

GV-Cloud Mobile App.

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GV-Cloud Mobile App



Using GV-Cloud mobile app, you can access GV-Cloud VMS hosts / GV-Cloud Access Control devices from your mobile devices, to receive push notifications upon events, watch live views, play back recordings, take snapshots, unlock doors, query for event logs and more.

1. Specifications

General

Supported OS	iOS 13 ~ 17.0; Android 8 ~ 13
Codec	H.264 and H.265
Resolutions	Up to 12 MP (4000 x 3000)
Functions	180° Mode, Live View, Fisheye Dewarping, Remote Playback, I/O Output trigger, Snapshot, 2-Way Audio, Stream Switching, Unlock Doors, Lockdown All Doors
Languages	English, Traditional Chinese
Note: Mobile devices need to support 64-bit ABI (arm64-v8a) to install GV-Cloud mobile app.	

Network Settings

In most cases, no network configuration is required to access the GV-Cloud services. Only when your ISP restricts outbound connections do you need to open the default ports for remote connections. For more details, see *Appendix* in [GV-Cloud VMS User's Manual](#).

Note: By default, GV-Cloud mobile app connects to stream 2 of any GV-IP device, which is in H.264 codec and CIF resolution.

2. Compatible Products

GV-Cloud mobile app is compatible with the following cloud-based software:

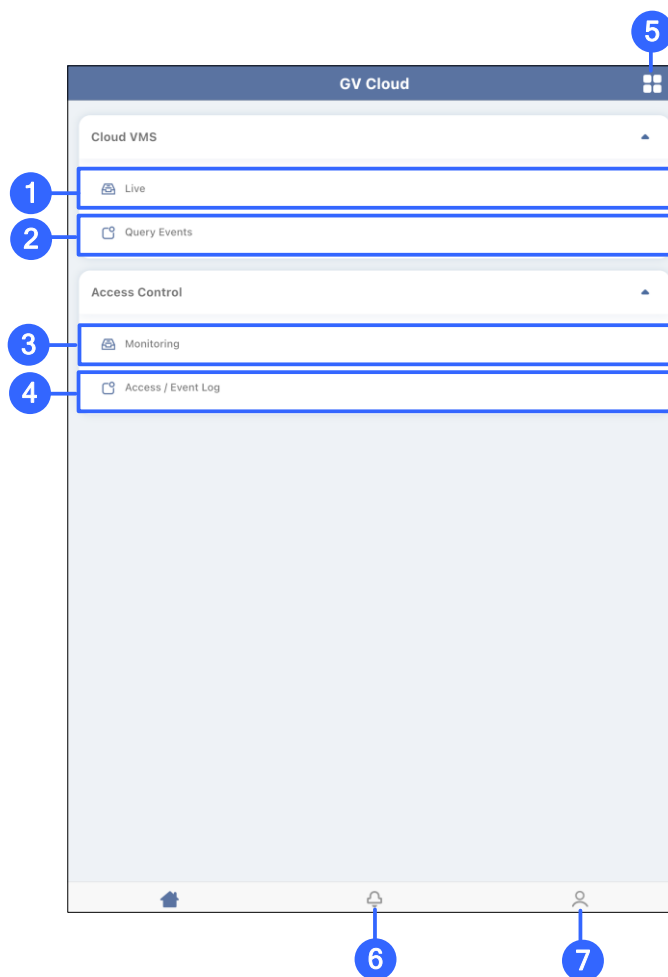
- GV-Cloud VMS
- GV-Cloud Access Control

3. Installing GV-Cloud Mobile App

You can download GV-Cloud mobile app from the **App Store** or **Google Play** and install the application. Once the installation is completed, the login page will appear as below. Fill in the login information of your GV-Cloud account to log in.

4. Main Page

The following main page is exemplified using an *iPad*. The main page is divided into **GV-Cloud VMS** and **GV-Cloud Access Control** sections.



No.	Name	Function
1.	GV-Cloud VMS Live View	Accesses the live view from GV-Cloud VMS. See 5. <i>Live View</i> for details.
2.	GV-Cloud VMS Query Events	Accesses the event logs from GV-Cloud VMS. See 6. <i>Event Query</i> for details.
3.	GV-Cloud Access Control Monitoring	Accesses the live view from GV-Cloud Access Control. See 5. <i>Live View</i> for details.

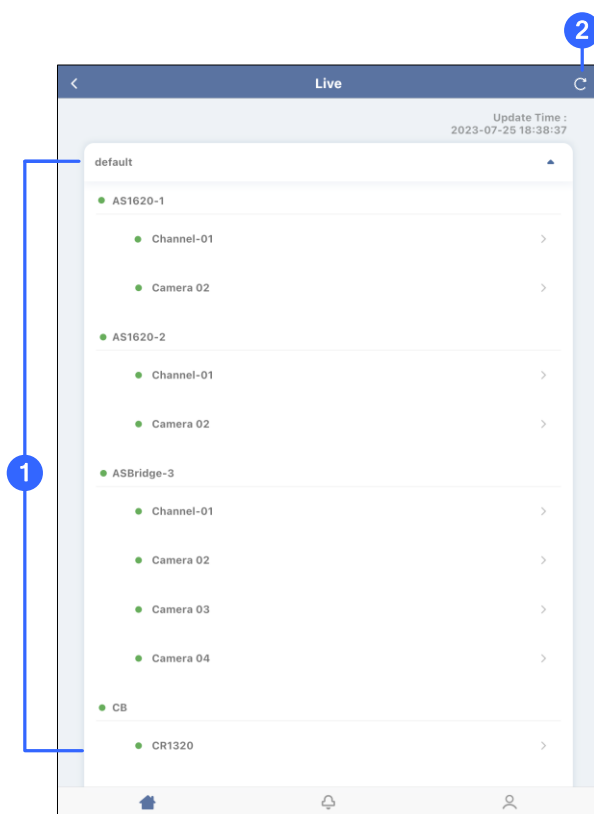
No.	Name	Function
4.	Access / Event Log	Accesses the event logs from GV-Cloud Access Control. See 6. <i>Event Query</i> for details.
5.	Layout	Displays the GV-Cloud VMS / GV-Cloud Access Control options in lists or grids.
6.	Notification	Accesses event notifications from GV-Cloud VMS / GV-Cloud Access Control.
7.	System Information	Displays the account ID, e-mail, GV-Cloud mobile app version, contact information, and the logout option.
Note: The GV-Cloud Access Control functions will only be available when GV-Cloud Access Control License is added on GV-Cloud. See 2.2 <i>Adding Licenses</i> in GV-Cloud Access Control User's Manual for details.		

5. Live View

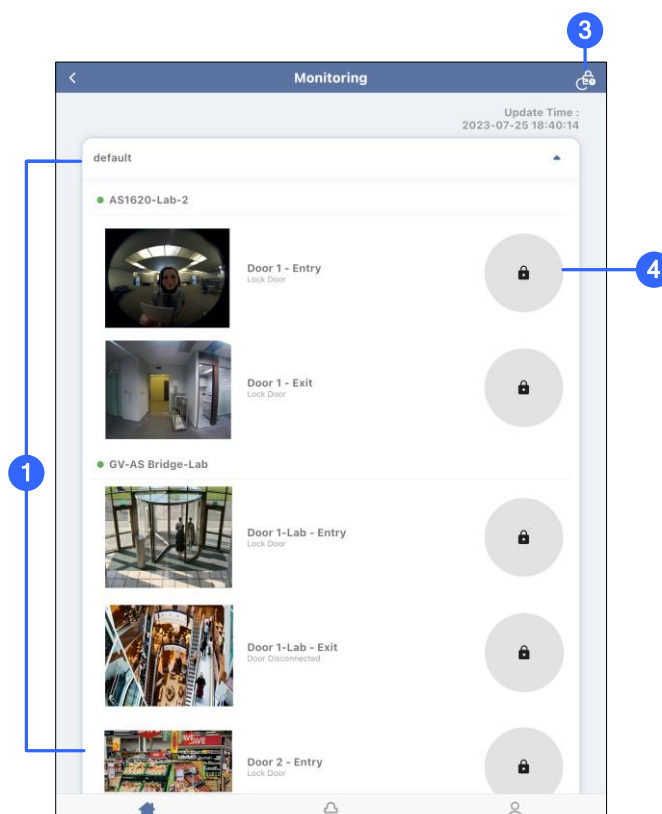
Follow the instructions below to access the live view images:

- To access the Host List or Device List on the main page as shown below:
 - Tap **Live** under the Cloud VMS section (No.1, 4. Main Page), or
 - Tap **Monitoring** under the Access Control section (No.3, 4. Main Page)
- Tap the desired camera channel / device to access the live view images.

Host List & Device List



GV-Cloud VMS

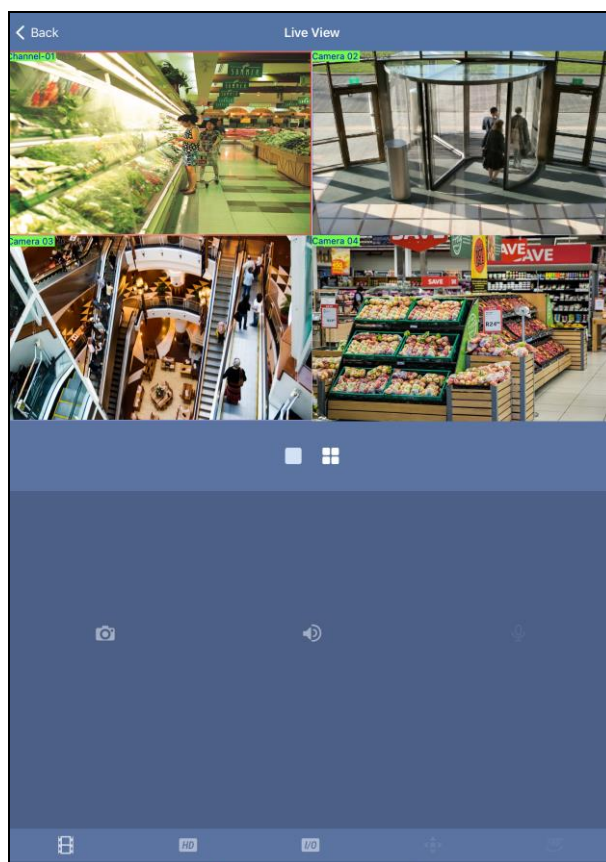


GV-Cloud Access Control

No.	Name	Function
1.	Host List / Device List	Displays hosts, controllers, and doors. The connection status is displayed as follows: ●: The host / controller is disconnected.

		●: The host / controller is connected. ●: For GV-Cloud VMS host only: Some cameras are disconnected.
2.	Refresh	Refreshes the host / controller / door connection status.
3.	Lockdown All	This function allows a security personnel to quickly lock down or force unlock all the doors of multiple controllers on GV-Cloud Access Control.
4.	Door Operation	Unlock Door: Press the button for 3 seconds to temporarily unlock doors for the amount of time specified on GV-AS Controller. Force Lock / Unlock: Double-tap the button to display the two options. Force Unlock keeps the doors unlocked while Force Lock keeps the doors locked. Once the option is selected, double-tap the button again to restore the door status.

Live View



You can access the following functions by tapping the corresponding icon.

Icon	Name	Function
	Layout	Tap the single division or 4-division button to set the live view layout. The layout is set to 4-division by default. You can optionally enable single division layout by double-tapping on the desired channel.
	Snapshot	Snapshots the current live view and saves it to the photos or gallery folder of your mobile device.
	Speaker	Broadcasts sounds from the surveillance site. This function is enabled by default.
	Microphone	Speaks to the surveillance site. This function is disabled by default.
	Playback	Plays back recordings. For details, see 8. <i>Playing Back Recordings</i> . Note: Only local playback is available.
	Stream Switch	Switches the connected stream. By default, stream 2 (with lower resolution) is connected.
	I/O Trigger	Manually triggers the output displayed on your mobile app.
	PTZ Panel	Enables the PTZ control panel. You can control the camera view using the following: : tap the arrow and drag toward the direction you wish to move the camera view  : zooms in and out  : focuses in and out : Moves the camera view to the home position : Moves the camera view to a predefined position by selecting a preset number

Note:

1. The PTZ panel function is currently not supported.
2. I/O trigger only supports GV-VMS hosts.
3. The microphone function is only supported by GV-IP Cameras.
4. To enable the microphone function for the following IP camera models, make sure to set the **RTSP Authentication** to **Basic** from Setup > Security > Network Security > Authentication on the cameras' Web interface: GV-ABL / ADR / AVD / EBD / TBL / TDR / TFD / TVD Series, GV-BLFC5800, GV-EBFC5800, GV-FER5702, GV-PTZ5810-IR, and SD2322-IR / SD2722-IR / SD3732-IR / SD4825-IR / SD4834-IR.

Icon	Name	Function
	Fisheye Dewarp	Dewarps the fisheye live view and allows users to align the live view, select display mode and define the installation type. Make sure to enable the function by tapping on the switch button. For details, see Image Alignment , Display Mode and Installation Type in this table.
	Display Mode	Defines the display mode of the fisheye camera. • Quad View : shows the live view in 4 PTZ views • 360-Degree View : shows 2 PTZ views and a 360° view • Single 180° view : shows one 180° view • Single View : shows one PTZ view
	Installation Type	Defines the installation type of the fisheye camera. •  ceiling mount •  wall mount •  ground mount
	Image Alignment	Defines the size and center of the Fisheye view. Tap to enable this function and then enlarge, minimize and move the red circle. Tap this icon again to apply the setting.

6. Event Query

Follow the instructions below to access the event logs and recordings:

- To access the event logs on the main page:
 - Tap **Query Events** under the Cloud VMS section (No.2, 4. Main Page)
 - Tap **Access / Event Log** under the Cloud Access Control section (No.4, 4. Main Page)
- Specify the criteria and click **Search**.

Query Events & Access / Event Log

GV-Cloud VMS

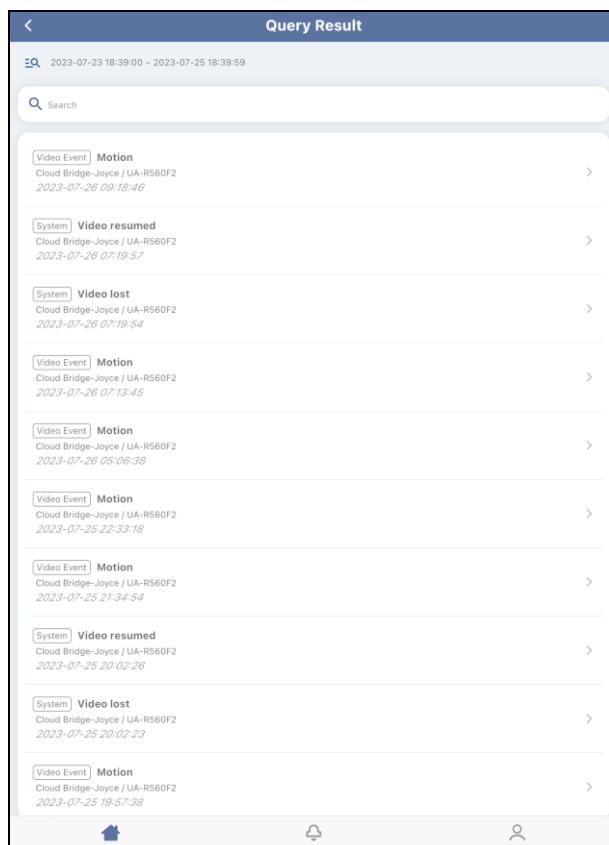
GV-Cloud Access Control

No.	Name	Function
1.	Time	Defines the query duration of the events on GV-Cloud VMS / GV-Cloud Access Control.
2.	Host	Displays the connected hosts on GV-Cloud VMS.
3.	Devices	Defines the regions and controllers for the event query from GV-Cloud Access Control.

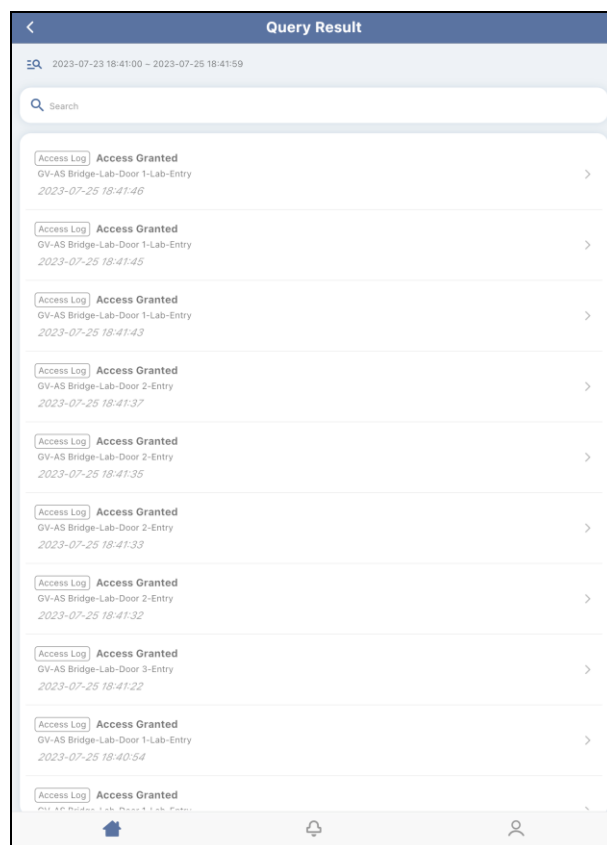
4.	Type	Filters the event types of GV-Cloud Access Control.
5.	Message Options	Based on the set event type, select the desired options to access the filtered event logs. For details of access and event log messages, see <i>Appendix</i> in GV-Cloud Access Control User's Manual .

Query Result

Once the criteria are set up, tap **Search**. The event log list of GV-Cloud VMS / GV-Cloud Access Control will appear as follows. The event types, hosts / devices, and the date will be displayed on each entry.



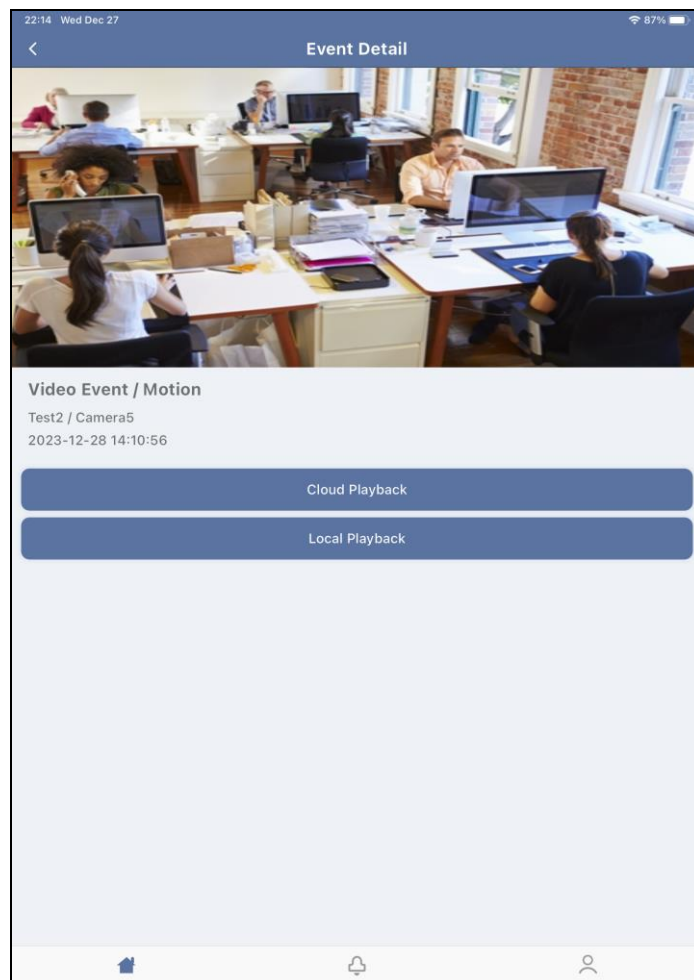
GV-Cloud VMS



GV-Cloud Access Control

Event Detail

Tap the event log entry, and the Event Detail page appears.



The event snapshot and event details will be displayed. Access the event recordings as follows:

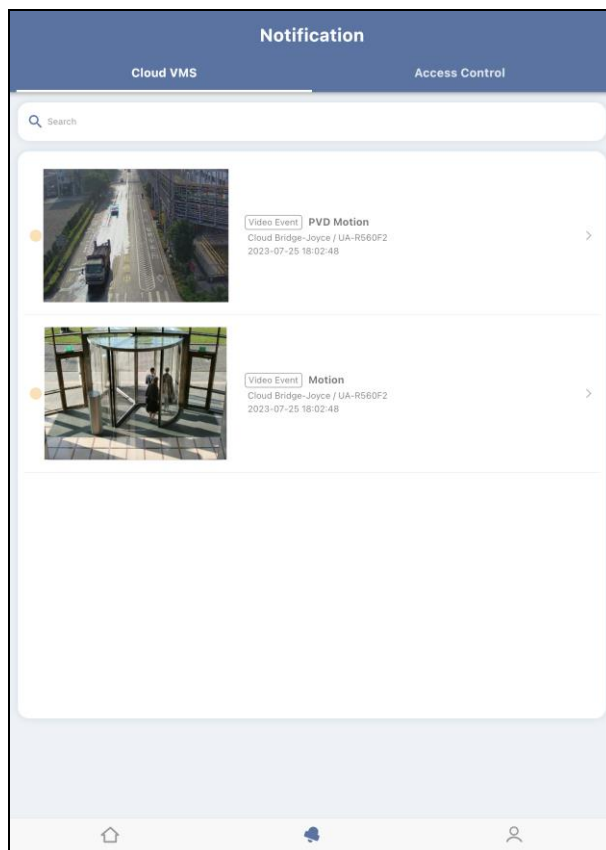
- Tap **Cloud Playback** to play back events from GV-Cloud VMS / Cloud Access Control
- Tap **Local Playback** to play back events directly from a host

For details on recordings, see *8.2 Playback Display*.

Note: Depending on the GV-Cloud services, the **Cloud Playback** option is only available when **Premium Plan / Playback License** is added on GV-Cloud. See [GV-Cloud VMS User's Manual](#) or [GV-Cloud Access Control User's Manual](#) for details on the licenses.

7. Notification

At the bottom of the main page, tap the **Notification** tab . The notification list will appear as follows.



Event Detail

Tap the desired notification, and the event details will be displayed. See *Event Detail*, 6. *Event Query* for details.

Note: You can set up alert conditions on GV-Cloud VMS V1.1.0 or later / Cloud Access Control V1.0.1 or later. See 4.7 Alert in [GV-Cloud VMS User's Manual](#), or 5.1 E-Mail and App Alert Settings in [GV-Cloud Access Control User's Manual](#).

8. Playing Back Recordings

8.1 Enabling Remote Playback

To access **Local Playback** directly from the hosts, or **Cloud Playback** from GV-Cloud VMS / GV-Cloud Access Control, adopt the following alternatives:

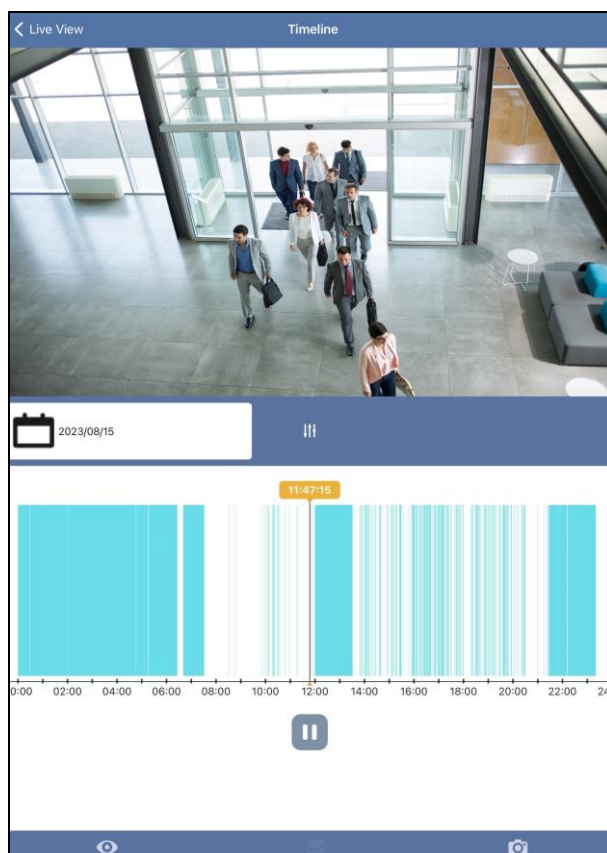
1. Tap the  button on the live view page. See 5. *Live View* for details.
2. Request for event logs. See 6. *Event Query* for details.
3. Tap the **Notification** tab at the bottom of the main page. See 7. *Notification* for details.

Note:

1. To access the Cloud recordings from GV-Cloud Access Control, make sure **Playback License** is added. For details, see 1.4 *Licenses* in [GV-Cloud Access Control User's Manual](#).
 2. The Playback option on the live view can only access local playback from the hosts / controllers.
 3. The local playback function does not support the following IP camera models: GV-ABL / ADR / AVD / EBD / TBL / TDR / TFD / TVD Series, GV-BLFC5800, GV-BX2802, GV-BX4802, GV-EBFC5800, GV-EBDP5800, GV-FER5702, GV-GPH2800, GV-PBL8800, GV-PDR8800, GV-PTZ5810-IR, GV-SD2322-IR / SD2722-IR / SD3732-IR / SD4825-IR / SD4834-IR, GV-TBLP5800, and GV-TMEB5800.
 4. GV-Cloud mobile app only supports single-channel playback.
 5. For **Local Playback** only: If a router or firewall is installed with the remote servers and IP devices, ensure the corresponding playback port is open. For the full list of default port numbers, see *Appendix* in [GV-Cloud VMS User's Manual](#).
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8.2 Playback Display

The playback display is shown below.



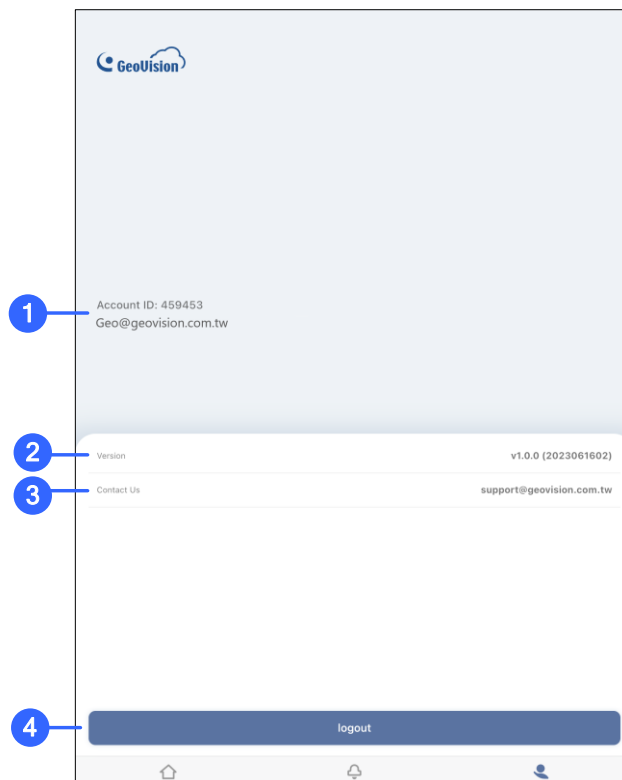
You can access the following functions by tapping the corresponding icon. The icons will be highlighted with the functions enabled.

Icon	Name	Function
	Date	Displays the recording date.
	Filter	Defines the timescale in 1 / 6 / 24 hours.
	Live View	Accesses the live view of the channel.

Icon	Name	Function
	Display Mode	Defines the display mode of the fisheye camera. • Quad View : shows the live view in 4 PTZ views • 360-Degree View : shows 2 PTZ views and a 360° view • Single 180° view : shows one 180° view • Single View : shows one PTZ view
	Installation Type	Defines the installation type of the fisheye camera. •  ceiling mount •  wall mount •  ground mount
	Image Alignment	Defines the size and center of the Fisheye view. Tap to enable this function and then enlarge, minimize and move the red circle. Tap this icon again to apply the setting.
	Snapshot	Snapshots the current playback and saves it to the photos or gallery folder of your mobile device.

9. System Information

At the bottom of the main page, tap the  icon, and the system information will appear.



No.	Name	Function
1.	Account Information	Displays the account ID and e-mail.
2.	App Version	Displays the GV-Cloud mobile app version.
3.	Contact Us	Displays the contact information of GeoVision.
4.	Logout	Clicks to log out of GV-Cloud mobile app.

Scan the following QR codes for product warranty and technical support policy:



[Warranty]



[Technical Support Policy]