

How to preview ezviz device via Web Browser / Mobile Client / Client Software ivms-4200

# Contents

Attention	. 3
Make your device ready	. 3
Preview via web browser	. 5
Preview via mobile client	. 7
Preview via client software ivms-4200	. 9
FAQ	14

### Attention

The document will let you know the steps for how to register an ezviz account and how to preview the real time video of ezviz device.

For more details, please refer to <u>www.ezviz7.com/help/index.html</u>.

### Make your device ready

- 1. Please connect the device (IPC/NVR/DVR) to the subnet where your computer locates.
- 2. Configure the network (IP/Subnet Mask/Gateway/DNS server) correctly for your device.
- 3. The ezviz access is enabled by default, but is recommended to check for your first time use.

### a) For IP camera

Please log in with web browser and go to Configuration>Advanced Configuration>Network>ezviz to check.

Live View	Playback		Log	0	Configurat	ion			
<ul> <li>Local Configuration         <ul> <li>Local Configuration</li> <li>Local Configuration</li> </ul> </li> <li>Basic Configuration</li> <li>Advanced Configuration</li> <li>System         <ul> <li>System</li> <li>Network</li> <li>Video/Audio</li> <li>Image</li> <li>Security</li> <li>Events</li> <li>Storage</li> </ul> </li> </ul>		Port DDNS able ezviz Access		QoS I	TP Wi-Fi	UPnP™	Email	NAT	ezviz

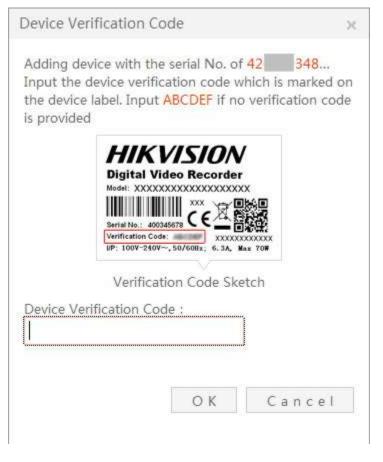
### b) For DVR/NVR

Please connect the DVR/NVR with a monitor locally and go to Configuration>Network>Extranet Access to check.

		Configuration							
0 General	Edranet Access General	PPPOE	NTP	Emeil	SNMP	NAT	More Settings		
<ul> <li>Nebvark.</li> </ul>	Enable ezviz Cloud	-							
Alem	Enable Stream Encryption	-							
- Live View	Verification Code	QM	ERTY						
A Exceptions	Enable DDNS								
# User	DDNS Type	HID	DNS						
	Server Address		w.hik-on	line.com					
	Device Domain Name		717493						
	User Name								
	Password								

- 4. How to get and configure the Verification Code.
  - a) For IP camera

The verification code is marked on the device label. Use ABCDEF if no verification code is provided.



b) For DVR/NVR

The verification code is marked on the device label which is the same as IP cam. If there is no code on the label, please connect the DVR/NVR with a monitor locally and go to Configuration>Network>Extranet Access to input one.

		Configuration						
9 General	Extranal Access General DC		-	-				
Network	Extranel Access General PF	PUE NIP	Emai	SNMP	NAT	More Setting:		
Alarm	Enable ezviz Cloud Enable Stream Encryption							
- Live View	Verification Code	OWERTY						
A Exceptions	Enable DONS							
# User	DDNS Type	HIDDNS						
	Server Address	www.hik-or	line.com					
	Device Domain Name	427717493						
	User Name							
	Password							

### Preview via web browser

1. Visit the site <u>http://www.ezviz7.com</u> with your browser.

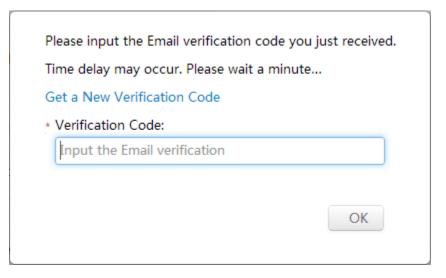
*Note:* IE8 or higher version and latest version of Chrome are supported.

2. Click Register on the top right corner to register an account and then click Next.

### **User Register**

* User Name:			
* Password:			
* Confirm Password:			
* Email:			
* Verification Code:	Ť.	1FU	Refresh?
	☑ I Agree Service Agreer	ment	
	Next		

3. Check your Email for the verification code and input the code in the form.



4. Download and install the Plug-in for your browser if it's the first time you use ezviz. Or you can go to the bottom of the homepage to download plug-in manually.

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	1	aco prog	39	e p		
				G		

safeguarding settings.

Download Plug-in

 Visit <u>www.ezviz7.com</u> again and log in with your account, then click the User Name (here is hik\_test) on the top right corner to enter your ezviz device management page.

Homepage	Video Library	Message	System Management	
	<b>hik_test</b> Welcome back: Last Lo	gin Time: <b>2014-04</b> -	30 10:23:10 Login Device: 123.157.208.18	Details>>

6. Go to System Management>Device Management, click Add Device or Quick Add to enter the adding device interface. Two methods are provided for adding the device, which are Add Automatically and Add by Serial No..

**Add Automatically:** The devices with the same subnet where your computer locates will be automatically detected and listed.

Add by Serial No.: Input and search the serial No. manually.

Add device to the area belo	W	🔁 Exi
If the device and compo Serial No. to add the de	rter are in the same LAN, both the adding modes vice.	are available. Otherwise, select Add by
Add Automatically	Add by Serial No.	
Input the serial No: Input the 9-c	igit serial No. Search	
In	put the device serial No. fo	or search
	What is the serial No.?	

- 7. Select the device and click to add.
- 8. In the pop-up dialog box, input the verification code of the device.
- 9. Back to the Device Management interface, click Video Library and you can preview and playback the video.

# Preview via mobile client

- 1. Download and install the APP for iOS or Android to the mobile phone. There are two methods:
  - a) On the top right corner of homepage of ezviz, you can click DMobile App to download the APP.
  - b) Search "ezviz" via Apple Store or Google Play to download the APP.
- 2. Register a new account.

Click the icon of the "ezviz" to access the login page. Click Register button and follow the steps below to create a new account.

a) Select an account type. Household user is only available now.

- b) Enter your Email address and the CAPTCHA code into the corresponding text boxes. Click Next to get the verification code which will be sent to your Email.
- c) Enter the verification number and click Next to start the account settings.
- d) Enter an available username and password into the corresponding text boxes, Click OK to complete the settings
- 3. Open the software and enter the login page. Enter the correct username and password. Click Login to log into the system.

User Name/ Email	ZVIZ
Please enter the pa	essword
	Forgot Password
Log	in

4. Add the device.

Go to Device Page, click to enter the connection preparing page. Click on "The Device is connected" to enter the Add Device page. There are two methods to add.

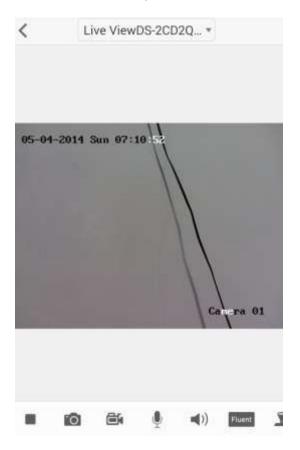
- a) Scan the QR Code.
   Align the QR Code with the scanning frame. The system will then automatically
- identify the device by scanning the code. Click on the <sup>(1)</sup> icon to add the device. b) Manually enter the serial.

Click on the Enter Code button on the upper-right side of the Scan Serial No. page,

input the serial No. to add the device, and then click on the  $\bigcirc$  icon to add the device.

*Note:* The QR Code can be found in the Quick Operation Guide or on the label of the device.

5. In My Camera page, click the icon on the thumbnail of the device to view real-time video of the required scene.



## Preview via client software ivms-4200

- 1. Download and install the specific version of ivms-4200 which supports ezviz device.
- 2. Register the software and log in.
- 3. Go to Control Panel>Device Management>Server>Add New Device Type to enable "Device on Cloud".

<u>F</u> ile <u>S</u> ystem <u>V</u> iew <u>T</u> ool <u>H</u> elp			iVMS-4200	admin 🕀 📖
Control Panel 🔚 Ma	iin View 🛛 🚔	Device Management		
Server Group				
Organization	Device for Manage	ment (1)		
Encoding Device	Add Device	Modify	Delete Remote Config	Refresh All
🙀 📾 Device on Cloud	Nicknamo	IP Dovic	o Sorial No	Not Status
Add New Device Type		Add	New Device Type	×
	Select device type Device Type:	for the client:		
	🗹 Encoding	Device	Decoding Device	
	Storage S	Server	Device on Cloud	
	Stream N	ledia Server		
	Device type instruc	tion		¥
			OK	Cancel

4. Go to Device on Cloud Page and click Register to create a new account.

	Register Cloud Account	×
Cloud Account:		
Password:		
Verify:		
Email:		
Verification Code:	QTI V	Refresh
	Get Email Code	
Email Code:	Please input the verification code	
	Register	Cancel

5. Go to Login page and enter the user name and password.

<u>F</u> ile <u>S</u> ystem <u>V</u> iew <u>T</u> ool <u>H</u> elp	💩 iVMS-4200	а
Control Panel 🔂 Mai	n View 🔁 Device Management	
Server Group		
Organization	Device(s) for Management(0)	
Encoding Device	Login Register	
Device on Cloud		
🕀 Add New Device Type	Login Cloud	×
	Cloud Account: hik_test Password: Forgot Password A new group named after the account name will be created by default. You can also m Login Cancel	

6. Click Add Device, input Serial No. and Verification Code and then click OK.

Device(s) for Managemen	t(0)			
Add Device Dele	te Device	Login	Logout	Cloud Account:hik_test
Device Name IP Addre	Serial No	).		
	Add D	)evice	-	×
Serial No.:				
Verification Co	ode:			
		ОК	Cance	

7. Import the encoding channel(s).

A new group named after the account name will be created by default, or you can also import the camera(s) on the Import interface.

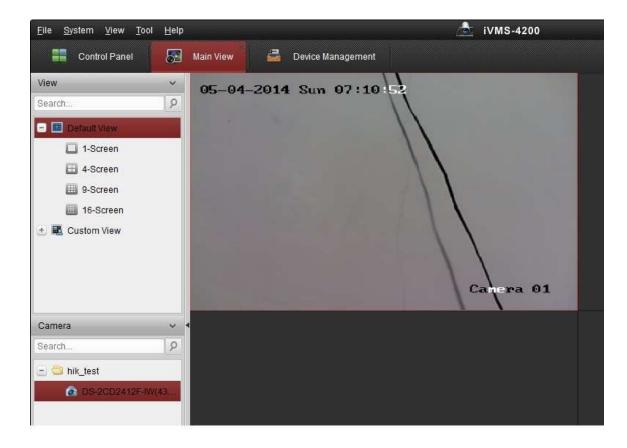
### 8. Input the Encryption Key.

Go to Group in Device Management Page, click "hik\_test" and you will see the device is listed at the right side.

Double click the encoding channel and input the Encryption Key in the pop-up page. The default key is ABCDEF. You can also modify the key in Device Management Page of your ezviz account via web browser.

<u>File System View I</u>	ool <u>H</u> elp				ivn 📩	IS-4200		
Control Panel	S Ma	iin View	<u>a</u> (	)evice Manage	ment			
Server 📹	Group							
Ga Add Group 😋	elete Group	Encoding	Channel R	esources of Gr	oup hik_test			
Search	Search P		🛟 Import 🛛 Modify		Del	Delete Remote Config		nfig
🖃 🖾 hik_test 🔰		Nickname	1	1	20110	Con No.	IP	
Encoding Chan	nel	DS-2CD		Мо	dify Camera		×	.232.224
Alarm Input			Name:					
			Camera	Type:	Main Str	eam	~	
			Protocol	Туре:	TCP		~	
			Encryptic	on Key:	1			
							_	
			C	opy to				
					Oł		Cancel	
								1

9. Go to Control Panel>Main View to check the real time video.



## FAQ

#### Web Browser Plug-in

**Q:** I have registered an account and entered the plug-in download interface. Why does the prompt of downloading the plug-in pop up again after I have finished installing the plug-in according to the prompts?

A: Please clear the cache of your web browser and uninstall the plug-in, and download and install it again. If it does not work, we recommend you to use the **latest version of Google Chrome**.

	Security	Privacy	Content	Connections	Programs	Advanced
Home p	253	too person	10 BOR 27 <b>4</b> DO			
•	To crea	ate home	page tabs,	, type each add	iress on its o	own line.
		Use cu	rrent	Use default	Use	+ blank
Browsi	ng history					
A			y files, hist formation.	ory, cookies, s	aved passw	ords,
C	1 값을 망망		ing history	on evit		
		ete biows				
Search	25		L	Delete	Set	tings
Search		e sea <mark>rc</mark> h d	lefaults.		Set	tings
Ş						
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Tabs -	Chang tabs.	e how we	bpages are	displayed in	Set	tings
Tabs -	tabs.	e how we	bpages are	e displayed in	Set	tings
Appear	tabs.		ppages are	e displayed in Fonts		ssibility

#### **Cannot Search out the Device**

**Q**: Cannot search out the device after configuration of WIFI and installation of the device.

- **A:**
- 1. Please confirm that your device is in the same LAN and check your network configuration for IP/Subnet Mask/Gateway/DNS server.
- 2. If it doesn't work, please close anti-virus software of your PC.
- 3. If it doesn't work, please try to add the device via the serial No.

### Add the Device

Q: Why does it show to me that the device has been added by other user?

**A:** The device which supports ezviz can only be added by one user. So please check if it is added by others.

### **Alarm Push**

**Q**: Why are some alarm push messages lost when I check the mobile client.

### A:

- 1. Please check if you enable motion detection alarm and configure the schedule.
- 2. The mobile client can only receive one alarm message in one minute. You may get some lost if there are more than one messages occur in one minute.

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