User Manual – Guard Viewer
Notice

- The contents of this document are subject to change without prior notice. Updates will be added to the new version of this manual. We will readily improve or update the products or procedures described in the manual.

- Best effort has been made to verify the integrity and correctness of the contents in this document, but no statement, information, or recommendation in this manual shall constitute formal guarantee of any kind, expressed or implied. We shall not be held responsible for any technical or typographical errors in this manual.

- The illustrations in this manual are for reference only and may vary depending on the version or model. So please see the actual display on your device.

- This manual is a guide for multiple product models and so it is not intended for any specific product.

- Due to uncertainties such as physical environment, discrepancy may exist between the actual values and reference values provided in this manual. The ultimate right to interpretation resides in our company.

- Use of this document and the subsequent results shall be entirely on the user's own responsibility.

Conventions

Document Conventions

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Boldface font</strong></td>
<td>Commands, keywords, parameters and GUI elements such as window, tab, dialog box, menu, button, etc.</td>
</tr>
<tr>
<td><em>Italic font</em></td>
<td>Variables for which you supply values.</td>
</tr>
<tr>
<td>&gt;</td>
<td>Separate a series of menu items, for example, <strong>Device Management &gt; Add Device</strong>.</td>
</tr>
</tbody>
</table>
## Symbols

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="NOTE!" /></td>
<td>Means useful or supplemental information about the use of product.</td>
</tr>
</tbody>
</table>
Alarm Management ......................................................................................... 15
  Alarms ........................................................................................................ 15
  Events ......................................................................................................... 16
Other Functions and Configurations ............................................................. 17
  Favorites ..................................................................................................... 17
  File Management ........................................................................................ 19
  Help ........................................................................................................... 19
  Language .................................................................................................... 20
  Local Settings ............................................................................................. 20
4 Web Service ............................................................................................... 22
  Account Management .................................................................................. 22
    Sign Up ..................................................................................................... 22
    Login ......................................................................................................... 23
    Password .................................................................................................. 23
    View/Change Information ....................................................................... 24
Device/Organization Management ............................................................... 25
  Add Devices ................................................................................................. 26
  Add Organization ......................................................................................... 26
  Get Started .................................................................................................. 27
5 FAQs ........................................................................................................... 29
2 Introduction

Overview

Our general solution, based on the mobile surveillance software, cloud servers and smart terminal devices, is a new generation of IT-based solution that employs the technologies of cloud computing, mobile Internet and big data. Comprising mobile service and Web service, the solution aims to offer healthy, low-carbon, smart, comfortable and secure information services to small and medium sized enterprises.

Typical Networking

Solution A
Solution B

Installation and Connection

The terminal devices mentioned in this manual refer to IP cameras or network video recorders (NVR).

For the installation of devices, please refer to the user document delivered with the devices.

The connection of IP camera and NVR is illustrated as follows:
3 Mobile Service

System Information

Requirements

**Software**

iOS device: iOS 6.1 or later.

Android device: Android 4.0 or later.

**Hardware**

Display resolution: 480*800 or higher.

CPU: 1 GHz or higher.

Memory: 1 GB or higher.

Get the App

**Android**

Search and download Guard Viewer in Google Play.

**iOS**

Search and download Guard Viewer in App Store.

---

**NOTE!**

- It is recommended to download the app via Wi-Fi.
- The following part takes iOS version as an example to introduce the app.

---

P2P Account Management

Sign Up for a P2P Account

You need to sign up for a P2P account first before logging in to add, configure and operate a P2P device.

1. Open the app and tap **P2P Account**.
2. Tap **Sign Up** and complete the registration as instructed.

![Sign Up and P2P Account](image)

**NOTE!**

You may also register an account later by tapping **Menu > P2P Account**.

---

**Log In and Out**

When opening the app for the first time, you can either log in with your P2P account or skip the login and experience the local functions.

- **P2P Login**: Log in to the app with your P2P account to add, configure or operate your P2P devices as required.

- **Skip**: Skip the P2P login to add, configure or operate your local device as required.
Skip

Tap Skip to enter the live view page. You can view live videos, play back recordings, manage files and more. For details, please see the following chapters.

P2P Login

You need to have a P2P account to log in. To sign up for a P2P account, see Sign Up for a P2P Account.

1. Tap Menu > P2P Account.

2. Enter the username and password, and tap Login.

NOTE!
The service area is International by default. If your device is in Mainland China, tap in the upper right corner and choose 中国服务区.

Switch Account/Logout

1. When logged in, tap Menu > P2P Account.

2. Tap Switch Account and the current account will be logged out.

3. Switch to another account by entering its username and password and tapping Login.

NOTE!
When in the login page, the used usernames are saved in the username drop-down list.
Password

Change Password

1. When logged in, tap  Menu > P2P Account > Change Password.
2. Enter the required information and tap OK.

Reset Password (Forgot Password?)

If you forgot your password, tap  Menu > P2P Account > Forgot Password. Reset the password as instructed.

Device Management

Add Devices

Add Through Device List

1. When logged in, tap My Devices in the P2P Account page to enter the device list. Alternately, tap  Menu > Devices.
2. Tap or Add P2P Device directly to add P2P devices.
3. Select Auto Search, Manual Add or Scan, and then follow the instructions to add devices.

NOTE!

To add devices at any later time, tap  Menu > Devices and repeat the above operations.

• P2P
  Scan the QR code on the device or enter the register code manually, or access the Web interface of the device and scan the QR code on the P2P page. Only devices that support the P2P function can be added by P2P.
• IP/Domain
Enter the IP address of the device.

- EZDDNS

Enter the domain name of the device.

**Add in Live View/Playback Page**

1. Tap **Menu** > **Live View**.
2. Tap or of the specified window to enter the camera list.
3. Tap to select **Auto Search**, **Manual Add** or **Scan**, and then follow the instructions to add devices. For details, see Add Through Device List.

---

**NOTE!**
The above operations are based on the live view page, and are similar to those of the playback page.

---

**Device List**

**Share Devices**

To share devices:

1. Tap **Menu** > **Devices**.
2. Tap the device you want to share. A toolbar appears.
3. Tap **Share** and operate as instructed to share the device.
To view sharing records or cancel sharing:

2. Check the sharing records or cancel the sharing.

**Edit Devices**

1. Tap Menu > Devices.
2. Tap the device you want to edit.
3. Tap Edit Device and edit device information as required. Tap to save and quit.

**Delete Devices**

For details, see Edit Devices.
Live View

Live View Controls

Play Live Videos

1. Tap Menu > Live View.
2. Tap or of the specified window to enter the camera list. Select one or more cameras and tap Start Live View.

NOTE!

- When there are more cameras than windows in the current view, will appear under the windows to indicate pages.
- Swipe left or right to navigate through the pages.

Live View Toolbar

The toolbar is displayed under the live view windows. See the table below for descriptions of the live view toolbar.
Close Live View

To close a live video:

Long press the live video window and drag it to the trash icon above to close the live video.

To close or resume all live videos:

1. In the live view page, tap the close icon on the toolbar to close all live videos.

2. When all the live videos are closed, tap the resume icon to resume.

To enlarge a live video and switch between views:

1. Double-tap a live video window to enlarge it to single window view.

2. Swipe to navigate through other windows.

3. Double-tap the window again to change back to the original multiple window view. Repeat to switch between the two views.
Live View Application

Add Live View to Favorites
You can add desired live videos to favorites for future quick access. Adding a live video to favorites will save its view mode, image quality, camera info and window location. To add live videos to favorites:

1. In the live view page, tap 🌟 in the toolbar. Enter a name for the entry and tap OK.
2. A success message will appear after the entry is saved.

PTZ Control

1. Select the desired live video window. Click ⚙️ to open the PTZ panel and the button will become 🔍.
2. Use PTZ panel to adjust focus and zoom, and go to preset. Tap the arrows in the window to turn the camera to different directions.
3. Tap 🔍 to exit.

See the table below for descriptions of the PTZ toolbar:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📡</td>
<td>Focus control</td>
</tr>
<tr>
<td>📡</td>
<td>Zoom in/out</td>
</tr>
<tr>
<td>📡</td>
<td>Call preset</td>
</tr>
</tbody>
</table>

Video Quality

1. Select the desired live video window. Tap 📷 to open the video quality panel.
2. Select your desired video quality based on the network condition.

See the table below for description of the video quality toolbar:
Video quality options are valid only for devices that support the stream.

Window Replacement
In the live view page, you may drag a window to the desired position.

Digital Zoom
Digital zoom is enabled by default. The icon \( \text{Zoom} \) will appear in the window status bar.
1. Select the desired live video window.
2. Pinch open to zoom in, pinch close to zoom out and swipe to navigate in the desired direction. When zoomed in, double-tap to zoom out to the original image.

Local Recording/Snapshot
In the live view page, select the desired window and you can record videos and take snapshots to your mobile device.
Tap ♯ to take snapshot.

Tap ⌚ to start recording and tap ⌚ to stop recording.

**Landscape Mode**

1. When in live view page, rotate the screen to landscape mode.
2. The toolbar will automatically hide after five/three second without any operation.
3. Tap the screen to show the hidden toolbar. For toolbar details, see Live View Toolbar.

---

**NOTE!**

To use the landscape mode, tap  

Menu >  

Settings and make sure that Portrait Orientation Lock is disabled.

---

**Playback**

**Playback Controls**

**Search Recordings**

To search by time:
1. Tap **Menu > Playback.**
2. Tap ✔️ or ✅, and select the desired camera for playback.
3. Specify the start time of the playback and tap **OK.**

To search by timeline

1. When in playback, tap ⌚ in the toolbar. Select your desired time scale from the dropdown list.
2. Slide the timeline to quickly locate preferred playback time.

**Recording Toolbar**

See the table below for descriptions of playback toolbar.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>⌚</td>
<td>Time interval scale. Switch the scale between 3/30:60 minutes on the timeline.</td>
</tr>
<tr>
<td>✔️</td>
<td>Reduce the speed to play recordings</td>
</tr>
<tr>
<td>✅</td>
<td>Increase the speed to play recordings</td>
</tr>
<tr>
<td>🎥</td>
<td>Play/Pause</td>
</tr>
<tr>
<td>📸</td>
<td>Snapshot</td>
</tr>
<tr>
<td>🔴🔴</td>
<td>Start/Stop recording</td>
</tr>
<tr>
<td>🗿</td>
<td>Query</td>
</tr>
<tr>
<td>🎧</td>
<td>Audio on/off</td>
</tr>
</tbody>
</table>
Recording Application

Local Recording/Snapshot

For details, see Local Recording/Snapshot.

NOTE!
Saved local recordings are available in Files. For details, see File Management.

Landscape Mode

1. When in playback, rotate the screen to landscape mode.
2. For details about the operations available in the landscape toolbar, see Recording Toolbar.

NOTE!
To use the landscape mode, tap Menu > Settings and make sure that Portrait Orientation Lock is disabled.

Alarm Management

Alarms

1. Tap Menu > Alarms.
2. Enable or disable alarm notification from your desired devices.
3. When alarm push notification is enabled, your phone will receive push notifications when an alarm is triggered.

NOTE!
Make sure Do Not Disturb is disenabled when alarm notification is enabled. For details, see Other Local Settings.
Events

View/Edit Events

1. Tap ➕ Menu > Events.

2. Tap 🔄 to acknowledge, share and delete events as needed.

View Alarm-Triggered Recording/Live View

1. Tap ➕ Menu > ⚠ Events.

2. For the desired event, tap 📽️ to view its alarm-triggered recording and tap 📽️ to view its live video.
Other Functions and Configurations

Favorites

Add to Favorites

In the live view page:

Add your desired live view to favorites, the cameras, windows and other settings will be saved. For details, see Add Live View to Favorites.

In the Favorites page:

1. Tap Menu > Favorites.

2. Tap in the upper right corner. Enter the name for the new favorite entry and tap OK to confirm.

3. Select the desired favorite entry and tap to go to the camera list, and then select desired camera.

4. Tap . You can view all the saved entries in Favorites.
Edit Favorites

To rename the favorite entries:

1. Tap 📐 Menu > ⭐ Favorites.
2. Long press the desired entry and enter a new name in the pop-up window.

To edit the favorite entries:

1. Tap 📐 Menu > ⭐ Favorites, and tap the desired entry.
2. Tap 📽️ to go to the camera list. Select desired camera and tap 📈 to add cameras.
3. Slide the camera entry to the left and tap 🗑️ to delete the camera.
To delete the favorite entries:

1. Tap Menu > Favorites.

2. Slide the favorite entry to the left and tap to delete it.

File Management

1. Tap Menu > Files.

2. Tap the top to select By Type or By Time.

3. Tap in the upper right corner. Select one or multiple files to delete, export or share.

Help

Tap Menu > Help to view the help information.
Language

The app language will change according to the mobile operating system language.

Local Settings

Tap 📲 Menu > 🛠 Settings to modify local settings.

Password Protection

NOTE!
The app has no password protection by default.

To set a PIN:

1. Tap 📲 Menu > 🛠 Settings > Password Protection.
2. Set the PIN as instructed.
3. Restart the app for the PIN to take effect. Enter the PIN to unlock the app.

To set a pattern:

1. Tap 📲 Menu > 🛠 Settings > Password Protection.
2. Set the pattern as instructed.
3. Restart the app for the pattern to take effect. Draw the pattern to unlock the app.

Device Wi-Fi Configuration

Use this tool to connect your smart device to specified wireless network for further operations.

1. Tap Menu > Settings > Device Wi-Fi Configuration.
2. Enter the required information of the desired Wi-Fi.
3. Restart or configure the device to initial status (with the indicator flashing) and tap Start.
4. After the device has successfully connected to the specified Wi-Fi (the indicator stops flashing), tap Stop.
Other Local Settings

Other available local settings:

- Do Not Disturb (Enable/Disable)
- Data Usage (View/Clear All)
- Snapshot Mode
- PTZ Speed (1-9)
- Portrait Orientation Lock (Enable/Disable)

4 Web Service

Account Management

Sign Up

2. Click Sign Up in the upper right corner.
3. Enter the required information as instructed. You will be logged in after the registration is finished.

Login

2. Click Login. Enter required information to log in.

Password

Change Password

1. When logged in, click Welcome xxx (your username) > Change Password.
2. Change the password as instructed.

Reset Password (Forgot Password?)

1. In the login page, click Forgot password?
2. Finish the verification with your registered email.
3. Enter the new password and click OK.
View/Change Information

View/Change User Information

1. When logged in, click Welcome xxx (your username) > Personal Information in the upper right corner. Change the email address as instructed.
View Log

1. When logged in, click **Welcome xxx (your username) > Show Log** in the upper right corner.
2. View the latest 10 entries of login information.

<table>
<thead>
<tr>
<th>No.</th>
<th>Login Time</th>
<th>Login IP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8/3/2017 7:20:30 PM</td>
<td>122.224.109.114</td>
</tr>
<tr>
<td>2</td>
<td>8/3/2017 7:12:53 PM</td>
<td>122.224.109.114</td>
</tr>
<tr>
<td>3</td>
<td>8/3/2017 7:12:45 PM</td>
<td>122.224.109.114</td>
</tr>
</tbody>
</table>

Device/Organization Management

**NOTE!**

To make full use of the management features of the Web service, please ensure the network accessibility of the managed devices.
Add Devices

1. On the Device List page, click to enter the Add Device page.

2. Enter the register code and the device name.

**NOTE!**
You can get the register code of your device by logging in to Web interface of the device. For details about the operation, please refer to the user document.

3. Click Add. Then the added device is displayed in My Cloud Devices.

**NOTE!**
To delete a device, select the device in the device list and then click .

Add Organization

You can add one or multiple devices to the same organization for easy management.

1. Click to enter the Add Org page.

2. Select the desired upper organization, enter the new added organization name, and then click Confirm. Then the added organization is displayed on the Org List page.
3. Click the + Add Device button, enter the register code, device name, and select the new added organization, then click Add.

NOTE!
To change an organization name or delete an organization, select the desired organization in the organization information list and then click or . An organization that contains devices cannot be deleted.

Get Started

Select the desired device(s) and then you can share your device, change the device name, retrieve your password or access the device.

- Share Device: Click Share and then enter the device information.
- Change Name: Click **Change** to change the device name or its organization, then click **Save**.

- Retrieve password: Click **Retrieve > Acquire** for a verification code and then submit the verification code. A temporary password will be displayed on the interface.
Access Device: Click **Access** to enter the Web interface of the device and operate as required.

5 **FAQs**

I cannot access my devices (NVR/IP camera) through the WAN.

Please follow the steps below to check.

1. Check whether you have registered a P2P account. If not, sign up for an account first.

2. Check whether the device is added to the P2P account:
   
   Go to [www.star4live.com](http://www.star4live.com) and log in to check whether the device is listed under **My Cloud Devices**. If not, click [Add Device](#) or use the mobile phone client to add the device.

3. Check whether the P2P function is enabled for the device:
   
   - IP Camera
   
   Go to the Web interface of your device and click **Setup > Network > P2P**. Check whether P2P is enabled and the **Device Status** is **Online** (connected to the P2P server).
   
   - NVR
Go to the Web interface of your device and click **Settings > Network > P2P**. Check whether P2P is enabled and the **Device Status is Online** (connected to the P2P server).

![P2P settings](image_url)

<table>
<thead>
<tr>
<th>P2P</th>
<th>On</th>
<th>Off</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain Name</td>
<td><a href="http://www.star4live.com">www.star4live.com</a></td>
<td></td>
</tr>
<tr>
<td>Register Code</td>
<td>01: 1234</td>
<td></td>
</tr>
<tr>
<td>Device Status</td>
<td>Offline: The device has not been added to the cloud website. Please add the device first.</td>
<td></td>
</tr>
</tbody>
</table>