HikCentral Mobile Client
User Manual (iOS)
User Manual

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About this Manual

This Manual is applicable to HikCentral Mobile Client Software (iOS).

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website (http://overseas.hikvision.com/en/).

Please use this user manual under the guidance of professionals.

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Chapter 1 Overview

1.1 Introduction

HikCentral Mobile Client can access to HikCentral V1.3.0.0 or previous (hereinafter simplified as HikCentral) via Wi-Fi, 3G, and 4G networks, and fulfills the functions of the devices connected to the HikCentral, such as live view, remote playback, PTZ control, video clipping, and alarm notification.

Note: Network traffic charges may be produced during the use of this Mobile Client. Please refer to the local ISP.

1.2 System Requirements

The iPhone should use iOS 9.0 or later.

1.3 Network Topology

Please refer to the following figure for the network topology diagram.
Chapter 2 Install and Uninstall

2.1 Install the Mobile Client

*Purpose:*  
Install the HikCentral Mobile Client on the iOS system.

*Steps:*  
1. Log in to the App Store and search for “HikCentral Mobile”.
2. Download the Mobile Client and install it on the iOS system.

2.2 Uninstall the Mobile Client

*Purpose:*  
Uninstall the HikCentral Mobile Client on the iOS system.

*Steps:*  
1. Hold down 
2. Tap on the “X” in the top-left corner of the icon.
Chapter 3 Running the Mobile Client

3.1 Log In

Purpose:
You can log in to the system after entering the required information. Two kinds of users (normal user and domain user) are supported.

Steps:
1. Tap 📞 to open the Mobile Client.

2. Enter the server address you want to connect to, or select a history server address from the drop-down list.

3. Enter the port number of the server running the VSM service.

4. Enter your user name, or select a history user name from the drop-down list.

5. Enter the password.

6. (Optional) Set Use HTTPS switch to ON if the VSM server’s transfer protocol is HTTPS.

   Notes:
   - You should set the transfer protocol for VSM. For details, refer to the User Manual of HikCentral Web Client.
   - HTTPS is only available for HikCentral V1.2.0 and later versions.

7. (Optional) Set Remember Password switch to ON to keep the password.

8. Tap Login to log in.

   Notes:
   - If a failed login attempt with a wrong password is detected, you are required to input the verification code before you can log in successfully.
   - The remaining login attempts will be displayed after a failed password attempt is detected. The account will be frozen for 10 minutes after 5 failed password attempts. You can set to unlock the account via the Web Client. For details, refer to the User
3.2 Log Out

Steps:
1. Tap Me to enter the Me page.
2. Tap the account field.
3. (Optional) Check the account information.
4. Tap Logout.

3.3 Changing Your Password

You must change your password via the Mobile Client in the following situations:

- **Login for First Time**
  On first login, you are prompted to change your password.
  
  *Note:* It is not available for admin user.

- **Password Expired**
  If your password has expired, you will be asked to change your password when you login.

- **Password Reset**
  If your password has been reset, you should log in with the initial password (Abc123) and then change your login password.

- **Low Password Strength**
  If your password strength is lower than the required minimum strength, you will be asked to change your password when you log in.

Steps:
1. Tap Change in the pop-up box to enter the Change Password page.
2. Enter a new password.
3. Confirm the password.
4. Tap OK to finish changing the password.

**STRONG PASSWORD RECOMMENDED**—The password strength can be checked by the system. We highly recommend you create a strong password of your own choosing (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. We recommend you reset your password regularly, especially in high security systems, resetting the password monthly or weekly can better protect your product.

After changing the password, you will log in to the system automatically.
3.4 Switch Account

Before you start:
You have logged into the Mobile Client before and the password has been remembered.

Steps:
1. Tap the Me tab to enter the Me page.
2. Tap the Account field.
   You can check the login information.
3. Tap to elect an account from the account list.
4. Tap OK to switch account.
Chapter 4 Video Management

Purpose:
On the Mobile Client, you can search for the logical resources added to the system, play the live video and video files of these resources, as well as add the frequently-used resources to the Favorites.

4.1 Search Logical Resource

Purpose:
Logical resources refer to the cameras and access points added to the system. You can search for a specific camera, access point or area.

Steps:
1. Tap Logical Resource to enter the Resource page.

   The following table shows the description of the three marked fields on the above picture.

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select sites, including the current site and the remote sites. <em><strong>Note:</strong></em> Only supported by HikCentral V1.1 (with RSM module) and later versions. For details about RSM module, see the <em>User Manual of HikCentral Web Client.</em></td>
</tr>
<tr>
<td>2</td>
<td>Select all areas or a specific area.</td>
</tr>
<tr>
<td>3</td>
<td>Select resource type, including camera and access point.</td>
</tr>
</tbody>
</table>

2. (Optional) Perform the following operations on the Logical Resource page.
   - Tap a resource or tap --- Live View to view its live video.
   - Tap --- Playback to view the video files of a specific camera.
   - Tap --- Favorites to add a specific resource to Favorites.

3. Select a site, an area, and a resource type.
4. Tap Q and input a keyword.
5. Tap Search on the keypad to search.

   The result page will display, and the matched camera will be displayed by default.
6. Tap **Access Point** or **Area** to view the matched access points or areas.

7. (Optional) Perform the following operations after searching cameras, access points, or areas.
   - For camera and access point, tap the camera or access point to start live view.
     **Note:** For details about live view, see Chapter 4.2 Live View for details.
   - For area, tap the area to view the cameras or access points in the area.
     You can tap **---Live View** to view the live video of a specific resource, tap **---Playback** to view the video files of it, or tap **---Favorites** to add it to Favorites.

### 4.2 Live View

**Purpose:**
Live view shows you the live video getting from the cameras. During live view, you can control PTZ cameras, manually record video footage, and capture images.

#### 4.2.1 Live View of a Single Camera or Access Point

**Purpose:**
You can view the live video of a single camera or access point via the resource list.

**Note:** You can view the live video of the access point’s related cameras. You can relate cameras to an access point on the Web Client. For details, see the User Manual of HikCentral Web Client.

**Steps:**
1. Select a camera or an access point.
   - Tap **Logical Resource** to enter the Resource List page, and then select a camera or an access point.
   - Tap **View---Favorites** to enter the Favorites page, and then select a camera or an access point.
2. Start live view.
   - Tap the camera or access point to start live view.
   - Tap **---Live View** to start live view if you select camera or access point on the Resource List page.
   The live video starts playing in full-screen mode.
   **Note:** If the access point links two cameras, you can tap  to switch camera.
3. (Optional) Perform the following operations.
   - Tap  to enter the camera list which shows all the cameras and access points in the
same area, and then select another camera or access point to view its live view.

- Tap to switch to playback.

  Note: See Chapter 0 Digital zoom is a useful feature for cameras that do not have their own optical zoom capabilities. It lets you zoom a portion of a given image to have a closer look at it.

Spread two fingers apart to zoom in or pinch them together to zoom out the live view. When the image is zoomed in, you can tap to capture the zoomed-in image.

Playback for details about playback.

4. Tap to stop live view.

## 4.2.2 Live View in View Mode

### Purpose:
You can view the live video of cameras managed in a view, which is a window division with cameras configured to each window. View mode enables you to save the window division and the correspondence between cameras and windows to quickly access the related cameras. For example, you can link camera 1, camera2, and camera3 located in your office to the display windows and save them as a view called Office.

Note: You can only manage views on the Control Client.

### Before You Start:
Add a view to the system via the Control Client. See the User Manual of HikCentral Control Client for details.

### Steps:
1. Tap View to enter the View page.
2. Tap a view to start live view of all the cameras related to the view.

  Note: Up to 8 live view windows can be displayed in a page. If there are more cameras related in the view, you can swipe to the right to switch page.
3. (Optional) Tap the view name at the top of the page to switch view.
4. (Optional) View a camera’s live video in full-screen mode.
   1. Double-tap a live view window to view the camera’s live video in full-screen mode.
   2. (Optional) Tap to enter the camera list which displays all the cameras related to the view, and then tap a camera to view its live video in full-screen mode.
   3. (Optional) Tap to switch to playback.

  Note: See Chapter 0 Digital zoom is a useful feature for cameras that do not have their own optical zoom capabilities. It lets you zoom a portion of a given image to have a closer look at it.

Spread two fingers apart to zoom in or pinch them together to zoom out the live view. When the image is zoomed in, you can tap to capture the zoomed-in image.

Playback for details about playback.

4) Tap to exit the full-screen mode of live view.

  Note: In view mode, you cannot stop the live view of a related logical resource.

5. Tap to stop live view in view mode.
4.2.3 PTZ Control

**Purpose:**
The Mobile Client provides PTZ control for cameras with pan/tilt/zoom functionality. You can set the preset, patrol and pattern for the cameras in PTZ control mode.

*Note:* PTZ control should be supported by the camera.
On the live view page, you can tap [ ] to enter the PTZ control mode.

The following table shows the descriptions of icons in PTZ control mode.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Start/stop the auto-scan.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Zoom in/zoom out the image.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Focus control: <img src="image" alt="Icon" /> Focus+ <img src="image" alt="Icon" /> Focus-</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Iris control: <img src="image" alt="Icon" /> Iris+ <img src="image" alt="Icon" /> Iris-</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Drag <img src="image" alt="Icon" /> at the panel center to perform pan/tilt movements.</td>
</tr>
</tbody>
</table>

**Call Preset**

**Purpose:**
A preset is a predefined image position which contains pan, tilt, zoom, focus and other parameters. You can call a preset to view the live video at the predefined image position.

*Note:* You can configure preset on Web Client and Control Client. For details, see the User Manual of HikCentral Web Client and the User Manual of HikCentral Control Client.

**Steps:**
1. Start live view.
   - *Note:* See Chapter 4.2.1 Live View of a Single Camera or Access Point and Chapter 4.2.2 Live View in View Mode for details.
2. Tap [ ] to enter the PTZ control mode.
3. Tap **Preset** on the PTZ control panel, and then select a preset to call it.
The camera will turn to the predefined image position automatically.

3D Positioning

Purpose:
You can adjust the image center and at the same time zoom in or zoom out the image.

Steps:
1. Start live view.
   Note: See Chapter 4.2.1 Live View of a Single Camera or Access Point and Chapter 4.2.2 Live View in View Mode for details.
2. Tap  to enter the PTZ control mode.
3. Tap 3D Positioning on the PTZ control panel to activate the function.
4. Perform 3D positioning.
   - Drag a rectangle area to the left to move the position to the center and allow the rectangle area to zoom out.
   - Drag a rectangle area to the right to move the position to the center and allow the rectangle area to zoom in.

4.2.4 Manual Recording and Capture

Purpose:
You can record video files and capture pictures manually during live view. You can also send the captured pictures or recorded video files via email.

Note: You can view and manage the captured pictures and recorded video files in Multimedia Management. See Chapter 5 Multimedia Management for details.

Capture Picture

Steps:
1. Start live view.
   Note: See Chapter 4.2.1 Live View of a Single Camera or Access Point or Chapter 4.2.2 Live View in View Mode for details.
2. Tap  to manually capture pictures during live view
   The captured picture will be displayed as an inset.
   Note:
   - You can tap  continuously to capture more pictures.
   - You can manage the captured picture in Multimedia Management. See Chapter 5 Multimedia Management for details.
3. (Optional) Perform the following operations.
   - Tap the thumbnail, and then slide the pictures to check them.
   - Tap the thumbnail, and then tap Email to send the picture via email.
   - Tap the thumbnail, and then tap Save to save the picture to the photo album of your iphone.
Manual Recording

Steps:
1. Start live view.
   
   Note: See Chapter 4.2.1 Live View of a Single Camera or Access Point or Chapter 4.2.2 Live View in View Mode for details.
2. Tap 🎬 to start recording.
3. Tap 🎬 to stop recording.
   The recorded video file will be displayed as an inset.
   
   Note: You can manage the recorded video file in Multimedia Management. See Chapter 5 Multimedia Management for details.
4. (Optional) Tap the inset, and then tap Email to send the recorded video file via email.

4.2.5 Fisheye Dewarping

You can play live video of a fisheye camera in fisheye dewarping mode. Dewarping refers to the process of perspective correction of an image, to reverse the effects of geometric distortions caused by the fisheye camera lens. Dewarping allows the user to cover a wide area with a single device, but also to have a "normal" view of an otherwise distorted or reversed image.

Note: The fisheye dewarping function should be supported by the device.

Steps:
1. Start live view.
   
   Note: See Chapter 4.2.1 Live View of a Single Camera or Access Point or Chapter 4.2.2 Live View in View Mode for details.
2. Tap 🎬 to activate the Fisheye Dewarping panel.
3. Perform the following operations.
   * Swipe upward or downward to adjust the angle of view.
   * Swipe to the left or to the right to adjust the view direction.
   * Spread two fingers apart to zoom in or pinch them together to zoom out the live view.

4.2.6 Control Access Point in Live View

Purpose:
You can view the live view of the access point’s related cameras, control the access point status, and view the card swiping record in real time. When an access point links two cameras, you can switch camera to view the live video.

Before You Start:
Link one or two cameras with the access point of the access control device.

Steps:
1. Select an access point and start live view.
   The live video of the related camera(s) will start playing and the current access point status will be displayed on the left.
   You can also check the card swiping record in real time. The profile, name, and the access
result (access granted or access denied) will be displayed.

Notes:
- See Chapter 4.2.1 Live View of a Single Camera or Access Point for details.
- If there’s no camera related to the access point, only the access point status will be displayed.

2. (Optional) Tap 📷 to switch camera if the access point links two cameras.
3. Control the access point.

Note: If the access point is a turnstile, you can select entrance control or exit control and then perform the following operations.

1) Tap 📷/☐/☐ to switch the access point status to “Closed, Unlocked”, “Open, Locked”, and “Closed, Locked” respectively.
   - **Closed, Unlocked:** The door magnetic contact is closed, but the access point lock is unlocked. In this status, the visitor can open the access point without credentials (card, fingerprint, or PIN). When the access point is opened, the access point status will change to “Open, Unlocked”. And after that, the access point will close automatically in a few seconds.
     You can tap Open to open the access point. And after that, the access point magnetic contact will close automatically in a few seconds.
     Note: By default, the access point status is “Closed, Locked”.
   - **Open, Locked:** The door magnetic contact is open, and the access point lock is locked, so that the access point will remain open.
     Note: You may need to set the access point status to “Open, Locked” so that the access point will remain open and won’t close automatically in some special occasions, such as the occasion in which you need to carry furniture through the access point.
   - **Closed, Locked:** The door contact is closed, and the access point lock is locked, so that the access point will remain closed. In this status, the visitors can’t open the access point by any form of credentials (card, fingerprint, or PIN).
     You can tap Open to open the access point. And after the access point being opened, the access point status will switch to “Closed, Unlocked” automatically in a few seconds.
2) Tap **Open** to open the access point.

*Note:* Skip this step if you set the access point status to “Open, Locked”.

### 4.2.7 Set Default Stream

**Purpose:**
You can set main stream or sub-stream as the default stream type for accessing the resources of all the encoding devices.

**Notes:**
- The main stream is usually for live view with good bandwidth, and the sub-stream can be used for live view when the bandwidth is limited.
- In multi-division live view the stream type can only be Sub-Stream.

**Steps:**
1. Tap **Me -> Settings -> Default Stream Settings.**
2. Select Main Stream or Sub-Stream as the default stream type.
   - **Main Stream:**
     Main stream provides higher video quality and higher resolution at the expense of higher bandwidth usage. You can set main stream as the default stream type in good network condition.
   - **Sub Stream:**
     Sub-stream saves on bandwidth, but its video quality is lower than main stream’s. You can set sub-stream as the default stream type in poor network condition.

### 4.2.8 Display Detection Frame on Video

**Purpose:**
Displaying detection frames (including motion detection frames, fire source information, temperature, etc.) during live view is disabled by default, so that you can view the live video without the distractions of too many frames on the image. You can perform the following task to enable the function if needed.

**Steps:**
1. Tap **Me -> Settings -> Display Detection Frame on Screen.**
2. Set the switch to ON/ Off to enable/disable displaying detection frames.

### 4.2.9 More Functions

**Purpose:**
There are some more functions supported during live view, including triggering user-defined event, audio control, two-way audio, switching stream type, and digital zoom, etc.
Add Logical Resource to Favorites

During live view, you can tap 📌 to add the resource to Favorites, and tap ⚫ to remove it from Favorites.

Trigger User-Defined Event

If you find an exceptional event during live view, you can tap 📌 and then select a user-defined event to manually trigger an event.

*Note:* You can configure the user-defined event on Web Client. For details, see the *User Manual of HikCentral Web Client.*

Audio Control

You can control the audio of the selected channel during live view. Tap 🎧 to enable the audio of the selected channel.

*Notes:*

- Audio is disabled when the live view starts by default.
- When two-way audio is enabled, the audio control of the channel is not available.

Two-Way Audio

The two-way audio function enables voice talk between the Mobile Client and devices. You can get and display not only the live video but also the real-time audio from the device in the Mobile Client, and the device can also get and display the real-time audio from the Mobile Client.

Tap 🎧 to start the two-way audio with the device in live view.

*Notes:*

- When two-way audio of the channel is enabled, the audio control function is not supported.
- One camera can only talk with one mobile client at the same time. When a camera is talking with a mobile client, an error hint "Two-way audio is occupied." will pop up if another mobile client attempts to connect with this camera for two-way audio.

Switch Stream Type

You can tap 📰 to switch stream type between main stream and sub-stream.

Digital Zoom

Digital zoom is a useful feature for cameras that do not have their own optical zoom capabilities. It lets you zoom a portion of a given image to have a closer look at it.

Spread two fingers apart to zoom in or pinch them together to zoom out the live view. When the image is zoomed in, you can tap 📱 to capture the zoomed-in image.
4.3 Playback

Purpose:
You can search the recorded video files of the added device for playback.

4.3.1 Playback via Resource List

Steps:
1. Tap Resource to enter the Resource List page.
2. Select a camera or access point, and then tap →Playback to start playback.
   
   Note: If the access point under playback links two cameras, you can tap to switch camera.
3. (Optional) Slide on the timeline to adjust the playback time.
4. (Optional) Tap to display all the cameras or access points in the same area, and then select another camera or access point for playback.
5. (Optional) Tap to switch to live view.
6. Tap to stop playback.

4.3.2 Switch to Playback after Live View

Purpose:
After starting live view of a single camera or access point, you can switch it to the playback mode.

Steps:
1. Start live view of a single camera or access point.
   
   Note: See Chapter 4.2.1 Live View of a Single Camera or Access Point for details.
2. Tap on the live view page to switch to playback.
3. (Optional) Tap to display all the cameras or access points in the same area, and then select another camera or access point for playback.
4. (Optional) Tap to switch to live view.
5. Tap to stop playback.

4.3.3 Manual Recording and Capture

Purpose:
You can record video files and capture pictures manually during playback. You can also send the captured pictures or recorded video files via email.

Note: You can view and manage the captured pictures and recorded video files in Multimedia Management. See Chapter 5 Multimedia Management for details.

Capture Picture

Steps:
1. Start playback.  
   **Note:** See *Chapter 4.3.1 Playback via Resource List* for details.

2. Tap 📷 to manually capture pictures during live view.  
The captured picture will be displayed as an inset.  
   **Note:**  
   - You can tap 📷 continuously to capture more pictures.  
   - You can manage the captured picture in Multimedia Management. See *Chapter 5 Multimedia Management* for details.

4. (Optional) Perform the following operations.  
   - Tap the thumbnail, and then slide the pictures to check them.  
   - Tap the thumbnail, and then tap Email to send the picture via email.  
   - Tap the thumbnail, and then tap Save to save the picture to the photo album of your phone.

**Manual Recording**

**Steps:**  
1. Start playback.  
   **Note:** See *Chapter 4.3.1 Playback via Resource List* for details.

2. Tap 📷 to start recording.  
3. Tap 📷 to stop recording.  
The recorded video file will be displayed as an inset.

4. (Optional) Tap the inset, and then tap Email to send the recorded video file via email.

**4.3.4 Fisheye Playback**

**Purpose:**  
You can play live video of a fisheye camera in fisheye dewarping mode. Dewarping refers to the process of perspective correction of an image, to reverse the effects of geometric distortions caused by the fisheye camera lens. Dewarping allows the user to cover a wide area with a single device, but also to have a "normal" view of an otherwise distorted or reversed image.  
**Note:** The fisheye dewarping function should be supported by the device.

**Steps:**  
1. Start playback.  
   **Note:** See *Chapter 4.3.1 Playback via Resource List* for details.

2. Tap 📷 to activate the Fisheye Dewarping panel.  
3. Perform the following operations.  
   - Swipe upward or downward to adjust the angle of view.  
   - Swipe to the left or to the right to adjust the view direction.  
   - Spread two fingers apart to zoom in or pinch them together to zoom out the live view.
4.3.5 Switch Stream Type

**Purpose:**
You can switch the stream type to main stream or sub-stream during playback.

**Steps:**
1. Start playback.
   - **Note:** See Chapter 4.3.1 Playback via Resource List for details.
2. Tap 🎥.
3. Tap **Main Stream** or **Sub-Stream** to switch stream type.

4.3.6 Playback Speed

**Purpose:**
You can set the playback speed of the video files as 1/4X, 1/2X, 1X, 2X, and 4X.

**Note:** The playback speed effect is related to the performance of your network and phone hardware.

**Steps:**
1. Start playback.
   - **Note:** See Chapter 4.3.1 Playback via Resource List for details.
2. Tap 🎥.
3. Tap **1/4X**, **1/2X**, **1X**, **2X**, or **4X** to adjust the playback speed.

4.3.7 Switch Storage Location

**Purpose:**
You can select video files in main storage or auxiliary storage for playback.

**Steps:**
1. Start playback.
   - **Note:** See Chapter 4.3.1 Playback via Resource List for details.
2. Tap 🎥.
3. Tap **Main Storage** or **Auxiliary Storage** to set the storage location for playback.

4.3.8 Enable PIP Mode

**Purpose:**
After enabling PIP mode, the live view of the camera will be displayed as an inset floating over the playback window, so that you can view the recorded video files and the live video simultaneously.

**Note:** PIP mode is not supported if hardware-decoding is enabled.

**Steps:**
1. Start playback.
2. Tap 

3. Set the PIP Mode switch to On to enable PIP mode.
   The live view of the current camera will be displayed as an inset.
4. (Optional) Tap the inset to view the live view in full-screen mode.

### 4.3.9 Digital Zoom

**Purpose:**
Digital zoom is a useful feature for cameras that do not have their own optical zoom capabilities. It lets you zoom a portion of a given image to have a closer look at it.

**Steps:**
1. Start playback.
   
   **Note:** See Chapter 4.3.1 Playback via Resource List for details.
2. Tap to select a playing window.
3. Spread two fingers apart to zoom in or pinch them together to zoom out the live view.
4. (Optional) Tap to capture a zoomed in image.
   The captured picture will be displayed as an inset.

### 4.3.10 Transcoding Playback

**Purpose:**
You can start transcoding during playback.

**Note:** This function should be supported by the device.

**Steps:**
1. Start playback.
   
   **Note:** See Chapter 4.3.1 Playback via Resource List for details.
2. Tap Transcoding Playback to display the transcoding playback parameters.
3. Tap Resolution, Bitrate, or Frame Rate and select the corresponding values.
4. Tap OK to start transcoding.

### 4.3.11 View All Logical Resources in Favorites

**Purpose:**
You can view all the logical resources added to the Favorites. And you can select a logical resource to start live view.

**Steps:**
1. Tap View->Favorites to enter the Favorites page.
2. Tap Camera or Access Point to view the logical resources.
3. (Optional) Tap a logical resource to start live view.
Chapter 5 Multimedia Management

**Purpose:**
In the Multimedia Management page, you can view and manage video files and pictures that you manually record (clip) and capture in the Live View and Playback page. You can also send the pictures and video files to your email and share pictures and video files to other available applications.

**Note:** The pictures and videos are displayed by date.

Tap **Me-> Multimedia Management** to enter the Multimedia Management page.

If you want to send the pictures and video files to your email or share them to a third-party application, perform the following steps.

**Steps:**
1. Tap **✓**.
2. Tap to select the pictures and videos
3. Tap **✓** and select an application to send the pictures and video files to your email or share them to a third-party application.

**Note:** Pictures and videos in phone album cannot be shared.

If you want to delete the pictures and videos in batch, perform the following steps.

**Steps:**
1. Tap **✓**.
2. Tap to select the pictures and videos you want to delete.
3. Tap **✓** to delete the selected files.
5.1 Picture Management

Steps:
1. Tap a picture and the picture displays in full screen.
2. (Optional) Perform the following operations.
   - Tap [delete] if you want to delete it, and tap [send] to send it to your email or share it to other applications.
   - Pinch two fingers together to zoom out or spread them apart to zoom in the picture.
     Or double-tap the picture to zoom in or zoom out.
     Note: You can swipe to pan the picture under zoom-in mode.
3. You can also rotate the phone to enter the full-screen mode.
   Note: Release the rotation lock of your phone to use this function.
4. Tap [go back] to return to the Picture and Video page.

5.2 Video Management

Steps:
1. Tap a video file and the video shows in full screen.
2. (Optional) Perform the following operations.
   - Tap [delete] if you want to delete it, and tap [send] to send it to your email or share it to other applications.
   - Tap [play] to play it.
     You can slide the time line bar to adjust the playback time.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📸</td>
<td>Capture a picture of the playback video.</td>
</tr>
<tr>
<td>🌡️</td>
<td>Pause the playback.</td>
</tr>
<tr>
<td>🔊</td>
<td>Audio control.</td>
</tr>
</tbody>
</table>

3. (Optional) Rotate the phone to enter the full-screen mode.
   Note: Release the rotation lock of the phone to use this function.
4. Tap [go back] to return to the Picture and Video page.
Chapter 6 Alarm

Purpose:
The alarm message of the logical resources can be pushed to your Mobile Client if you enable alarm notification. You can also manage the alarm information, including checking the alarm information in the Mobile Client and filtering the alarms as desired.

6.1 Alarm Notification

Purpose:
The alarm information of the logical resources that are added to the current site and the remote site of HikCentral can be pushed to your Mobile Client if you enable the alarm notification. You can check the alarm information and view the alarm linked live video and playback.

Before you start:
- Configure the camera with alarm notification as alarm linkage. For details, refer to the User Manual of HikCentral Web Client.
- Please allow HikCentral to send notifications to your phone in Settings -> Notifications of your phone, so that you can receive the alarm notifications.

6.1.1 Enable Alarm Notification

Purpose:
The alarm information of the logical resources that are added to the system can be pushed to your Mobile Client if you enable the alarm notification. You can check the alarm information and view the alarm linked live video and playback.

Before you start:
- Configure alarm notification as alarm linkage for the resources on the Web Client. For details, see User Manual of HikCentral Web Client.
- Please Go to Settings -> Notification Center of your tablet and allow the Mobile Client to send notifications to your tablet, so that you can receive the alarm notifications.

Steps:
1. Tap Me -> Settings to enter the Settings page.
2. Set the Notification switch to ON to enable the alarm notification.

6.1.2 Check Alarm Notification

Purpose:
After you enable alarm notification, you can check the alarm information, including alarm source, alarm time, and triggering event, once you receive an alarm notification.

Note: If you do not run the Mobile Client or it runs in the background, you can go to the notification center of your phone to check the received alarm notification.
Steps:
1. When the Mobile Client received the alarm notification, tap the alarm notification to enter the Alarm page.
2. (Optional) Perform the following operations.
   - Check the alarm information including alarm source, alarm time, server time, and triggering event.
     Note: For HikCentral V1.1, you can see device alarm time and mobile alarm time. When the remote site is not in the same time zone with the current site, you can see two different alarm times.
   - Tap Mark to mark the alarm information.
   - Tap Acknowledge to set alarm priority, alarm category, and enter the remark on the pop-up Acknowledge window. You can filter the acknowledged alarm via alarm priority and alarm category.
     - Tap the related picture to view the picture captured when the alarm occurs.
     - Tap the related video to view the recorded video of the security control device’s related camera.
       Or tap Play All to play all the related video in a batch.
       Note: The related video will play from 5 minutes before the alarm occurs. E.g., if the motion detection alarm occurred at 11:30, then the video file plays from 11:25.

6.2 Alarm Information

Purpose:
You can also check the alarm information in the Alarm module, and mark and filter the alarms as desired.
Steps:
1. Tap Alarm to enter the Alarm page.
   Notes: You can swipe downwards to refresh the alarm messages.
2. Tap an alarm message on the left to view its details, including alarm type, alarm source, and alarm time.
   Notes:
   - By default, alarms triggered on the current day will display.
   - For HikCentral V1.1, you can see device alarm time and mobile alarm time. When the remote site is not in the same time zone with the current site, you can see two different alarm times.
3. (Optional) Tap ⬇️ to filter alarm information via Alarm Time, Marking Status, Alarm Priority, or Alarm Category.

**Notes:** Switch Custom Time Period to ON, and then you can set a custom alarm time period.

4. (Optional) Perform the following operations on the Alarm Details page.

- Tap ⬇️ to mark the corresponding alarm information.
  You can tap ⬆️ to unmark it.

- Tap a related picture to view the picture captured by the alarm related camera.

- Tap a related video to view the video file recorded by alarm related camera.
  Or tap Play All to view all video files recorded by the alarm related camera.

**Note:** The related video will play from 5 minutes before the alarm occurs. E.g., if the motion detection alarm occurred at 11:30, then the video file plays from 11:25.
Chapter 7 Local Configuration

7.1 Account Information

Purpose:
You can check the current login user, server information, server address, and switch to another account saved.

Steps:
1. Tap Me.
2. Tap the account field to enter the Account page.
   You can view the current login user, server information, server address, and account list.
   Note: The account list displays the accounts of which the passwords are remembered when you logging in.
3. (Optional) Tap an account in the account list to switch account.

7.2 Add Account to the Account List

Purpose:
You can add account A to the account list so that you can switch to the account A conveniently after you log in with account B

Steps:
1. Tap Me.
2. Tap the account field to enter the Account page.
   You can view the current login user, server information, server address, and account list.
   Note: The account list displays the accounts of which the passwords are remembered when you logging in.
3. Tap to enter the Login page.
4. Set the Remember Password switch to ON.
5. Log in to the system with another account.
   The account will be displayed on the account list after you log in.

7.3 Add Person

Purpose:
You can upload person information such as face picture to the system via the Mobile Client. The uploaded person information can be used for identify verification and face comparison.

Steps:
1. Tap Me->Add Person.
2. Tap Picture and then tap Take a Picture or Select from Album to upload the person picture to the system.
3. Configure other required information, including ID, last name, first name, gender, and effective period.
4. Tap Upload.

**What to Do Next:**
Log in to the Web Client, add the person to a face comparison group and apply the group to a face recognition device for face comparison. Or add the person to an access group and configure access level for the group to define which door(s) the person can access.

**Note:** For details, see the User Manual of HikCentral Web Client.

### 7.4 Set Device Access Mode

**Purpose:**
Set the device access mode of the client as automatically judge, direct connection, proxy mode or the same with the corresponding setting of the Web Client to define how the system accesses all the added encoding devices.

**Note:** The setting is only valid for the current client you logged in to.

**Steps:**
1. Tap Me->Settings->Device Access Mode to enter the Device Access Mode page.
2. Set the device access mode as desired.
   - **Restore Default:** Set the device access mode of the client as the same with the corresponding setting of the Web Client.
   - **Automatically Judge:** The client system will automatically judge the network connection for accessing the device as accessing directly or accessing via Streaming Gateway and Management Service. The latter is less effective and less efficient.
     **Note:** The default device access mode of the client is **Automatically Judge**.
   - **Direct Connection:** The client system will access the device directly.
     **Note:** The direction connection mode is not supported by the third-party encoding device.
   - **Proxy Mode:** The client system will access the device via Streaming Gateway and Management Service, which is less effective and less efficient than accessing directly.
     **Result:**
     System accesses all the added encoding devices via the selected mode.

### 7.5 Hardware Decoding

**Purpose:**
Hardware decoding can provide better decoding performance and lower CPU usage when playing the HD videos during live view or playback.

**Steps:**
1. Tap Me.
2. Tap Settings to enter the Settings page.
3. Set the **Hard-Decoding Preferred** switch to ON to enable decoding by hardware for live view and playback.

**Notes:**
- The hardware decoding is only supported by systems of iOS 8.0 or above.
Hardware decoding is related to the performance of your iPhone hardware. If the video during live view or playback is affected after enabling hardware decoding, disable the function to play the video properly.

7.6 Traffic Statistics

Purpose:
The network traffic consumed during live view and playback can be checked. You can check the mobile network traffic and Wi-Fi network traffic separately.

Steps:
1. Tap Me.
2. Tap Settings to enter the Settings page.
3. Tap Traffic Statistic to view the data usage.
   - **Mobile Network**: Refer to the cellular data consumed during live view and remote playback.
   - **Wi-Fi**: Refer to the Wi-Fi data consumed during live view and remote playback.
   - **Current Day**: The traffic data consumed today.
   - **Current Month**: The traffic data consumed this month.
4. (Optional) Tap Clear to clear all the data.

7.7 About

Purpose:
You can view the client’s version information, and new features.

Steps:
1. Tap Me.
2. Tap Settings to enter the Settings page.
3. Tap About to check the client’s version information.
4. (Optional) Perform the following operations on the About page.
   - Tap **New Features** to view the new features of the current version.
   - Tap **Open Source Software License**, **End User License Agreement**, and **Terms and Privacy** to view the relevant content.
   - If **Software Update** displays, tap **Software Update** to update the client software.

*Note*: The **Software Update** item displays when a new version is detected.
Chapter 8 Appendix

Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Changes</th>
</tr>
</thead>
</table>
| V1.3.0.0 | 1. Supports capturing picture when the live view image is zoomed in. See Chapter 4.2.9 More Functions for details.  
2. Supports adding person information to the system for identity verification and face comparison. See Chapter 7.3 Add Person for details.  
3. Supports setting default stream type (main stream or sub stream) for all the added resources. See Chapter 4.2.7 Set Default Stream for details.  
4. Supports disabling the system to display detection frames such as motion detection frames and fire source information on live video so that you can view live video without distractions. See Chapter 4.2.8 Display Detection Frame on Video for details.  
5. Supports acknowledging alarm notification. See Chapter 6.2 Alarm Information for details.  
6. Optimized operations of fisheye dewarping mode. You can adjust the angle of view and the view direction by swiping the tablet screen. See Chapter 4.2.5 Fisheye Dewarping for details. |
| V1.2.2.0 | 1. Supports controlling access points, as well as checking the access records. See Chapter 4.2.6 Control Access Point in Live View for details.  
2. Managing view on the Mobile Client is not supported in this version.  
3. Supports triggering user-defined events. See Trigger User-Defined Event for details. |

Error Code and Troubleshooting

<table>
<thead>
<tr>
<th>Troubleshooting for HCNetSDK Error</th>
<th>Description</th>
<th>Troubleshooting</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Incorrect device user name or password.</td>
<td>Make sure that the device user name or password configured in the system is correct.</td>
</tr>
<tr>
<td>7</td>
<td>Connecting to the device failed.</td>
<td>Make sure that the phone network is connected or the device IP address configured in the system is correct.</td>
</tr>
<tr>
<td>8</td>
<td>Sending data to the device failed.</td>
<td>Make sure that the phone network is connected or the device IP address configured in the system is correct.</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Troubleshooting</td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>9</td>
<td>Receiving data from the device failed.</td>
<td>Make sure that the phone network is connected or the device IP address configured in the system is correct.</td>
</tr>
<tr>
<td>10</td>
<td>Receiving data from the server timeout.</td>
<td>Make sure that the phone network is connected or the device IP address configured in the system is correct.</td>
</tr>
<tr>
<td>13</td>
<td>No device permission.</td>
<td>Make sure that the user has the permission to operate the device.</td>
</tr>
<tr>
<td>21</td>
<td>Device HDD full.</td>
<td>Make sure that the device has sufficient storage space.</td>
</tr>
<tr>
<td>31</td>
<td>Two-way audio is started.</td>
<td>Stop the two-way audio first.</td>
</tr>
<tr>
<td>44</td>
<td>Creating the SOCKET failed.</td>
<td>Close the background APP programs which are not being used and restart the Mobile Client.</td>
</tr>
<tr>
<td>45</td>
<td>Setting the SOCKET failed.</td>
<td>Close the background APP programs which are not being used and restart the Mobile Client.</td>
</tr>
<tr>
<td>47/152</td>
<td>The device user does not exist.</td>
<td>Make sure the device user account exists.</td>
</tr>
<tr>
<td>73</td>
<td>Socket disconnected.</td>
<td>Make sure the phone network is connected or the destination is reachable.</td>
</tr>
<tr>
<td>153</td>
<td>The device user is locked.</td>
<td>Check whether the device user is locked.</td>
</tr>
</tbody>
</table>

**Troubleshooting for StreamClientSDK Error**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Troubleshooting</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Connecting to device failed, device is offline, or the network disconnected.</td>
<td>Make sure the device and stream media server is online, or the phone network is connected.</td>
</tr>
<tr>
<td>17</td>
<td>RTSP return error.</td>
<td>Make sure the device and stream media server is online, or the phone network is connected.</td>
</tr>
<tr>
<td>56</td>
<td>Insufficient system memory.</td>
<td>Close the background APP programs which are not being used.</td>
</tr>
<tr>
<td>68</td>
<td>The server error.</td>
<td>Make sure the device and stream media server is online, or the phone network is connected, or the device does not support the stream.</td>
</tr>
<tr>
<td>4001</td>
<td>Sending heartbeat failed.</td>
<td>Make sure the phone network is connected or the stream media server is online.</td>
</tr>
<tr>
<td>4002</td>
<td>Heartbeat timeout.</td>
<td>Make sure the phone network is connected or the stream media server is online.</td>
</tr>
<tr>
<td>8499</td>
<td>No data stream in 15s and network disconnected.</td>
<td>Make sure the phone network is connected.</td>
</tr>
</tbody>
</table>

**Troubleshooting for HCNetUtils Error**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Troubleshooting</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Connection failed.</td>
<td>Make sure the phone network is connected.</td>
</tr>
<tr>
<td>8</td>
<td>Sending data failed.</td>
<td>Make sure the phone network is connected.</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Troubleshooting</td>
</tr>
<tr>
<td>------</td>
<td>---------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>9</td>
<td>Receiving data failed.</td>
<td>Make sure the phone network is connected.</td>
</tr>
<tr>
<td>10</td>
<td>Receiving data timeout.</td>
<td>Make sure the phone network is connected.</td>
</tr>
<tr>
<td>44</td>
<td>Creating SOCKET error.</td>
<td>Close the background APP programs which are not being used and restart the Mobile Client.</td>
</tr>
<tr>
<td>45</td>
<td>Setting SOCKET error.</td>
<td>Close the background APP programs which are not being used and restart the Mobile Client.</td>
</tr>
<tr>
<td>73</td>
<td>Socket disconnected.</td>
<td>Make sure the phone network is connected or the destination is reachable.</td>
</tr>
<tr>
<td>75</td>
<td>Listening failed.</td>
<td>Close the background APP programs which are not being used and restart the Mobile Client.</td>
</tr>
</tbody>
</table>

**Troubleshooting for Domain Error**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Troubleshooting</th>
</tr>
</thead>
<tbody>
<tr>
<td>-1</td>
<td>Network connection exception.</td>
<td>Make sure the iPhone network is connected or the server is working properly.</td>
</tr>
<tr>
<td>1</td>
<td>License is not activated.</td>
<td>Activate the License.</td>
</tr>
<tr>
<td>2</td>
<td>License is expired.</td>
<td>Apply the License again.</td>
</tr>
<tr>
<td>3</td>
<td>Server exception.</td>
<td>Make sure the server is working properly.</td>
</tr>
<tr>
<td>5</td>
<td>Invalid session.</td>
<td>Make sure the session is valid.</td>
</tr>
<tr>
<td>6</td>
<td>Incorrect user name.</td>
<td>Make sure the user name is correct.</td>
</tr>
<tr>
<td>7</td>
<td>Incorrect password.</td>
<td>Make sure the password is correct.</td>
</tr>
<tr>
<td>8</td>
<td>The account is frozen.</td>
<td>Unlock the account via the Web Client.</td>
</tr>
<tr>
<td>9</td>
<td>Incorrect verification code.</td>
<td>Make sure the verification code is correct.</td>
</tr>
<tr>
<td>10</td>
<td>Getting verification code failed.</td>
<td>Get verification code again.</td>
</tr>
<tr>
<td>11</td>
<td>Verification code timeout.</td>
<td>Get verification code again.</td>
</tr>
<tr>
<td>12</td>
<td>Illegal server WAN address.</td>
<td>Make sure the server WAN address is correct.</td>
</tr>
<tr>
<td>13</td>
<td>The number of users has reached the limit.</td>
<td>Make some unused users log out of the system.</td>
</tr>
<tr>
<td>14</td>
<td>User is expired.</td>
<td>Set the expired time for users again via Web Client.</td>
</tr>
<tr>
<td>15</td>
<td>No permission.</td>
<td>Configure some permission via Web Client.</td>
</tr>
<tr>
<td>16</td>
<td>The user does not exist.</td>
<td>Make sure the user exists.</td>
</tr>
<tr>
<td>18</td>
<td>The recording location does not exist.</td>
<td>Make sure the recording location exists.</td>
</tr>
<tr>
<td>20</td>
<td>The account is risky.</td>
<td>Input the verification code when logging in.</td>
</tr>
<tr>
<td>21</td>
<td>The user permission is expired.</td>
<td>Configure the user permissions again via Web Client.</td>
</tr>
<tr>
<td>22</td>
<td>Connecting domain server failed.</td>
<td>Make sure the domain server is working properly.</td>
</tr>
<tr>
<td>24</td>
<td>IP is frozen.</td>
<td>Unlock the IP via Web Client.</td>
</tr>
<tr>
<td>25</td>
<td>The user is login for first time.</td>
<td>Change the password.</td>
</tr>
<tr>
<td>26</td>
<td>The password is expired.</td>
<td>Change the password.</td>
</tr>
<tr>
<td>27</td>
<td>The password is reset.</td>
<td>Change the password.</td>
</tr>
<tr>
<td>28</td>
<td>The old password is incorrect.</td>
<td>Make sure the old password is correct.</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Resolution</td>
</tr>
<tr>
<td>-------</td>
<td>-------------------------------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>29</td>
<td>Low password strength.</td>
<td>Change the password.</td>
</tr>
<tr>
<td>30</td>
<td>The resource does not exist.</td>
<td>Make sure the resource exists.</td>
</tr>
<tr>
<td>31</td>
<td>The view name already exists.</td>
<td>Rename the view.</td>
</tr>
<tr>
<td>1015</td>
<td>Incorrect transfer protocol.</td>
<td>Use HTTP to login.</td>
</tr>
<tr>
<td>1016</td>
<td>Incorrect transfer protocol.</td>
<td>Use HTTPS to login.</td>
</tr>
<tr>
<td>1606</td>
<td>Incorrect recording server IP address.</td>
<td>Make sure the recording server IP address is correct.</td>
</tr>
<tr>
<td>1671</td>
<td>Searching recording settings failed.</td>
<td>Make sure you have configured the recording settings.</td>
</tr>
<tr>
<td>1804</td>
<td>The site has not logged in.</td>
<td>Make sure you have logged in to the site.</td>
</tr>
<tr>
<td>11105</td>
<td>Incorrect streaming server IP address.</td>
<td>Make sure the streaming server IP address is correct.</td>
</tr>
<tr>
<td>11114</td>
<td>The key of cloud storage server is not configured.</td>
<td>Configure the key for the Cloud Storage Server.</td>
</tr>
</tbody>
</table>
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