



Technical Support Document

<http://www.vicon-security.co.uk> support@vicon.co.uk

Telephone +44 (0)1489 566300

Using the Vicon Mobile App

A step by step "How to Guide"

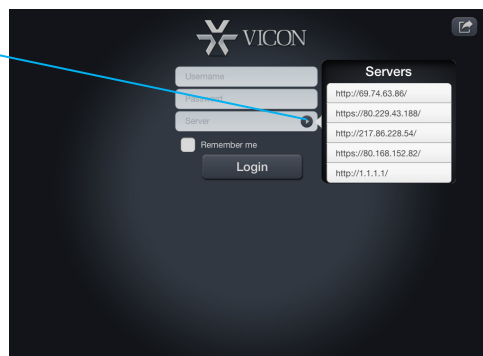


Vicon Mobile is a free app for Apple and Android smart phones and tablets that can allow you to control your ViconNet video management system from anywhere. If you're using a windows based tablet it can still run our browser based on Microsoft Silverlight, so there is no need for an app.

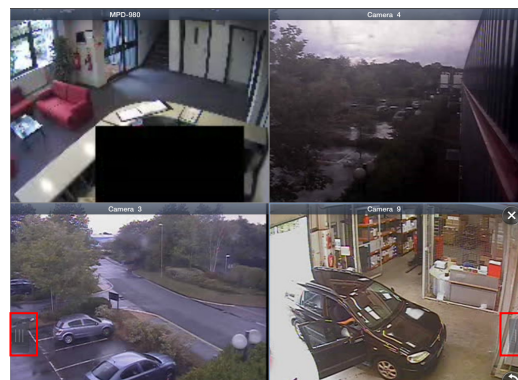
Once installed and opened, the app will display a screen which you can log onto by entering your username, password and server.



By tapping the arrow next to the server a list of sites where your cameras are present will come up. Choose the one relevant to the cameras you wish to watch. The list can have varying lengths based on how many different sites you have.



You are now able to watch your CCTV cameras on the go! To add, and edit your cameras you will need to access the menus on the left and right hand side of the screen. Towards the bottom of each side there are tabs which both pull out giving two menus (highlighted on image). To then enlarge the screen simply do the reverse and swipe the tabs (see image) back outwards.





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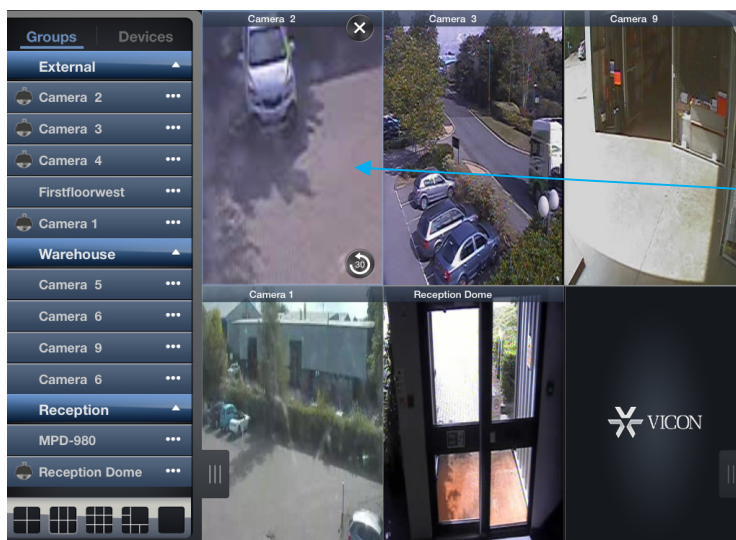
To get a camera on screen, simply select your chosen camera from the menu on the left. You can either tap the camera you desire or drag it across onto the centre screen. The latter option is best used when you would like more than one camera displayed at once, so that you can decide where you want each one placed, or once all cameras are placed you can switch and move them into different places. On the bottom of the left hand menu there are various displays which can exhibit different amounts of cameras, in different formations. Once you have chosen the one you like best and have dragged a/ multiple camera/s across onto the screen, you can watch, rewind, move (if PTZ is supported) and zoom into your camera image. To then remove a camera, drag it back to any place in the left hand side menu.



A camera (from the menu on the left) being dragged into the chosen screen. (Path shown)

Various displays which can exhibit different amounts of cameras, in different formations.

If you have completed the above successfully you should now be able to zoom into one or more of your cameras images. You can double tap one of the cameras so that it is displayed large across the screen, and then double tap again for it to resume the former layout. Or you can pinch-to-zoom. To do this for **zooming in** to a camera image, simply press down on the screen with your index finger and thumb leaving only a small amount of space between them. Keeping your finger and thumb on the screen, simply move them away from each other, expanding the space between them. As you expand your fingers, the screen will zoom in. To **zoom out**, simply do the reverse: move your thumb and index finger towards each other while keeping them pressed to the screen.



A camera image that has been zoomed in.

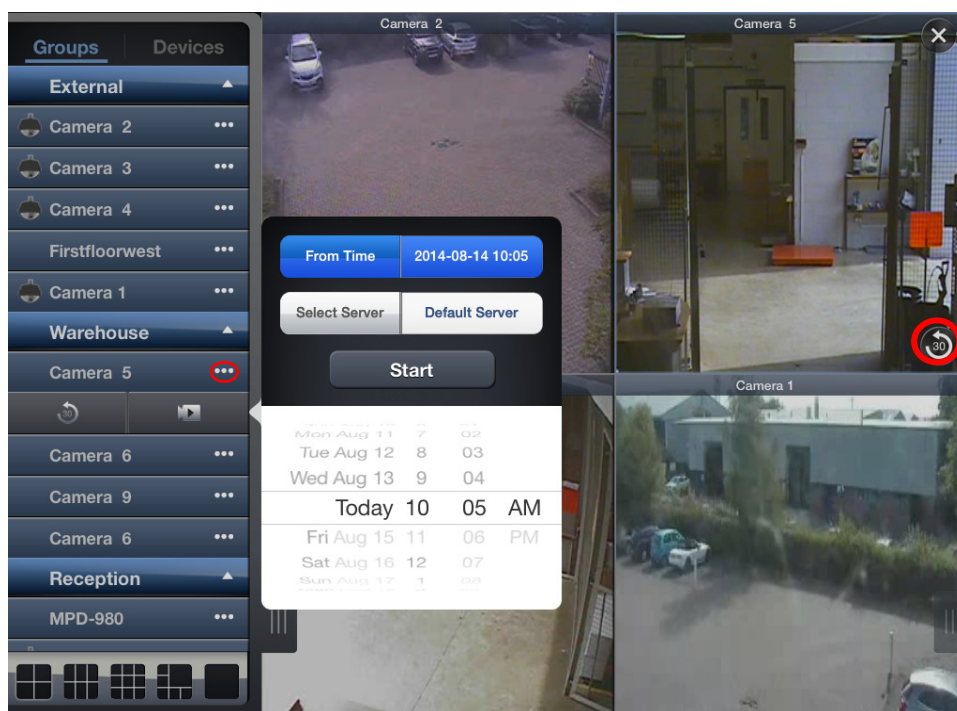


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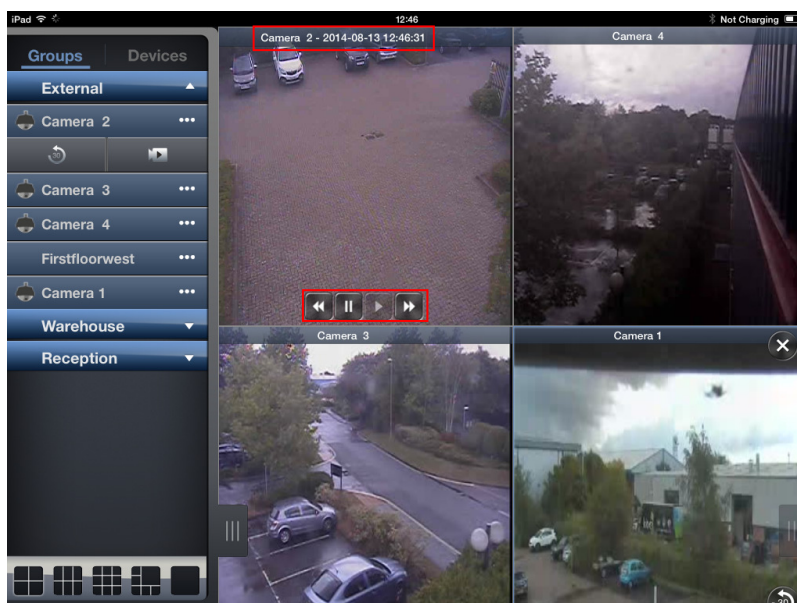
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As mentioned above, you can rewind and playback previous recordings on the app. There are two ways of which you can do this. The first way is by pressing on the rewind button in the right hand corner of each camera which appears once you tap on the camera you wish to rewind. It rewinds back 30 seconds every time you press it and the re-winded video will appear on the screen next to it replacing whatever was showing there before. Meaning you can watch both the current and previous happenings of the area being recorded. But if you wish to rewind quicker and further back in time than in 30 seconds, you can rewind by the date, hour and minutes. To do this pull out the left hand side menu bar, find the camera you wish to re-wind and press the '...' (Circled on image below) button this then brings out two options one for the 30 second re-wind again and one with a filming icon (Circled on image below). Press the film icon and a calendar will appear (See image below) scroll to the appropriate date and time, and then press start. The recording will replace the current image the camera is showing.



You can pause, play, fast forward, and rewind (highlighted on image) whilst you are watching the previous recording. The time and date is supplied above the recording (highlighted on image) so you know when the recording took place.

To get it back to the current recording on the camera, drag the chosen camera off of the left hand side menu into the slot where the camera recording is currently playing.





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If you have a camera that has PTZ you can control the camera through the app. If you pull out the right hand menu tab, you should be able to move a joy-stick around that will control the direction that the camera is facing. The plus button zooms in and then the minus button zooms back out again. The looped arrow button controls the camera by making it repeatedly go round in a 360 degrees motion.

If you have presets set they appear on the menu bar and by tapping them the camera is automatically sent to face that area. This works for 100 different presets. However if there are no presets set, or there are only a certain amount and you press a number where there is nothing stored 'Preset not store' will appear on the cameras screen and it remains on the last preset or the direction the camera was originally facing if there aren't any stored (see image below).





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Vicon Mobile supports many functions of full-featured ViconNet, including:

- Securely Connect to the ViconNet system (multi-server support)
- Supported on ViconNet Jump, Zone and Peak series devices
- View live video or playback recorded images from any device on the system
- Up to 9 concurrent video streams
- Quick and simple playback access
- Full control of PTZ cameras including presets
- Pinch-to-zoom on live video and playback video
- Arrange video tiles on the flight
- Remember last state when minimized

** Requires minimum Web server 6.6.71 (6.6SP2)



Available on Google Play:

<https://play.google.com/store/apps/details?id=com.zemingo.vicon>

Available on iTunes:

<https://itunes.apple.com/gb/app/vicon-mobile/id563508596?mt=8>

ViconNet demo server is available. Log in as follows:

| | |
|-----------|---|
| Username: | admin |
| Password: | |
| Server: | http://69.74.63.8 |

Should you still require assistance, before requesting support please ensure that you have read all the relevant manuals.

Please be advised that Vicon are unable to help with router configuration and you should contact your Network specialist

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