

# SONY

NVMS Mobile  
client 2016 R3

**User Guide**

# Contents

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<b>Copyright, trademarks and disclaimer.....</b>	<b>4</b>
<b>Get started .....</b>	<b>5</b>
<b>About the server and client components of NVMS Mobile .....</b>	<b>5</b>
<b>Installing NVMS Mobile and plugins.....</b>	<b>5</b>
<b>Install NVMS Mobile on a mobile device .....</b>	<b>6</b>
<b>Connect a mobile device to a NVMS Mobile server .....</b>	<b>7</b>
<b>View and edit connections to NVMS Mobile servers .....</b>	<b>8</b>
<b>Select a language for the app .....</b>	<b>8</b>
<b>Maintain connection settings for a NVMS Mobile server.....</b>	<b>8</b>
<b>Turn on or turn off notifications .....</b>	<b>9</b>
<b>About streaming video from your mobile device.....</b>	<b>10</b>
<b>Set up video streaming on your mobile device .....</b>	<b>11</b>
<b>Buttons and settings overview .....</b>	<b>11</b>
<b>Observe and communicate .....</b>	<b>14</b>
<b>Viewing live video .....</b>	<b>14</b>
<b>Filter your views.....</b>	<b>14</b>
<b>Using actions in NVMS Mobile.....</b>	<b>16</b>
<b>View and trigger actions.....</b>	<b>16</b>
<b>Investigate and document .....</b>	<b>17</b>
<b>Find and view video recordings .....</b>	<b>17</b>
<b>View or create an investigation .....</b>	<b>17</b>

- Stream video from your device to your surveillance system 18**
- Take a snapshot ..... 19**
- Use picture-in-picture..... 19**
- React to a notification ..... 20**

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# Get started

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This manual is for people who use NVMS Mobile on mobile devices running Android and iOS.

## About the server and client components of NVMS Mobile

NVMS Mobile is a free mobile app that gives you on-the-go access to viewing, playing back, and investigating video from your Network Video Management System surveillance system.

NVMS Mobile has two parts:

- NVMS Mobile client is an application for your smartphone or tablet. For more information, see *Install NVMS Mobile on a mobile device* (on page 6)
- NVMS Mobile server is the component that system administrators install and use to maintain settings for the client. For more information, see *Installing the NVMS Mobile server and plugins* (see "Installing NVMS Mobile and plugins" on page 5) or the *NVMS Mobile Administrator Guide*. Download the guide from the Sony website <http://www.sony.net/CameraSystem/NVMS/Software>.

## Installing NVMS Mobile and plugins

The information in this topic is intended primarily for system administrators. For more information, see the *NVMS Mobile Administrator Guide*. Download the guide from the Sony website <http://www.sony.net/CameraSystem/NVMS/Software>.

You can install the NVMS Mobile server component when you install these versions, and all later versions, of Network Video Management System video management software products:

- Network Video Management System Enterprise Edition 2013
- Network Video Management System Standard Edition 2013

To get the most out of NVMS Mobile, make sure you're using the latest version of your Network Video Management System video management software. Information about the products is available on the website [www.sony.net/CameraSystem/Product-info](http://www.sony.net/CameraSystem/Product-info).

You can also download NVMS Mobile server for free from the download page on the Sony Corporation website <http://www.sony.net/CameraSystem/NVMS/Software>.

### Operating systems

NVMS Mobile supports the following operating systems for mobile devices:

<b>iOS 7 and later</b>	iPhone, iPad and iPod Touch
<b>Google Android 4.0 and later</b>	Smartphones and tablets with Android installed

## Where to install the NVMS Mobile server component

Install the NVMS Mobile server component on the server that runs your Network Video Management System surveillance system, or on a dedicated server.

If you use Network Video Management System Enterprise Edition, we recommend that you install NVMS Mobile on a dedicated machine, and on all machines running Management Application or Management Client.

You can install the server component of NVMS Mobile in various ways:

Network Video Management System product	Requirement	
	Installation on the same machine as the Management Application.	Installation on a dedicated machine:
<b>Network Video Management System Standard Edition products</b>	Complete a <b>Typical</b> installation of the Network Video Management System Standard Edition software. A <b>Typical</b> installation includes the NVMS Mobile server.	Run the separate NVMS Mobile server installer.
<b>Network Video Management System Enterprise Edition products</b>	Run the separate NVMS Mobile server installer.	

## Installing the NVMS Mobile plugin component

You should install the plug-in on machines other than the one running the NVMS Mobile server.

On all machines that run the Management Application or Management Client:

1. Run the NVMS Mobile installer.
2. Choose a **Custom** installation and select the plug-in (32-bit or 64-bit). It is safe to install both.
3. Restart the Management Application or Management Client.

## Install NVMS Mobile on a mobile device

Download the free NVMS Mobile application from Google Play or App Store.

Finding the app in the stores is easy. Just search for "NVMS Mobile," and then install it. Afterward, a Sony logo icon is available on your device. To start NVMS Mobile, tap the icon.

**Note:** By default, a Sony Demo server installs. Use the server to test the app. The server is just for testing, so there are some things you can't do. For example, you can't use pan-tilt-zoom controls.

You can't delete or edit the demo server, but you can hide it. To hide the server, go to **Settings**, tap **General** or **Miscellaneous**, and then turn off the **Hide demo server** setting.

To view videos from your cameras, connect the app to one or more fNVMS Mobile servers. For more information, see Connect a mobile device to a NVMS Mobile server.

## Connect a mobile device to a NVMS Mobile server

You can connect devices that are running Apple iOS and Google Android.

### Connect manually

1. Tap **Add server** to scan the local network for NVMS Mobile servers, and then tap **Add server manually**.
2. Enter a name for the server, its IP address, and log in credentials, and then tap **Save**. The name displays in the list of servers on your device, and can be anything you want.
3. Optional: You can also do the following:
  - By default, the connection uses HTTP. To use HTTPS, select the **Secure connection** check box.

**Note:** If your device is running iOS 9.0 or later, ask your system administrator whether a digital certificate from a certificate authority is installed on your NVMS Mobile server, before you turn on secure connections. Without a certificate, devices running these operating systems cannot connect to NVMS Mobile servers if you turn on the secure connection setting.

- To always connect to this NVMS Mobile server when you start NVMS Mobile, set it as your default server:
  - iOS - Select the **Default server** check box.
  - Android devices, tap  to set the server as default. The server that is currently selected as default is indicated by a  icon.
- To be notified when alarms trigger or there is a problem with a device, select the **Receive notifications** check box. For more information, see Turn on or turn off notifications.

### Connect to a server you have used before

1. Tap **Add server** to scan the local network for NVMS Mobile servers.
2. The **Existing Servers** group shows servers that you have connected to before. Tap one or more servers, and then tap **Save**.
3. Enter your log in credentials for the NVMS Mobile server, and then tap **Connect**.

**Tip:** To avoid having to enter your credentials the next time you connect, select the **Save credentials** check box.

### Connect from an email message

**Notes:** This connection method uses the Address book service, and requires a license.

Your system administrator can send you an email message that contains a unique identifier for the server. Use the identifier to connect your mobile device to a NVMS Mobile server.

1. On your mobile device, find the email message from your system administrator.

2. If NVMS Mobile is not installed, tap **Download NVMS Mobile Mobile** to go to the store where you can download it.
3. When NVMS Mobile is installed on the device, tap **Add your server to NVMS Mobile**.
4. Tap the NVMS Mobile server to connect to it.
5. Enter your log in credentials for the NVMS Mobile server, and then tap **Connect**.

## View and edit connections to NVMS Mobile servers

1. On the **Servers** page, find the server, tap the context menu, and then tap **Edit**.
2. View or edit the following settings:
  - **Secure connection** - Use HTTPS when you connect. By default, the connection uses HTTP.

**Note:** If your device is running iOS 9.0 or later, ask your system administrator whether a digital certificate from a certificate authority is installed on your NVMS Mobile server, before you turn on secure connections. Without a certificate, devices running these operating systems cannot connect to NVMS Mobile servers if you turn on the secure connection setting.

- **User name** and **Password** - The log in credentials
  - **Save credentials** - Remember the log in credentials
  - **Default server** - Always connect to this NVMS Mobile server when you start NVMS Mobile
3. To add addresses manually, tap **Add address**, and then enter the IP address and port number.

## Select a language for the app

By default, the NVMS Mobile client uses the language of your device. For example, if your device uses French, NVMS Mobile displays in French.

To use another language, change one of the following:

- The language setting in NVMS Mobile (available only for Android)
- The language of your device. Restart NVMS Mobile to apply the change

**Note:** To use NVMS Mobile in Hindi, your device must support that language.

## Maintain connection settings for a NVMS Mobile server

You can maintain information about the NVMS Mobile server, and about the way you connect to it on your mobile device.

## NVMS Mobile client 2016 R3 - User Guide

To go to these settings:

- iOS - Tap **Edit**, then **Server connections**, and then tap the server
- Android - Tap , tap **Edit**, then **Server connections**, and then tap the server

Setting	Description
<b>Server name</b>	The name of the server.
<b>Address</b>	The IP address of the computer where the server is running. Alternatively, if you don't know the IP address you can insert the full name of the computer.
<b>Port</b>	The port number that NVMS Mobile uses to communicate with the server. The default port number is 8081. If you edit the port number, you must also edit the corresponding port number in your system setup. Otherwise, NVMS Mobile app and server cannot communicate.
<b>Description</b> (optional)	A description of the server.
<b>Secure connection</b>	Indicate whether the server you connect to uses an HTTPS connection. <b>Note:</b> If your device is running iOS 9.0 or later, ask your system administrator whether a digital certificate from a certificate authority is installed on your NVMS Mobile server, before you turn on secure connections. Without a certificate, devices running these operating systems cannot connect to NVMS Mobile servers if you turn on the secure connection setting.
<b>User name</b>	Your user name.
<b>Password</b>	Your password. The user name and password can be based on either Network Video Management System basic users, which are set up in Management Application or Management Client, or domain users.
<b>Save credentials</b>	Indicate whether you want NVMS Mobile to remember your user name and password for the next time you open the app.
<b>Default server</b>	Indicate whether to log in to this server when you open NVMS Mobile.
<b>Delete</b>	For iOS, delete the server. For Android, <b>Delete</b> is in the server context menu.

## Turn on or turn off notifications

If you have configured alarms and events in your surveillance system, NVMS Mobile can send a notification to you when an alarm triggers or something goes wrong with a device or server. If you have the app open, NVMS Mobile displays the notification in the app.

### Turn on or turn off notifications

By default, notifications are turned on when you add a server. These notifications are delivered when you have NVMS Mobile open.

1. Open NVMS Mobile, and then do the following:
  - Android - Tap the server, tap , tap **Edit**, and then turn on or turn off the **Receive notifications** setting.
  - iOS - Go to the **Settings** page for your mobile device. Tap **NVMS Mobile**, then **Notifications**. Turn on or turn off the **Allow Notifications** setting.
2. To specify the alarms you are notified about, tap **Notifications settings**, and then select:
  - **All alarms** - Be notified when any alarm is triggered, regardless of the alarm's owner or source
  - **My alarms** - Be notified when an alarm that you own is triggered, or when someone assigns an alarm to you.

## About streaming video from your mobile device

Video push lets you stream live video from the camera on your mobile device to your Network Video Management System surveillance system.

For example, this is a great way to collect evidence when you investigate an incident.

### When would I want to stream video from my mobile device?

There are many good reasons to stream video to your surveillance system. The following are just a few examples:

- A crowd is forming at an entrance, and you want to show the control room.
- You witnessed an act, and want footage of the perpetrator.
- You're interviewing a witness, and want to record the response.
- A guard is handling a situation, and you want to document his actions.

### Your administrator must set up Video push

To use Video push, your administrator must do the following in Management Application or Management Client:

- Add a channel to the NVMS Mobile server.
- Add the Video Push Driver as a hardware device.
- Specify the users who can stream video from a device.

For more information, see the Network Video Management System Administrator Manual for your system.

## Set up video streaming on your mobile device

To stream video from your mobile device to your Network Video Management System surveillance system, there are a few things you need to set up.

The settings depend on the operating system on your device.

### Settings for Android

Go to the **Settings** in NVMS Mobile:

On the **Video Push** screen, tap , and then tap **Settings** Specify the following:

- **Use front facing camera** - Use your device's front facing camera to stream the video. This displays only if the front facing camera is currently in use on your device
- **Video resolution** - Set the resolution of the stream to push
- **Image quality** - Set the image quality of the video stream. Enter a value between 0 and 99
- **Quality of service** - Let NVMS Mobile server optimize the number of frames per second in the stream. For example, you may need more frames if your connection is slow. This can affect the quality of the video
- **Location data** (Network Video Management System Enterprise Edition products only) - Include details about where you are while you stream the video. This requires that you turn on location information on your device

### Settings for iOS

Settings for video push are available in **Settings** on your mobile device.

- **Camera** - Use either the front-facing or back-facing camera on your device
- **Resolution** - Choose image resolution. You can choose between HD, Low, Medium and High
- **Image Quality** - Select whether to allow NVMS Mobile to adjust image quality. By default, this is turned on
- **Location data** (Network Video Management System Enterprise Edition products only) - Include details about where you are while you stream the video

## Buttons and settings overview

This topic lists and describes buttons and settings in NVMS Mobile. If you see something in the app that you're not sure how to use, you can look it up here.

After you log in to a server, the top bar in Android and the bottom tabs in iOS can contain the following options:

**Note:** For Android, the options are available only if you have been given permission to view them, which happens either in Management Application or Management Client or Web Client.

## NVMS Mobile client 2016 R3 - User Guide

Name	Description
<b>Views</b>	Displays and previews of available views. Also lets you select the one to view video from (live or recorded).
<b>Actions</b>	Activate actions.
<b>Investigations</b>	View or create video or a snapshot.
<b>Video push</b>	Open the Video Push functionality, allowing you to use your device camera to send video to your system.
<b>Alarms</b>	View and react to alarms.

Additional features are available, depending on what you're doing.

Name	Description
<b>Actions</b>	View all actions for a view or a camera.
<b>Activate</b>	Activate an output or an event.
<b>Add server (iOS)</b>	Add and configure a new server.
<b>Cancel</b>	Cancel the last thing you did.
<b>Done</b>	Done on this page.
<b>Edit</b>	Edit settings for the server.
<b>Exit full screen</b>	Stop viewing video in full screen.
<b>Filter</b>	Filter views. By default, all views are selected. You can hide or show views.
<b>Go to time (in Playback mode)</b>	Go to a specific time in the past.
<b>Help</b>	Find information about using NVMS Mobile.
<b>Home (Android)</b>	Go to the Servers list.
<b>Live (in Playback mode)</b>	Switch from Playback mode to Live mode.
<b>New (Android)</b>	Add and configure a new server.
<b>Hide/Show live PiP (in Playback mode)</b>	Turn on and off a small picture-in-picture (PiP) of Live mode. Tap the Hide/Show live PiP button or double-tap the PiP to return to Live mode.
<b>OK</b>	Acknowledge or perform an action.
<b>Outputs</b>	Access outputs to activate them.
<b>Playback (in Live mode)</b>	Switch from Live mode to Playback mode.
<b>Playback speed (in Playback mode)</b>	Control the speed of the video.
<b>Presets (on the selected camera) (only for PTZ cameras)</b>	View the pre-set camera positions.

## NVMS Mobile client 2016 R3 - User Guide

Name	Description
<b>PTZ / PTZ presets (on the selected camera)</b> <b>(dimmed for non-PTZ cameras)</b>	Show PTZ controls on the screen so you can pan, tilt and zoom in.
<b>Recent history</b>	View a list of recordings.
<b>Save</b>	Save your filtered views.
<b>Settings</b>	Go to <b>All Settings</b> to view or change <b>Image</b> , <b>Auto-hide Controls</b> , <b>Video Push</b> , and <b>About</b> settings.
<b>Share (iOS)</b>	Take a snapshot of the current frame and save it to your device.
<b>Snapshot</b>	Take a snapshot of the current frame. Snapshots save as follows:  Android: By default, snapshots are saved to your device's SD card at: /mnt/sdcard/Sony.  iOS: Snapshots are saved to your device's Photo Library and can be accessed from tapping Photos on your device.  You cannot change save locations.
<b>Time picker</b>	Go to a specific time in the video.

# Observe and communicate

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## Viewing live video

Cameras are available in the views you set up in Network Video Management System Smart Client. You cannot create views in NVMS Mobile. Additionally, NVMS Mobile displays only video. If a view in Network Video Management System Smart Client contains other types of content, such as maps, text, or HTML pages, the content does not display.

When you connect to a server, NVMS Mobile lists your views.

- Android - Access your views on the **Views** page

iOS - Access your views on the **NVMS Mobile** page The list of views offers the following information:

- The type of view. This can be **All Cameras**, **Shared views** that everyone can access, or **Private** views that only you can access.
- The name of the view. For example, Building A
- The number of cameras available in the view

## Start viewing live video from a camera

1. Tap a view to display the cameras it contains.
2. Tap the preview image for the camera.

## Stop viewing live video from a camera, or view another camera

To stop viewing live video:

- iOS - Tap **Close** in the upper left corner

Android - Tap the NVMS Mobile icon in the upper left corner To view video from another camera in the view:

- Swipe right or left

## Search for a specific camera

If you have lots of views and cameras, you can find a camera by searching for the camera name.

1. Above the list of views, tap **Search all cameras**.
2. Enter the name of the camera.

## Filter your views

If you only want to see a particular type of view, or just want to see fewer views, you can apply a filter. All views are displayed when you tap Filter, regardless of whether they are shown or filtered. You can always start showing a view again.

## NVMS Mobile client 2016 R3 - User Guide

How you filter views depends on the operating system on your device.

1. To filter views:
  - iOS - Tap **Filter** in the upper right corner
  - Android - Tap . If a filter is already applied, the icon is blue.
2. To turn on or turn off a view, tap the view or use the slider.
3. To apply the filter and return to the list of views:
  - iOS - Tap **Done** in the upper right corner of the navigation pane
  - Android - Tap  in the upper right corner

### Discard filter selections

If you haven't saved your selections yet, you can discard them:

- iOS - Manually undo your selections, or tap **Servers** to go to the list of servers
- Android - Tap  in the upper left corner

When you view a camera in full screen, you can interact with video in several ways.

### Use pan-tilt-zoom controls and presets

If you're viewing video from a pan-tilt-zoom (PTZ) camera, tap **PTZ** or  to use the PTZ controls. Tap controls once to pan or zoom one step.

If the PTZ controls use auto-hide, controls hide if you don't use them. To show them, tap the screen. This feature is not available for cameras on the Sony Demo server.

If your administrator created presets for the PTZ camera in Management Application or Management Client, you can use presets on your device in PTZ mode.

How you access presets depends on the operating system on your device.

- Android - Tap 
- iOS - Tap **PTZ**

On the **Presets** context menu or page, select a preset to start using it.

### Zoom in or out

You can zoom in or out to get a better look at the video.

- To zoom in, pinch out or tap **+**
- To zoom out, pinch in or tap **-**

NVMS Mobile uses digital zoom.

### Crop or fit images to the screen

You can resize images to fit your screen, or crop them. By default, images are fitted to the screen.

The outer parts of images are removed. Tap twice to crop images to fill screen and preserve the image's aspect ratio.

### Display other cameras in the view

If your view contains other cameras, you can swipe right or left to display their video.

### Switch to Playback mode

If you're recording, and something happens that you want to review, you can switch to Playback mode to review the footage, or start an investigation.

**Tip:** To keep an eye on the live video while you investigate, turn on picture-in-picture by tapping **Hide/show Live PiP**.

- To switch to Playback mode, tap **Playback**.

## Using actions in NVMS Mobile

If your system administrator has given you permission, you can trigger actions if you need to. In the clients, actions are outputs and events that you can activate. For example, you can:

- Starting or stop recording
- Switch to a different frame rate
- Trigger SMS and email notifications
- Move PTZ cameras to preset positions
- Activate hardware output

## View and trigger actions

You can view and trigger actions from the following locations:

- The list of views
- When viewing live video
- The list of investigations
- The Actions page

### View actions

1. To view actions, do one of the following:
  - Android - In the top bar, tap **Actions**
  - iOS - Tap  **Actions**

### Trigger an action

1. To trigger an action, do one of the following:
  - In the list of actions, tap the action, and then confirm that you want to trigger it.

# Investigate and document

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## Find and view video recordings

Access recorded video from a camera in Playback mode.

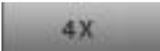
### View video recordings for a camera

How you access recordings depends on the operating system on your device.

1. In the view that contains the camera, tap the preview image for the camera.
2. Tap **Playback**.
3. To view a list of recordings for the camera
  - Android - Tap , then tap **Recent history**
  - iOS - In the upper navigation bar, tap **Menu**, then tap **Recent history**

### Playing back recorded video

Use the timeline controls to play back recorded video. Controls show or hide, depending on what you're doing.

-  **Go to time** - Go to a specific point-in-time by using the slider
-  **Playback speed** - Speed up or slow down the playback speed
-  Play the video forwards and backwards, and pause it
-  Go to the first frame in the previous or next video
- **Hide/Show live PiP** - Display live video from the camera in a picture-in-picture window. For more information, see Use picture-in-picture (on page 19).

### Load more recordings

In the Recent history or History lists, if you don't find the sequence you want, and more recordings are available, you can load more and keep investigating.

- Tap **Load more**

## View or create an investigation

If you are using investigations in Web Client, you can use NVMS Mobile to view, create, and delete video and investigations. You can preview video from investigations, but you cannot download it to your mobile device.

## View ongoing and completed investigations

How you access investigations depends on the operating system on your mobile device.

**Tip:** You can quickly refresh the list by swiping down from the top. You have to be at the top of the list though, otherwise you will scroll instead.

1. To go to investigations, do one of the following:
  - Android - Tap the **Investigations** tab
  - iOS - On the Navigation pane, tap  Investigation
2. Optional: On the Investigations page, you can filter investigations:
  - **My investigations** - View your investigations
  - **All investigations** - View your investigations and those that other people created. Your administrator must enable you to do this
3. To see the details in an investigation, tap the investigation.
4. To view the video in the investigation, tap **See camera**.

## Create an investigation

When you create an investigation the video is saved on the NVMS Mobile server that you are connected to, not on your mobile device. To view the video on your device, you must connect to the server.

1. Find the camera that recorded the video, and then tap the preview image to maximize it.
2. Tap  **Playback**, and then:
  - Android - Tap , and then tap **Investigate**.
  - iOS - Tap **Menu**, and then tap **Investigate**.
3. Specify a from time and to time to define the period to investigate.
4. Tap **Create**.

## Stream video from your device to your surveillance system

If your system administrator has set up video push in Management Application or Management Client, and enabled you to use it, you can stream video from your device to your surveillance system. For more information, see About streaming video from your mobile device (on page 10).

How you access and use video push depends on the operating system on your device:

1. To access video push, do one of the following:
  - iOS - On the navigation bar, tap  **Video Push**
  - Android - Tap 

## NVMS Mobile client 2016 R3 - User Guide

2. To start streaming video, do one of the following:
  - Android - Tap **Start**
  - iOS - Tap **Push**
3. To stop recording, tap **Stop**.

### Investigate the video you streamed

NVMS Mobile records the video that you stream so that you can investigate it.

1. Go to the view where you added the Video Push Driver camera.
2. Tap the camera to go to full screen.
3. Tap  **Playback**.
4. Use the playback controls to investigate the video.

## Take a snapshot

When you view live video or play it back, when you find something that's of particular interest, you can take a snapshot of it.

Snapshots are saved on your mobile device.

- Android - View snapshots on your device's SD card at /mnt/sdcard/Sony.
- iOS - View snapshots in the **Photo Library**.

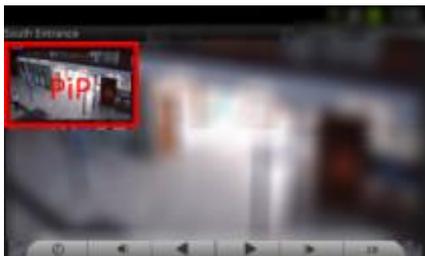
Note that you can't change the locations.

To take a snapshot, in Live mode or Playback mode, do this:

- iOS - In Live mode, tap  **Snapshot**.
- Android - In Live mode, tap . In Playback mode, tap , and then tap **Snapshot**.

## Use picture-in-picture

If you see something that you want to investigate, but don't want to stop observing the current situation, you can display the live video in a picture-in-picture (PiP) while you play back the video.



To turn on PiP, follow these steps:

## NVMS Mobile client 2016 R3 - User Guide

1. While viewing live video from the camera, tap  **Playback**.
2. Depending on the operating system on your device, do one of the following:
  - iOS - Tap **Menu**, and then tap **Hide/Show Live PiP**.
  - Android - Tap , and then tap **Hide/Show Live PiP**.

### Return to live video

To view the live video in full screen, tap the PiP window.

## React to a notification

NVMS Mobile can notify you when something needs your attention, even when you're not using the app. For example, the system can notify you when an alarm triggers.

### React now, or later

To react immediately, tap the notification to open NVMS Mobile and investigate what happened. When you do this, NVMS Mobile does not store the notification.

If you don't want to react right away, you can view the notification later:

- iOS - Go to the lock screen or the **Notification Center**
- Android - Go to the **Notification Area**. Open the notification drawer to see the details