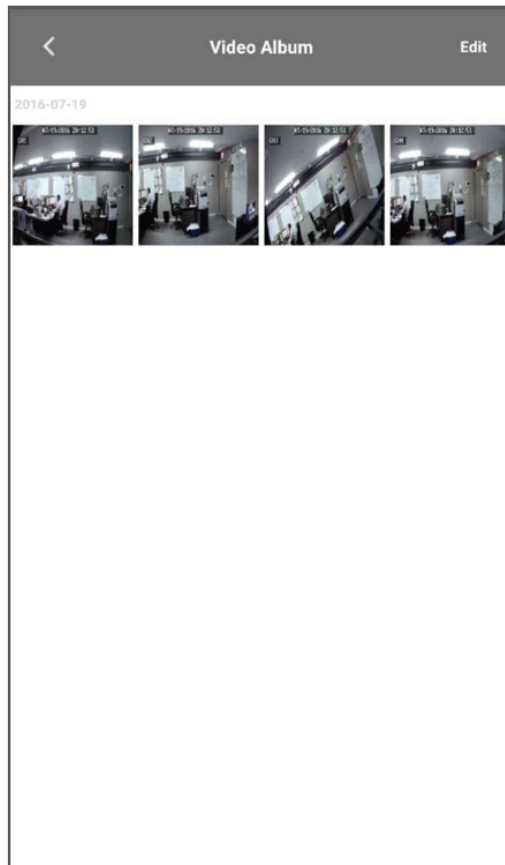
Playback Icons

	Rewind
	Play/Pause
	Fast Forward
	Frame by Frame
	Stop
	Snapshot
	Record
	Mute

Tap and drag the playback bar to move to a later timeframe. Alternatively, tap the plus or minus icon to move the playback forwards or backwards. Hold and drag a camera image to move it to a different viewing pane.

Video Album








This section allows you to playback footage that has been recorded directly to your smart phone. If there is no footage recorded to your smartphone, this page will be blank.



To access the Video Album, tap the menu icon in the top left hand corner.

1. To view any recorded footage, tap the device name.
2. The next page will list the available videos. Tap the video you wish to view.
3. The footage will start to playback automatically.

Playback Icons

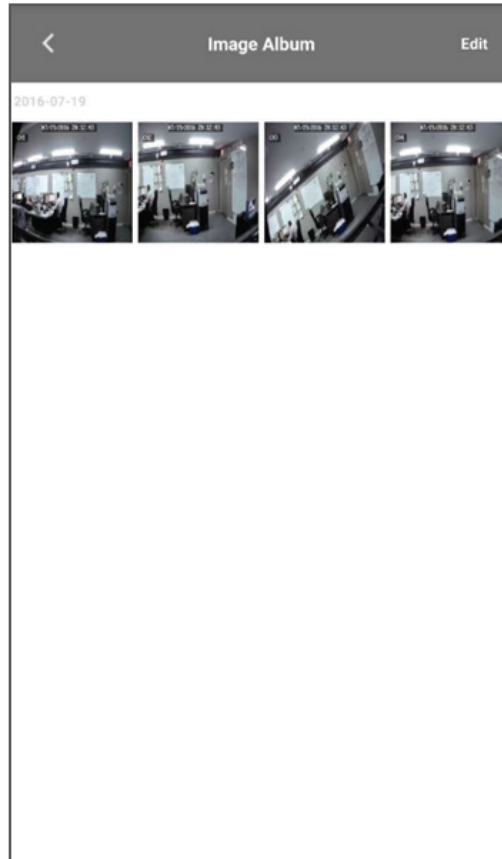
	Rewind
	Play/Pause
	Fast Forward
	Frame by Frame
	Stop
	Snapshot
	Mute

Removing Recording Files

To delete the recorded footage, select the Edit option from the top right hand corner of the screen. Tap the file you wish to delete and then tap Delete at the bottom of the page. If you wish to delete all files at once, select Clear.

Image Album

Any snapshots saved to your phone will be stored in this section. If there are no snapshots saved to your smartphone, this page will be blank.



To access the Image Album, tap the menu icon in the top left hand corner of the screen, and select Image Album from the list. Select the device you wish to view snapshots from and you will be taken to an album of available snapshots. Tap on a snapshot to view it in full screen mode.

This page will give you the option to send the snapshot in an email, to begin a slide show of all images, or to delete an image.

To send the image in an email, follow these steps:

1. Select the image you wish to send.
2. Tap the Envelope icon in the bottom left hand corner of the screen.
3. Select email, and your email application will open. Enter the address of the recipient and select send.

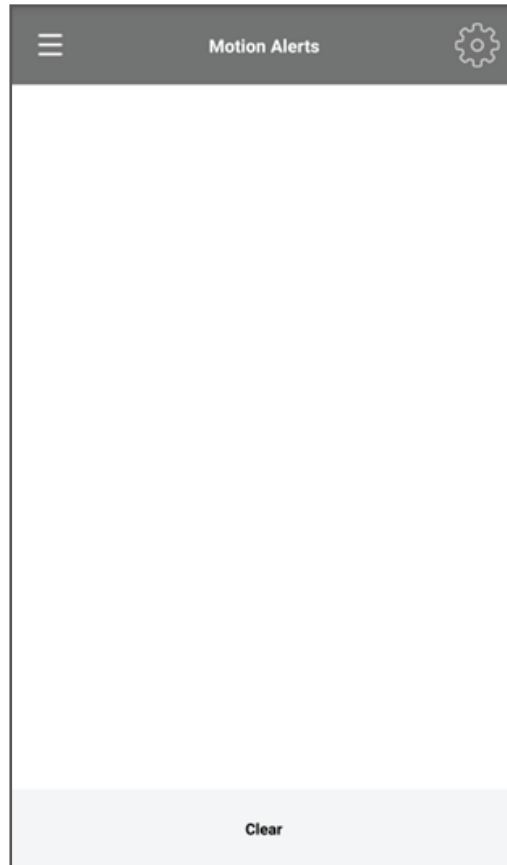
To begin a slideshow of all images, select the play icon in the bottom middle of the screen.

To delete the selected image, tap the garbage can icon in the bottom right hand corner.



To delete multiple images, tap the Edit option in the top right hand corner of the Album page. Tap the images you wish to delete and select Delete from the bottom of the page. To delete all of the images for that device, select Clear.

Motion Alerts

If your DVR has motion detection enabled, you can receive notifications when motion is detected by the DVR



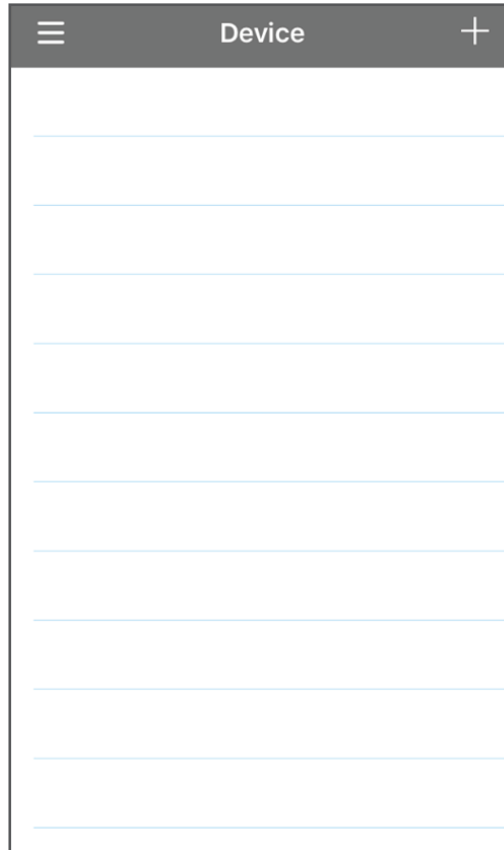
To enable notifications, follow the steps below:

1. Tap the Menu icon  in the top left hand corner and select Motion Alerts.
2. Tap the Gear icon  in the top right hand corner of the screen to view the list of devices.
3. Tap the off Icon. This will enable 'Push' and you will begin to see notifications when motion is detected by a camera that is connected to that device.



You will see a pop up notification on your phone. You can also access a list of the notifications from the alarm section of the app menu. Select Clear at the bottom of the page to clear the list of notifications.

Device

This section allows you to add and remove devices from your account, as well update information for any devices added to your account.



To add a new device to your account, follow these steps:

1. Tap the Menu Icon  in the top left corner and select Device.
2. Tap the plus sign icon  in the top right hand corner.
3. Enter a device name.
4. Select the login type. By default, this will be set to Device ID. To add the device using a QR code, leave this as Device ID. To add the device using an IP address, tap Device IP and select IP/Domain.
5. Tap the QR code icon to open the scanner. Note that you may have to allow the app access to your smartphones camera in order to scan the code.
6. Enter the media port. This should be 9000 by default. To ensure that this is correct, please see the Networking Page of the DVR menu.
7. Enter the username and password for the DVR.
8. Tap Save in the top right hand corner. The device will be saved and the app will open the live view page for that device.

To access the device information for a device that is already connected to your account, tap the device name.

To remove a device from your account, drag the device name to the left and you will see a garbage can icon. Select this and the device will be removed from your account. We recommend that this be completed if you are no longer in possession of the DVR. A DVR can only be added to one account at a time.