



# BitVision App

User Manual

Version: 22.3.32.3

Thanks for buying our company's products, any questions or needs, please contact us at any time.

### **About this Instruction**

This instruction is universal version for BitVision App. The functions supported differentiate to different version, please subject to the version you download.

This instruction is intended to be your reference tool when operating. Please fully understand the information of it before installation and use.

All pictures, images, icons and illustrations that instruction offers, just for explanation and illustration purposes, differences may exist between specific product and this instruction, please subject to the app version you download. Our company will update the contents of this instruction in accordance with the improvement of product features and will regularly improve and update products & Programs described in this manual. Please kindly know that updated content will be added in new version without notice.

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# Chapter 1 App Instruction

## 1.1 Application Environment

BitVision can run in phone or pad, includes android and IOS systems. User can connect IPC, DVR, NVR, XVR and fisheye camera by phone and PC client. The connection between client and IPC, DVR, NVR, XVR and fisheye camera as shown in Figure 2-1.



### Instruction

- App supports phone and pad that with or over Android 4.4 version.
- App supports iphone and ipad that with or over IOS 9.0 version.
- Supports medium and high resolution Android phones such as 800\*480, 1280\*720, 1920\*1080.
- Supports 1280\*800, 1024\*768, 2560\*1600, 2048\*1536 and other high-resolution 7-inch to 10-inch pad.
- Old version BitVision can be replaced directly when install new version.
- Support Chinese Simplified, Traditional Chinese, English, Hungarian, Vietnamese, Italian, Russian, French, Portuguese, German, Lithuanian, Polish, Spanish, Korean, Hebrew, Arabic, Czech, Ukrainian.
- This manual describes the Android mobile app, and the icon and layout between the app and the iOS app will be different, please subject to the actual App you use.

## Chapter 2 Deployment Diagram of System Structure

Deployment Diagram between devices and phone, pad client as shown in Figure 2-1;

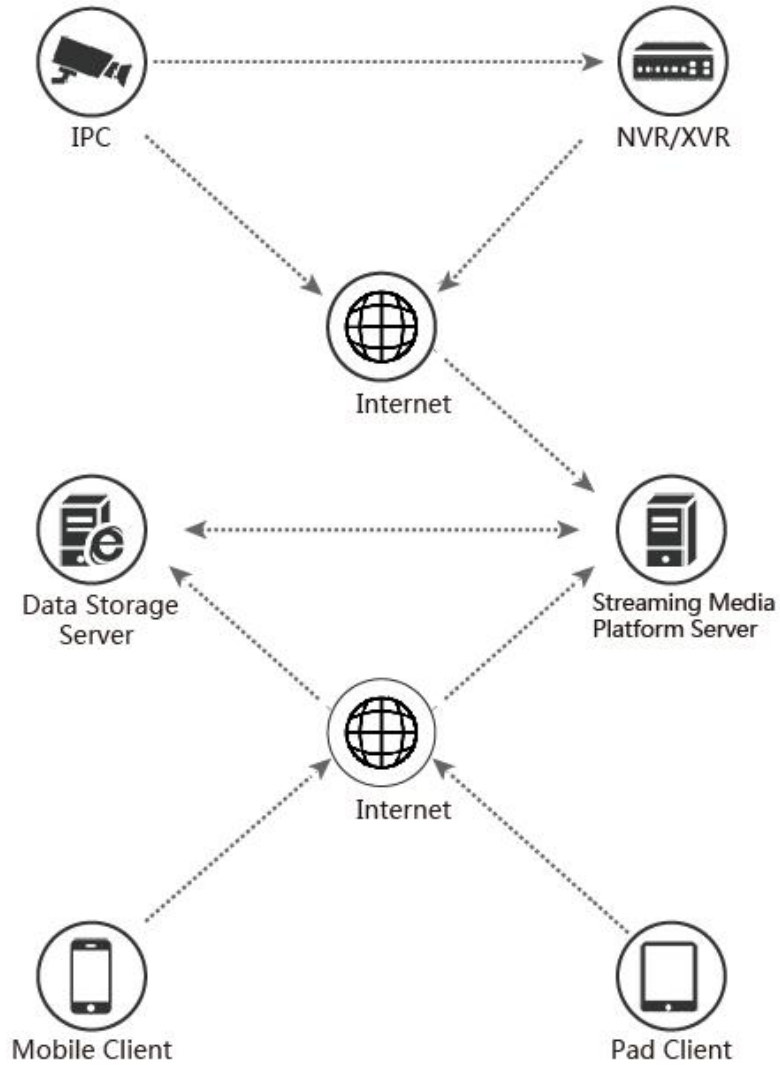


Figure 2-1

## Chapter 3 App Function

### 3.1 Download and Installation

**BitVision Service Procedure:** register-->Log in-->Devices Added--> Service Application

It is downloaded and installed on Apple's mobile phone, Android mobile phone, tablet PC, and PC using the following methods.

(1) Scan the image below for the QR code.



Figure3-1 Phone Download

(2) Android users go to Google play to download and install, iOS users directly in the App Store search for "BitVision" to download and install.

(3) Phone or pad client enter the following URL to download and install.

Download address for Android phone:

<https://www.bitdog.com/home/account/q-r-code>

### 3.2 Login Interface

The login interface consists of the Login, Forgot and Register. The login screen as shown in Figure 3-2.

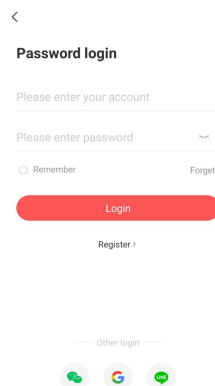


Figure 3-2

### 3.2.1 Enter the login screen

Enter the login screen as shown in Figure 3-3.

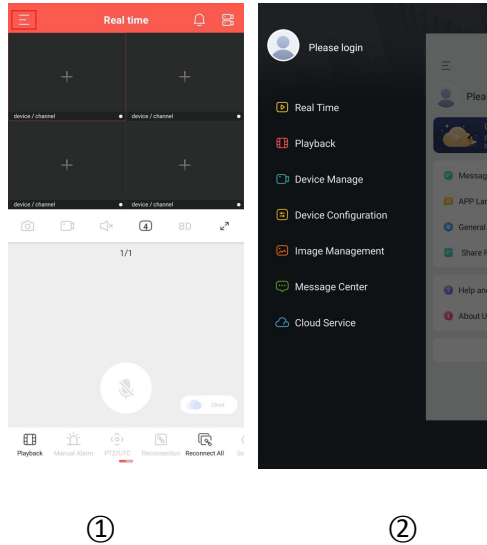


Figure 3-3

- ① Run "BitVision" on the phone, click "☰" in the upper left corner of the preview interface to enter the sliding menu bar;
- ② Click "👤" above the interface to enter the "Login" interface;

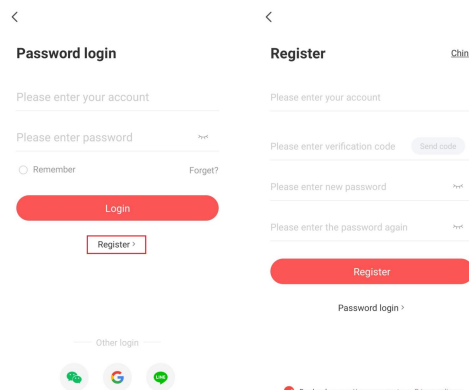


#### Instruction

- After installation, open the App for the first time and enter the "HEROSPEED Cloud" service agreement interface. After reading the agreement, you must click "Agree" to enter the App main interface.

### 3.2.2 Register BitVision Account

New users need to register an account to log in, as shown in Figure 3-4 :



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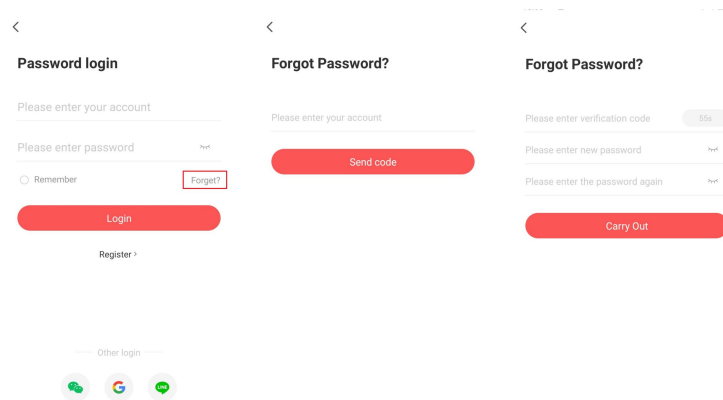
②

Figure 3-4

- ① Open App, enter the login screen, click "Register";
- ② Enter the email address, password, password again, click "Send Email code", enter the captcha received in the registered email address, click "By signing up, you have read and agree to the 《User Agreement》 《Privacy Policy》 → "Register".

### 3.2.3 Forget Password

When you forgot password, you can reset it. Reset the password as shown in Figure 3-5.



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Figure 3-5

- ① Open App, enter the login screen, click "Forget?";
- ② Enter the email account and click "Send code";
- ③ Log in to the registered email address to find the verification code, enter the verification code in the "Please enter captcha" field, enter the new password, enter the password again, and click "Confirm".



#### Instruction

- Reset password, account when registering must be entered and the account must be valid email, can log in and receive email.

### 3.2.4 Login

Account login BitVision as shown in Figure 3-6:

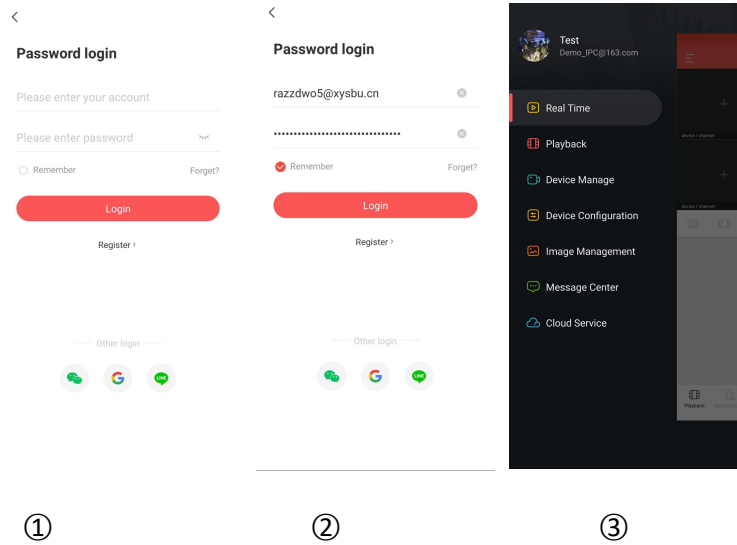


Figure 3-6

- ① Open App, enter the login screen;
- ② Enter the account and password, click "Login";
- ③ Enter to the sliding menu bar interface.



#### Instruction

- At the same time support WeChat,Google, LINE third-party account login.

### 3.3 Menu Introduction

The BitVision App menu displays the current App Account, avatar, which consists of the main interface, Username, Real time,Playback,Device manage,Settings, Image management,Message center, Cloud service. The mobile client App slide menu is shown in Figure 3-7:

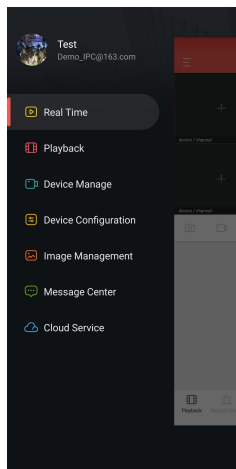


Figure 3-7



### Instruction

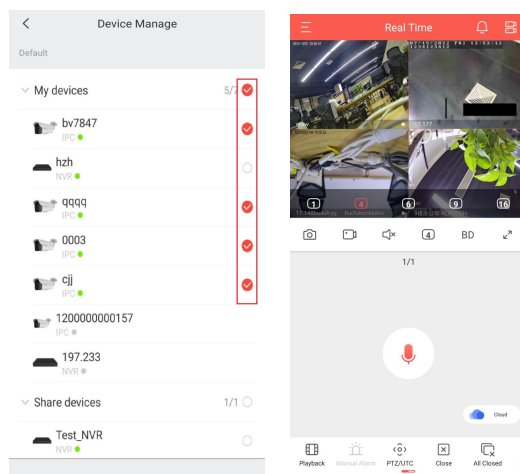
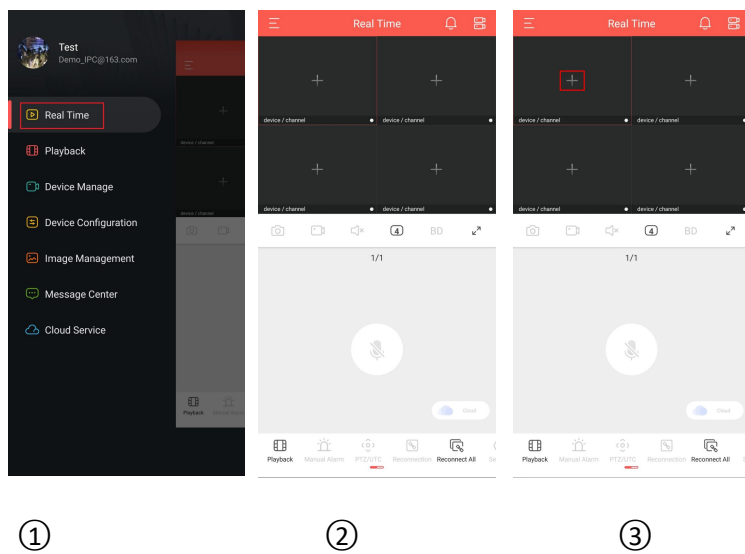
- Click on the app to enter the main interface in the right part of the sliding menu bar.

## 3.4 Main Interface

The main interface consists of Real time, Playback and Device manage as shown in Figure 3-9 ②:

### 3.4.1 Real Time

The real time video as shown in Figure 3-8.



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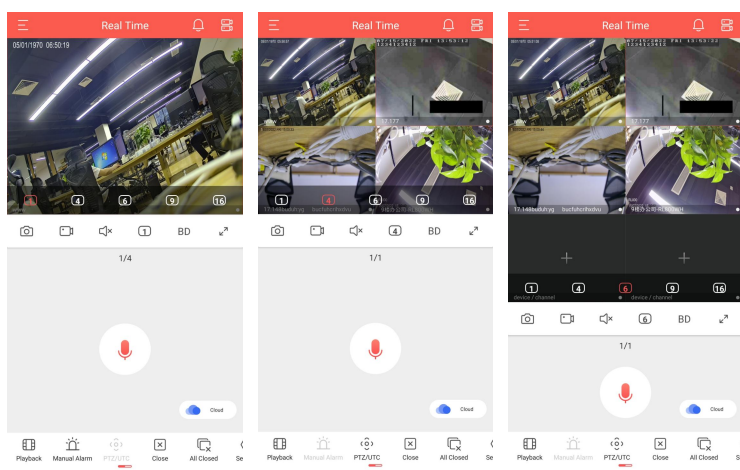
Figure 3-8

- ① After logging in to the account, click "☰" to enter the main menu;
- ② Click "Real time" to enter the Real time interface;
- ③ Click "+" to enter the device selection interface ;
- ④ Select the device and click "Confirm".
- ⑤ The preview interface plays the live video of the selected device.



### Instruction

- When selecting a device in the device list, click on the device group and all devices under the group are selected.
- Directly connect the added devices and shared devices under non-account, the capability set cannot be obtained during preview, and all functions are released uniformly. If the device does not support it, the operation will not take effect and there will be no response.
- The multi-screen preview mode is switched by ① / ④ / ⑥ / ⑨ / ⑬ at the bottom of the interface, as shown in Figure 3-9 ① ② ③ ④ ⑤.



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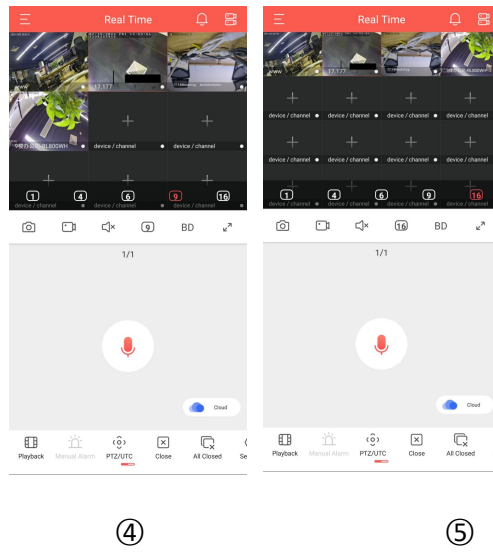


Figure 3-9

- When previewing video on multiple split screens, double-click on a channel to switch the preview screen to single-channel preview.
- When the phone is turned on horizontally, the full-screen preview of real-time video, as shown in Figure 3-10 ① ② ③ ④.

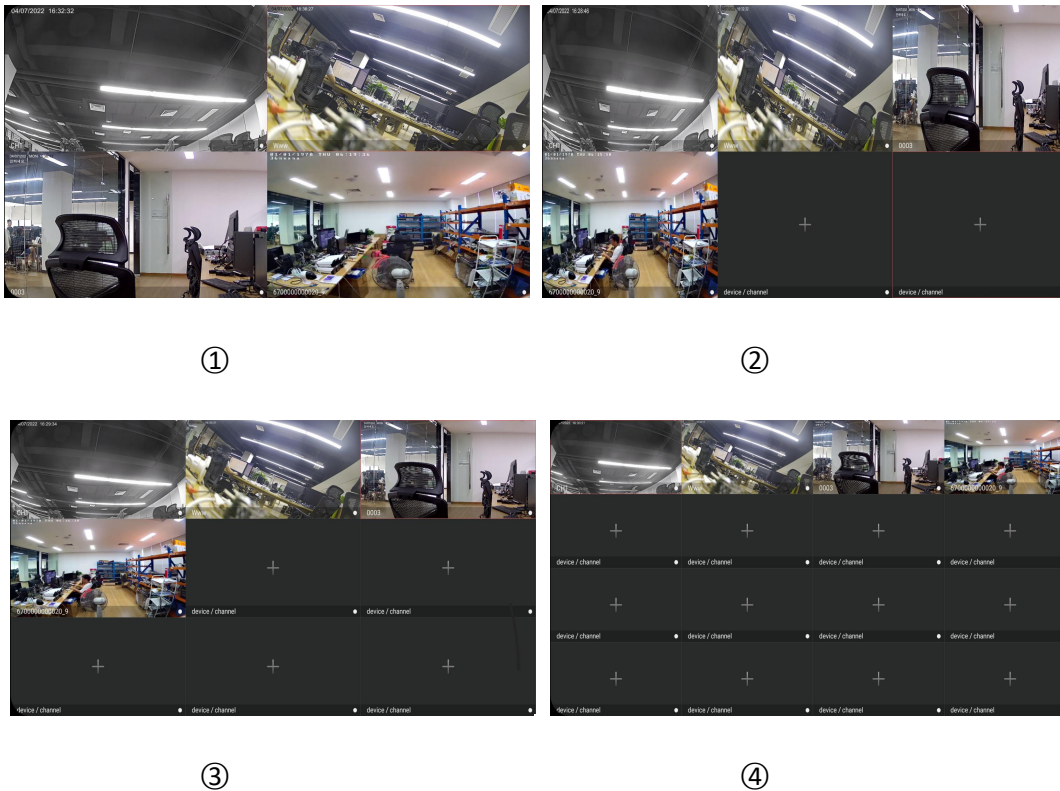









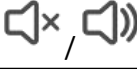








Figure 3-10

Slide the bottom toolbar for more functionality, as shown in the following Table 3-1:

Button	Description
--------	-------------

	Click to enter the sliding menu bar.
	Click to enter the "Device" interface.
	Click to enter the "Device" interface.
	Start/Stop recording
	Snapshot
	PTZ/UTC PTZ: PTZ control, when previewing the PTZ device video on a single screen, press this button to open the PTZ control panel, which can control the pan/tilt direction, zoom, and support gesture operations. UTC: Coaxial video control, when previewing the PTZ device video, this button opens and connects to the XVR coaxial camera control panel, which can be used for coaxial camera, lens, exposure, white balance, noise reduction and other related settings.
	Close/Reconnect the current channel
	Close/Reconnect all the channel
	Intercom, press and hold, the device can hear the sound of the mobile phone, release the button to hear the sound of the device, and realize the intercom function between the App and the device.
	Sound on/off
	1-window preview
	4-window preview
	6-window preview
	9-window preview
	16-window preview
BD / HD	Definition (stream) switch
	full-screen preview







	Playback
	Manual Alarm
	Settings
	Image Adjust
	Share
	Cloud service

Table 3-1

### 3.4.2 Playback

BitVision app Playback the video which record in IPC TF Card or EMMC & HDD in N/X/H/DVR .etc backend equipment.

Playback as shown in Figure 3-11:

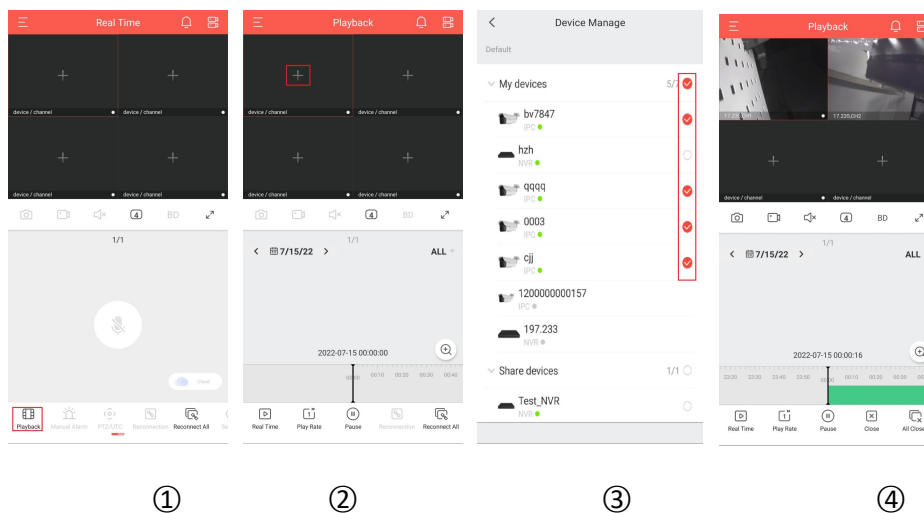




Figure 3-11

- ① Click " " on the Real time interface;
- ② Click play window " ";
- ③ Select the channel which need playback, click "Confirm";
- ④ Playback interface plays the video of the selected channel.



**Instruction**

- Default 4-screen playback, switch to single-channel playback by double-clicking a channel, as shown in Figure 3-12 ① ②.

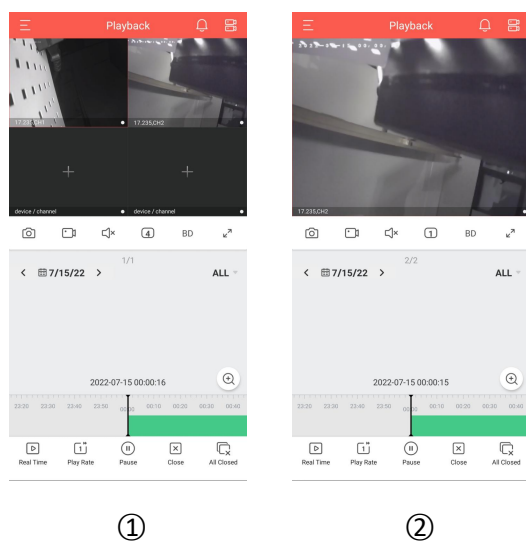
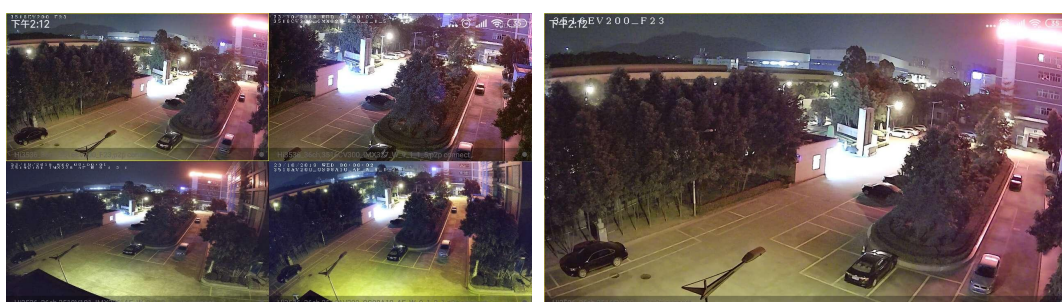


Figure 3-12

- During playback, slide the interface left and right to switch the channel.
- Due to the difference in the definition of recording types of old protocol devices (non-gray-black interface devices), all types will be opened during playback on the APP. When the playback device is IPC (non-gray-black interface), when the recording type is selected ALL, search The recorded video is a timed video; when the video type is selected as timed, the searched video may be a timed video or a motion detection video; when the video type is selected to motion detection, the motion detection video can be correspondingly searched, and when the video type is switched For other types, if the device does not support it, the video cannot be searched; when the playback device is the back end (not gray-black interface), select ALL, motion detection, and timed video for the video type to search for the corresponding type of video. When the type is switched to another type, if the device does not support it, the video cannot be searched.
- Directly connect the devices added to the APP by IP and port or SN, or the playback multiples of shared devices are released uniformly, and the multiples that are not supported by the old device will automatically jump back to 1X after clicking.
- New protocol devices bound to the account display all multiples, and old protocol devices bound to the account display 1x and 2x playback options regardless of whether they support or not.
- When the phone opens the horizontal screen, playback the historical video in full screen, as shown in Figure 3-13 ① ②.











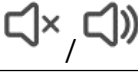

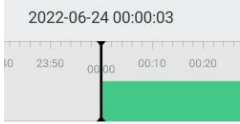
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Figure 3-13

- During playback, click "📅" on the playback interface to switch the date recording playback. You can also drag the timeline to switch the other time recording of the current date of the playback channel.

The interface toolbar buttons are shown in Table 3-2:

Button	Description
	Click to enter the sliding menu bar.
	Click to enter the "Device" interface.
	Click to enter the "Device" interface.
	Start/Stop recording
	Snapshot
	Playback speed multiple.
	Close/Reconnect the current channel.
	Close/Reconnect all the channel.
	Sound on/off.
	1-window / 4-window
	<p>1) Timebar, it is to display the record searched for by the current search condition, and the time bar starts from 0 o'clock.</p> <p>2) In 4-window playback mode, there are corresponding four time bars. Select the playback window, the corresponding window time bar below.</p> <p>3) During playback, press and hold the time bar to drag left and right to jump play.</p> <p>4) The thumb and forefinger are separated on the timebar and electronically zoomed in and out of the timebar.</p> <p>5) Green on the timebar represents normal recording and yellow represents motion detection recording, blue represents smart event recording</p>



	Adjust the timeline scale
	1) Calendar, it's for selecting playback date. 2) In any play mode, click the date you want to see, you can see the corresponding record file trace in the time bar.

Table 3-2

### 3.5 Device Manage

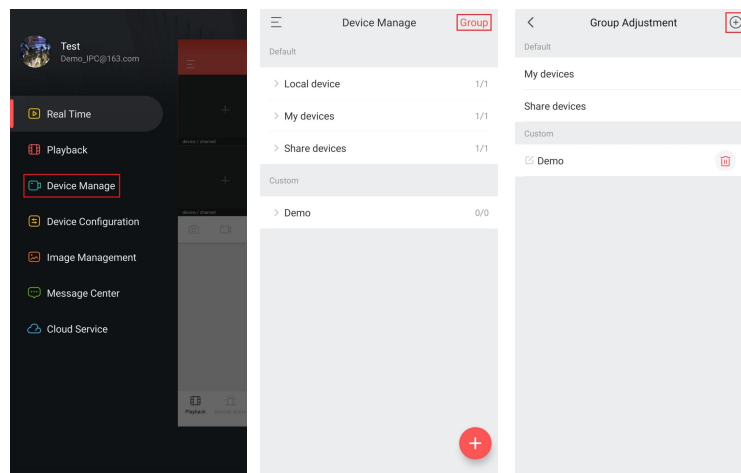
BitVision app device management use for add, edit, and delete groups and device in the account.

#### 3.5.1 Group Adjustment

Groups adjustment are used to add, edit, and delete groups in BitVision accounts.

##### ■ Add Group

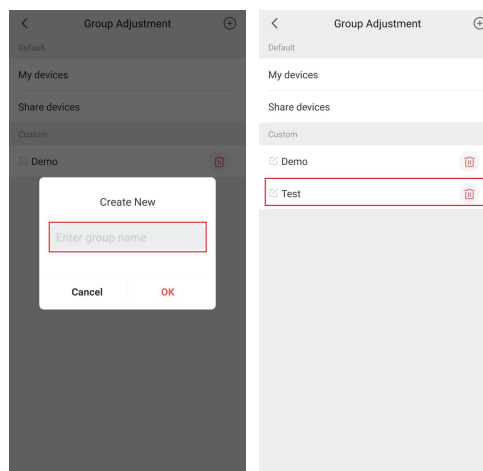
Add group as shown in Figure 3-14:



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Figure 3-14

- ① In the sliding menu bar, click "Device manage" or click " " in the main interface to enter the device manage interface.
- ② Click "Group";
- ③ Click "";
- ④ Enter the group name and click "OK";
- ⑤ The group was added successfully.

### ■ Edit Group

Edit group as shown in Figure 3-15:

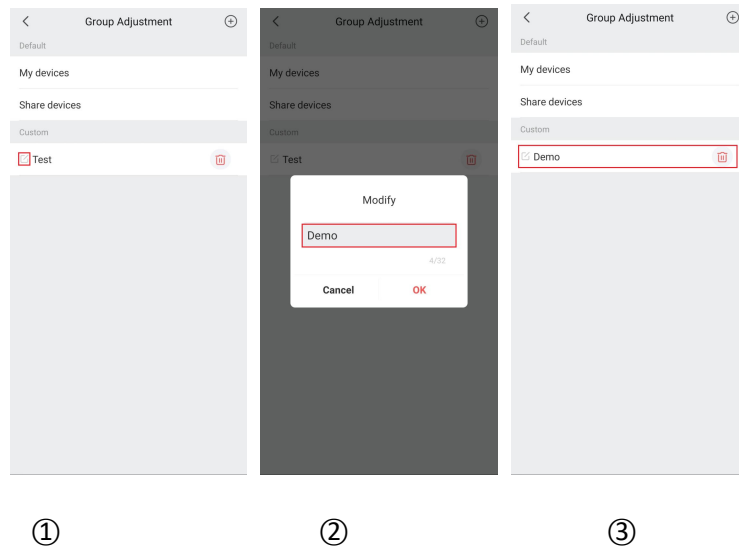



图 3-15

- ① In the edit group interface, select the group to edit and click "";
- ② Modify the group name and click "OK";
- ③ The group name was successfully modified.

### ■ Delete Group

Delete group as shown in Figure 3-16:

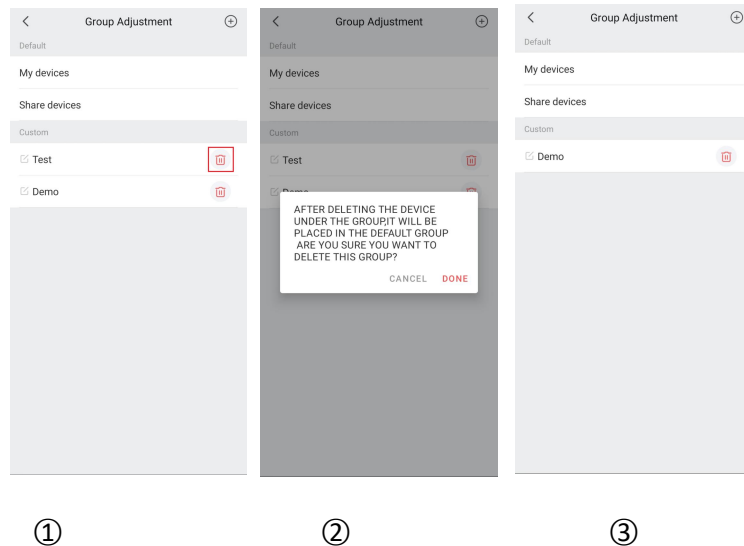


图 3-16

- ① In the edit group interface, select the group to delete and click "🗑️";
- ② Click "Done";
- ③ The group was successfully deleted.



#### Instruction

- After a group is deleted, all devices in the group will be placed in the default "My Device" group.
- The default groupings "My Devices", "Share devices", "Local device" and "My favorites" in the device list cannot be edited, modified, or deleted.

## 3.5.2 Add Device

### ■ SN (Serial Number) Add device

#### Before adding a device, pay attention to:

1. Make sure that the device to be added is connected to the Internet, P2P is turned on, and it is online.
2. The phone is connected to the wireless network.

#### Add device steps as shown in Figure 3-17:



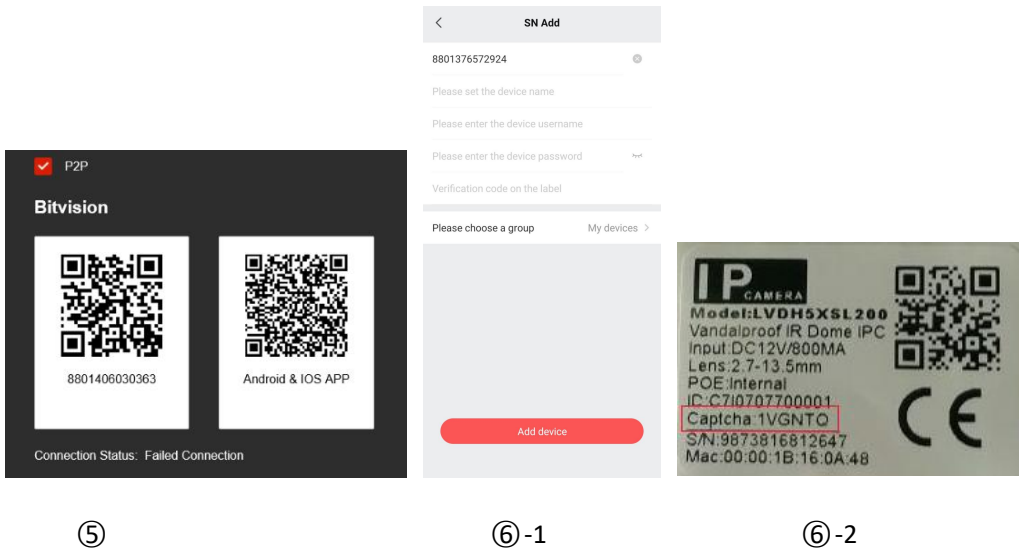
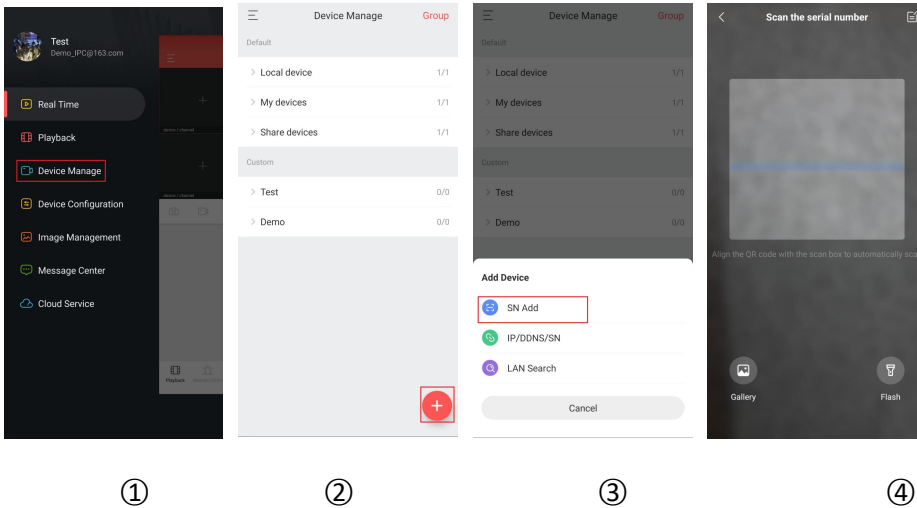






Figure 3-17

- ① In the sliding menu bar, click "Device manage" or click " " in the main interface to enter the device manage interface;
- ② Click " ";
- ③ Click " SN Add ";
- ④ Align the QR code on the device or P2P interface to scan; the device web P2P interface is as shown in Figure 3-17 ⑤;
- ⑤ Enter the user "admin", the corresponding password, Verification code of the device (if there is captcha, printed on the label, as shown in Figure 3-17 ⑥-2 above), click "Add device"; The device was added successfully.



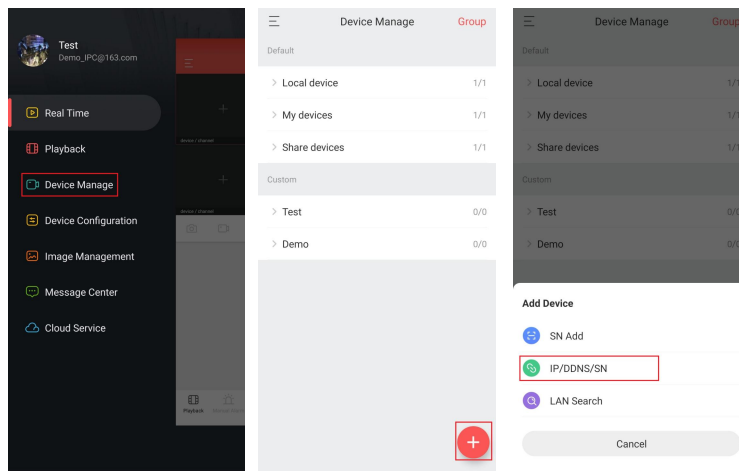
### Instruction

- When adding a device, you can add the device by manually entering the serial number by clicking  in the upper right corner.
- When adding a device, you can click "" to enter the phone album, and select the device serial number QR code to add the device.
- When adding a device, you must ensure that the device is online before it can be added successfully.
- When adding a device, you must enter the device user name as "admin", and the password and verification code must be consistent with the actual, otherwise the device will be added to fail.
- Add a device with SN Add, LAN Search and IP/DDNS (direct add) and other methods.
- LAN search can support shake, follow the App tips steps to search and add LAN internal device.
- Devices searched on the LAN can only preview live video and cannot be added to the device list.

### ■ IP / DDNS mode add device

The BitVision IP/DDNS function is used to directly connect devices that have been port mapped. You can add, edit, and delete devices to play device video in real time.

IP / DDNS mode add device as shown in Figure 3-18.



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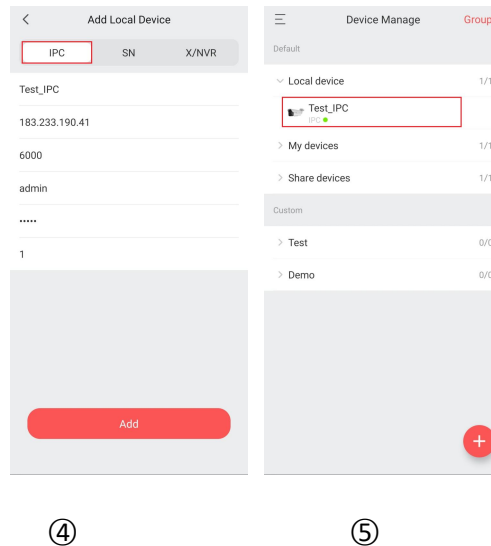




Figure 3-18

- ① In the sliding menu bar, click "Device" or click " " in the main interface to enter the device manage interface;
- ② Click " ";
- ③ Click " IP/DDNS/SN";
- ④ Select the device type (IPC, X/NVR), such as "IPC", enter the Device name, Address, Private port, Username, Password, and channel number, and click "Add";
- ⑤ The device is added to the Local device group.



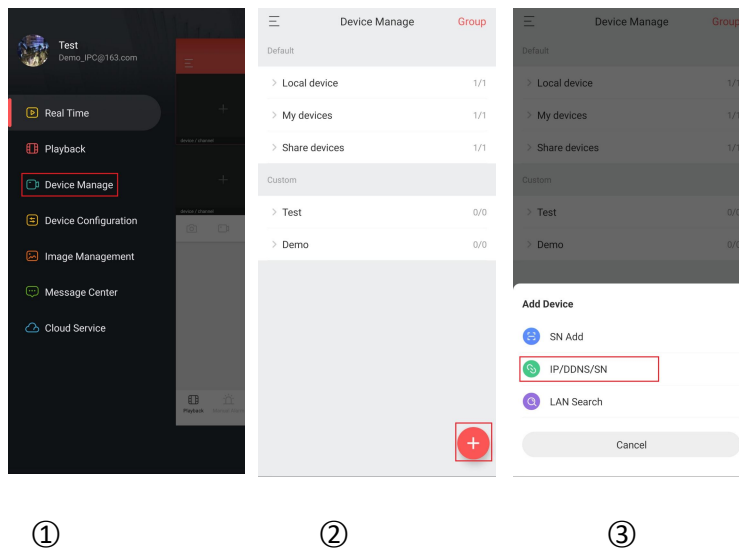
#### Instruction

- Address: Enter the external network address or domain name mapped by the device.
- Port: Enter IPC, X/NVR as the private protocol port.
- Username: Device user name.
- Password: Device password.
- Channel number: IPC, 1 channel; other device types, according to the actual number of channels filled in by the device, when the number of channels is set more than the actual number, the extra channel will not display video.
- You can preview the local device video added directly by IP/DDNS without logging in to the account.

#### ■ SN mode add device

The BitVision SN add function adds devices to the local device by serial number of devices. It can add, edit, delete devices and play device videos in real time.

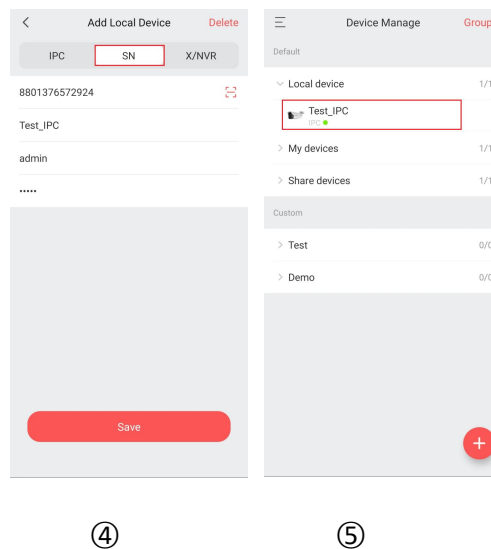
The SN is added as shown in Figure 3-19.



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Figure 3-19

- ① In the sliding menu bar, click "Device" or click " " in the main interface to enter the device manage interface;
- ② Click " ";
- ③ Click " IP/DDNS/SN";
- ④ Click "SN" to enter the Serial Number, Device name, Username, Password and click "Add";
- ⑤ The device is added to the Local device group.



#### Instruction

- You can preview the local device video added by SN without logging in to the account.

- The AL platform device does not support the SN mode to add the device to the local.

### 3.5.3 Devices Details

The device details interface, you can view device type, serial number, device status, group, device sharing and version.

#### ■ Enter the device details interface

Enter the device details interface as shown in Figure 3-20.

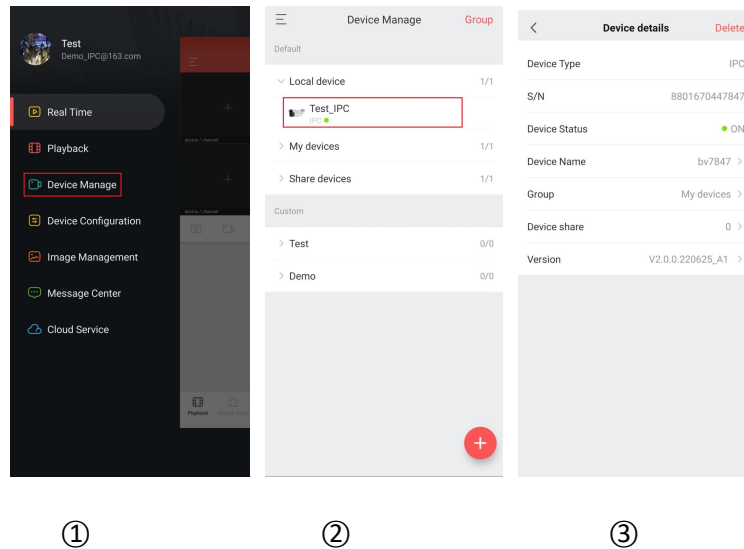




Figure 3-20

- ① In the sliding menu bar, click "Device manage" or click " " in the main interface, select the group where you want to edit the device;
- ② Select the device and click " " next to the device;
- ③ Enter the details interface of the device.

#### ■ Modify the device name

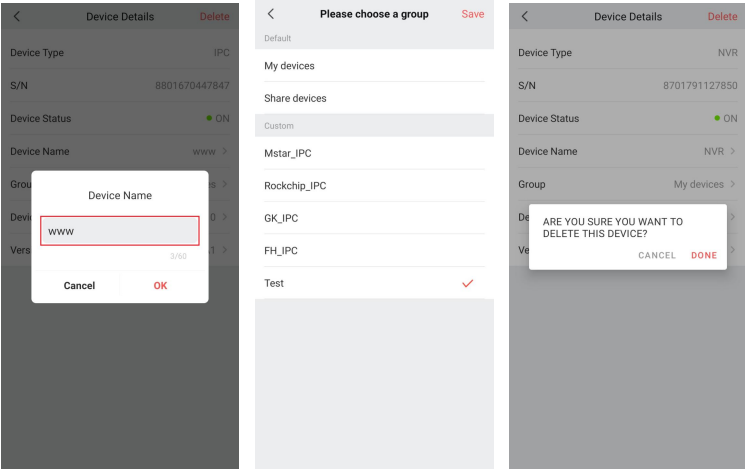
In the device details interface, click "Device Name" → Modify Device Name → click "Done". Modify the device name as shown in Figure 3-21 ①.

#### ■ Modify the device group

In the device details interface, click "Group" → select the group → click "Save". Modify the group as shown in Figure 3-21 ②.

#### ■ Delete Device

In the device details interface, click "Delete" in the top right corner → click "DONE", as shown in Figure 3-21 ③.



① ② ③

Figure 3-21

■ **Device Share**

In the device details interface, click "Device share" → Please share account scan QR code to add device ( by "SN Add" method) or input the share account then click "Share" as shown in Figure 3-22 ① ②).

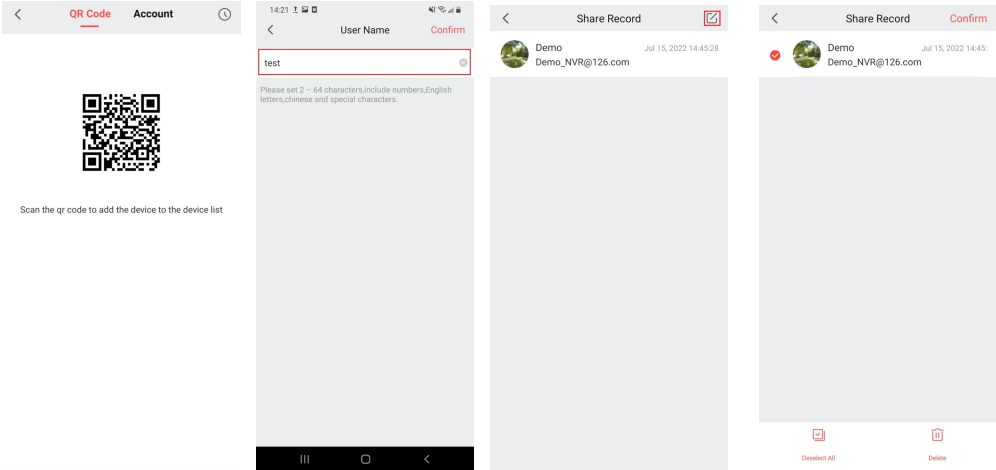


**Instruction**

- The time limit of the QR code shared by the device is 5 minutes.

■ **Delete Sharing**

In the device details interface, click "Device share" → click "🕒" "view sharing history" → choose to delete account → click "🗑️ Delete" as shown in Figure 3-22 ③ ④).



①

②

③

④

Figure 3-22

### ■ Version

When the device is IPC, click the version. The App automatically detects whether the device version is up-to-date. After detecting the latest version of the device, you can choose whether to upgrade. After you click "Upgrade", the App starts to download the upgrade package. You can choose to cancel the upgrade during the upgrade package.



#### Instruction

- Sharing other people's devices is sharing device groups, and other groups cannot be switched.
- When the sharing device is deleted in the shared account, the sharing account device disappears at the same time.
- The shared device can be deleted by the sharing account or by the account of the recipient sharing party.

## 3.6 Device Configuration

The setting interface ,you can be used to configure the general configuration, alarm configuration, storage configuration and advanced configuration of the device.

### 3.6.1 General Configuration

#### ■ Time Settings

The time settings interface ,you can set the device time zone and time,also can synchronize time to mobile phone as shown in Figure 3-23 ① :

#### ■ OSD Settings

The OSD settings interface ,you can open show time ,show the week,show text,and set the week display language ,date format,OSD position, as shown in Figure 3-23 ② :

#### ■ Video Settings

Select the encoding format Main stream, Sub stream, Third stream (if any), set the Coding type, H 264+(if any), H265+(if any), Resolution, Graphics quality (if any), and Frame rate of the corresponding stream, as shown in Figure 3-23 ③ :

#### ■ Audio Settings

Audio settings can be used to open the audio function, set audio encoding, audio input method, input volume, output method, output volume as shown in Figure 3-23 ④ :

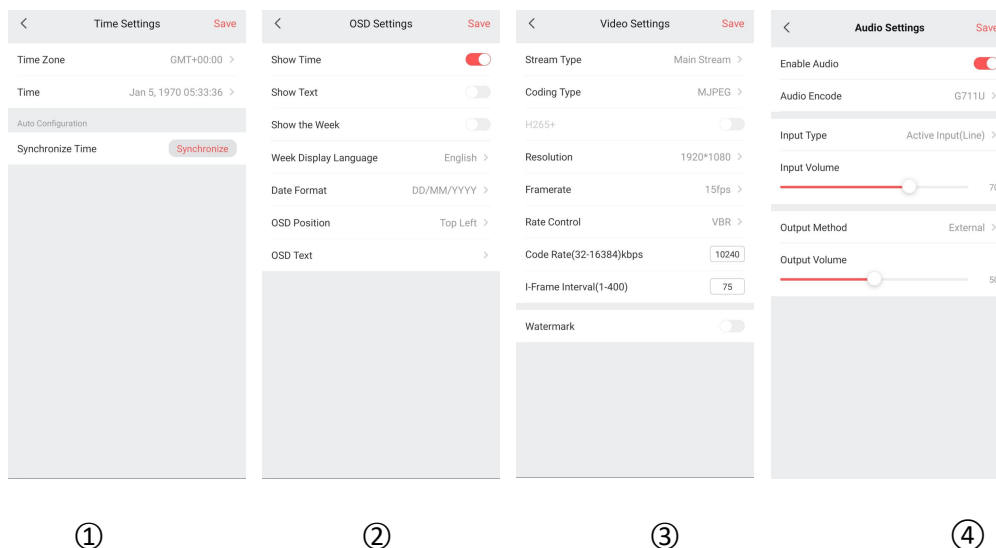


Figure 3-23

## ■ Image Settings

Image Settings can be used to set Image Adjustment, Exposure Settings, Day and Night Mode, White Balance, Video Adjustment, Image Enhancement, Backlight Settings as shown in Figure 3-24 ⑤-1 :

### ➤ Image Adjustment

Image adjustment can be used to adjust the brightness, contrast, saturation and sharpness of the device, as shown in Figure 3-24 ⑤-2.

### ➤ Exposure Settings

Playback settings are used to set video specifications and recording types, as shown in Figure 3-24 ⑤-3 .

### ➤ Day and Night Mode

Day and night mode can be used to switch the day and night mode of the device, as shown in Figure 3-24 ⑤-4.

### ➤ White Balance

White balance can be used to switch the white balance mode of the device, as shown 3-24 ⑤-5.

### ➤ Video Adjustment

Video adjustment can be used to set mirroring, corridor mode, and video format, as shown in Figure 3-24 ⑤-6.

### ➤ Image Enhancement

Image enhancement can be used to enable WDR, digital noise reduction, distortion correction, and dehazing, as shown in Figure 3-24 ⑤-7.

### ➤ Backlight Settings



Backlight can be used to enable backlight compensation and strong light suppression, as shown in Figure 3-24 ⑤-8.

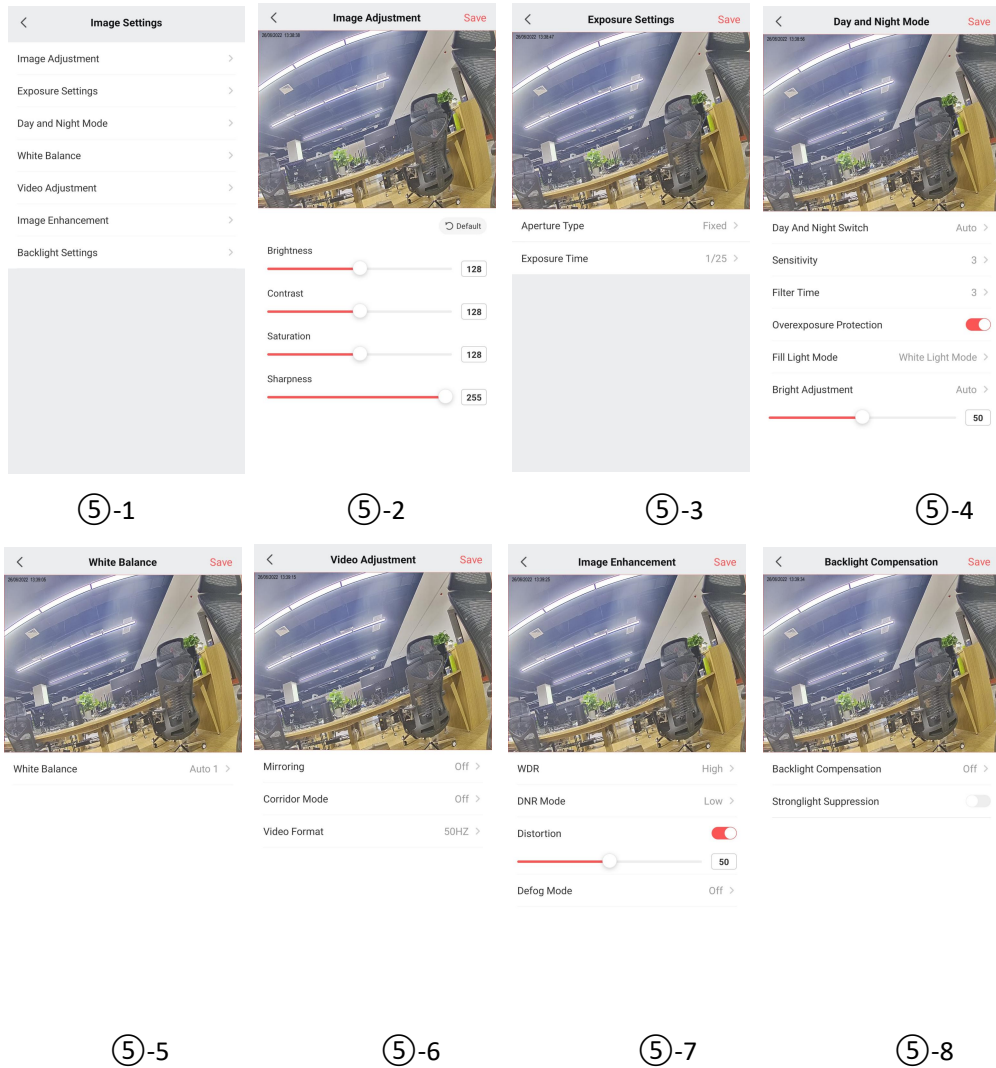


Figure 3-24



**Instruction**

- Different devices may have different support for general configuration. Please refer to the actual interface for the specific interface.

**3.6.2 Alarm Configuration**

■ **Normal Alarm**

The time settings interface ,you can set the device time zone and time,also can synchronize time .

➤ **Motion Detection**

Click "" to enable motion detection or only humanoid motion detection → click "detection area" to set the detection area → set the motion detection sensitivity → set the detection period, as shown in Figure 3-25 ①②③.

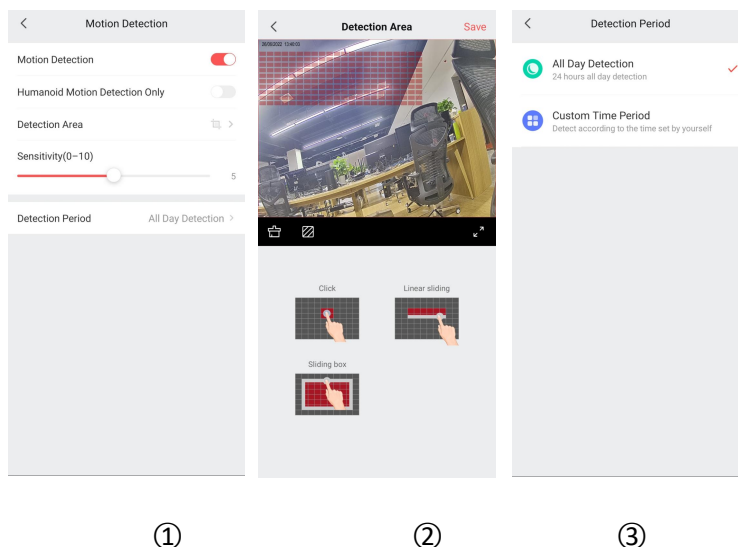


Figure 3-25

➤ **Alarm Input**

Click "" to open the alarm input → click "Alarm Type" to select the alarm type → set the detection period, as shown in Figure 3-26 ①②③.

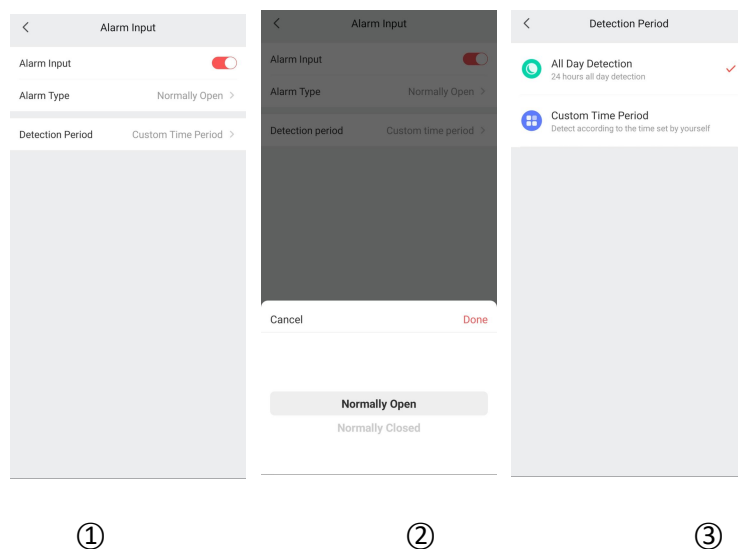


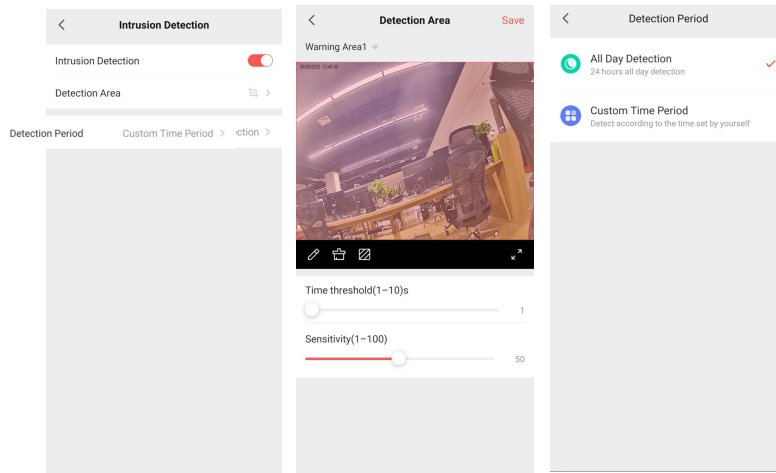
Figure 3-26

■ **Smart Alarm**

Smart alarm settings can be used to set area intrusion, border crossing detection, loitering detection, and people gathering detection.

➤ **Intrusion Detection**

Click "



①

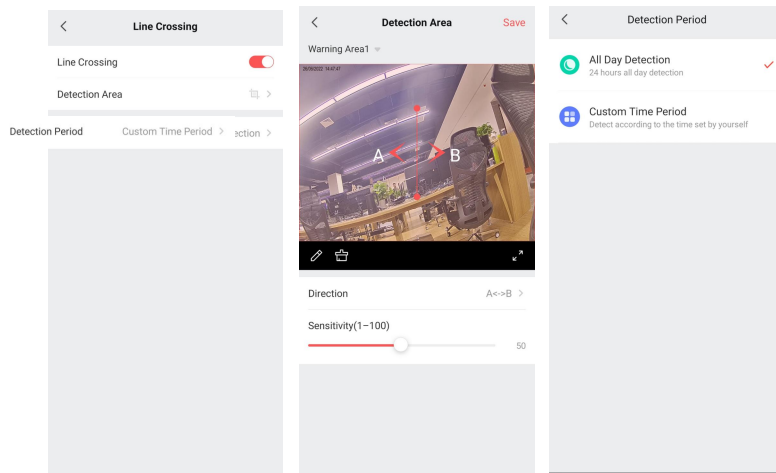
②

③

Figure 3-27

➤ **Line Crossing**

Click "



①

②

③

Figure 3-28

➤ **Loitering**

Click "

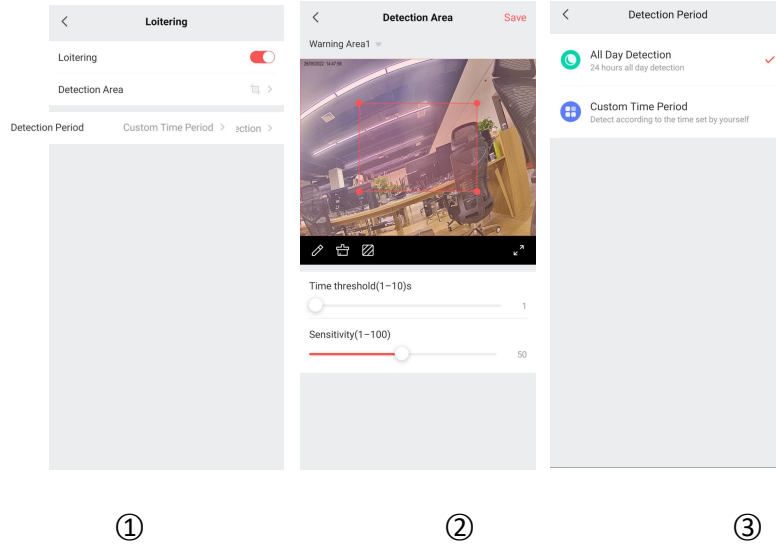


Figure 3-29

➤ **People Gather Detection**

Click "" to start the detection of people gathering → click "Detection Area" to set the warning area → set the proportion → set the detection period, as shown in Figure 3-30 ①②③.

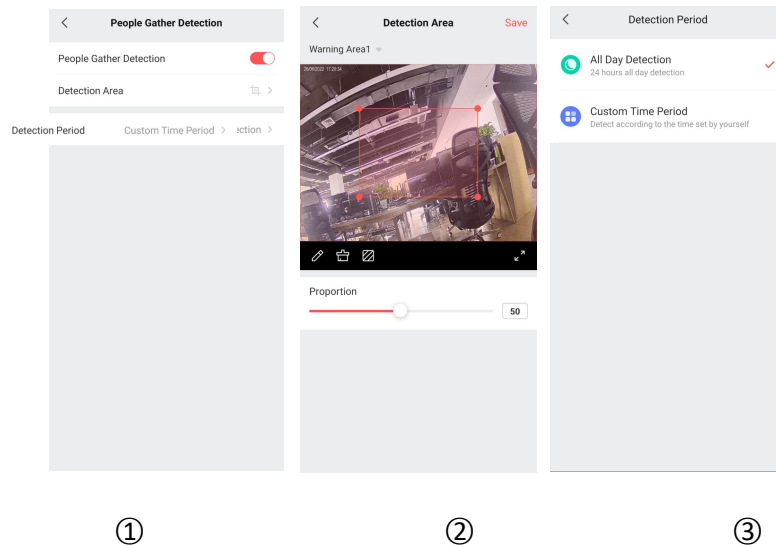


Figure 3-30



**Instruction**

- Different devices may have different support for intelligent alarm configuration. Please refer to the actual interface for the specific interface.

■ **Privacy Mask**

Set the privacy mask area, click the screen and drag your finger to set the privacy mask area, up to 3 areas can be set, as shown in Figure 3-31.

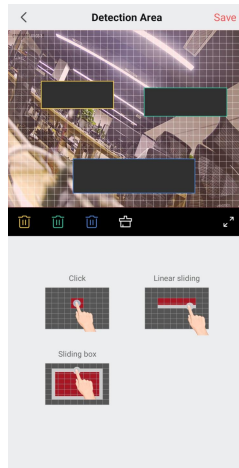


Figure 3-31

### ■ Linkage Configuration

The Linkage configuration can be used to set the linkage of the device's motion detection or intelligent event alarm, and can support the configuration of flash alarm linkage, alarm output linkage, and sound alarm linkage, as shown in Figure 3-32 ①②.

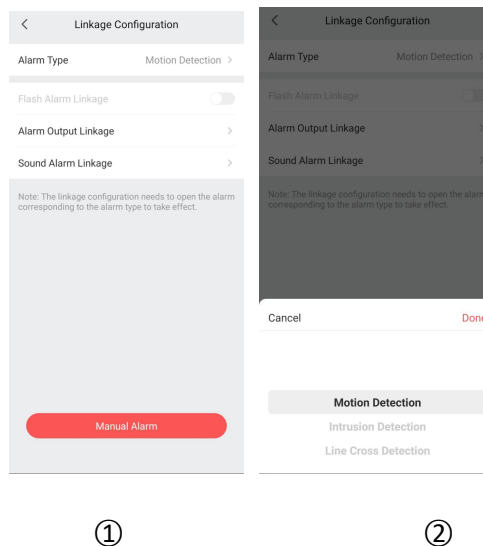


Figure 3-32



### Instruction

- Different devices have different support for alarm linkage configuration. Please refer to the actual interface for the specific interface.

### ■ Push Image

If the device supports motion detection or smart event alarm function, the device needs to set the motion detection or smart event alarm function in advance, and then in the device configuration interface → enable "Push Image", when the device alarms, the device pushes the alarm snapshot picture to On the App side, you can view related alarm pictures and messages in "Messages".

#### ■ Alarm Frequency

Set the device alarm push interval.

### 3.6.3 Storage Configuration

#### ■ Local Storage

The local storage interface ,you can view the SD card/EMMC on the IPC device or the hard disk capacity and storage status on the X/NVR device, format the SD card or hard disk, and configure the recording plan.

#### ■ Cloud Storage

The ticloud storage interface ,It can be used to activate cloud services, click "Cloud Storage" → click "Activate" → select the type of cloud storage recording (motion detection, all-weather recording) → select the service duration, click "Activate" → select the payment method, such as "WeChat" → Click "Confirm" .

### 3.6.4 Advanced Configuration

#### ■ Reset device parameters

In the settings interface, click "Reset device parameters" → click "OK". Wait for the device to resume factory reset (this process is about 60 seconds), refresh the App interface, and complete the factory reset.

#### ■ Reboot

In the setting interface, click "Reboot device" → click "OK". After waiting for the restart (this process is about 60 seconds), refresh the App interface and complete the device restart.

## 3.7 Image Management

Image management consists of pictures and videos, used to view and edit local screenshots and videos of the App client.

### 3.7.1 Picture

#### ■ View local picture

View local picture as shown in Figure 3-33:

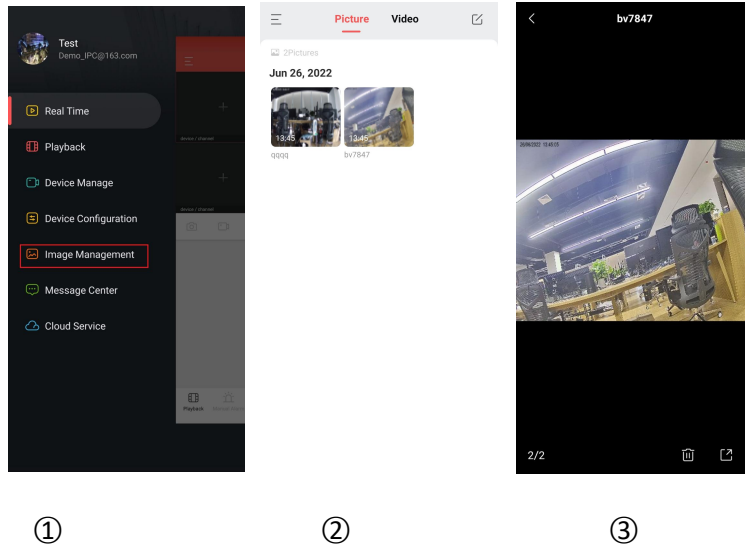





Figure 3-33

- ① Click "Image management" in the sliding menu;
- ② Click on "Picture" and select the picture you want to preview;
- ③ Display the picture.



### Instruction

- When viewing pictures on a single screen, click the " " in the lower right corner of the screen to delete the current picture.
- When viewing a picture on a single screen, click the " " button in the lower right corner of the screen, select the sharing method, and share the current picture with your friends.
- When viewing a picture on a single screen, click on the top left " " button to return to the picture interface.
- When viewing a picture on a single screen, swipe your finger to the left or right to switch the picture.
- When viewing a picture on a single screen, the thumb and forefinger are separated on the screen and combined with an electronically magnified picture.

### ■ Delete a picture from a local image

Delete a picture from a local image as shown in Figure 3-34:

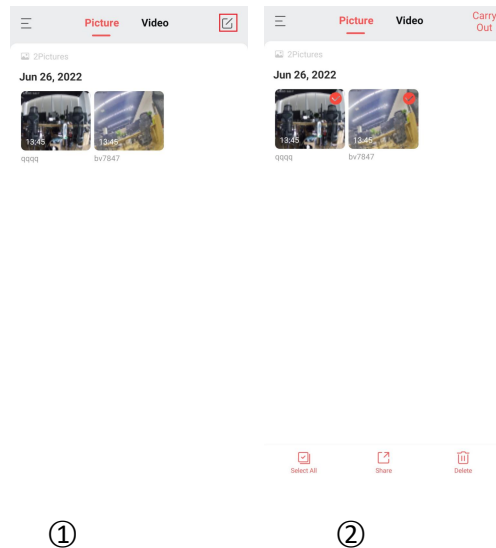


Figure 3-34

- ① In the Picture interface, click "☑" in the upper right corner;
- ② Select to delete pictures, or click "☑ Select All";
- ③ Click the "🗑 Delete".

### 3.7.2 Video

#### ■ View local video

View local video as shown in Figure 3-35.

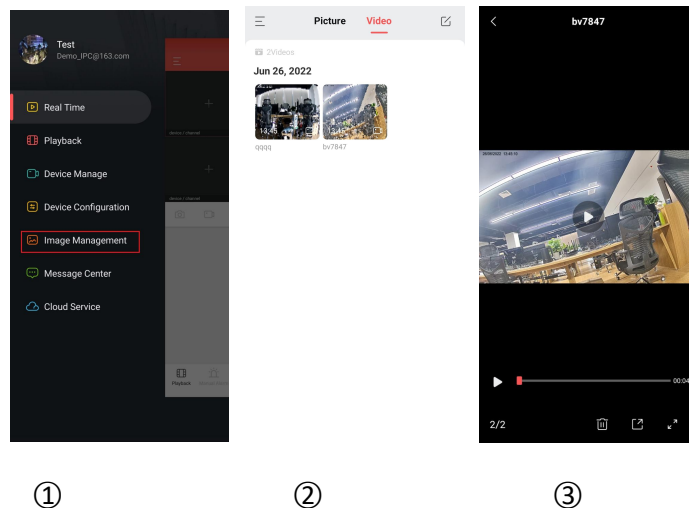


Figure 3-35




- ① Click "Image management" in the sliding menu;
- ② Click on "Video" and select the video you want to preview;



③ Display the video.



### Instruction

- When viewing the video, click on the top left " < " button to return to the video interface.
- When playing the video, you can "pause/play" the video, and drag the progress bar to fast-forward
- When viewing the video, click the " " button in the lower right corner of the screen, select the sharing method, and share the current video with your friends.
- When viewing the video, click the " " in the lower right corner of the screen to delete the current video.
- When viewing the video, swipe your finger to the left or right to switch the video.
- When viewing the video, click the " " in the lower right corner of the screen to view the video in full screen.

### ■ Delete a video from a local video

Delete a video from a local video as shown in Figure 3-36:

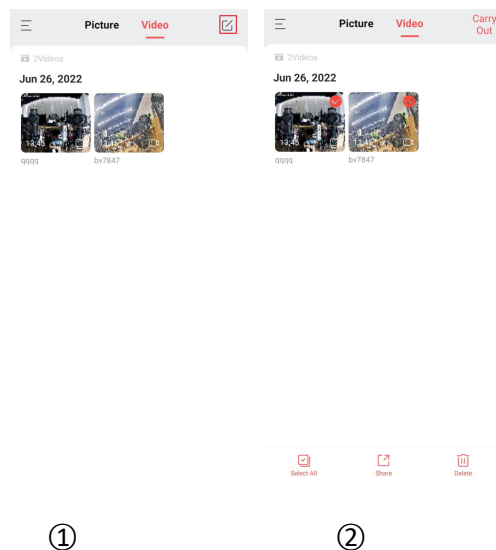





Figure 3-36

- ① In the Video interface, click " " in the upper right corner;
- ② Select to delete videos, or click " Select All";
- ③ Click the " Delete".

## 3.8 Message Center

The message center is used to view the alarm messages pushed by the device and view the alarm event details of the device.

### ■ Check the message center

Check the message center as shown in Figure 3-37.

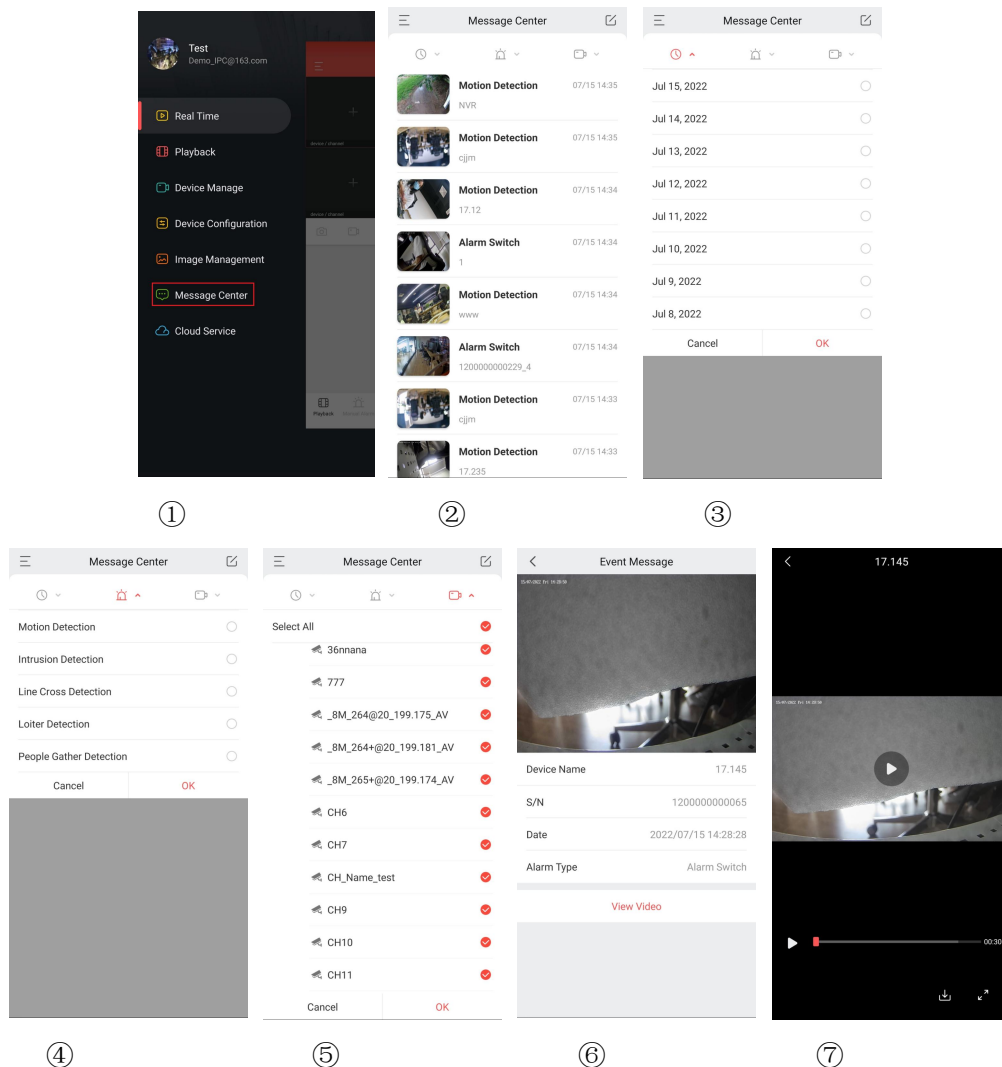


Figure 3-37

- ① Click "Message Center" on the sliding menu bar;
- ② Enter the message center interface;
- ③ Click "🕒" to select a date, and click OK to view the event message of the corresponding date;
- ④ Click "🔔" to select the message type;
- ⑤ Click "📱" to select the corresponding device, and you can view the corresponding type of event messages of the corresponding device;
- ⑥ View the event message details;

⑦ Click "View Video" to view the video of the current message event, click "📄" to download the current video.

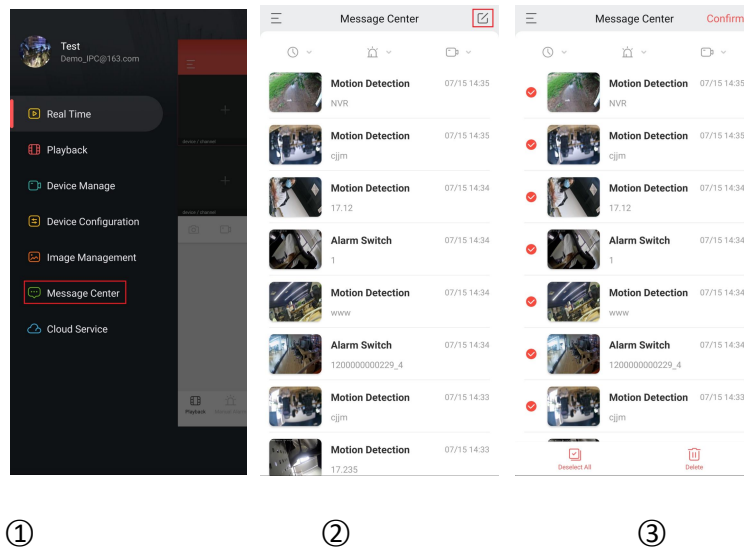


### Instruction

- The event message is saved for 7 days, which is subject to the actual prompt.
- New alarm information will be reminded in the top status bar.
- When the "Message reminder" in the setting is on, the mobile phone pushes the reminder when receiving the event message; when it is off, the mobile phone does not push the reminder when receiving the event message.

### ■ Delete the entire contents of the event message

Delete the event message as shown in Figure 3-38.



①

②

③

Figure 3-38

① Click "Message center" in the sliding menu bar;

② Enter the message center interface;

③ Click "☑" in the upper right corner to select the message you want to delete, or click "☑ Select

All" and click "🗑 Delete".

## 3.9 Cloud Service

Cloud service is used to view the activation status of cloud services of all devices, including cloud service purchases, and viewing cloud storage recordings (normal recordings and motion detection recordings).

### ■ View cloud video

View cloud video as shown in Figure 3-39:

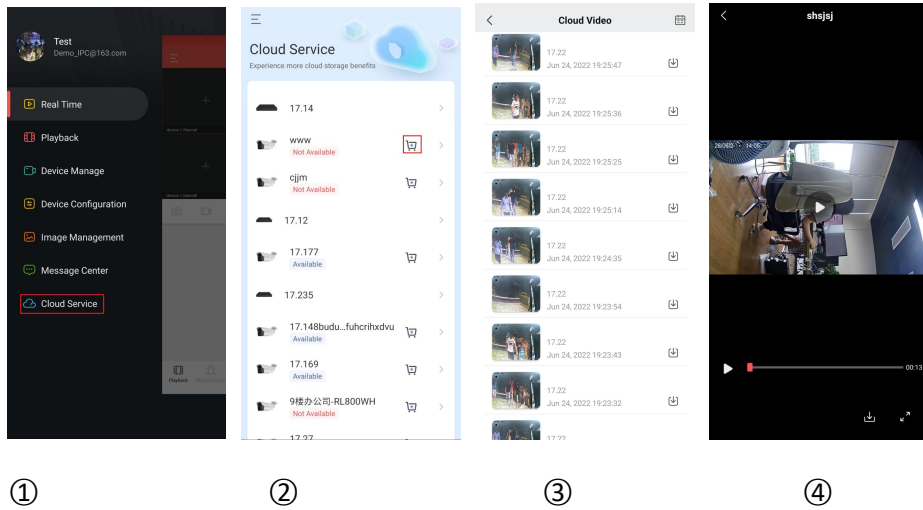


Figure 3-39

- ① On the menu bar, click "Cloud Services";
- ② Click the device to enter the cloud recording interface;
- ③ Click the video you want to view;
- ④ App starts playing the cloud video.

#### ■ Download cloud video

Download cloud video as shown in Figure 3-40:

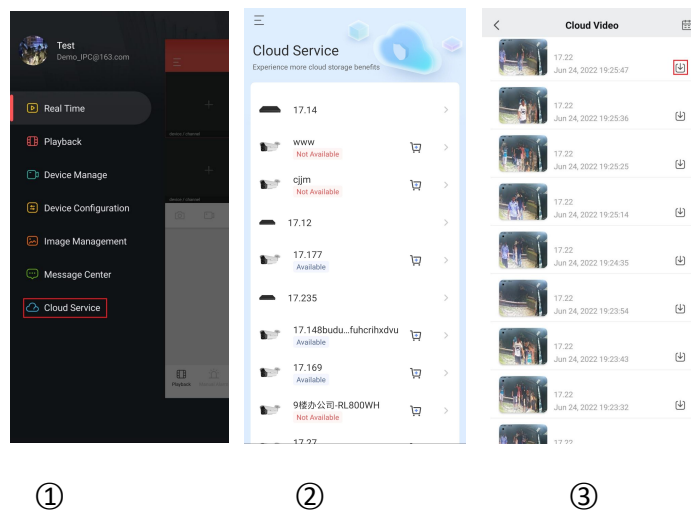


Figure 3-40

- ① Click "Cloud service" in the sliding menu bar;
- ② Click the device to enter the cloud recording interface;

- ③ Click the "↓" button of the cloud you want to download;
- ④ App starts to download cloud video.

### ■ Cloud service renewal fee

Cloud service renewal fee as shown in Figure 3-41.

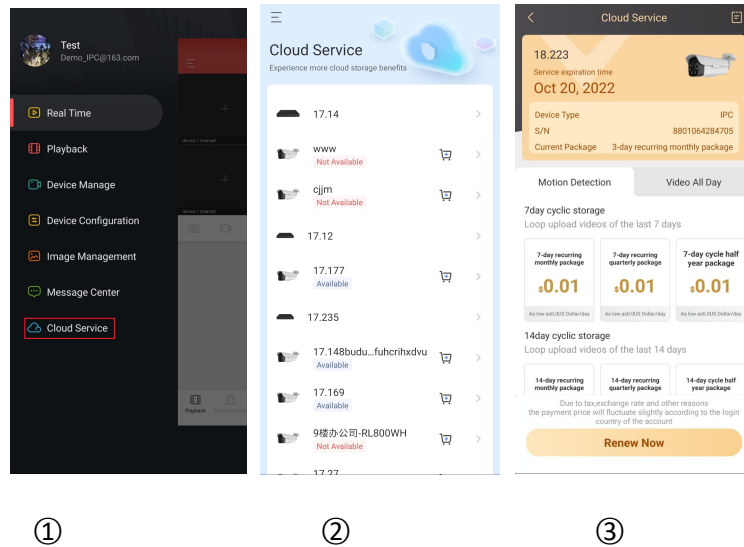


Figure 3-41

- ① Click "Cloud service" in the sliding menu bar;
- ② Click the "🛒" button of the device;
- ③ Select the package and follow the app prompts to pay.



### Instruction

- Only upload cloud video in H.264+ or H.265+ format, that is, the device must be supported in H.264+ or H.265+.
- All devices that purchase cloud storage services are displayed in the list of Cloud services.
- The cloud recording interface can quickly find videos by using the "📅" calendar button in the upper right corner.
- After the cloud video is downloaded, you can view it by clicking "Image management→Video" in the sliding menu bar.

## 3.10 User Center

Click "Avatar" on the sliding menu bar to enter the personal center interface. Here you can set the App account avatar, username, change password, bind email ;You can also set functions such as unbinding

application, clearing player cache, gesture password, SSL encryption, message reminder, viewing APP version, switching APP language, help and feedback.

### 3.10.1 App Avatar

#### ■ APP avatar

Change the avatar as shown in Figure 3-42.

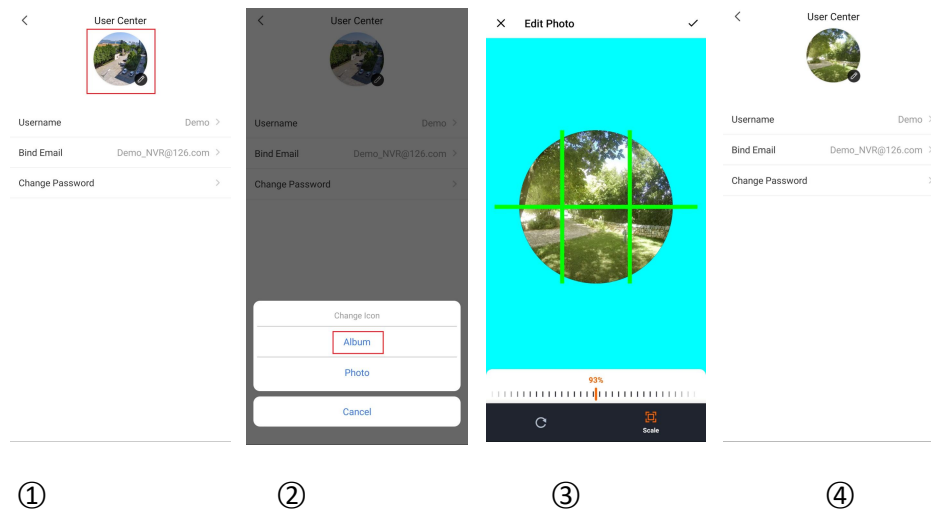


Figure 3-42

- ① Click the avatar in the user center;
- ② Enter the mobile photo album to select the picture of the avatar or use a mobile phone to take a photo;
- ③ Adjust the position and size of the picture on the picture and click " ✓ ";
- ④ The avatar has been successfully switched.

#### ■ Username

Edit username as shown in Figure 3-43:

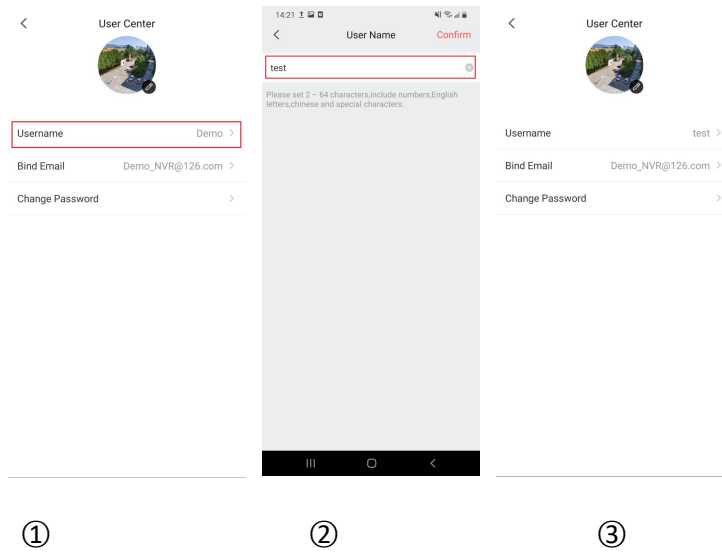


Figure 3-43

- ① Click "Username" in the user center;
- ② Click the edit box, update username, and click "Confirm";
- ③ The username was modified successfully.

#### ■ Bind Email

Bind email as shown in Figure 3-44:

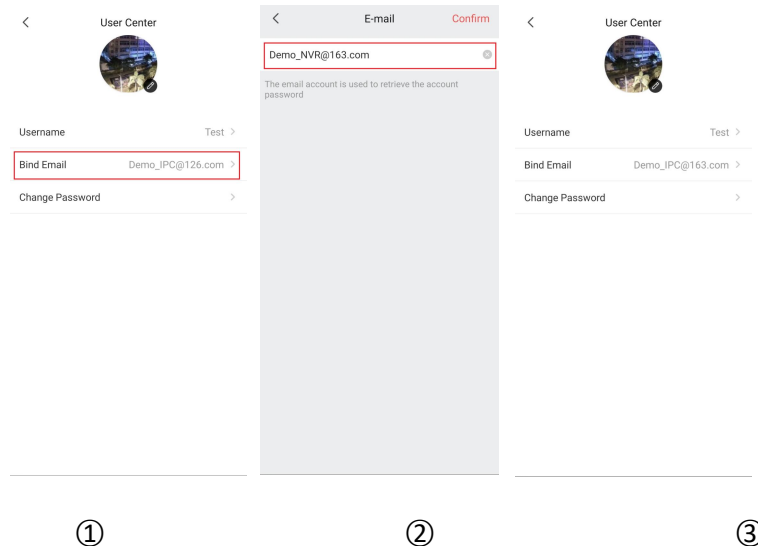


图 3-44

- ① On the user center interface, click "Bind Email";
- ② Click the edit box, enter the email address you want to bind, and click "Confirm";

③ Email binding is successful.



### Instruction

- The bound mailbox is only used for password retrieval.

### ■ Change Password

Change the account password as shown in Figure 3-45:

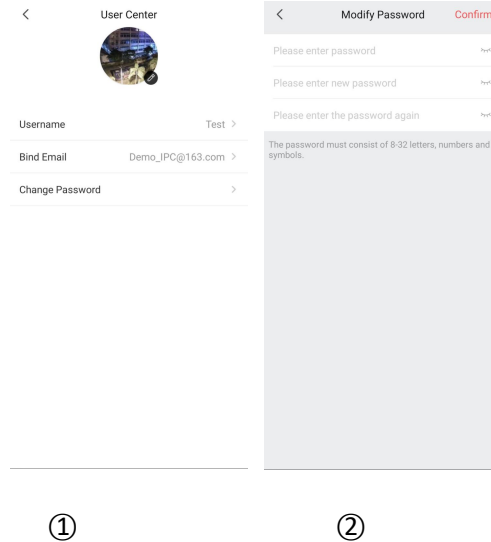


Figure 3-45


- ① Click "Change password" in the user center;
- ② Enter the old password, new password, confirm password, and click "Confirm".



### Instruction

- Have to input correct old one when changing password, otherwise it will fail.

## 3.10.2 Message Reminder

In the setting interface, click the toggle switch " " to toggle the switch to the right to turn on the mobile phone to open the event message reminder function. When this function is enabled, when an alarm event occurs, the mobile phone pops up an event message to remind you.



### Instruction

- After closing the message reminder, when there is an alarm event, the phone will not pop up a message reminder.



### 3.10.3 APP Language

Switch the App language as shown in Figure 3-46.

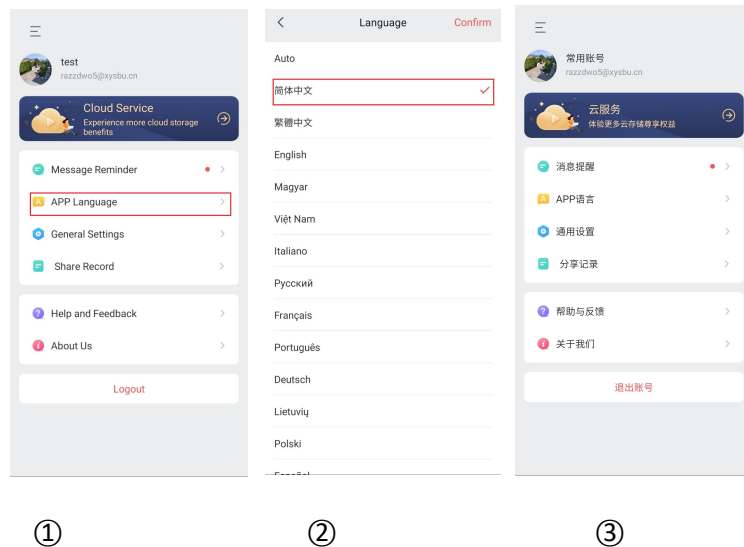


Figure 3-46

- ① Click "APP Language" in the user center interface;
- ② Select language (as "简体中文");
- ③ Complete the language settings of the App.



#### Instruction

- When the language is set to "Auto", the App language is the same as the language of the installed mobile phone system.

### 3.10.4 General Settings

#### ■ Unbind Application

When you adding a device, it prompts that another account has bound the device, and if you cannot contact this account to delete the device, you can apply for unbinding the device here. Unbind apply as shown in Figure 3-47.

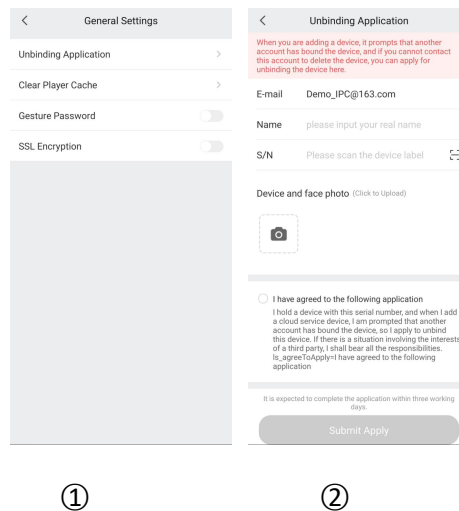


Figure 3-47

- ① Click "Unbind application" in the general settings interface;
- ② Enter the email account, name, scan the device label, upload the device and face the photo;
- ③ Click "I agree to the following application" and click "Submit apply".



#### Instruction

- After submitting your application, please log in to your email address approximately 3 business days to see the results of the unbinding application.

#### ■ Clear Player Cache

Click "Clear Player cache" → "DONE" to clear the cache of video playback in your phone.

#### ■ Gesture Password

The gesture password is used to set the password when the user logs in to the App. After setting the gesture password, the next time you log in to the account, enter the gesture password and log in directly without entering a password. Set the gesture password as shown in Figure 3-48.

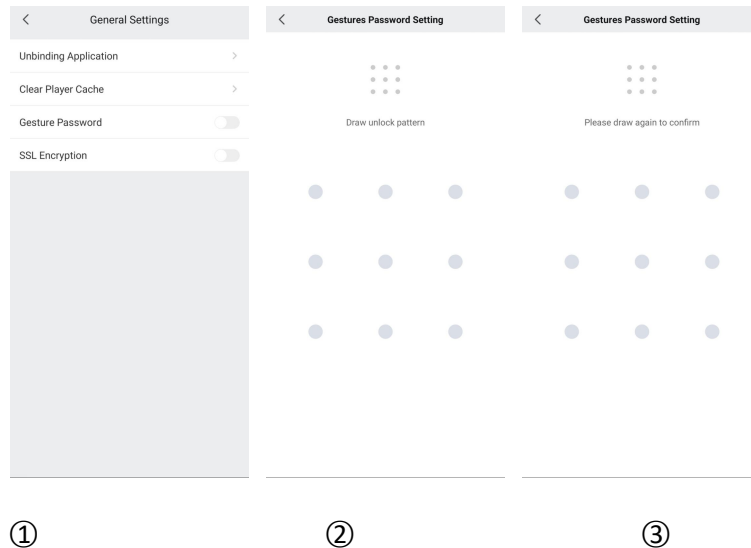



Figure 3-48


- ① In the general settings interface, click the toggle switch "" to turn the switch to the right to open gesture password function.
- ② At the nine point positions in the figure, draw a gesture password.
- ③ Draw the gesture password again.



#### Instruction

- After setting the gesture password, the phone needs to unlock the gesture password every time you open the BitVision.
- When signing password login, if you forget the gesture password, you can click "Forgot Password, Account Login" to log in and reset the gesture password.

#### ■ SSL Encryption

In the general settings interface, click the toggle switch "" to turn the switch to the right to open the SSL function of the mobile phone. After the function is enabled, the interactive instructions between the App and the server are protected, making network communication more secure and transmitting data more complete.

### 3.10.5 Share Record

In the share record interface, you can view all the records that others share the device to you by entering the account. Click "Done" to accept the sharing, and then you can view the screen of the shared device, as shown in the steps in Figure 3-49 :

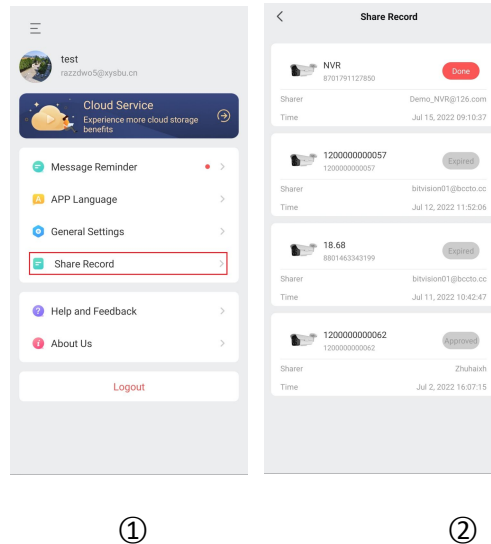


Figure 3-49

### 3.10.6 Help and Feedback

#### ■ Function Introduction

In the function introduction interface, functions such as APP icon, account, real-time, playback, device management, device setting, image management, message center, and cloud service are introduced.

#### ■ Novice Boot Video

You can view the instructional video for APP use, and instructing customers how to log in, preview and playback .

#### ■ Common Problem

Some common types of problems and solutions are listed.

#### ■ Feedback

Support abnormal feedback, can provide feedback on device abnormality, APP abnormality feedback, as well as function suggestions and other problem feedback.

#### ■ Customer Service

Customer service email: js\_support@163.com, feedback can be made through the customer service email.

### 3.10.7 About Us

About contains the App's "User Agreement" , "Privacy Policy" and "Cloud Storage Protocol" , as well as viewing the APP version and performing version detection, click "Version Detection" to detect the latest version.

### 3.11 Logout

Logout as shown in Figure 3-50.

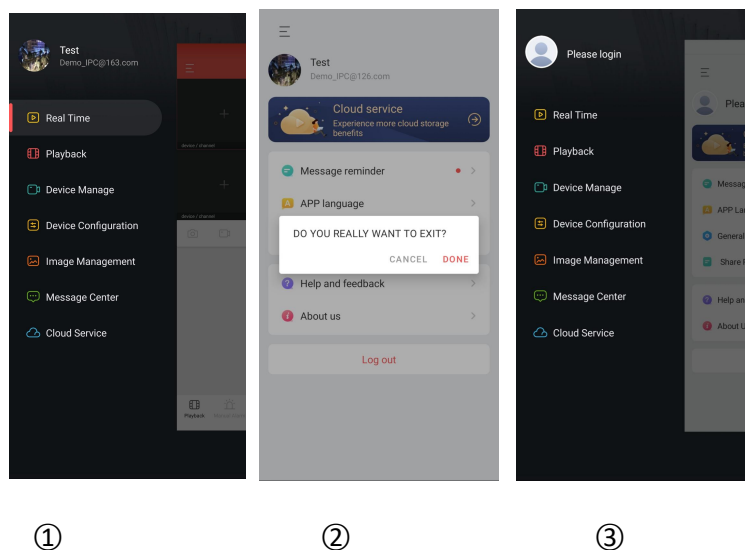


Figure 3-50

- ① Click the account avatar in the sliding menu bar to enter the User center;
- ② click "Log out",then click " DONE " ;
- ③ App successfully quits current account.



#### Instruction

- After the account is logged out, you can still enter the App slide menu bar, as shown in Figure 3-50
- ③ .

## Chapter 4 FAQ

### **Q1: Username does not exist/password error/forgot password.**

1. Please double check the username and password, username passwords are case sensitive.
2. Had forgotten password, then click "Forget?" on login interface, follow the prompts to retrieve the password, or reconfigure the password.

### **Q2: Login failed/Login timeout**

1. Please make sure that the phone is properly connected to the network to eliminate network problems.
2. Repeat multiple attempts to eliminate network flashing.

### **Q3: When adding a device, it prompts "The device has been bounding XXXXX@XX.com".**

1. A device can only be added by one account.
2. If you have an account added before, you need to log in the original account to delete, the new account can be added; you can also click "General settings" → "Unbinding application" → enter application information → click "Submit apply", wait for the platform to review and unbind.

### **Q4: Cannot search for video**

1. Check if there is recording of the device during that time, playback will not work if there is no recording on cellphone.
2. If it's under normal recording but still playback does not work, check if cable is loose on local storage and somewhere is wrong with TF card, hard disk.
3. Check if the phone time setting and daylight saving time configuration match, and check if the device time and time zone settings are correct.

### **Q5: Preview caton**

1. Select the stream type of the device and switch "HD" to "BD" .
2. Check the upstream bandwidth of the device and the downstream bandwidth of the mobile phone.
3. Reduce the number of mobile phone previews.
4. Check if one device is occupied by multiple mobile phones or other terminals at the same time.

### **Q6: The device is online, the preview is automatically broken, or it is always refreshed**

1. Possible device version is too low, it is recommended to upgrade to the latest version.
2. May cell phone current network is unstable or slow speed, it is recommended for a network environment.

### **Q7: Unable to preview and unable to delete device**

1. Check whether the device is online on the local and mobile APP.
2. Check the device version, if not the latest proposal to upgrade to the latest version.
3. Try using different network types and carriers.

### **Q8: Pop-up password input box during preview.**

1. If the account or password is incorrect when binding, the account confirmation box will pop up when connecting with the device and the correct account password can be entered.

2. If the password is modified on the other end (local end, web page end), the account confirmation box will pop up, and the modified account or password can be entered.

**Q9: APP error code meaning.**

NONE_ERROR	= 0,	//Means no errors
RGN_DNS_FAIL	= 100,	//Failed to resolve region server domain name
RGN_CONN_FAIL	= 101,	//Failed to connect to region server
RGN_SHUTDOWN	= 102,	//Region server closes connection
RGN_RECV_ERROR	= 103,	//Error receiving region server data
RGN_RECV_TIMEOUT	= 104,	//Receiving region server data timed out
GATE_CONN_FAIL	= 151,	//Failed to connect to gateway server
GATE_SHUTDOWN	= 152,	//Gateway service closes connection
GATE_RECV_ERROR	= 153,	//Receive gateway server data error
GATE_RECV_TIMEOUT	= 154,	//Timeout for receiving gateway server data (before login)
GATE_HEARTBEAT_TIMEOUT	= 155,	//Gateway server heartbeat response timeout (after login)
GATE_DISCONNECT	= 156,	//The SDK actively disconnects from the gateway service
OLD_TCP_RELAY_CONN_FAIL	= 170,	//old freeip tcp forwarding service connection failed
OLD_TCP_RELAY_SHUTDOWN	= 171,	//The old freeip tcp forwarding service closes the connection
OLD_TCP_RELAY_RECV_ERROR	= 172,	//old freeip tcp forwarding service data error
OLD_TCP_RELAY_RECV_TIMEOUT	= 173,	//The old freeip tcp forwarding service data timeout (before login)
OLD_TCP_RELAY_HEARTBEAT_TIMEOUT	= 174,	//The old freeip tcp forwarding service heartbeat response timed out (after login)
LOCAL_DEV_CONN_FAIL	= 200,	//Failed to connect to LAN device
LOCAL_DEV_SHUTDOWN	= 201,	//LAN device closes connection
LOCAL_DEV_LOGIN_FAIL	= 202,	//LAN device login failed
LOCAL_DEV_RECV_ERROR	= 203,	//Error receiving data from LAN device
LOCAL_DEV_RECV_TIMEOUT	= 204,	//Timeout for receiving LAN device data (before login)

LOCAL_DEV_HEARTBEAT_TIMEOUT	= 205,	//LAN device heartbeat response timeout (after login)
UDP_PUNCH_MAPPING_FAIL	= 250,	//UDP hole punching failed to map public network address
SES_UDP_PUNCH_FAIL	= 255,	//Session udp hole punching failed
SES_UDP_PUNCH_RESP_TIMEOUT	= 256,	//Heartbeat response times out after session udp hole punching is successful
SES_GET_DEVINFO_FAIL	= 400,	//Failed to get device information
SES_BUILD_TIMEOUT	= 401,	//Session establishment with device timed out
SES_VERIFY_FAIL	= 402,	//Device username and password verification failed
SES_DEVICE_BUSY	= 403,	//Device sessions are full
SES_DEVICE_ERROR	= 404,	//Device exception
SES_NEED_RECREATE	= 405,	//Device session has been deleted and needs to be recreated
SES_GET_STREAM_INFO_TIMEOUT	= 410,	//Getting device stream information timed out
SES_GET_STREAM_INFO_FAIL	= 411,	//Failed to get device stream information
SES_NVR_OPEN_TALK_TAKED_UP	= 412,	//Failed to open back-end intercom, the device is occupied
SES_NVR_OPEN_TALK_NOT_SUPPORT	= 413,	//Devices do not support intercom
SES_PLAY_LIVE_VIDEO_FAIL	= 415,	//Failed to request device live stream
SES_PLAY_LIVE_VIDEO_TIMEOUT	= 416,	//Request device live stream timed out
SES_PLAY_LIVE_AUDIO_FAIL	= 417,	//Failed to request device real-time audio
SES_PLAY_LIVE_AUDIO_TIMEOUT	= 418,	//Requesting device real-time audio timed out
SES_OPEN_TALK_FAIL	= 419,	//The request to open the device intercom failed
SES_OPEN_TALK_TIMEOUT	= 420,	//The request to open the device intercom timed out
SES_PLAYBACK_WAYS_REACHE_LIMIT	= 421,	//The number of playback channels has reached the upper limit of the device
SES_RECORD_SEARCH_FAIL	= 425,	//The request to search for the device recording file failed
SES_RECORD_SEARCH_TIMEOUT	= 426,	//Request to search for device recording files timed out
SES_RECORD_DOWNLOAD_FILE_FAIL	= 427,	//Request to download video file failed



SES_RECORD_DOWNLOAD_FILE_TIMEOUT= 428,	//Request to download video file timed out
SES_RECORD_DOWNLOAD_NOT_SUPPORT = 423,	//The device does not support downloading video files
SES_PLAY_RECORD_VIDEO_FAIL = 430,	//Failed to request device to play back stream
SES_PLAY_RECORD_VIDEO_TIMEOUT = 431,	//Request device playback stream timed out
SES_PAUSE_RECORD_VIDEO_TIMEOUT = 429,	//Request device playback pause timeout
SES_PAUSE_RECORD_VIDEO_FAIL = 432,	//Failed to request device playback to pause
SES_PAUSE_RECORD_NOT_SUPPORT = 433,	//The device does not support playback pause
SES_RESUME_RECORD_VIDEO_TIMEOUT = 434,	//Request device playback resume timeout
SES_RESUME_RECORD_VIDEO_FAIL = 435,	//Failed to request device playback to resume
SES_RESUME_RECORD_NOT_SUPPORT = 436,	//Playback recovery is not supported on the device side
SES_VARIATE_RECORD_TIMEOUT = 437,	//Timeout for requesting device playback to fast-forward/rewind
SES_VARIATE_RECORD_VIDEO_FAIL = 438,	//Failed to request device playback to fast-forward/rewind
SES_VARIATE_RECORD_NOT_SUPPORT = 439,	//The device does not support playback fast-forward/rewind
SES_GET_DEV_PARAM_FAIL = 440,	//Request to get device parameters failed
SES_GET_DEV_PARAM_ERROR = 441,	//Request to get device parameter format error
SES_GET_DEV_PARAM_TIMEOUT = 442,	//Request to get device parameters timed out
SES_SET_DEV_PARAM_FAIL = 443,	//Request to set device parameters failed
SES_SET_DEV_PARAM_ERROR = 444,	//The request to set device parameters returns the result in an incorrect format
SES_SET_DEV_PARAM_TIMEOUT = 445,	//Request to set device parameters timed out
SES_NOTIFY_DEV_UPDATE_FAIL = 447,	//Notify Device Upgrade Failed
SES_NOTIFY_DEV_UPDATE_TIMEOUT = 448,	//Notify device upgrade response timed out
SES_PTZ_CONTROL_TIMEOUT = 449,	//Request PTZ timed out
SES_PTZ_CONTROL_FAIL = 450,	//Failed to request PTZ
SES_PTZ_CONTROL_UTC_FAIL = 451,	//Does not support coaxial control

SUB_LOCAL_TCP_CONN_FAIL	= 500,	//Subsession local tcp connection failed
SUB_UDT_CONN_FAIL	= 505,	//Subsession udt connection failed
SUB_TCP_RELAY_CONN_FAIL	= 515,	//Subsession tcp forwarding connection failed
SUB_TCP_RELAY SOCK_ERROR	= 516,	//Subsession tcp forwarding socket error
SUB_TCP_REALY_RECV_TIMEOUT	= 517,	//Subsession tcp forwarding receive message timeout
SUB_TCP_REALY_RECV_ERROR	= 518,	//Subsession tcp forwarding receive data error
SUB_TCP_RELAY_SHUTDOWN	= 519,	//Subsession tcp forwarding disconnects
SUB_TCP_RELAY_REQ_DEV_FAIL	= 520,	//Subsession tcp forwarding request device forwarding failed
SUB_TCP_RELAY_REQ_DEV_TIMEOUT	= 521,	//Subsession tcp forwarding request device forwarding timeout
SUB_CONN_CONN_FAIL	= 600,	//Subconnect connection failed
SUB_CONN_SHUTDOWN	= 601,	//The peer of the subconnection has closed the connection
SUB_CONN SOCK_ERROR	= 602,	//Subconnect socket error
SUB_CONN_RECV_TIMEOUT	= 603,	//Subconnection receive timeout
SUB_CONN_RECV_ERROR	= 604,	//Subconnection data error
PERMISION_ACCOUNT_IS_NOT_EXIST	= 701,	//Account does not exist
PERMISION_ACCOUNT_OR_PWD_ERROR	= 702,	//Incorrect username or password
PERMISION_DOES_NOT_HAVE	= 703,	//Permission denied
SES_UPLOAD_FACE_LIB_TIMEOUT	= 711,	//Upload face database timed out
SES_UPLOAD_FACE_LIB_FAIL	= 712,	//Failed to upload face database
SES_UPLOAD_FACE_LIB_NOT_SUPPORT	= 713,	//The device does not support uploading face database
SES_RECOGNITION_FACE_LIB_FAILED	= 714,	//Failed to recognize face on the device
SES_SWITCH_FACE_MODE_TIMEOUT	= 716,	//Timeout for switching face mode
SES_SWITCH_FACE_MODE_FAIL	= 717,	//Failed to switch face mode
SES_SWITCH_FACE_MODE_NOT_SUPPORT	= 718,	//The device does not support switching face mode

SES_GET_DEV_MAIN_MENU_BAR_NOT_SUPPORT	= 720,	//The device side does not support requesting to get the main menu bar of the device
SES_GET_DEV_MAIN_MENU_BAR_FAIL	= 721,	//The request to get the main menu bar of the device failed
SES_GET_DEV_MAIN_MENU_BAR_TIMEOUT	= 722,	//The request to get the device main menu bar timed out
SES_GET_DEV_MAIN_MENU_BAR_ERROR	= 723,	//The request to get the main menu bar of the device returns the result in an incorrect format
SES_GET_DEV_SUB_MENU_BAR_NOT_SUPPORT	= 724,	//The device side does not support requesting to get the device submenu bar
SES_GET_DEV_SUB_MENU_BAR_FAIL	= 725,	//Failed to request to get device submenu bar
SES_GET_DEV_SUB_MENU_BAR_TIMEOUT	= 726,	//Request to get device submenu bar timed out
SES_GET_DEV_SUB_MENU_BAR_ERROR	= 727,	//The request to get the device submenu bar returns the result in an incorrect format
SES_SET_DEV_SUB_MENU_PARAM_NOT_SUPPORT	= 728,	//The device side does not support the request to set the specific option parameters of the device submenu
SES_SET_DEV_SUB_MENU_PARAM_FAIL	= 729,	//The request to set the specific option parameters of the device submenu failed
SES_SET_DEV_SUB_MENU_PARAM_TIMEOUT	= 730,	//The request to set the specific option parameter of the device submenu timed out
SES_SET_DEV_SUB_MENU_PARAM_ERROR	= 731,	//The request to set the specific option parameters of the device submenu returns the result in an incorrect format
SES_GET_DEV_SUB_MENU_PARAM_NOT_SUPPORT	= 732,	//The device side does not support requesting to obtain the specific option parameters of the device submenu
SES_GET_DEV_SUB_MENU_PARAM_FAIL	= 733,	//The request to get the specific option parameters of the device submenu failed
SES_GET_DEV_SUB_MENU_PARAM_TIMEOUT	= 734,	//The request to get the specific option parameters of the device submenu timed out
SES_GET_DEV_SUB_MENU_PARAM_ERROR	= 735,	//The request to obtain the specific option parameters of the device submenu returns the result in an incorrect format
SES_GET_DEV_THIRD_MENU_BAR_NOT_SUPPORT	= 736,	//The device side does not support requesting to obtain the third-level submenu bar of the device
SES_GET_DEV_THIRD_MENU_BAR_FAIL	= 737,	//The request to get the device's third-level submenu bar failed
SES_GET_DEV_THIRD_MENU_BAR_TIMEOUT	= 738,	//The request to get the device's third-level submenu bar timed out
SES_GET_DEV_THIRD_MENU_BAR_ERROR	= 739,	//The request to get the device's third-level submenu bar returns the result in an incorrect format
SES_SET_DEV_THIRD_MENU_PARAM_NOT_SUPPORT	= 740,	//The device side does not support the request to set the specific option parameters of the third-level submenu of the device
SES_SET_DEV_THIRD_MENU_PARAM_FAIL	= 741,	//The request to set the specific option parameters of the third-level submenu of the device failed
SES_SET_DEV_THIRD_MENU_PARAM_TIMEOUT	= 742,	//The request to set the specific option parameters of the third-level submenu of the device has timed out

SES_SET_DEV_THIRD_MENU_PARAM_ERROR	= 743,	//The request to set the specific option parameters of the third-level submenu of the device returns the format error of the result
SES_GET_DEV_THIRD_MENU_PARAM_NOT_SUPPORT	= 744,	//The device side does not support requesting to obtain the specific option parameters of the third-level submenu of the device
SES_GET_DEV_THIRD_MENU_PARAM_FAIL	= 745,	//Failed to request to obtain the specific option parameters of the third-level submenu of the device
SES_GET_DEV_THIRD_MENU_PARAM_TIMEOUT	= 746,	//The request to get the specific option parameters of the device submenu timed out
SES_GET_DEV_THIRD_MENU_PARAM_ERROR	= 747,	//The request to obtain the specific option parameters of the third-level submenu of the device returns the result in an incorrect format