QUALVISION

vEye Pro App

User Manual

iPhone APP

Android APP

Legal Information

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In The Event Of Any Conflicts Between This Manual And The Applicable Law, The Later Prevails.

Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
Caution	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
Warning	Remind the matters to be noted in the operation, improper operation may lead to data loss or equipment damage.
Note	Provides additional information to emphasize or supplement important points of the main text.

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1. Overview

vEye Pro APP is a mobile client software designed for professional security monitoring services. Multiple devices can be added and used with cellular data or Wi-Fi, including network cameras, DVRs, and NVRs. You can perform operations such as real-time view, video playback, and remote configuration. Through the Internet connection, you can also receive alarm push notifications anytime, anywhere.

1.1. Main features

- vEye Pro Cloud service allows for remote access using the Peer-to-Peer (P2P) protocol which makes the connection faster and more stable.
- Support alarm push settings and notifications.
- Support H264/H265 decoding.
- Support varies of notable features, e.g. Device live view, Multi-channel playback and multiple convenient gesture operations.
- Support multi-device access including IPC/NVR/XVR, etc.
- Support device sharing and management.
- Support account management.

1.2. Running Environment

- Android 7.0 or later.
- IOS 11.0 or later.

1.3. App Installation

This surveillance App can be searched and installed through iPhone/iPad and Android smart phones. There are two methods to download and install the App. The installation steps are as follows.

Method1

1. Run “App Store” (or “Google Play”) application and search “vEye Pro”.
2. Tap “vEye Pro” to download the application.
3. Follow instructions to install the App.

Method2

1. Scan the QR code on the Cloud page of the device to go to App download page.
2. Follow instructions to install the App.

Note

Operating system requirement for Android is 7.0 and above version for iOS is 10.0 and above version.

1.4. Account Registration and Login/Out

1.4.1. Account Registration and Login

You can follow the steps below to complete account registration and login.

1. Run the App after you install it and then tap the “Login/Register” button to enter the Login/Register page.
2. Go through the login or register steps to finish account registration or login.

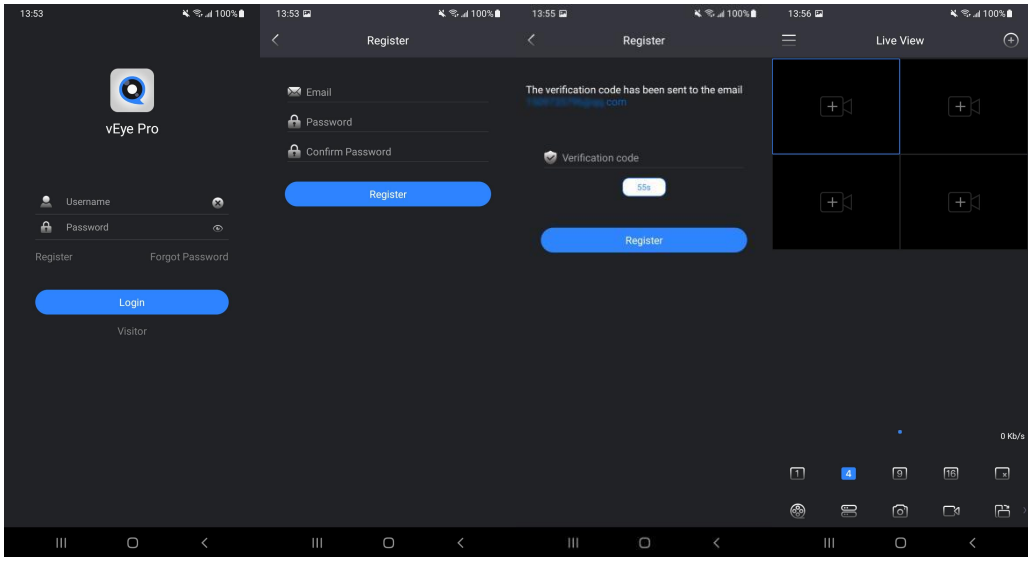

Figure 1-1 Account Registration and Login

Note

You can also register your account via IE web portal: https://web.qvcloud.net and then log into the App by using the account you just created.

1.4.2. Visitor Mode

You can tap the “Visitor” button in the account login page to enter visitor mode or tap “Logout” in the bottom of Configuration page to log out the visitor mode.

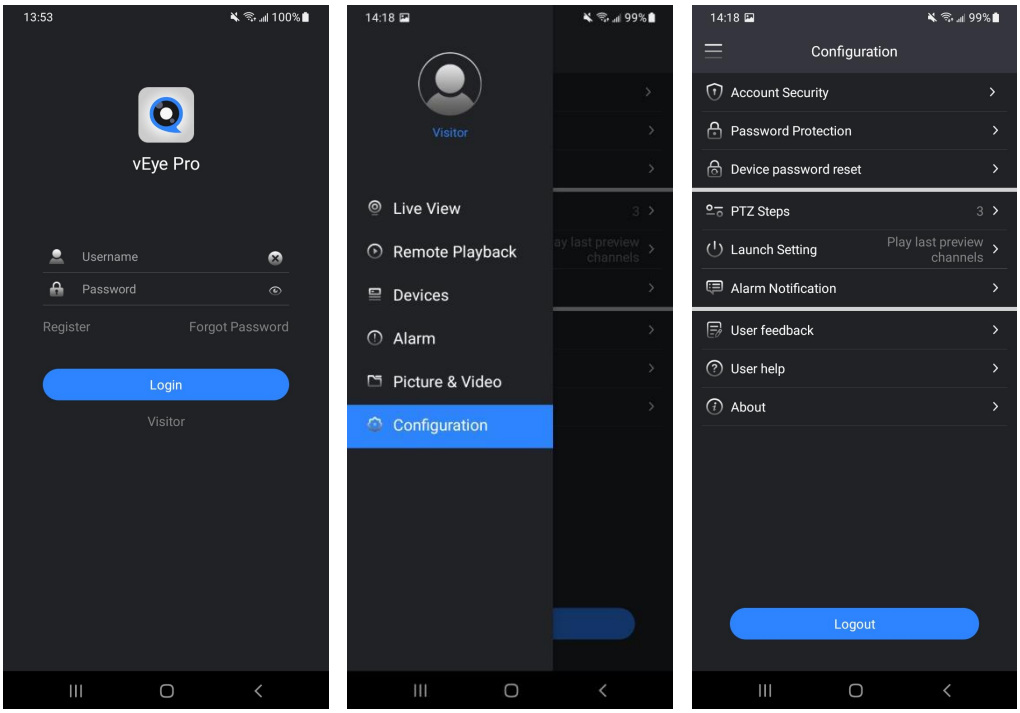

Figure 1-2 Visitor Mode

1.4.3. Account Logout

You can logout the account by tapping “Logout” button in the bottom of Configuration page.

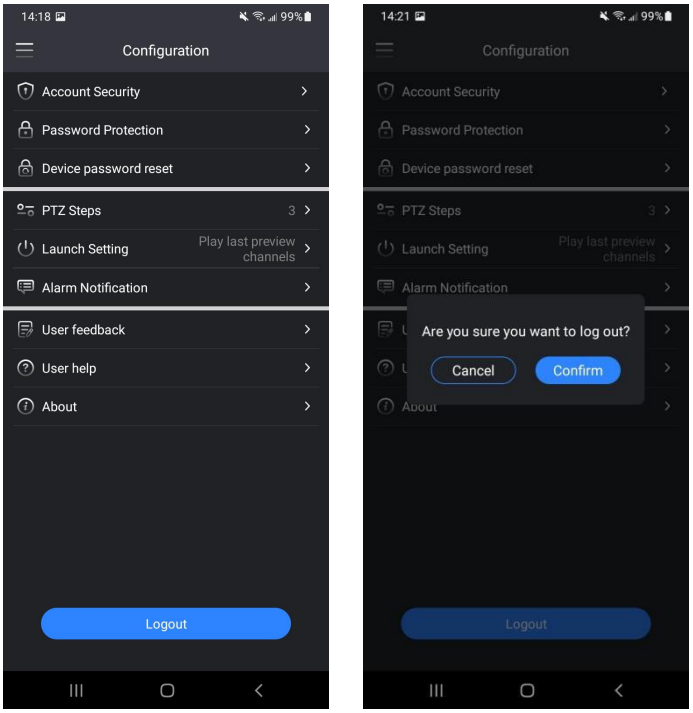

Figure 1-3 Account Logout

2. Adding Device

Tap icon in the upper right corner of Live View page to add devices and you can add devices in three different ways including “Scan QR code”, “Manually adding” or “Online Device”. The descriptions for each device adding methods are shown as below.

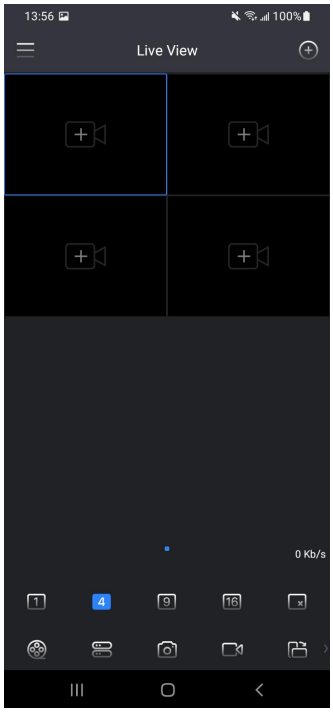

Figure 2-1 Home Page

Adding Method	Description
Scan QR Code	The most convenient way to add device.
Manual input add	Add device by manually enter the cloud ID and verification code of the device.
LAN search	Search and add devices which are under the same LAN with your cellphone. You can get lower live view delay in this way

Table 2-1 Adding Method

2.1.Scan QR Code to Add

Steps:

1. Go to Live View page, tap in the upper right corner.
2. Scan the device’s QR code on the Cloud page of the device you are going to add.
3. The default device name and cloud ID will be shown automatically.
4. Tap button to finish device adding. See below figure for your reference.

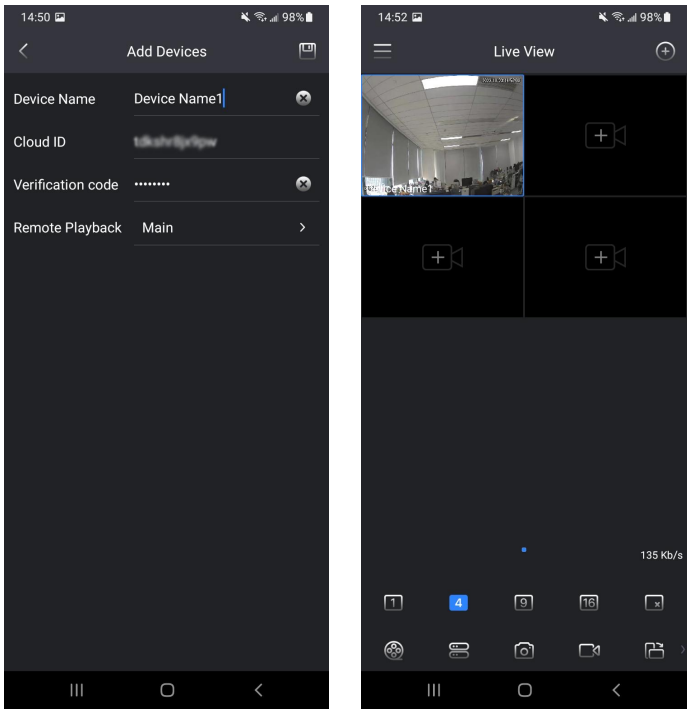

Figure 2-2 Scan QR Code to Add

Note

1. Please make sure the device you are going to add is online before you add.
2. Device name can be modified as your desire.
3. Device need to be unbound if bound by other users.

2.2. LAN Search

You could follow below steps to add devices under the same LAN with your cellphone, see figure below for your reference.

Steps:

1. Go to Live View page, tap in the upper right corner, tap ”LAN search” to enter “LAN search” page.
2. The devices under the same local area network will be listed. Select the device you need to add and tap “Add” button.
3. Enter into the “Device Detail” page and then tap “Add” button.
4. Enter into the “Add Devices” page and input the **Verification Code** of the device then tap “Save” button to finish device adding.

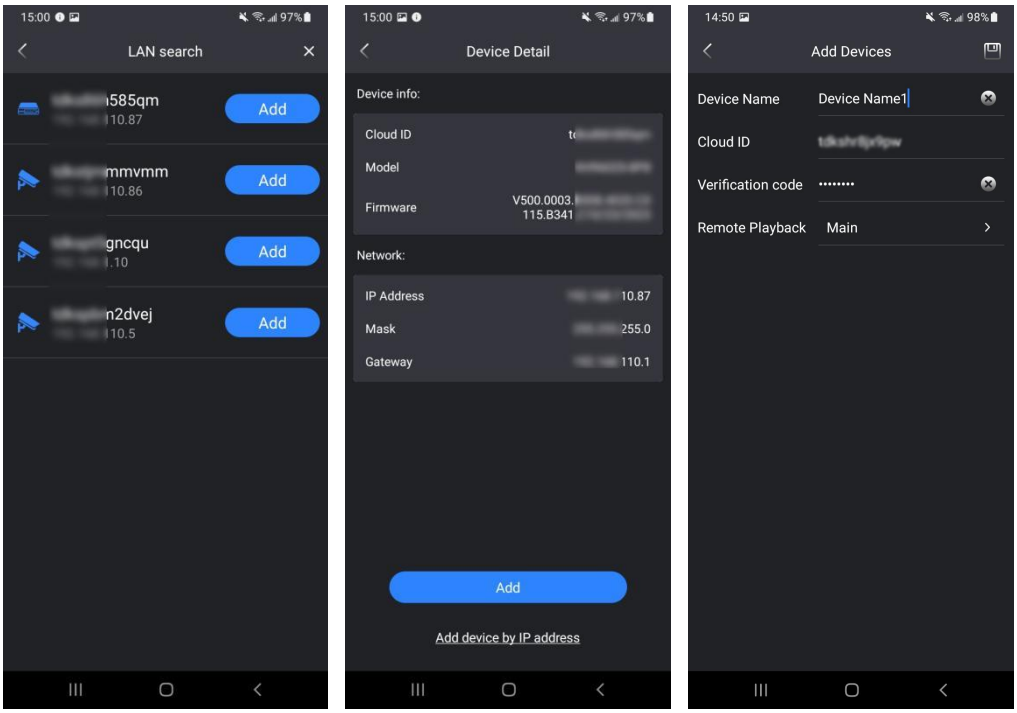

Figure 2-3 Add Online Device

Note

1. Please make sure the devices are under the same LAN with your cellphone.
2. Devices added by IP address do not support Share function.

2.3. Manual Adding

Steps:

1. Go to Live View page, tap in the upper right corner, tap ”Manual input add” to enter “Select Device Type” page.
2. Select”IP Camera” or “Video Recorder” according to your device, and then enter into the “Add Devices” page.
3. Input the **Cloud ID** and **Verification code** to finish adding devices. See figure below for your reference.

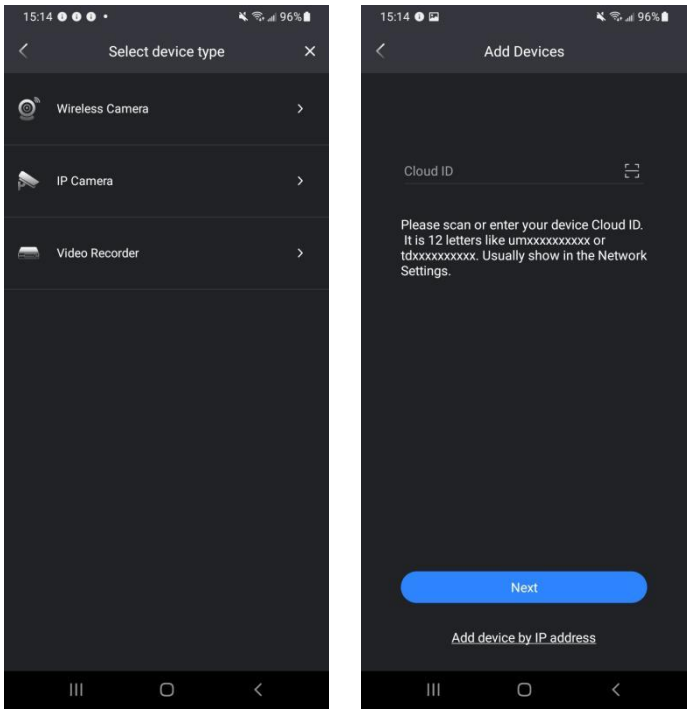

Figure 2-4 Manual Adding

4. You can also choose to add the device through the IP address of the device. Click the **Add device by IP address**, and you need to enter the **IP address**, **Username** and **Password** of the corresponding device to complete the addition.

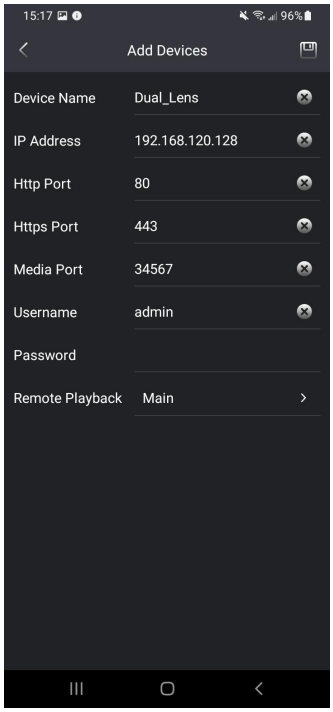

Figure 2-5 Manual Adding through IP address

3. Live View

3.1.Start/Stop Live view

Steps:

1. Go to Live View page, tap in the middle of image to start select the device to view.

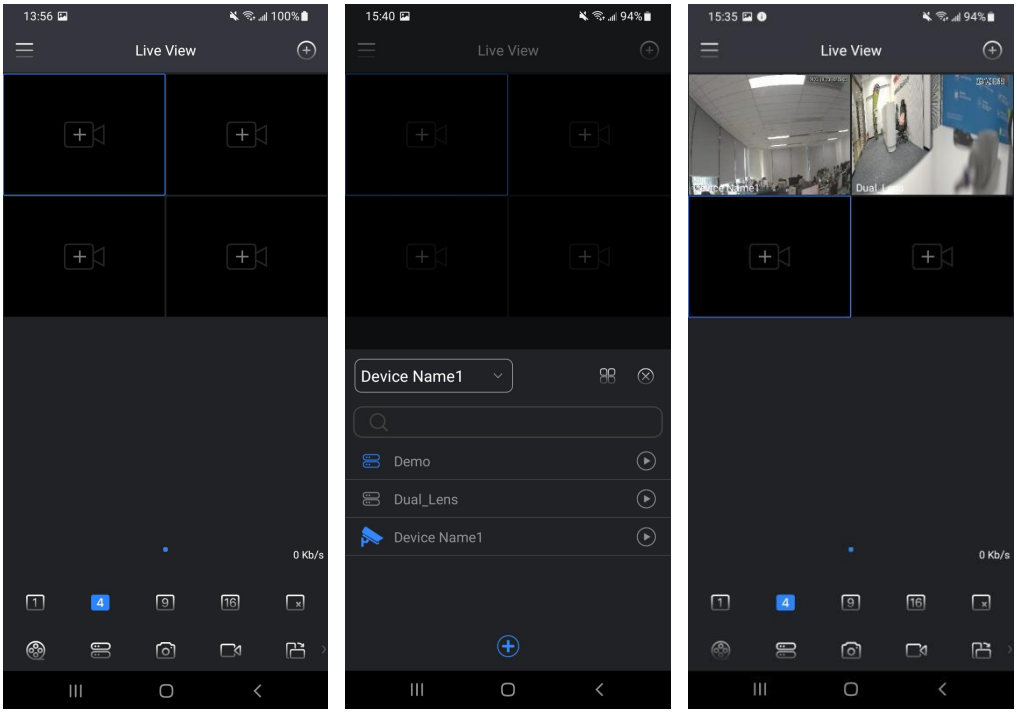

Figure 3-1 Live View

The icons in the “Live View” page

Icons	Description
1/4/9/16division	Tap to set window divisions
	Tap to start live view of the current channel
	Tap to go to remote playback page
	Tap to select device to view.
	Tap to get the snapshot of current live view channel
	Tap to start/stop the local record There will be a red dot in the upper-left corner of live screen if record started
	Tap to change between vertical display and landscape mode
	Tap to open PTZ control interface

	Tap to turn on / off the warning light and siren
	Tap to toggle preview stream type.
	Tap to turn on/off the audio
	Tap to turn on /off two-way audio
	Tap to add to favorites
	Tap to start/stop live vie w of all channels
	Tap to close smart light function
	Tap to select alarm out type among “Schedule”, “Manual” and “Stop”. ● Schedule means the alarm output device will be activated when the NVR detects the alarm. ● Manual means the alarm output device will be activated after choosing the Manual and press the button Apply. ● Stop means the alarm output device is not on-guard.
	Tap to switch between real-time mode and fluent mode. ● Real-time mode: The video transmitted by the device to the App will appear stuck or the video will be played at an accelerated rate. ● Fluent mode: There will be a few frames delay in the video transmission between the App and the device.
	Tap to switch between “original aspect ratio” and “stretch to fit screen ”.

Table 3-2 Icons Description of Live View Page

2. You can switch to single channel display by double tapping the corresponding live view channel
3. The single channel live view image can be made bigger or smaller by spreading or pinching them with two fingers to get more details.
4. You can long press and hold the live view window then drag it to the location you want to place or to the “delete area” to stop the current live view channel.

Note

The real-time event messages of the live view channel will be listed in the live view page you can tap the certain event message to go to playback page of the corresponding channel.

3.2. Add to Favorites

You can follow the steps below to add the selected channel to favorites.

Steps:

1. Tap to pop up the favorites control menu as figure shows below.

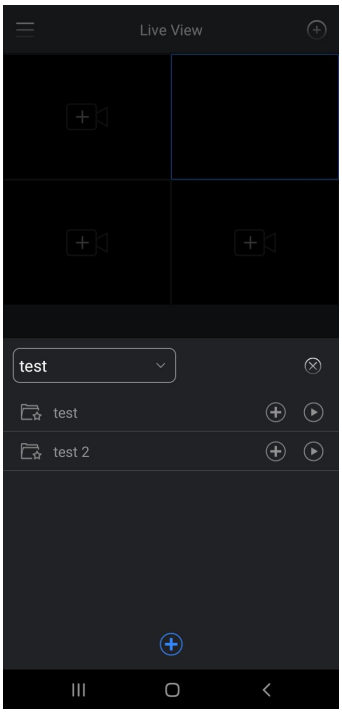

Figure 3-2 Tap Favorites

2. Tap at the bottom of pop-up menu to create a new “favorites”.

3. Tap at the right side of the “favorites” just created to add the selected channel to favorites (it can only be added if the channel live view is started).

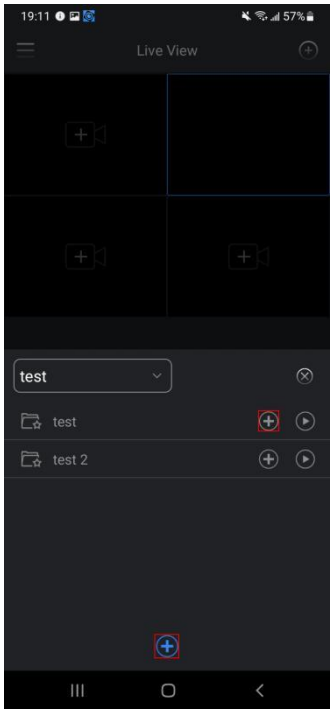

Figure 3-3 Add to Favorites

4. Long press the favorites name or channel name to edit/delete favorites or remove the channel from favorites.

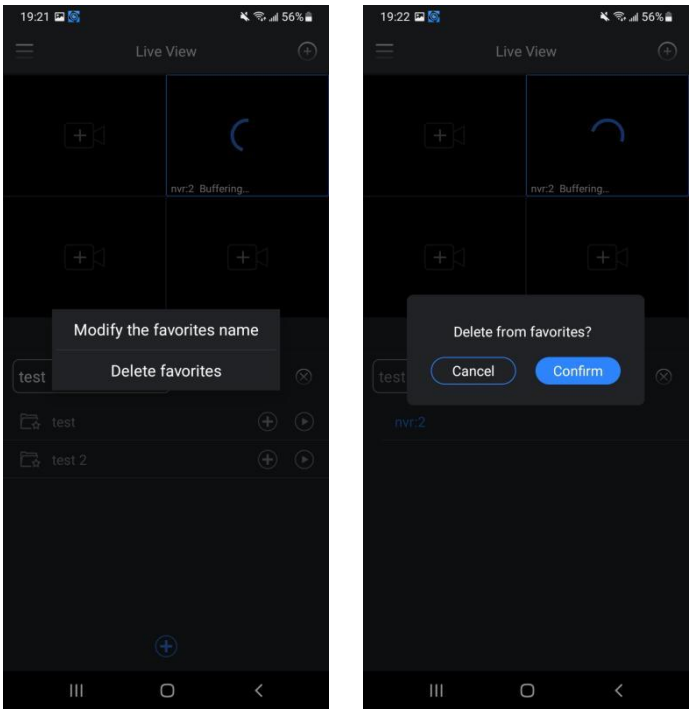

Figure 3-4 Edit/Delete Favorites

3.3. PTZ Control

Steps:

5. Tap to pop up the PTZ control menu as figure shows below.
6. You can check the function description for reference.

Figure 3-5 PTZ Control

Note

Only PTZ camera can support and use this section.

You can configure pan or tilt speed of the camera by setting the PTZ steps from 1 to 8, the bigger the number of step is, the faster the camera pan or tilt is.

Steps:

1. Go to **Configuration → PTZ Steps**.
2. Select the PTZ steps from 1 to 8 as shown in figure below.

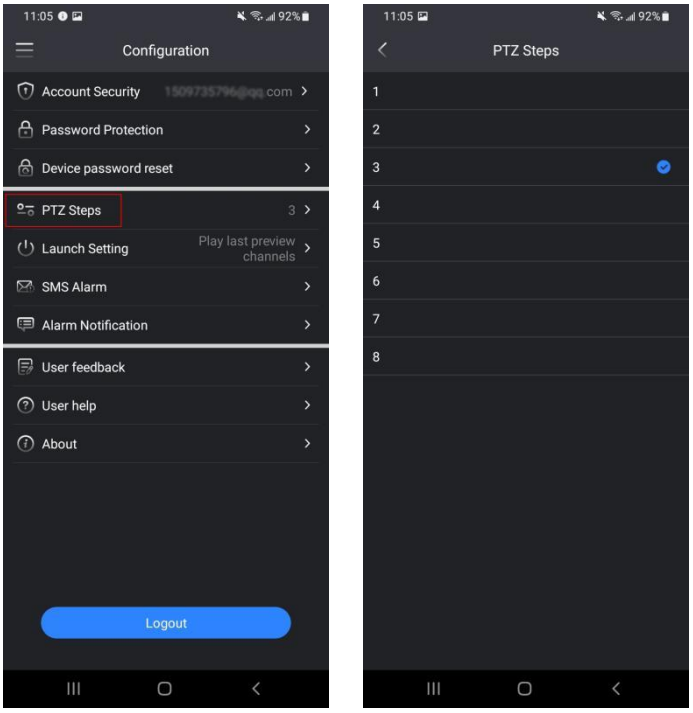

Figure 3-6 Ptz Steps

Note

Only camera with PTZ function supports PTZ steps setting.

4. Remote Playback

4.1.Start/Stop Playback

Method1

Steps:

1. Tap in the upper left corner of APP, click **Remote Playback** to go to playback page as shown in figure below.

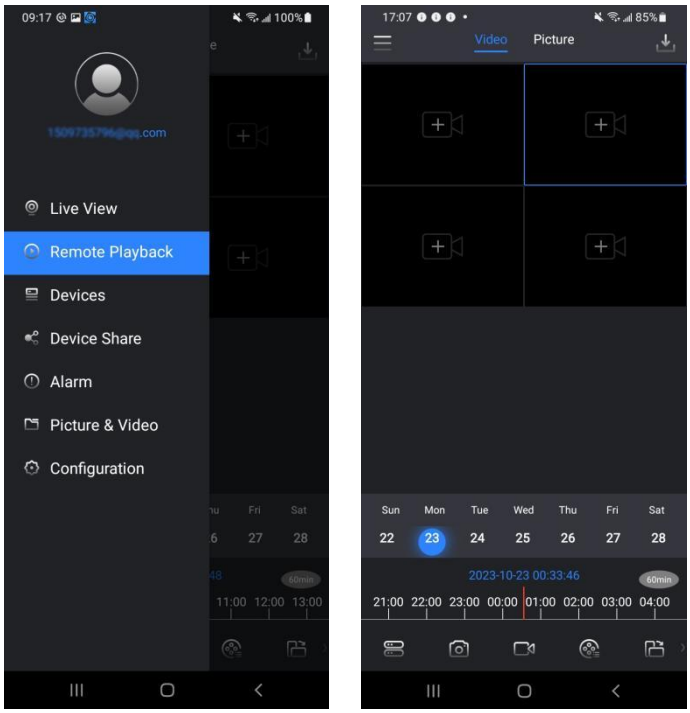

Figure 4-1 Playback Page

2. Tap in the middle of channel window or at the bottom of playback page to select remote playback channel.

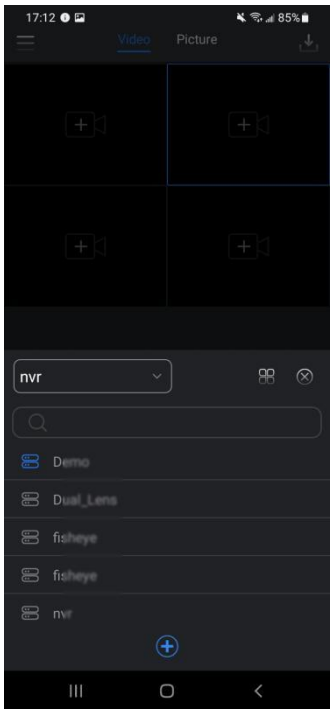

Figure 4-2 Select Items

3. The playback video will be started automatically if playback video exists on that day (the default playback date is current date).

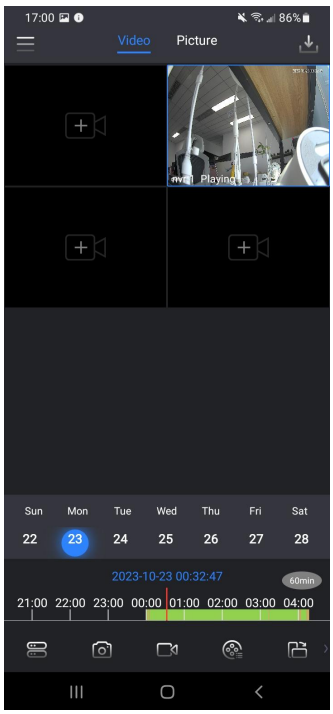

Figure 4-3 Playback Video

4. You can slide the “timeline” to the time you need to playback or tap the playback date in the playback page to select the date you need to playback (there will be a blue dot under the exact date if there is video exists on that day).

- The corresponding record will be marked with green (means normal recording), red (means event recording) or yellow (means manual recording) on the timeline.
- Use two fingers to stretch or shorten the timeline.

The icons in the “Playback” page.

Icons	Function description
	Tap to select device to remote playback
	Tap to get the snapshot of current playback channel
	Tap to start/stop the local record of playback. There will be a red dot in the upper-left corner of live screen if record started
	Tap to view details of the current playback channel
	Tap to change between vertical display and landscape mode
	Tap to select rewind speed
	Tap to select fast forward speed
	Tap to toggle preview stream type
	Tap to turn on the audio of the playback video
	Tap to stop playback video of all channels
	Tap to go to the live view page of the selected playback channel
	Tap to download the recordings
	The length of time in each cell is 60 minutes
	The length of time in each cell is 30 minutes
	The length of time in each cell is 5 minutes

Table 4-1 Icons Description of Remote Playback Page

Method2

Steps:

1. Go to **Live View** page.
2. Tap icon at the bottom of live view page and it will go to remote playback page of the current channel.

Note

Only if a playback video of the selected channel exists are you able to go to the playback page.

4.2. Recording File Download

You can follow the steps below to download the playback recording file.

Steps:

1. Go to remote playback page.
2. Tap in the playback page.
3. The video clipping frame will be popped up and you can adjust the length of clipping frame as you desire with your finger (see figure below for reference).

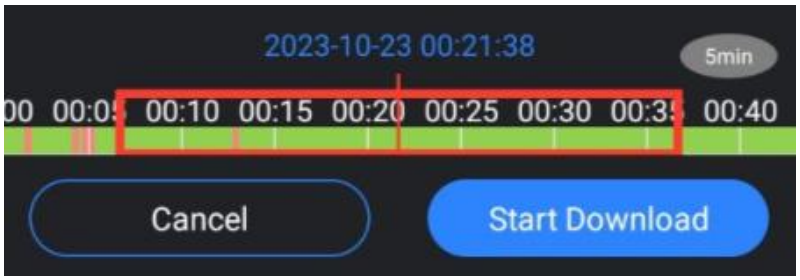

Figure 4-4 Download

4. Tap “Start Download” button to start recording file downloading.
5. Tap “Download Manager” to go to download management page like figure below shows and you can see the downloading file status and stop downloading or delete the file.

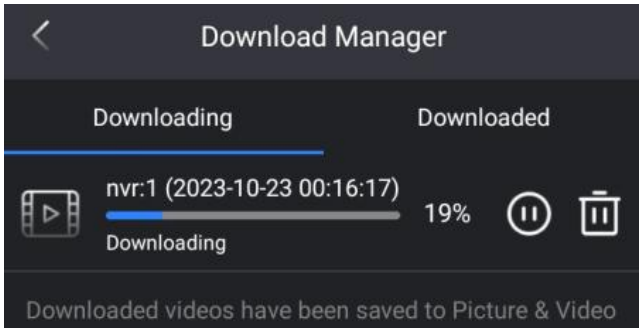

Figure 4-5 Download Management

6. The downloaded file will be listed under the “Download Completed” tab like figure below shows and you can also check the file under “Pictures and Videos” page.

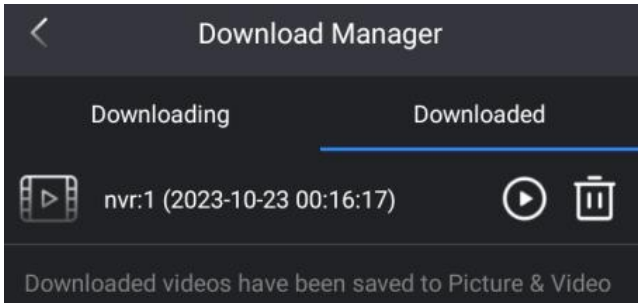

Figure 4-6 Download Completed

Note

The download speed is limited by the network conditions of the device and cellphone. If the download progress is very slow, you can reduce the length of the download video.

4.3. Picture Search

You can search the snapshots that captured by device and remote view in the picture playback page.

Steps:

1. Go to remote playback page.
2. Tap **Picture** tab to go to picture remote view page.
3. Tap in the middle of channel window or at the bottom of remote picture view page to select remote playback channel.
4. The pictures will be played alternately if playback picture exists on that day (the default playback date is current date).

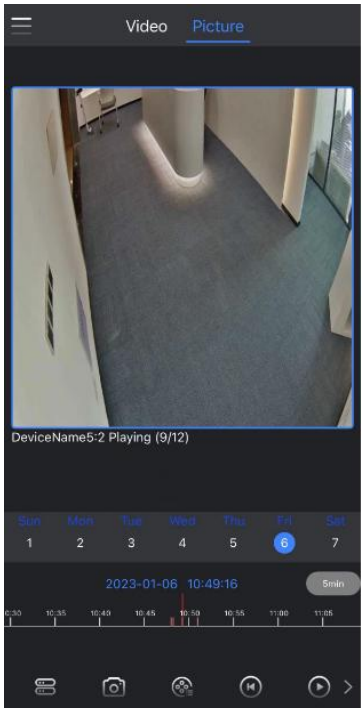

Figure 4-7 Picture Search

5. You can slide the “date bar” to the date you need to playback (the small blue dot will be under the date if playback exist on that day, see “ ” for reference).
6. The timeline will be marked with red if there is picture exists.

5. Device Management

5.1. Device Settings

Steps:

1. Tap in the upper left corner of APP, click **Devices** to go to devices page.
2. Go to devices page, tap on the right side of device to go to device setting page.
3. You can check the device info, linked camera, version here and manage notification, storage management, remote configuration.

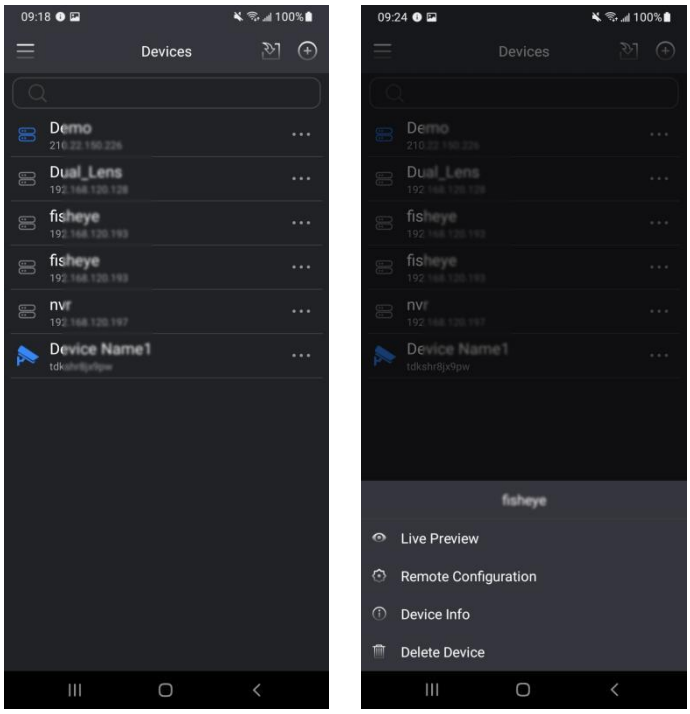

Figure 5-1 Device Settings

5.2. Device Info

Steps:

1. Tap “Device Info” button in the device settings page to enter into device info page.
2. Tap Device Name on the device info page. You can edit the device info.
3. Tap **Confirm** to save and finish.

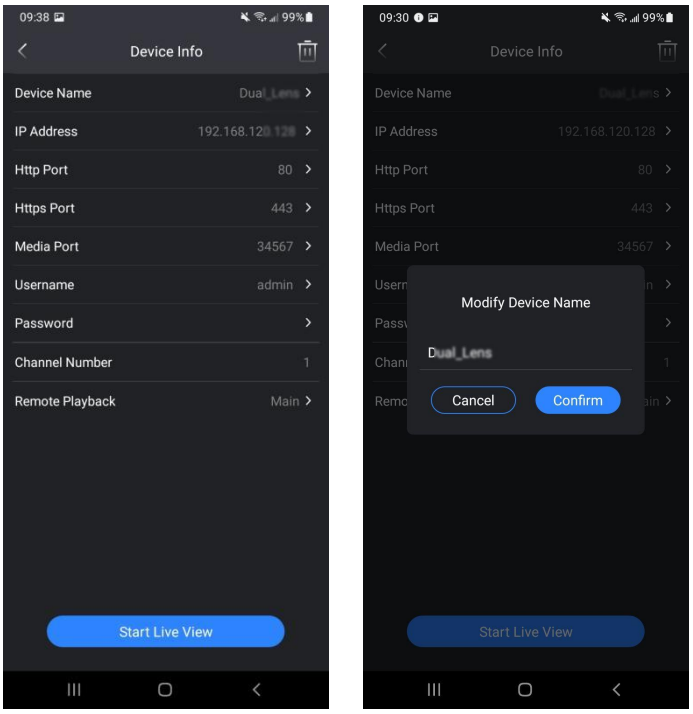

Figure 5-2 Device Info

5.3. Remote Configuration

Steps:

1. Tap “Remote Configuration” button in the device settings page to enter into remote configuration page.

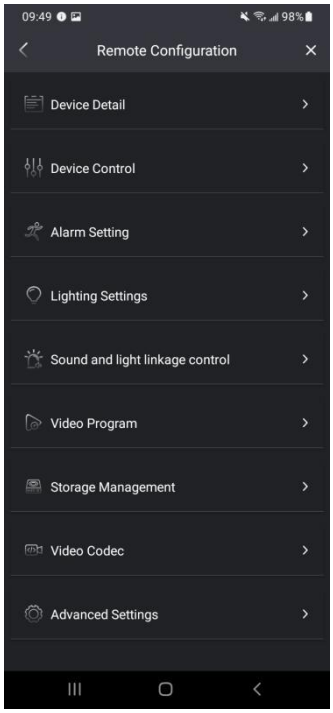

Figure 5-3 Remote Configuration

Note

1. The remote configuration page can only be accessed if the device is online.
2. Only active deterrence camera supports sound and light alarm linkage control.

6. Device Sharing Management

6.1. Device Share

You can follow the steps below to share the device.

Steps:

1. Go to devices page, tap ••• on the right side of device to go to device setting page.

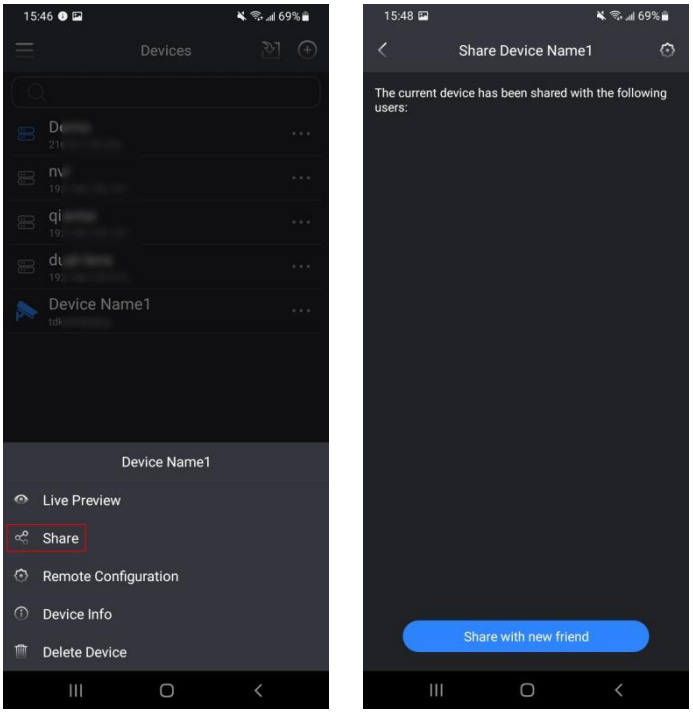

Figure 6-1 Device Share

2. Tap ⚙ in the upper right corner of the device share page to manage the default permission of the person you are going to share with. You are able to check “live view”, “remote playback” and “alarm” permissions or sharing period here like figure shows below.

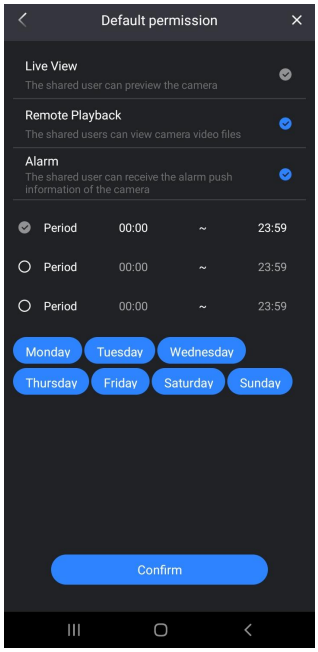

Figure 6-2 Default Permissions

3. Tap “Share with new friend” to enter sharing permission settings page and you can check or edit the permissions of the corresponding channel.
4. Tap “next” (for NVR/XVR) or “confirm” (for IPC) to enter “share to” page like figure shows below.

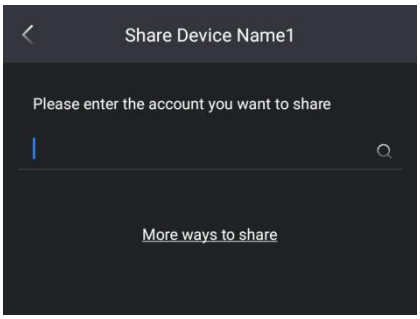

Figure 6-3 Share To Page

There are two methods to share.

Method1

Enter the account info you are going to share and then tap icon to search the account. The result will be listed below and you can tap at right side of the account to share. See figure below for reference.

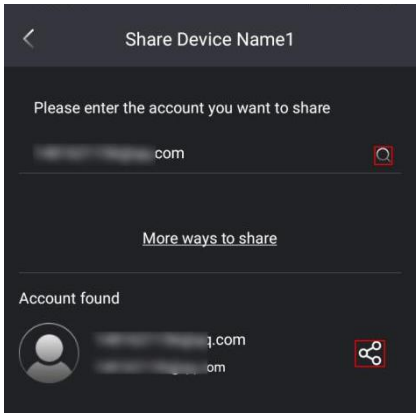

Figure 6-4 Share Method1

Method2

Tap “More ways to share” then the QR code and share link of the device will be generated automatically you can follow the instructions like figure below shows to finish device sharing.

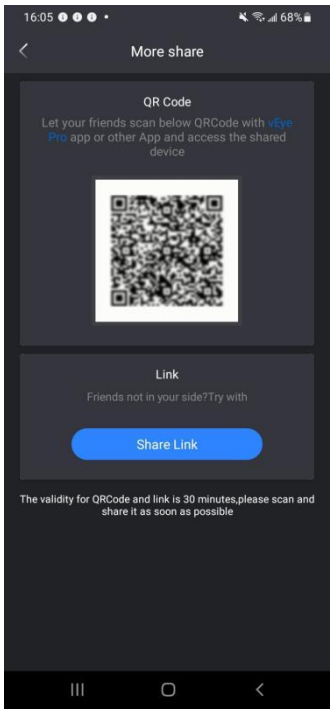

Figure 6-5 Share Method2

5. The shared device will be listed under “device share” page. The status is “Wait accept”, once the person you shared to accept the sharing invitation then the status will be turned to “Accepted”.

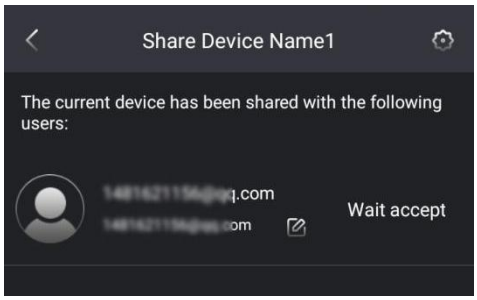

Figure 6-6 Device Share Page

Note

1. The App will push a notification to the person you shared to and the person need to accept the sharing invitation then the whole sharing process is completed.
2. The “Share to” or “Share from” devices will be listed in the “Management Sharing Settings” page where you are able to manage the shared devices. Please see *8.2 Sharing Device Management* for detailed information.

6.2.Sharing Device Management

Steps：

1. Go to **Device Share** to enter into sharing device management page
2. You can check “Share to” or “Share from” devices like figure shows below.

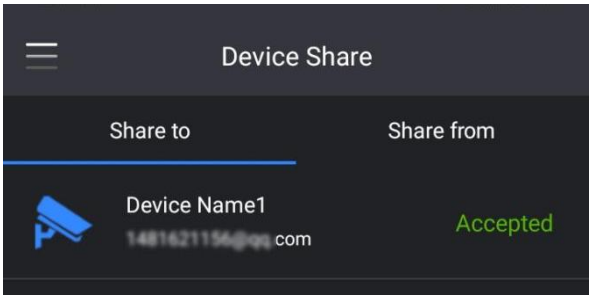

Figure 6-7 Share Device Management

6.3. “Share to” Management

Steps：

1. Go to **Device Share → Share to**.
2. Tap the shared device to manage, you can see figure below for reference. You can change the remark name/edit permissions/cancel share.

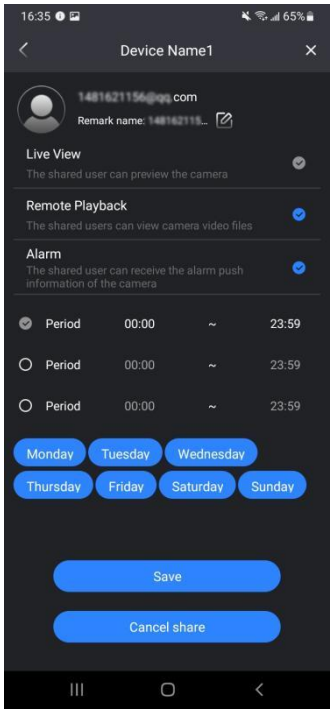

Figure 6-8 “Share to” Management

6.4. “Share from” Management

Steps：

1. Go to **Device Share → Share from**.
2. Check the devices shared from others, see figure below for reference.

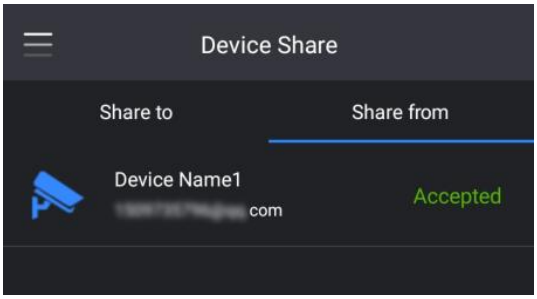

Figure 6-9 “Share from” Management

3. Tap the shared device to manage, you can see figure below for reference. You can change the remark name or cancel share.

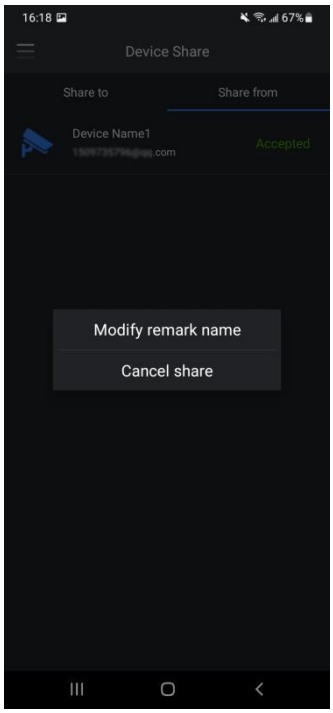

Figure 6-10 Pop-up Page

7. Alarm Message Management

7.1. Alarm Message Page Introduction

Tap “Alarm” in the menu to go to alarm message management page. All the alarms triggered by devices are saved and displayed under alarm management page like figure below shows.

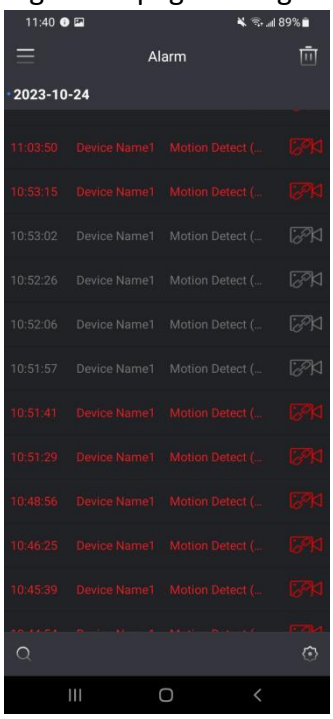

Figure 7-1 Alarm Message Page

The alarm message will be marked with red if it is unread and you can tap to read the alarm massage. You can also go to the live view page or remote playback page of the triggered channel by tapping the live view button or remote playback button of the corresponding alarm message, see figure below for reference.

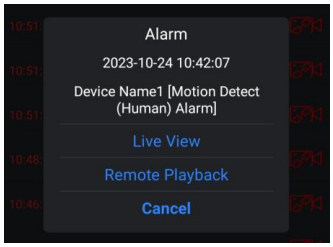

Figure 7-2 Live View or Playback

You can also one-key delete all the messages by tapping the in the upper right corner of alarm message page.

7.2. Alarm Settings

Follow the steps below to configure alarm rules of the device.

Steps:

1. Go to **Alarm** → . All the devices added will be listed on the alarm setting page.

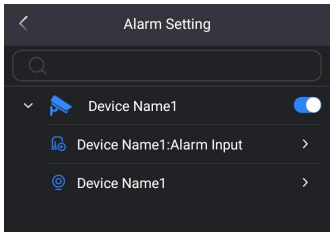

Figure 7-3 Alarm Settings 01

: External alarm input.

: Event alarm triggered by camera.

2. Tap the device you are going to configure and the corresponding alarm type and alarm channels will be listed then you can select a channel and choose to enable the alarm push or not and select the specific alarm you need to receive like figure shows bellow.

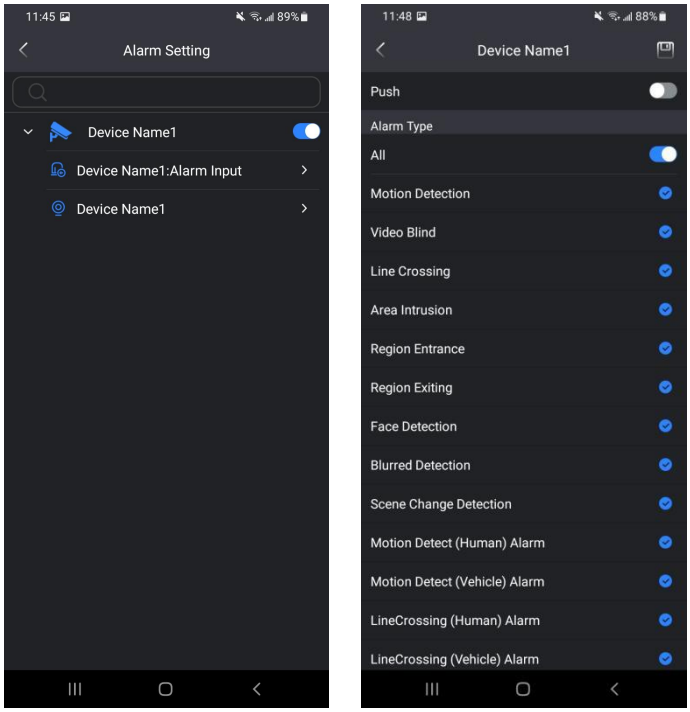

Figure 7-4 Alarm Settings 02

3. Tap in the upper right corner of the alarm type setting page to save the settings.

7.3. Alarm Search

Follow the steps below to search the alarm messages of the device.

Steps:

1. Go to **Alarm**.

2. Tap icon in the bottom left corner of the alarm message page to go to alarm search page as shown in figure below.

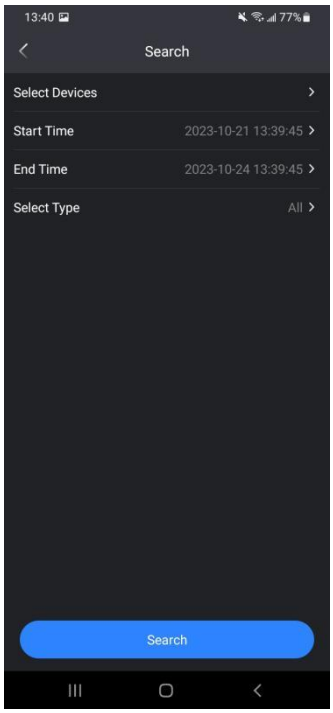

Figure 7-6 Search

3. You can select the device, event types and arming time period as conditions to search the alarm messages.
4. All the alarm messages will be listed and displayed. You can check the alarm message details by tapping the corresponding alarm message.

7.4. Alarm Push

Your cellphone will receive a push notification once push settings are configured.

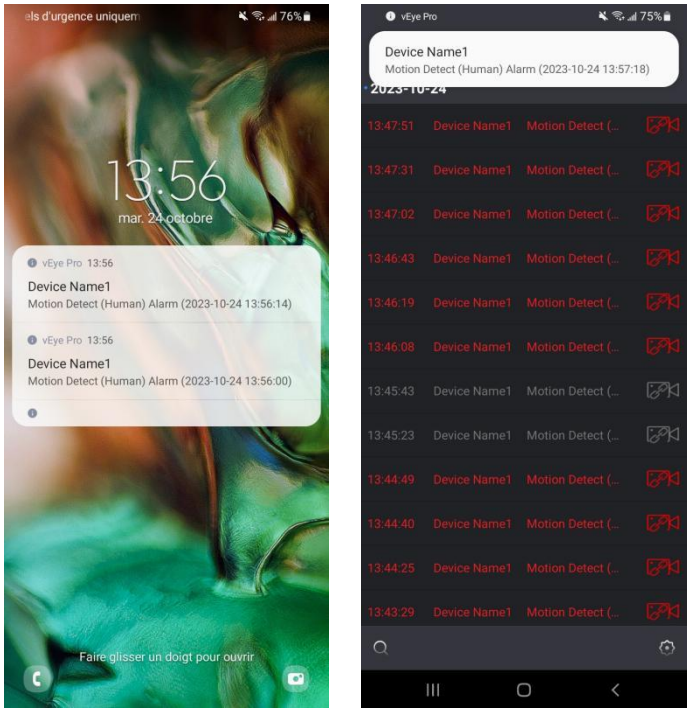

Figure 7-8 Alarm Push

In order to ensure the mobile can receive the push notifications, please make sure all the settings below

are correctly configured:

1. Allow Notifications is enabled in the settings of your cellphone.
2. Do Not Disturb is disabled in your surveillance APP, you can go to notifications setting page to enable/disable through Configuration → Alarm Notification → Do Not Disturb.
3. Make sure the push notification is enabled in the alarm settings of the corresponding device, see *7.2 Alarm Settings* for reference.
4. Make sure the corresponding event is enabled in the event settings on device side.

8. Overall (Me) Management

8.1. Account Security

Steps:

1. Tap to go to account security setting page as shown in figure below.

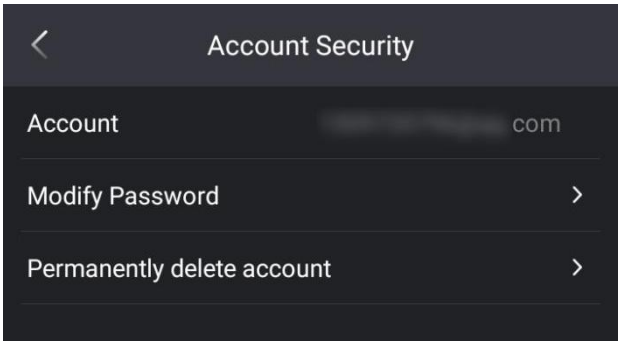

Figure 8-1 Account Security

2. You can modify password or delete account permanently.

8.2. Pictures and Videos

Steps:

1. Go to **Pictures & Videos**.

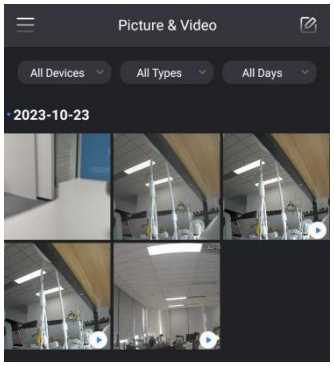

Figure 8-2 Pictures and Videos

2. You are able to use the filter on the top of Picture & Video management page to check the snapshots or local recordings that have been saved on your cellphone.

3. You can tap on the upper right corner of Picture & Video management page to multi-select the snapshots or recordings for more options. You can tap to select all the pictures and videos, tap for more options on cellphone, tap to delete the snapshot or recording.

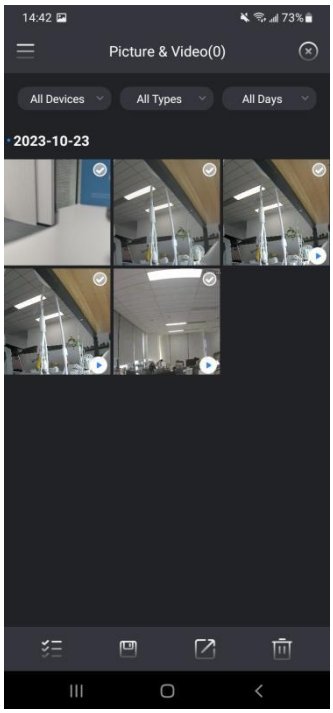

Figure 8-3 Edit

4. You can tap the snapshot or recording to view the details like. You can tap on the upper right corner of picture or video view page to have more operations on your cellphone or to delete the snapshot or recording.

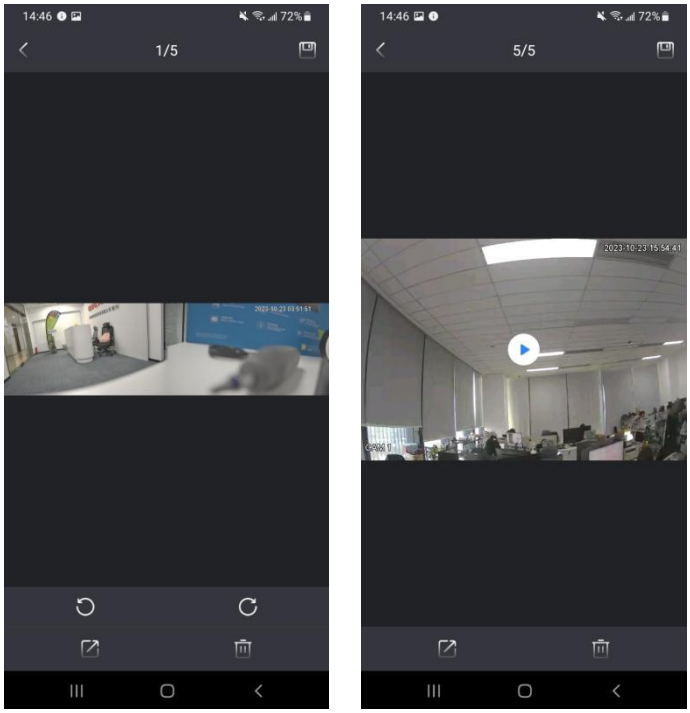

Figure 8-4 Tapping the Snapshot or Recording

8.3. Reset Device Password

You can reset device password by scanning the QR code on the device or web portal. Please note that you can only retrieve password for devices bound to your account.

Figure 8-5 Reset Device Password

8.4. Alarm Notifications

You can check alarm notifications settings and configure push message in the notifications management page.

Steps:

1. Go to **Configuration → Alarm Notifications** to go to notifications management page as shown in figure below.

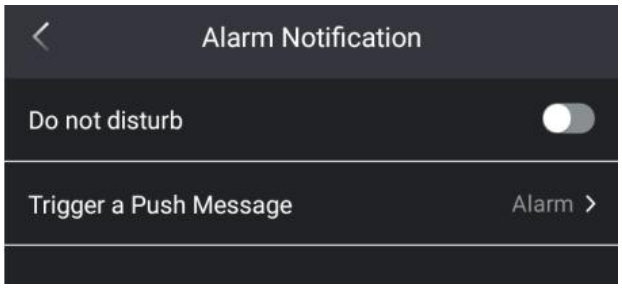

Figure 8-6 Alarm Notifications

2. You can enable/disable **Do Not Disturb** function here. Do Not Disturb means APP will not receive push notifications anymore.
3. Tap “trigger a push message” to pop up a selection list like below figure shows, you are able to choose among “Alarm Page”, “Live view” and “Playback”. See the descriptions below for reference.

- Alarm Page means you will go to alarm message management page directly when you tap the alarm message after you receive the push notification.
- Live View means you will start live view of the triggered channel directly when you tap the alarm message after you receive the push notification.
- Playback means you will start remote playback of the triggered channel directly when you tap the alarm message after you receive the push notification.

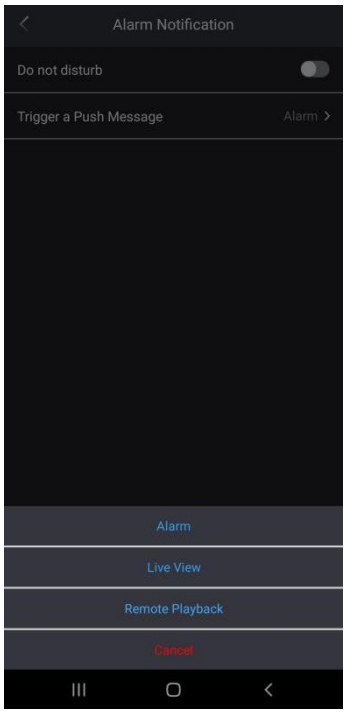

Figure 8-7 Trigger a Push Message

4. Check “Receive New Notification” status, “Enable” means allow notifications is enabled on your cellphone and “disable” means allow notifications is disabled on your cellphone.

Note

Only iOS system support check “Receive New Notification” status in the notifications page, for Android system please go to cellphone setting page to check the notification of APP is enabled or not.

8.5.Settings

App password lock is used for privacy protection when the user re-launch the APP the user need to unlock the APP with the password you set for privacy protection.

Steps:

1. Go to **Configuration → Password Protection** to go to password protection setting page as shown in figure below and it is disabled by default.

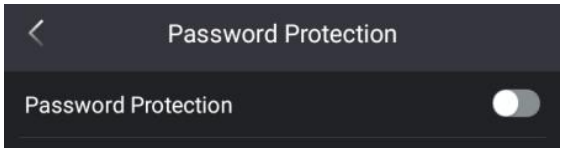

Figure 8-8 App Password Lock

2. Enable “Password Protection” and the password protection page will pop up for password input as shown in figure below**.**

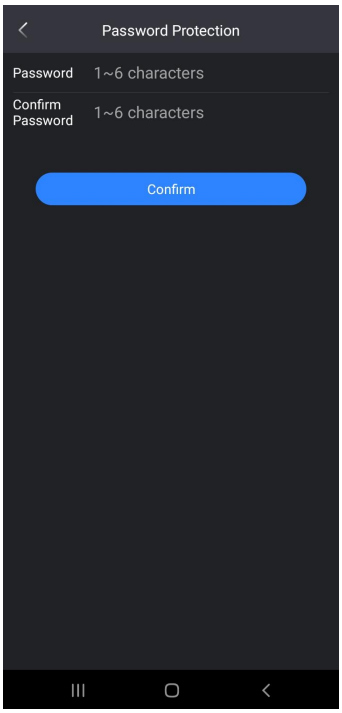

Figure 8-9 Set New Password

3. Follow the password setting steps to finish password generation and you can also modify password by tapping “Modify Password” to start password modification process.

8.6. User Feedback

You can send us feedback by entering into user feedback page as shown in figure below and follow the specifications to submit the feedback.

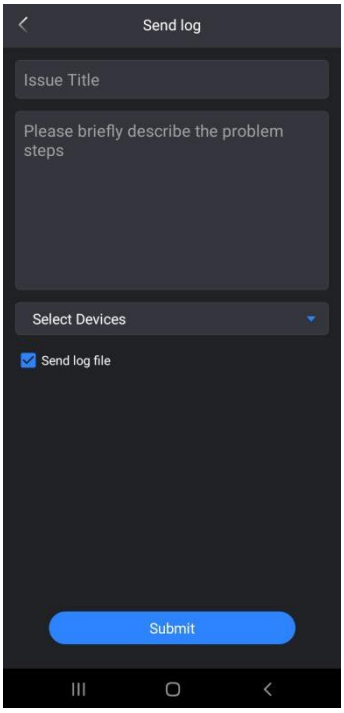

Figure 8-10 Feedback

8.7. Help

Tap “Help” in the Me page to go to help page as shown in figure below and FAQs are listed for your reference.

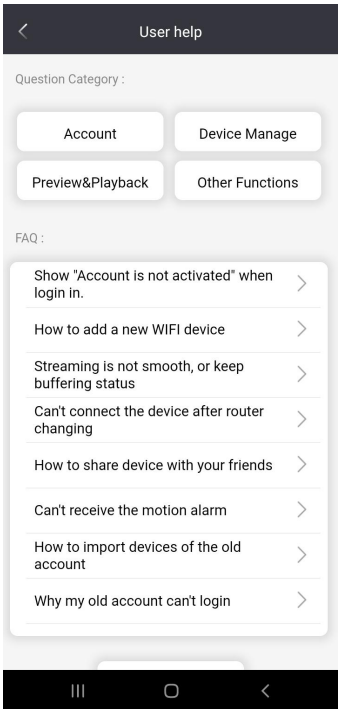

Figure 8-11 Help

8.8. About

You can check APP version and privacy policy in the About page as shown in figure below for reference.

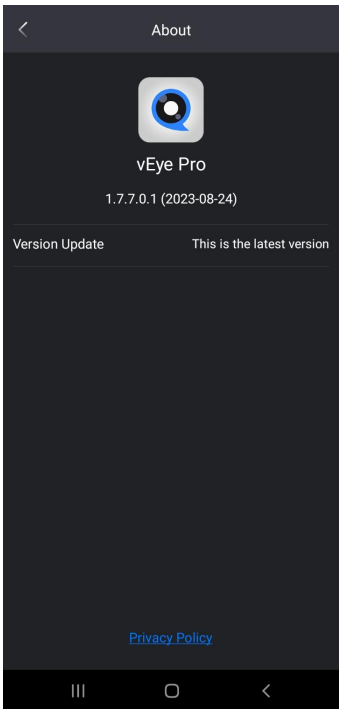

Figure 8-12 About