

# User Manual – Guard Viewer

Manual Version: V1.02

## 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

Convention	Description
<b>Boldface font</b>	Commands, keywords, parameters and GUI elements such as window, tab, dialog box, menu, button, etc.
<i>Italic font</i>	Variables for which you supply values.
>	Separate a series of menu items, for example, <b>Device Management &gt; Add Device.</b>

## Symbols

Symbol	Description
 <b>NOTE!</b>	Means useful or supplemental information about the use of product.

# Contents

<b>Notice.....</b>	<b>ii</b>
Conventions .....	ii
Document Conventions .....	ii
Symbols.....	iii
<b>2 Introduction .....</b>	<b>1</b>
Overview .....	1
Typical Networking .....	1
Solution A .....	1
Solution B.....	2
Installation and Connection .....	2
<b>3 Mobile Service.....</b>	<b>3</b>
System Information .....	3
Requirements .....	3
Get the App .....	3
P2P Account Management .....	3
Sign Up for a P2P Account .....	3
Log In and Out .....	4
Password .....	6
Device Management .....	6
Add Devices .....	6
Device List.....	7
Live View .....	9
Live View Controls .....	9
Live View Application.....	11
Playback .....	13
Playback Controls .....	13
Recording Application.....	15

Alarm Management .....	15
Alarms.....	15
Events .....	16
Other Functions and Configurations.....	17
Favorites .....	17
File Management.....	19
Help.....	19
Language.....	20
Local Settings .....	20
<b>4 Web Service .....</b>	<b>22</b>
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
<b>5 FAQs .....</b>	<b>29</b>

## 2 Introduction

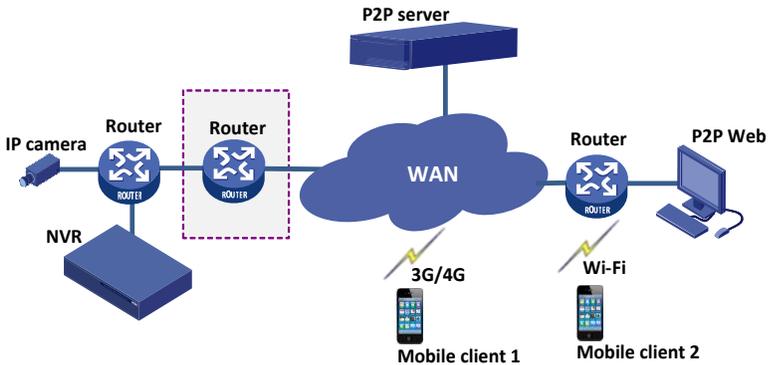
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### Overview

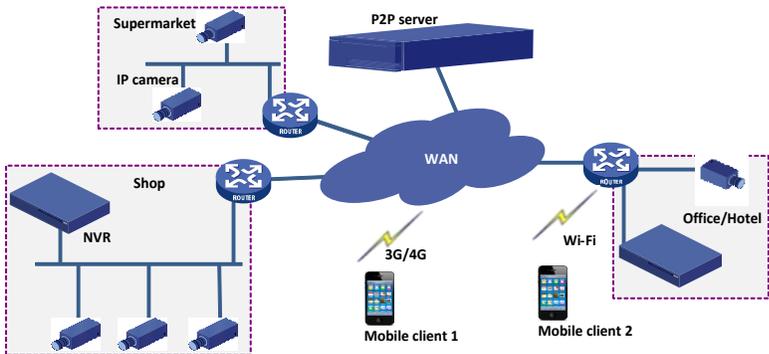
Our general solution, based on the mobile surveillance software, cloud servers and smart terminal devices, is a new generation of IT-based solution that employs the technologies of cloud computing, mobile Internet and big data. Comprising mobile service and Web service, the solution aims to offer healthy,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

### Typical Networking

#### Solution A



## Solution B

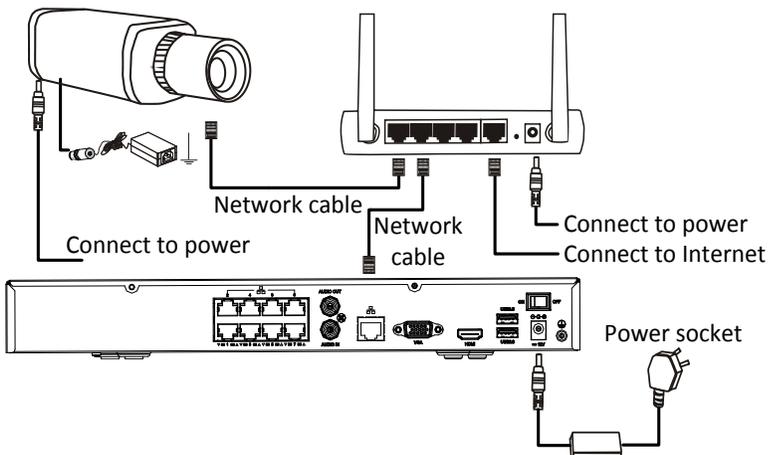


## Installation and Connection

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

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## 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.
- 

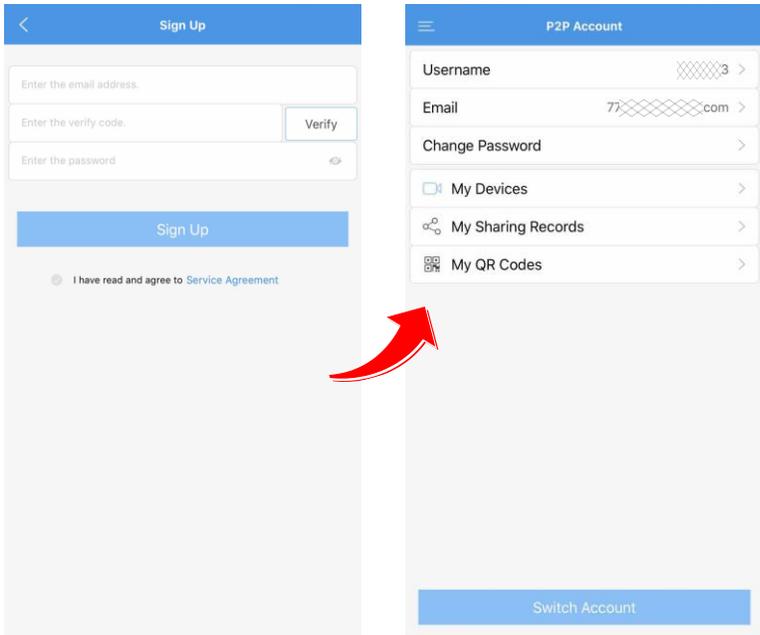
## P2P Account Management

### 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.



**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.

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## 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.

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- 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.

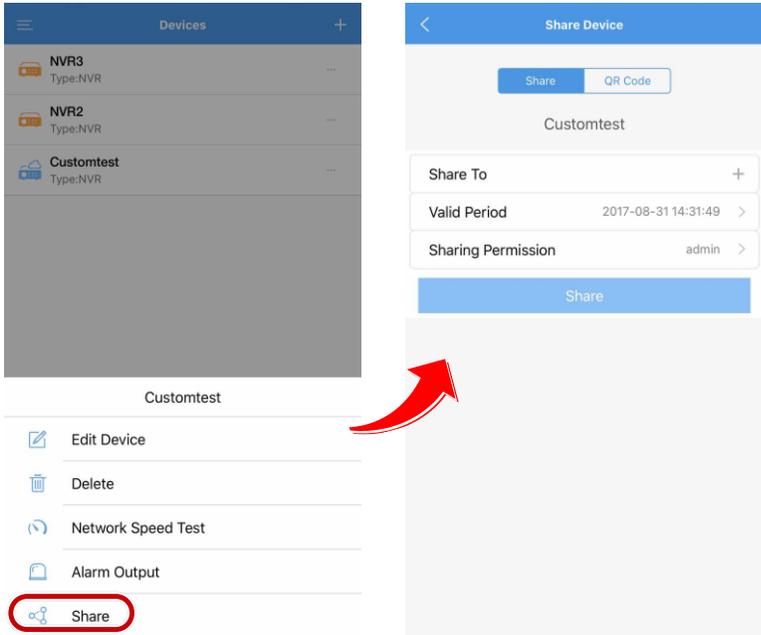
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## Device List

### 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:

1. Tap  **Menu** >  **P2P Account** >  **My Sharing Records**.
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

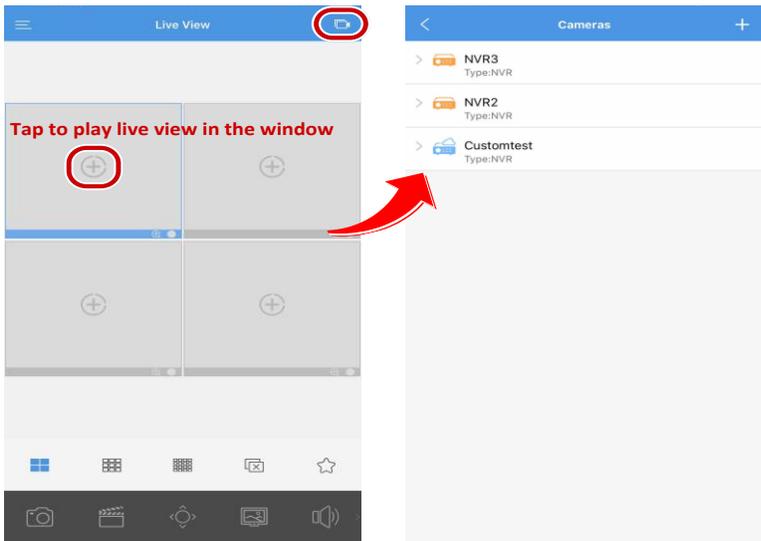
For details, see [Edit Devices](#).

# 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.

Icon	Description
	4/9/16 split view
	Start/Stop live view
	Favorites
	Snapshot
	Start/Stop recording
	Audio on/off
	Open/Close PTZ control panel
	Select image quality
	Enable/disable alarm output

## Close Live View

To close a live video:

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

To close or resume all live videos:

1. In the live view page, tap  on the toolbar to close all live videos.
2. When all the live videos are closed, tap  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.

Icon	Description
	Focus control
	Zoom in/out
	Call preset

### 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:

Icon	Description
Clear	The video is played by the first stream.
Balanced	The video is played by the sub stream.
Smooth or custom	The video is played by the third stream. You can also edit the resolution, frame rate and the bit rate.



## NOTE!

Video quality options are valid only for devices that support the stream.

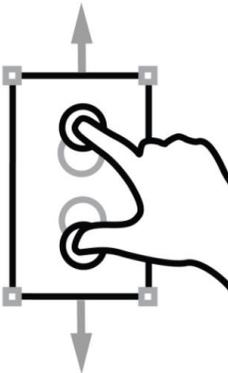
## Window Replacement

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

## Digital Zoom

Digital zoom is enabled by default. The icon  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 seconds 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.

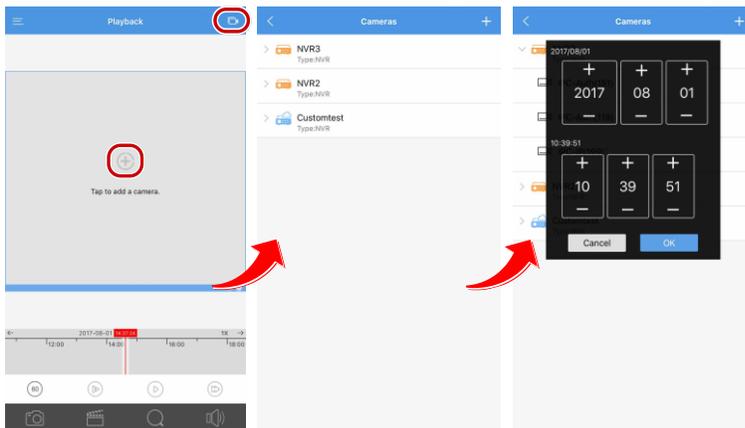
## Playback

### 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.

Icon	Description
	Time interval scale. Switch the scale between 5/30/60 minutes on the timeline.
	Reduce the speed to play recordings
	Increase the speed to play recordings
	Play/Pause
	Snapshot
	Start/Stop recording
	Query
	Audio on/off

## Recording Application

### Local Recording/Snapshot

For details, see [Local Recording/Snapshot](#).

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#### NOTE!

Saved local recordings are available in **Files**. For details, see [File Management](#).

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### 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.

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## 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!

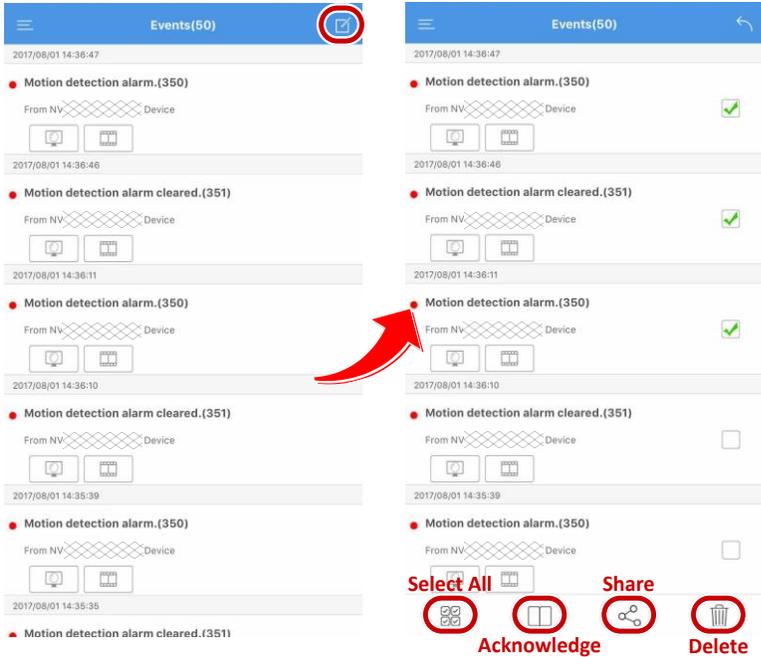
Make sure **Do Not Disturb** is disenabled when alarm notification is enabled. For details, see [Other Local Settings](#).

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## 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

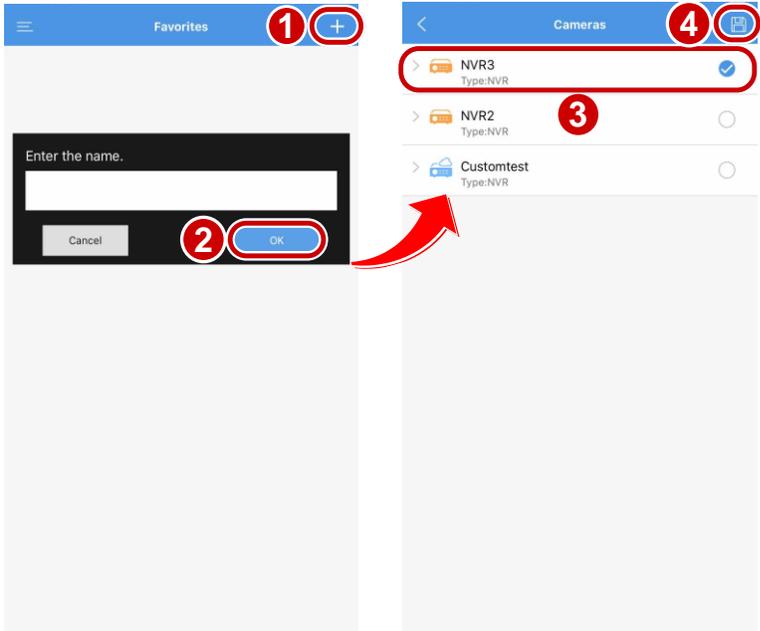
### Add to Favorites

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:

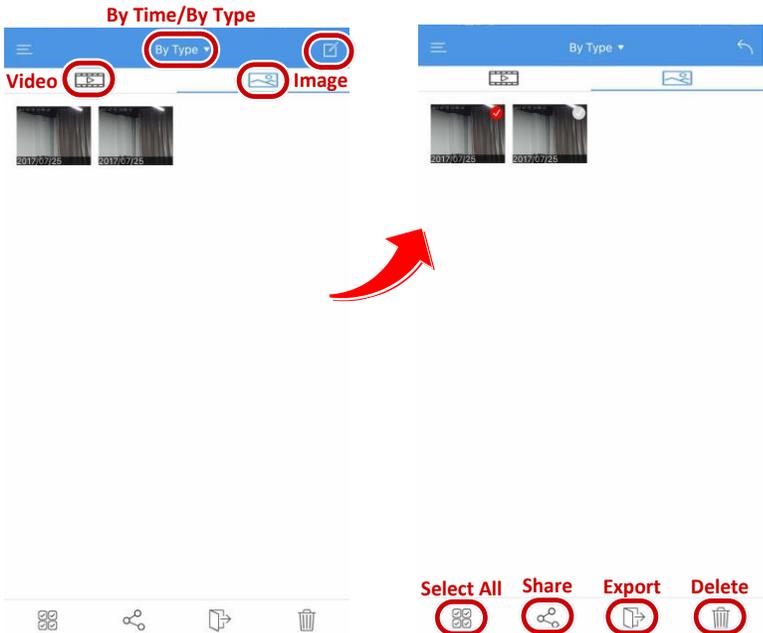
1. Tap  **Menu** >  **Favorites**, and tap the desired entry.
2. Tap  to go to the camera list. Select desired camera and tap  to add cameras.
3. Slide the camera entry to the left and tap  to delete the camera.

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

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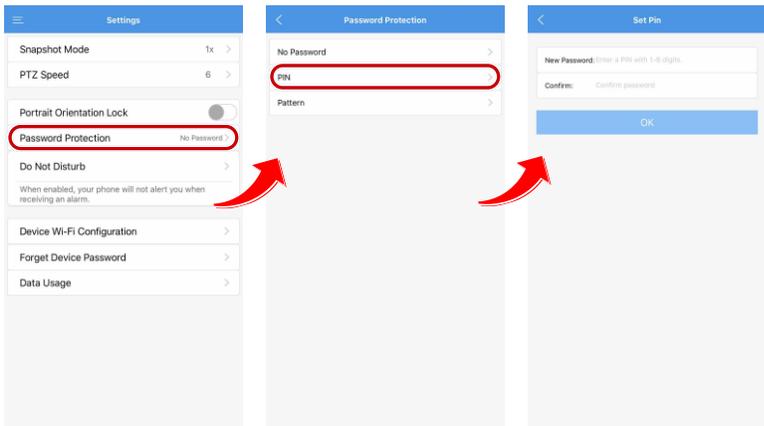
#### NOTE!

The app has no password protection by default.

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To set a PIN:

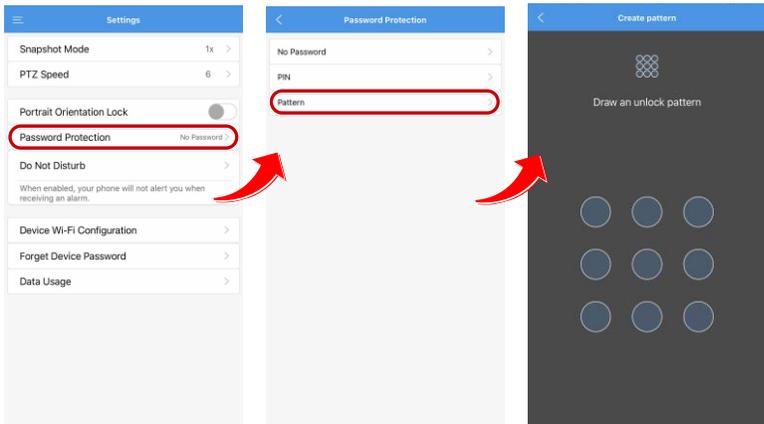
1. Tap  **Menu** >  **Settings** > **Password Protection**.
2. Set the PIN as instructed.
3. Restart the app for the PIN to take effect. Enter the PIN to unlock the app.



To set a pattern:

1. Tap  **Menu** >  **Settings** > **Password Protection**.
2. Set the pattern as instructed.

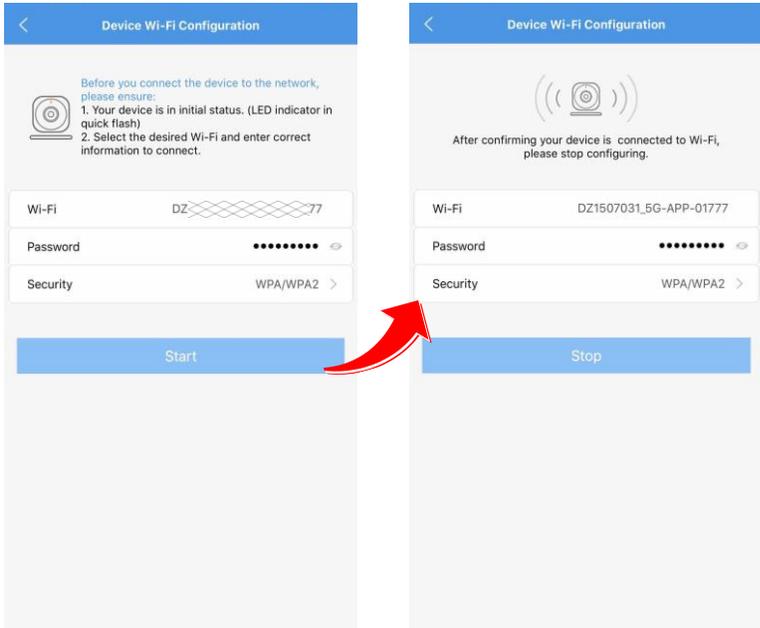
- Restart the app for the pattern to take effect. Draw the pattern to unlock the app.



### Device Wi-Fi Configuration

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

- Tap  **Menu** >  **Settings** > **Device Wi-Fi Configuration**.
- Enter the required information of the desired Wi-Fi.
- Restart or configure the device to initial status (with the indicator flashing) and tap **Start**.
- 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

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### Account Management

#### Sign Up

1. Go to [www.star4live.com](http://www.star4live.com).
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.

New User Sign Up

\*Username:

\*Password:

\*Confirm:

\*Email:

\*Verification Code:

I agree [Service Agreement](#)

I agree to receive service information

## Login

1. Go to [www.star4live.com](http://www.star4live.com).
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**.

**Forgot Password**

**Email Verification**    **Reset Password**

Email:

Verification Code:



**Email Verification**    **Reset Password**

New Password:

Confirm:

## 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.

 **Personal Information**

Email :

I agree to receive service information

 **Email**

Email :

Verification Code:

New Email:

Verification code:




## 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.

**Login History** (To view the latest 10 login information)

No.	Login Time	Login IP
1	8/3/2017 7:20:00 PM	122.224.109.114
2	8/3/2017 7:12:53 PM	122.224.109.114
3	8/3/2017 7:12:45 PM	122.224.109.114

## 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.

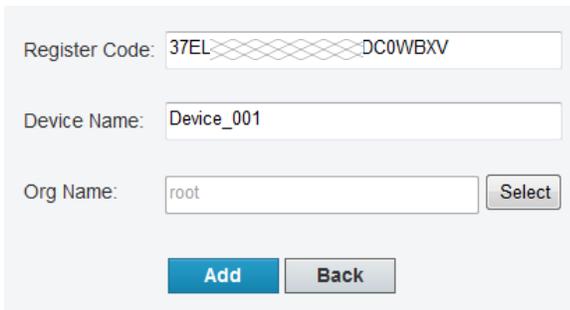
## Add Devices

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.



The screenshot shows a form with three input fields and two buttons. The first field is labeled 'Register Code:' and contains the text '37EL' followed by a pattern of diamond-shaped characters and the text 'DC0WBXV'. The second field is labeled 'Device Name:' and contains the text 'Device\_001'. The third field is labeled 'Org Name:' and contains the text 'root', with a 'Select' button to its right. At the bottom of the form are two buttons: 'Add' (highlighted in blue) and 'Back'.

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.

Upper Org Name:

Org Name:

- Click , enter the register code, device name, and select the new added organization, then click **Add**.

Register Code:

Device Name:

Org Name:



### 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.

My Cloud Devices <input type="button" value="trash"/>											
Select	No.	Org	Device Name	Device Type	Device IP	Latest Online Time	Status	Share Device	Change Device	Retrieve Password	Access Device
<input type="checkbox"/>	1	root	Customtest	NVR	61.164.52.168	8/3/2017 7:21:02 PM	Online(NAT)	<a href="#">Share</a>	<a href="#">Change</a>	<a href="#">Retrieve</a>	<a href="#">Access</a>

all / inverse 1 in total |   1 / 1  per page 10 ▾

- Share Device: Click **Share** and then enter the device information.

Fill in sharing device information.

Device Name: 25

Share To: 157526

Valid Till: 2015-09-16 00:00:00

User Rights: admin

Description: Shared Device

Confirm Back Reset

- Change Name: Click **Change** to change the device name or its organization, then click **Save**.

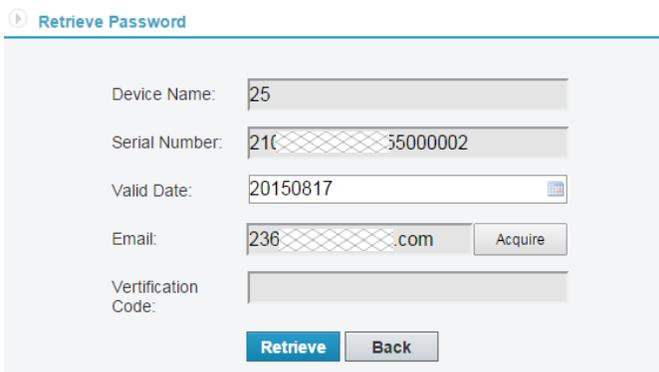
Original Name: 25

New Name: Device001

Org Name: root Select

Save Back

- Retrieve password: Click **Retrieve** > **Acquire** for a verification code and then submit the verification code. A temporary password will be displayed on the interface.

The image shows a web form titled "Retrieve Password". It contains several input fields: "Device Name" with the value "25"; "Serial Number" with the value "210...55000002"; "Valid Date" with the value "20150817"; "Email" with the value "236...com" and an "Acquire" button next to it; and "Verification Code" which is empty. At the bottom, there are two buttons: "Retrieve" (highlighted in blue) and "Back".

Access Device: Click **Access** to enter the Web interface of the device and operate as required.

## 5 FAQs

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### 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  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	
P2P	<input checked="" type="radio"/> On <input type="radio"/> Off
Domain Name	<a href="http://www.star4live.com">www.star4live.com</a>
Register Code	012 <input type="text"/> 1234
Device Status	Offline: The device has not been added to the cloud website. Please add the device first.
Scan QR Code	 Scan QR Code
<input type="button" value="Save"/>	