SONY

NVMS Mobile client 2017 R2

User Guide

Contents

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Get started

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

About server and client components of NVMS Mobile

The free NVMS Mobile app 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 responsible for giving NVMS Mobile client and Network Video Management System Web Client users access to the system.
  In addition to acting as a system gateway for the two clients, the NVMS Mobile server can transcode video, since the original camera video stream in many cases is too large to fit the bandwidth available for the client users.
  For more information, see Installing NVMS Mobile server components (administrators) (on page 5) or the Administrator Guide of your surveillance system. Download the guide from the Sony website (http://www.sony.net/CameraSystem/NVMS/Manuals).

Installing NVMS Mobile server components (administrators)

This information is primarily for system administrators, but you might be interested as well. For more information, see the Administrator Guide of your surveillance system. Download the guide from the Sony Corporation website (http://www.sony.net/CameraSystem/NVMS/Manuals).

To get the most out of NVMS Mobile, make sure you're using the latest version of your video management software product. Information about the products is available on the website (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).

Where to install the NVMS Mobile server component

Install the NVMS Mobile server component on the computer that runs your surveillance system, or on a dedicated computer.

If you plan to have more than 10 cameras in your system showing video simultaneously, Sony recommends that you install the NVMS Mobile server on a dedicated computer.

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

Network Video Management System product	Installation method	
	Installation on the same computer as the VMS	**Installation on a dedicated computer**
Network Video Management System Standard Edition product	Complete a **Typical** installation of the Network Video Management System Standard Edition software. This installation includes the NVMS Mobile server.	Run the separate NVMS Mobile server installer.
Network Video Management System Enterprise Edition product	Complete a **Single Computer** installation of the Network Video Management System Enterprise Edition software. This installation includes the NVMS Mobile server.	

Installing the NVMS Mobile plug-in component

You should install the NVMS Mobile plug-in on all computers 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.

Operating systems

NVMS Mobile supports the following operating systems for mobile devices:

Google Android 5.0 and later	Smartphones and tablets with Android installed
iOS 7 and later	iPhone, iPad and iPod Touch

Install NVMS Mobile on a mobile device

On your 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 NVMS Mobile servers. For more information, see Connect a mobile device to a NVMS Mobile server.

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)

1. Tab and then **Miscellaneous**.

2. Select language.

- The language of your device. Restart NVMS Mobile to apply the change

Connect your mobile device to a NVMS Mobile server

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

Requirements:

- Your mobile device must be connected to the same local network as the mobile server.

- Get network and user details from your system administrator.

- You have installed and opened the app.

Connect to a server you have not used before

1. Tap **Add server** to scan the local network for NVMS Mobile servers.

2. You can choose to add the server manually: Tap **Add server manually**.

   - Enter a name for the server, its IP address, and user login credentials, and then tap to save. The name displays in the list of servers on your device, and can be anything you want. The user must be set up in the surveillance system.

3. Or you can choose to add it from the list of discovered servers: Tap **New Servers**.

   - Select the server you want to connect to and tap **Accept**.

4. Optional: You can also do the following:

   - By default, the connection uses HTTP. To use HTTPS, select the **Secure connection** check box.

   - To always connect to this NVMS Mobile server when you start NVMS Mobile, set it as your default server:

     - Android - Tap to set the server as default. The server that is currently selected as default is indicated by a icon.

     - iOS - Select the **Default server** check box.

- 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 (on page 10).

Connect to a server you have used before

1. Tap **Add server** to scan the local network for NVMS Mobile servers.

2. The **Already Added Servers** group lists the servers you have connected to before. Tap one or more servers, and then tap **Save**.

3. Enter your login 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 by entering the unique identifier for the server

Notes: This connection method uses the Address book service.

Ask your system administrator for the unique identifier for the server.

1. Tap **+** or **Add server** to scan the local network for NVMS Mobile servers, and then tap **Add server with ID**.

2. Enter the identifier, and then tap **Save**.

3. Enter your login 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.

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** 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 login credentials for the NVMS Mobile server, and then tap **Connect**.

Connection settings for a NVMS Mobile server

The settings when you add a NVMS Mobile server in the NVMS Mobile app.

Setting	Description
Name	The name of the server. The name displays in the list of servers on your device, and can be anything you want.
Address	The IP address of the computer where the NVMS Mobile server is running. Alternatively, if you don't know the IP address you can insert the host name of the computer.
Port	The port number that NVMS Mobile client uses to communicate with the server. The default port is 8081 and for secure connections it is 8082. If you edit the port number, you must also edit the corresponding port number on the server side. Otherwise, NVMS Mobile app and server cannot communicate.
Secure connection	Indicate whether the NVMS Mobile server you connect to uses an HTTPS connection. If in doubt, ask your system administrator.
User name	Your user name.
Password	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.
Save credentials	Indicate whether you want NVMS Mobile to remember your user name and password for the next time you open the app.
Default server	Indicate whether to log in to this server when you open NVMS Mobile. (iOS and Android only).
Receive notifications	Indicate whether you want to receive notifications.
Notification settings	Indicate the type of notifications you want to receive: • **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. • Turn off **Notification settings** - Be notified only when something happens to a device or server and not when events trigger alarms.

View and edit connections to NVMS Mobile servers

You can view and modify settings for your connections to NVMS Mobile servers if you, for example, want to change to a secure connection or selecting another server as the default server.

1. On the **Servers** page, find the server, tap the context menu, and then tap **Edit**.

   - Android - In the list of servers, tap ▊ for the relevant server, and then tap **Edit**

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

2. View or edit the settings:

   - **Secure connection** - Use HTTPS when you connect. By default, the connection uses HTTP.

   - **User details** - The login credentials

   - **Save credentials** - Remember the login credentials

   - **Default server** - Always connect to this NVMS Mobile server when you start NVMS Mobile.

3. To add addresses manually, tap **Server connections**, then **Add address**, and enter the IP address and port number.

Turn on or turn off notifications

If you have configured events and alarms in your surveillance system, NVMS Mobile can send a notification to you when events trigger alarms 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 - In the list of servers, 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 that you are notified about, tap **Notifications settings**, and then select one of the following:

   - **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.

- Turn off **Notification settings** - Be notified only when something happens to a device or server and not when events trigger alarms.

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: The options are available only if you have been given permission to view them, which happens in Management Application or Management Client.

Name	Description
Views	Displays and previews available views. Select the view you want to view video from (live or recorded). You can also create investigations.
Actions	Activate actions.
Investigations	View investigations created in Network Video Management System Web Client or NVMS Mobile client.
Video push	Lets you use the camera on your device to stream video to your surveillance system.
Alarms	View and react to alarms.

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

Name	Description
Actions	View all actions for a view or a camera.
Activate	Activate an output or an event.
Add server (Android and iOS)	Add and configure a new server.
Cancel	Cancel the last thing you did.
Columns (iOS)	Display the available cameras in a view in one, two, or three columns. Tap the button to rearrange the view. If the button reappears, this indicates the next available option (one, two, or three columns).
Done	Done on this page.
Edit	Edit settings for the server.
Exit full screen	Stop viewing video in full screen.
Filter	Filter views. By default, all views are selected. You can hide or show views.
Go to time (in Playback mode)	Go to a specific time in the past.
Help	Find information about using NVMS Mobile.
Live (in Playback mode)	Switch from Playback mode to Live mode.

Name	Description
New (Android)	Add and configure a new server.
Hide/Show live PiP (in Playback mode)	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.
OK	Acknowledge an alarm or perform an action.
Outputs	Access outputs to activate them.
Playback (in Live mode)	Switch from Live mode to Playback mode.
Playback speed (in Playback mode)	Control the speed of the video.
Presets	View the PTZ preset positions on the selected camera. Only for PTZ cameras.
PTZ / PTZ presets	Show PTZ controls on the screen so you can pan, tilt and zoom in on the selected camera. Dimmed for non-PTZ cameras.
Recent history	View a list of recordings.
Save	Save your filtered views.
Settings	Android: Go to **Settings** to view or change **Image**, **Auto-hide Controls**, **Miscellaneous**, **Camera**, **Default PTZ control**, and **Video Push** settings. iOS: Go to **Settings** to view or change settings.
Share (iOS)	Take a snapshot of the current frame and save it to your device.
Snapshot	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.
Time picker	Go to a specific time in the video.

Observe and communicate

Viewing live video

You can only view video on cameras set up in views 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 client 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 you have set up in Network Video Management System Smart Client and 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:

- Android - Tap the **Back** button on your device.

- iOS - Tap **Close** 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 the **Search** icon.

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 choose to include a view again.

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

1. To filter views:

    - Android - Tap ▼. If a filter is already applied, the icon is blue

    - iOS - Tap **Filter** in the upper right corner

2. To include or exclude a view, tap the view or use the slider.

3. To apply the filter and return to the list of views:

    - Android - Tap ✓ in the upper right corner

    - iOS - Tap **Done** in the upper right corner of the navigation pane

Discard filter selections

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

- Android - Tap ✕ in the upper left corner

- iOS - Manually undo your selections, or tap **Servers** to go to the list of servers

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

Use pan-tilt-zoom controls and PTZ 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 your administrator created PTZ presets for the PTZ camera in Management Application or Management Client, you can use PTZ presets on your device in PTZ mode. PTZ presets are predefined positions in the view.

How you access PTZ 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:

- Start or stop recording

- Switch to a different frame rate

- Trigger SMS and email notifications

- Move PTZ cameras to PTZ 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 Actions page

View actions

1. To view a list of actions, do one of the following:

    - Tap

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.

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.
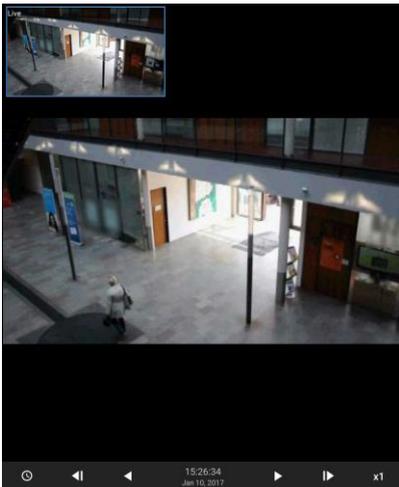
To turn on PiP, follow these steps:

1. While viewing live video from the camera, tap **Playback**.

2. Depending on the operating system on your device, do one of the following:

    - Android - Tap , and then tap **Hide/Show Live PiP**.

    - iOS - Tap **Menu**, and then tap **Hide/Show Live PiP**.

Return to live video

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

Take a snapshot

When you view live video or play it back, and you find something that's of particular interest, you can take a shapshot 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:

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

- iOS - In Live mode, tap **Snapshot**.

Investigate and document

Find and view video recordings

In Playback mode, you can access recorded video from a camera.

View video recordings from 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 **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 backwards or forwards, and pause it

- Go to the previous or next frame

- **Hide/Show live PiP** - Hide or display live video from the camera in a picture-in-picture window. For more information, see Use picture-in-picture (on page 16).

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 Network Video Management System Web Client, you can use NVMS Mobile to view and create 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 of investigations 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 the time to define the period to investigate.

4. Tap **Create**.

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 examine 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 a crime, 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 Administrator Manual for your Network Video Management System 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

Settings for video push are the same for Android. How you access them differs slightly.

Go to the **Settings** in NVMS Mobile, and then do one of the following:

- Android - On the **Video Push** screen, tap , and then tap **Settings**

Specify the following:

- **Use front facing camera** - Choose if you want to 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 the number of frames per second in the stream according to the available bandwidth between the server and client. By default, this is turned on. 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 quality of service here is intendet for Video Push only.

The clients will change the compression of the images trying to maintain stable FPS even on slow connection.

This is different from the server-side quality of service used when viewing live video.

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 19).

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:

    - Android - On the navigation bar, tap

    - iOS - On the navigation bar, tap **Video Push**

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 with 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.

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:

- Android - Go to the **Notification Area**. Open the notification drawer to see the details

- iOS - Go to the lock screen or the **Notification Center**