



# TVR Mobile 3.1 User Manual

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# Content

<b>Introduction</b>	<b>4</b>
Overview	4
System requirements	4
<b>Software setup</b>	<b>4</b>
Installing the TVRMobile app	4
<b>Log in</b>	<b>5</b>
Create a user	5
Log in	5
<b>Main menu</b>	<b>5</b>
<b>Device management</b>	<b>6</b>
Devices that can be connected	6
Adding a device	6
Modify a device	9
Delete a device	9
<b>Live view</b>	<b>9</b>
Start live view	10
Stop live view	11
Favorite devices and cameras	12
Full-screen live view	12
PTZ control	12
Live stream configuration	13
Two-way audio	13
Alarm output control	14
Digital zoom	14
360° camera dewarping	14
VCA alarm events	14
Full-screen live view	15
<b>Remote playback</b>	<b>15</b>
Playback stream configuration	16
Digital zoom	16
VCA alarm events	16
Full-screen playback	17
<b>Alarm notification</b>	<b>17</b>
<b>Snapshot and video management</b>	<b>17</b>
Picture management	18
Video management	18
<b>Configuration</b>	<b>18</b>
Password protection	18
Check traffic statistics	19
Hardware decoding	19
Get help	20
About	20

# Introduction

## Overview

The TVRMobile mobile client software for Android OS 4.0 or later or iOS 8 or later allows mobile devices to remotely monitor live video from embedded DVRs, NVRs, network cameras, network speed domes, and encoders via a wireless network. It also has the capability to play back video files, locally store and manage snapshots and videos, manage alarm notifications and information, control alarm output, and execute PTZ controls.

After TVRMobile is installed on your mobile device, you can easily log on to the front-end device via Wi-Fi, 3G, 4G, or LTE. If there is no public IP available, you can use a dynamic name or forward ports to the public IP router.

## System requirements

**Table 1: TVRMobile system requirements**

Software	Android Phone: Android OS V4.0 or later iPhone: iOS 8 or later
Maximum number of devices that can be added	100
Network stream	Main stream and substream

## Software setup

The phone must be connected to the internet before installing the TVRMobile application.

### Installing the TVRMobile app

1. With your mobile device connected to Wi-Fi, download and install the TVRMobile app (appears as UltraSync Home after download).



or



2. On your phone's home screen, tap  to open the app.

# Log in

## Create a user

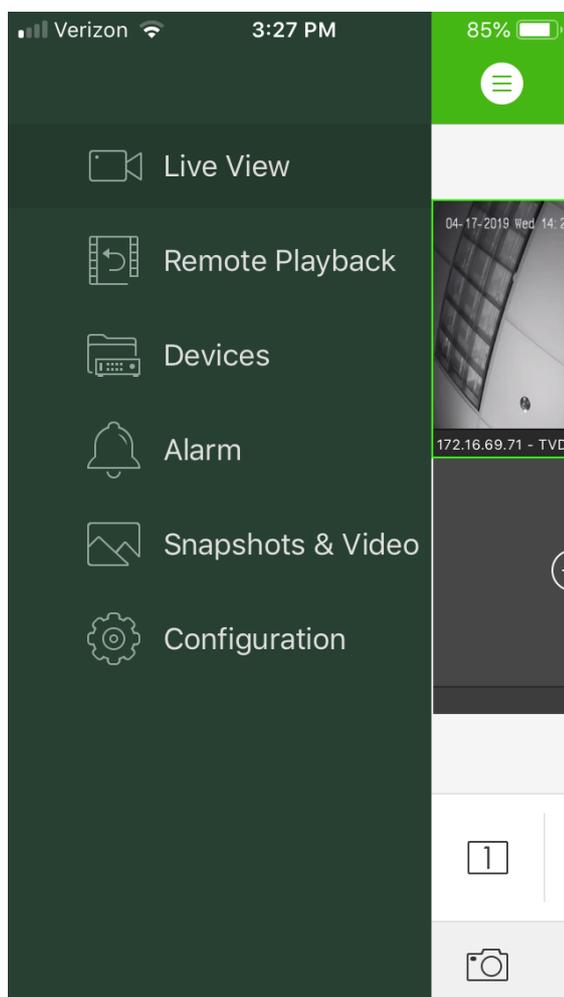
1. Tap  on the home screen to open the TVRMobile application.
2. Enter your user name.
3. Enter your password and confirm it. Tap **Register**. The live view screen opens.

## Log in

1. Tap  on the home screen to open the TVRMobile application.
2. Enter password (if required). The live view screen opens.

## Main menu

The main menu is always easily available.



**Table 2: Main menu description**

-  **Live view:** Access live view, control PTZ, manage relay outputs, enable/disable bi-directional audio.
  
-  **Remote Playback:** Playback recorded video.
  
-  **Devices:** Display the device list, add/delete/modify devices, view device information.
  
-  **Alarm:** Set alarm notifications for the devices, manage alarm information, and inspect alarm-generated video.
  
-  **Snapshots & Video:** View and manage local video files and snapshots.
  
-  **Configuration:** Configure passwords and update software. Access Help.

## Device management

The device list is empty by default. You must first add the required devices to the TVRMobile device list before you can access them. After a device has been successfully added, the app obtains the device's camera information.

**Note:** Up to 100 devices can be added to the application.

### Devices that can be connected

This app provides support for following devices:

- TruVision TVR 10, 11, 40, 41, 42, 44, 45, 46, 60 digital video recorders
- TruVision TVN 10, 11, 20, 21, 22, 50, 70, 71 network video recorders
- TruVision cameras

### Adding a device

There are five possible methods for adding a device.

#### To add a device manually:

1. Tap **Devices** to enter the Device Management interface.

2. Tap  and then tap **Manual Add**.
3. Under **Alias**, type in the name of the device to be linked, such as a TruVision DVR or TruVision IP cameras. The name can have up to 16 alphanumeric characters. Default name is Device01.
4. Under **Register Mode**, select either ezDDNS or IP/Domain.
 

**ezDDNS:** When the device is registered in the ezDDNS server, you need to type in the registered ezDDNS server address and device domain name.

**IP/Domain:** Manually access the device using a fixed IP address or a domain server. You need to edit the IP address or domain address.
5. Enter the user name and password (if required).
 

**Note:** The number of the camera(s) under the device can be obtained after the device is successfully added.
6. Tap  to confirm the settings. The device is added to the device list.
7. Tap  to exit and return to the previous page.

**To add a single device or multiple devices by scanning the QR code:**

1. In the Device Management interface, tap  and then tap **Scan QR Code**.
2. Perform the following steps to add single device by scanning the QR code:
  - a. Use your mobile device to scan the QR code of the device to be added by aligning the QR code with the scanning frame.
 

**Note:** The single device's QR code can be obtained via client software, TVRMobile mobile client software, or the local menu of the device.
  - b. Select the identified device(s) and tap **Add**.
3. Perform the following steps to batch import the devices:
  - a. Scan the QR code containing multiple device information by aligning the QR Code with the scanning frame. Or, you can tap and select the QR code from the mobile device's album. The QR code is scanned automatically.
 

**Note:** The QR code for multiple devices can be generated using the Generate QR Code method. For details, see "To export information from an added device to a QR code" in this section.
  - b. The scanning result appears. Select the devices to add and tap **Add** to confirm.

**To set a device's Wi-Fi connection and add it to the device list:**

1. In the Device Management interface, tap  and then tap **Wi-Fi Configuration**.
2. Type the serial No. (9-bit) of the device, or tap  and use your mobile device to scan the serial No. on the label of the device by aligning the QR code or barcode with the scanning frame.

3. Tap **Next** and type the password (if required) of the Wi-Fi network that your mobile device connects to.
4. Tap **Next** to enter the Before You Start page. Follow the hints on the page to properly place and set the device to be added.
5. Tap **Next**. The device starts connecting to the Wi-Fi network.
6. Set the following parameters after the device is connected to the Wi-Fi network. The IP address and port number can be obtained automatically.

**Alias:** Edit a name for the device as desired.

**User Name:** Type the user name of the added device.

**Password:** Type the password of the added device.

**Camera No.:** The number of the camera(s) under the device can be obtained after the device is successfully added.

7. Tap  to add the device.

#### **To export information from an added device to a QR code:**

1. In the Device Management interface, tap  and then tap **Generate QR Code**.
2. Select the devices to export, and then tap **Generate QR Code**.
3. The QR code containing the devices information generates. You can save the QR code to your mobile device's album.
4. Scan the generated QR code to add the devices in batch. For details, see "To add a single device or multiple devices by scanning the QR code" in this section.

#### **Remote configuration**

After adding the device, you can set the parameters of the device including basic information, time settings, recording schedule, etc.

**Note:** Remote configuration requires iOS 8.0 or later or Android 4.2 or later.

#### **Activating the device**

If the added device has not been activated, a window appears to ask you to activate the device. Tap **Confirm** in the window to activate the device.

**Note:** You must activate the device before you can access it.

1. Create a password for the admin account of the device and confirm the password. The app assesses password strength automatically, and we highly recommend using a strong password to ensure data security.

A valid password range must be between 8 and 16 characters. You can use a combination of numbers, lower and upper case letters, and special characters : \_ - , . \* & @ / \$ ? Space. The password must contain characters from at least two of these groups.

The password is case-sensitive.

Do not use personal information or common words as a password.

2. Tap **Confirm** to activate the device. The app adds the device with the new password automatically.

## Modify a device

1. In the **Device Management** interface, select the device you want to modify. The Device Information screen appears showing the device parameters.
2. Tap  to modify the parameters of a device. Type in the new parameter values.

## Delete a device

1. In the **Device Management** interface, tap and hold the device you want to delete until the deletion window appears.
2. Tap **Confirm**. The device disappears from the list.

## Live view

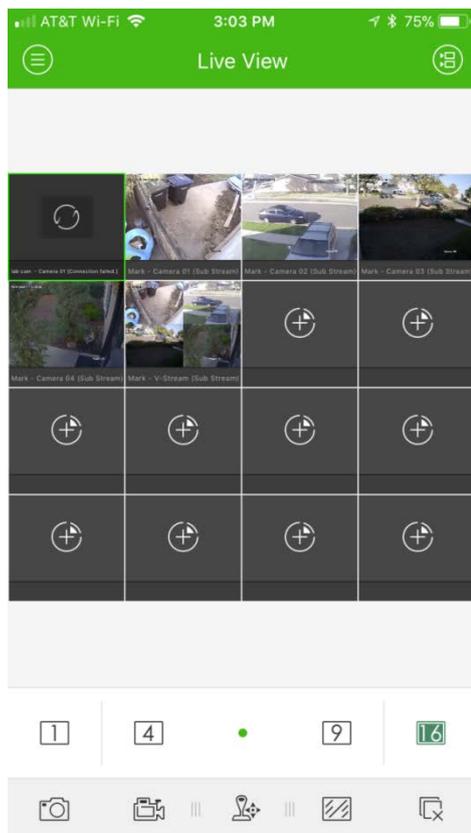
Once the parameters of the device have been configured in TVRMobile, you can access live video directly, manage the device alarm outputs, as well as control PTZ cameras. See Figure 1 on page 10 for the live view screen.

Up to 16 cameras can be viewed live at the same time. If a selected device has more than 16 cameras, only the first 16 cameras will be displayed.

Tap **Live View** to bring up the live view interface (see Figure 1).

**Note:** The display format is one video tile by default.

Figure 1: Live view interface



## Start live view

1. In the live view interface, tap  to display the list of devices available.
2. Select the camera(s) or device for live view. Refer to the following description of the icons in the camera list interface.

Icon	Description
	Device icon
	Camera icon
	Select the camera or device for live view
	Back to Live View interface
	Add a commonly used camera(s) to the favorites
	Favorites icon



List/thumbnail switch

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3. Tap **Start Live View** to start live viewing from the selected camera(s). During multi-window division mode, drag and move the window to adjust the window sequence. Refer to the following description of the icons in the Live View interface.

Icon	Description
	Go to the camera list interface
	1/4/9/16 window division
	Select a camera for live view
	Capture a snapshot of the selected live view window
	Record the video of the selected live view window
	PTZ control panel
	Live stream configuration panel
	Stop live view
	Audio control
	Two-way audio
	Alarm output control panel
	Digital zoom
	360° camera dewarping

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## Stop live view

There are two methods to stop live view:

**Stop all cameras:** Tap  to stop live view for all cameras.

— Or —

**Stop a specific camera:** Tap and hold the live view screen of the camera. The  icon appears at the top of the screen. Drag the selected camera's screen upward until the icon changes to , and release the camera screen.

## Favorite devices and cameras

You can group the most important or frequently used devices and cameras in a Favorites folder so that, for example, they can be easily and quickly accessed in live view. More than one device can be saved in a favorite group.

### To configure favorite cameras:

1. In the live view interface, tap  to display the list of devices available.
2. Select the required devices. You can either:  
Select a device to select all of its cameras.  
— Or —  
Select only specific cameras associated with a device.
3. Tap  to add the selected cameras to the Favorite group.
4. In the pop-up dialog box, type the name of the Favorite group.
5. Tap **Confirm** to save the settings. The favorite group is listed under devices and is identified by a star in its device icon.

### To delete a device from the favorite list:

1. In the live view interface, tap  to display the list of devices available.
2. Press the device to be deleted until the **Delete** pop-up dialog box appears.
3. Tap **Confirm** to delete.

## Full-screen live view

When using live view in multiview format, you can easily watch a specific camera image in full-screen view by double-tapping on the desired image. Double-tap again to return to the multiview format.

## PTZ control

In live view, select the camera for PTZ control and tap . The PTZ control panel appears (see Table 3 on page 13 for a description of the icons).

**Note:** If live view is in multiview mode, first select the camera for PTZ control and then tap . The selected camera becomes full screen.

Move your finger on-screen to pan left/right and tilt up/down camera movement. Pinch your fingers apart or together to zoom in or out.

Quit PTZ control mode by tapping .

**Table 3: PTZ icon description**

Icon	Description
	Start/stop the auto-scan
	Zoom control:  Zoom+ /  Zoom-
	Focus control:  Focus+ /  Focus-
	Iris control:  Iris+ /  Iris-
	Set, delete, and call the preset

### Set or call a preset

1. In PTZ mode, move the selected camera view to the required position.
2. Tap  and type the preset number in the dialog box. It can be between 1 and 100.
3. Tap **Set** to save the preset setting or tap **Call** to move to the preset position.

## Live stream configuration

There are three defined live stream configuration types provided: main stream, sub stream, and third stream. Third stream is configured at the camera level. Tap  to adjust the quality according to the performance of your network and mobile device hardware.

### Note:

1. After changing image quality, the live view and recording of the device may be affected due to the new settings.
2. In multi-division live view, you can only select the defined image quality as sub stream. Or, you can customize the image quality and the stream type can only be sub stream.

## Two-way audio

The two-way audio function enables the voice function for the devices. This activates both the live video and the real-time audio from the device.

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

**Note:** For an NVR or DVR device, select the device itself or the IP cameras to start two-way audio.

## Alarm output control

**To control the alarm outputs of the added device:**

1. Slide the control panel to show more icons.
2. Tap  to activate the alarm output control panel.
3. Tap an alarm output switch to set it as  and enable alarm output.

## Digital zoom

**To use digital zoom during live view:**

1. Tap  and the selected window appears in 1-division mode.
2. Spread two fingers apart to zoom in or pinch them together to zoom out in the live view. Or, double-tap on the live view image to initiate digital zoom.

## 360° camera dewarping

The live video of the 360° camera can be played in the 360° camera dewarping mode.

**Note:** The 360° camera dewarping function must be supported by the device.

Tap  to show the 360° camera dewarping panel.

**Table 4: 360° camera dewarping icon description**

Icon	Description
	Dual 180° panorama view for ceiling and table mounting
	360° panorama view for ceiling and table mounting
	Panorama view for wall mounting
	PTZ view. Slide the live view window to initiate the pan left/right and tilt up/down movements. Pinch two fingers together to zoom out or spread them apart to zoom in on the live view.

Select the dewarping mode according to the mounting type of the device.

## VCA alarm events

If VCA analytics have been set up for a camera, dynamic display indicators appear during live view. On-screen VCA indicators differ depending on the

camera model, and include cross lines and drawings that define a region of interest.

## Full-screen live view

Rotate the mobile device to enter full-screen mode during live view.

## Remote playback

### To start playback:

1. In the remote playback interface, tap  to display the list of devices available.
2. Select the camera(s) or device and set the start time and end time as the search condition. Synchronized playback of up to four cameras is supported.

Refer to the following description of the icons in the camera list interface.

Icon	Description
	Device icon
	Camera icon
	Select the camera or device for playback
	Back to Remote Playback interface

3. Tap **Start Playback** to start playback.
4. Slide the timeline bar to adjust the playback time. Drag and move the window to adjust the window sequence. Refer to the following description of the icons in the remote playback interface.

Icon	Description
	Capture a snapshot of the playback window
	Record the current video
	Pause the playback
	Adjust the playback speed. Playback speeds can be set to 1/16X, 1/8X, 1/4X, 1/2X, 1X, 2X, 4X, 8X, and 16X.

	Stop playback
	Audio control
	Playback stream configuration panel
	Digital zoom

### To stop playback:

There are two ways to stop playback. You can:

- Tap  to stop playback.  
— Or —
- Drag the playback window upwards to the top of the screen. A  icon appears. When it changes to , release the window. It is then deleted.

## Playback stream configuration

You can adjust the image quality during playback for devices that support transcoding playback.

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

1. Tap  to activate the playback stream configuration panel.
2. Tap **Custom** to set the resolution, frame rate, and bitrate.

## Digital zoom

**To use digital zoom during playback:**

1. Tap  and the selected window appears in 1-division mode.
2. Spread two fingers apart to zoom in or pinch them together to zoom out in the live view. Or, double-tap on the live view image to initiate digital zoom.

## VCA alarm events

If VCA analytics have been set up for a camera, dynamic display indicators appear during playback. On-screen VCA indicators differ depending on the camera model, and include cross lines and drawings that define a region of interest.

## Full-screen playback

During playback, rotate the phone to landscape position to get full-screen mode. Press the playback toolbar and drag to reposition it.

## Alarm notification

### To enable an alarm notification:

1. Tap **Alarm** to enter the Set Alarm Notification interface.
2. Select a device and set the switch to **On** to enable alarm notification. The alarm information is pushed to your mobile device as it becomes available.

**Note:** The alarm notification settings are only applicable to the notification center of the current mobile phone. For example, if one device is added to two mobile clients for management, both clients enable its alarm notifications, and if one client disables the device's alarm notifications, then the alarm notifications on another mobile client still remain enabled.

### To manage alarm information:

1. View the received alarm information in the Alarm Management interface.
2. Tap and hold a piece of selectable alarm information to activate the deletion window. Tap **Delete** to delete the selected alarm information.
3. To clear all the alarm information, tap .

### To manage alarm linkage:

1. Tap a piece of selectable alarm information in the Alarm Management interface, and then tap .
2. In the pop-up message box, tap **Live View** or **Playback** to view the live view or video file of the camera configured for motion detection, video loss, video tampering, line crossing, intrusion, face detection, scene change detection, audio exception, or defocus detection alarms.

## Snapshot and video management

In the Snapshot and Video Management interface, you can view and manage the local video files and snapshots to be recorded and captured in the Live View and Remote Playback interfaces. The snapshots and video files are stored in the TVRMobile directory of the SD card. You can also share the snapshots and video files to other available applications.

### To share snapshots and videos to other applications:

1. Tap  and then select the snapshots and videos for sharing.

2. Tap  and select the application for sharing.

### To batch delete snapshots and videos:

1. Tap  and then select the snapshots and videos for deletion.
2. Tap  and select the application for sharing. Or, tap  to cancel.

## Picture management

1. Tap a snapshot and the snapshot appears in full screen. Tap  to delete it, and tap  to share it with other applications.
2. Pinch two fingers together to zoom out or spread them apart to zoom in on the snapshot. Or, double-tap on the snapshot to initiate digital zoom. Slide to pan the snapshot in zoom-in mode.

## Video management

1. Tap a video and the video appears in full screen. Tap  to delete it, and tap  to share it with other applications.
2. Tap  to play the video.

Icon	Description
	Capture a snapshot of the playback video
	Pause the playback
	Audio control

## Configuration

Configure password protection, check traffic statistics, enable hardware decoding, and view the Help file and version information in the Configuration interface.

## Password protection

The application does not have password protection by default. By setting up password protection, you ensure that only persons knowing the password can access the TVRMobile application.

### To enable password protection:

1. Tap **Configuration** to enter the configuration interface.
2. Tap **Turn Password On** to enter the password interface and type in the password to activate password protection.

### To disable password protection:

1. Tap **Configuration** to enter the configuration interface.
2. Tap **Turn Password Off** to enter the password interface and type in the password to confirm the settings.

### To modify a password:

1. Tap **Configuration** to enter the configuration interface.
2. Tap **Modify Password** to enter the password interface and type in the corresponding information to modify the password.

### To set up Face ID or Touch ID (iOS only):

Depending on your iOS device model, tap the **Touch ID** or **Face ID** switch and follow the prompts to set up an alternate method to typing a password.

## Check traffic statistics

### To inspect the network traffic consumed during live view and remote playback:

1. In the Configuration interface, tap **Traffic Statistics** to enter the Traffic Statistics interface. The recorded traffic data appears.

**Mobile Network:** Refers to the cellular data consumed during live view and remote playback.

**Wi-Fi:** Refers to the Wi-Fi data consumed during live view and remote playback.

**Current Day:** The traffic data consumed today.

**Current Month:** The traffic data consumed this month.

**History:** The traffic data consumed since first using the app.

2. (Optional) Tap **Clear All** to clear the data.

## Hardware decoding

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

Set **Hardware Decoding Preferred** to  to enable decoding by hardware for live view and remote playback.

### Notes:

- Hardware decoding requires iOS 8.0 or later or Android 4.1 or later.
- Hardware decoding doesn't support manual capture, digital zoom, 360 degree expansion, or local playback.
- Up to four channels can be decoded at the same time for hardware decoding.
- The hardware decoding function must be supported by the device. If not, it will adopt software decoding by default.

## Get help

Online instructions for using the application can also be found under **Configuration > Help**.

If you continue to have problems, please contact your local supplier.

## About

The version information appears in the About interface.

If there is any problem or suggestion when you use the software, please feel free to send emails to us by tapping **Feedback** in the About interface. Our technical engineers will address your problems and suggestions as soon as possible.