



BitVision App

User Manual

Version: 20.1.37.6

Thanks for buying our company's products, any questions or needs, please contact us at any time.

About this Instruction

This instruction is universal version for BitVision App. The functions supported differentiate to different version, please subject to the version you download.

This instruction is intended to be your reference tool when operating. Please fully understand the information of it before installation and use.

All pictures, images, icons and illustrations that instruction offers, just for explanation and illustration purposes, differences may exist between specific product and this instruction, please subject to the app version you download. Our company will update the contents of this instruction in accordance with the improvement of product features and will regularly improve and update products & Programs described in this manual. Please kindly know that updated content will be added in new version without notice.

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Chapter 1 App Instruction

1.1 Application Environment

BitVision can run in phone or pad, includes android and IOS systems. User can connect IPC, DVR, NVR, XVR and fisheye camera by phone and PC client. The connection between client and IPC, DVR, NVR, XVR and fisheye camera as shown in Figure 2-1.



Instruction

- App supports phone and pad that with or over Android 4.4 version.
- App supports iphone and ipad that with or over IOS 9.0 version.
- Supports medium and high resolution Android phones such as 800*480, 1280*720, 1920*1080.
- Supports 1280*800, 1024*768, 2560*1600, 2048*1536 and other high-resolution 7-inch to 10-inch pad.
- Old version BitVision can be replaced directly when install new version.
- Support Chinese Simplified, Traditional Chinese, English, Hungarian, Vietnamese, Italian, Russian, French, Portuguese, German, Lithuanian, Polish, Spanish, Korean, Hebrew, Arabic, Czech.
- This manual describes the Android mobile app, and the icon and layout between the app and the iOS app will be different, please subject to the actual App you use.

Chapter 2 Deployment Diagram of System Structure

Deployment Diagram between devices and phone, pad client as shown in Figure 2-1;

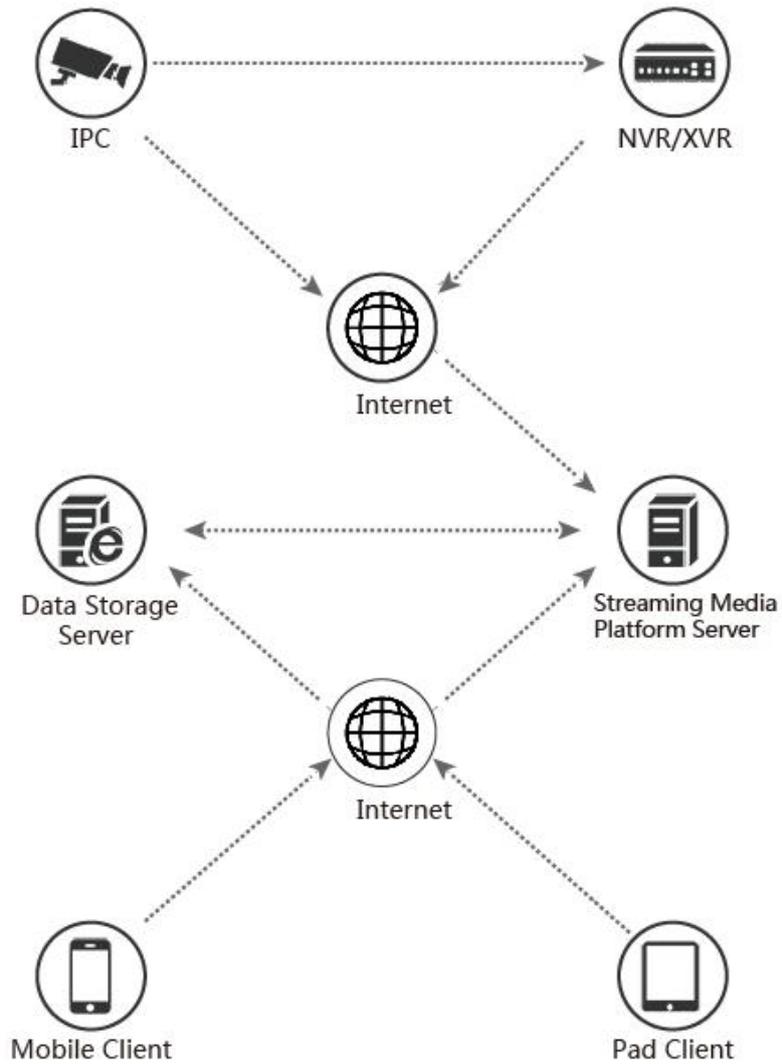


Figure 2-1

Chapter 3 App Function

3.1 Download and Installation

BitVision Service Procedure: register-->Log in-->Devices Added--> Service Application

It is downloaded and installed on Apple's mobile phone, Android mobile phone, tablet PC, and PC using the following methods.

(1) Scan the image below for the QR code.



Figure3-1 Phone Download

(2) Android users go to Google play to download and install, iOS users directly in the App Store search for "BitVision" to download and install.

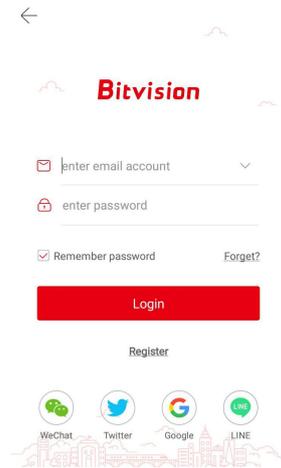
(3) Phone or pad client enter the following URL to download and install.

Download address for Android phone:

<https://www.bitdog.com/home/account/q-rcode>

3.2 Login Interface

The login interface consists of the Login, Forgot and Register. The login screen as shown in Figure 3-3.

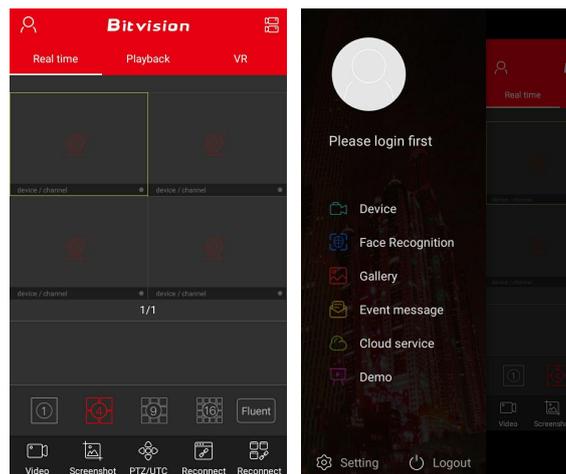


①

Figure 3-3

3.2.1 Enter the login screen

Enter the login screen as shown in Figure 3-4.



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Figure 3-4

① Run "BitVision" on the phone, click " " in the upper left corner of the preview interface to enter the sliding menu bar;

② Click " " above the interface to enter the "Login" interface;



Instruction

- After installation, open the App for the first time and enter the "HEROSPEED Cloud" service agreement interface. After reading the agreement, you must click "Agree" to enter the App main interface.

3.2.2 Register BitVision Account

New users need to register an account to log in, as shown in Figure 3-5 below:

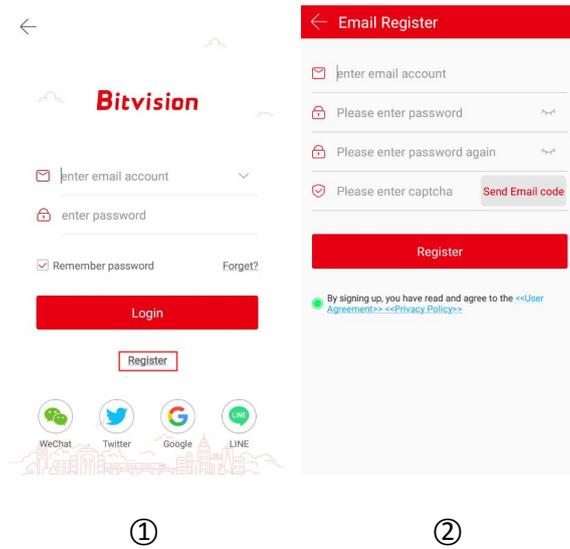


Figure 3-5

- ① Open App, enter the login screen, click "Register";
- ② Enter the email address, password, password again, click "Send Email code", enter the captcha received in the registered email address, click "By signing up, you have read and agree to the 《User Agreement》 《Privacy Policy》 → "Register".

3.2.3 Forget password

When you forgot password, you can reset it. Reset the password as shown in Figure 3-6.

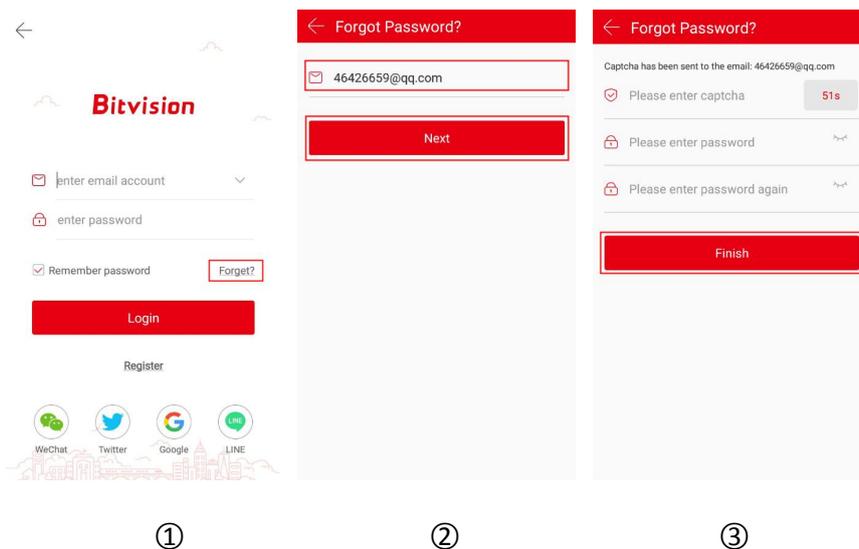


Figure 3-6

- ① Open App, enter the login screen, click "Forgot?";
- ② Enter the email account and click "Next".

- ③ Log in to the registered email address to find the verification code, enter the verification code in the "Please enter captcha" field, enter the new password, enter the password again, and click "Finish".



Instruction

- Reset password, account when registering must be entered and the account must be valid email, can log in and receive email.

3.2.4 Login

Account login BitVision as shown in Figure 3-7:

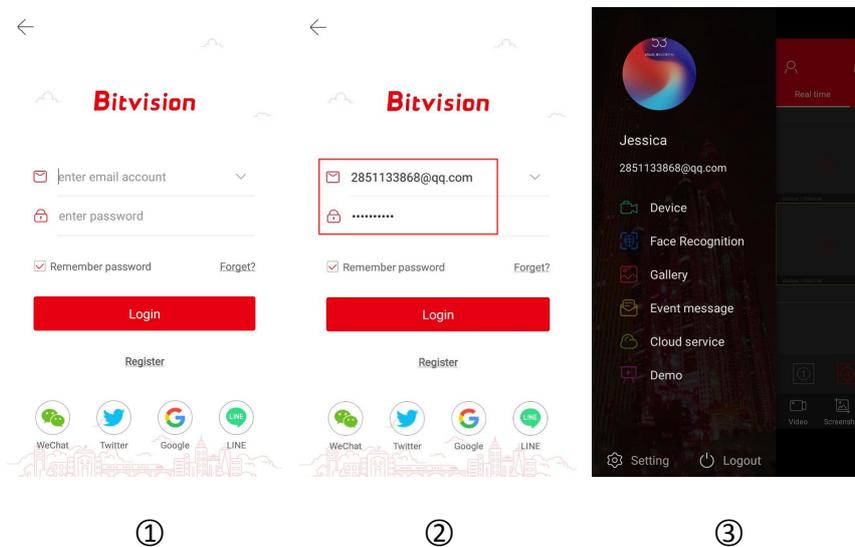


Figure 3-7

- ① Open App, enter the login screen;
- ② Enter the account and password, click "Login";
- ③ Enter to the sliding menu bar interface.



Instruction

- At the same time support WeChat, Twitter, Google, LINE third-party account login.

3.3 Menu Introduction

The BitVision App menu displays the current App Account, avatar, which consists of the main interface, Username, Device manage, Face Recognition, Gallery, Event message, Cloud service, Demo, SN login, Setting, and Logout. The mobile client App slide menu is shown in Figure 3-8:

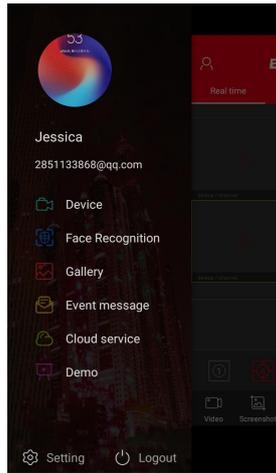


Figure 3-8



Instruction

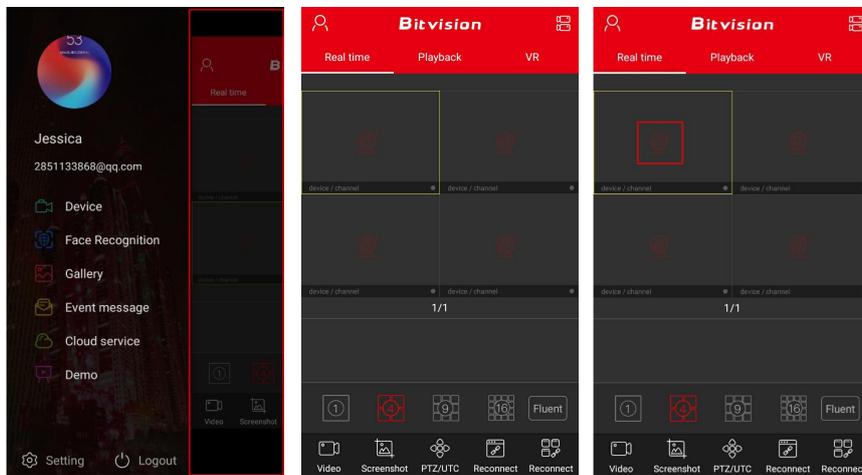
- Click on the app to enter the main interface in the right part of the sliding menu bar.

3.4 Main interface

The main interface consists of Real time, Playback and VR as shown in Figure 3-9 ②:

3.4.1 Real time

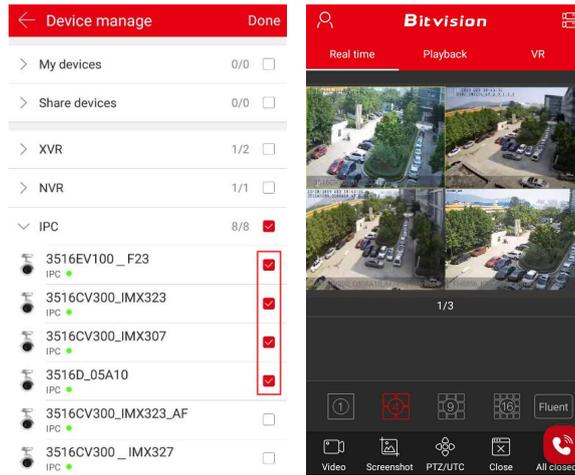
The real time video as shown in Figure 3-9.



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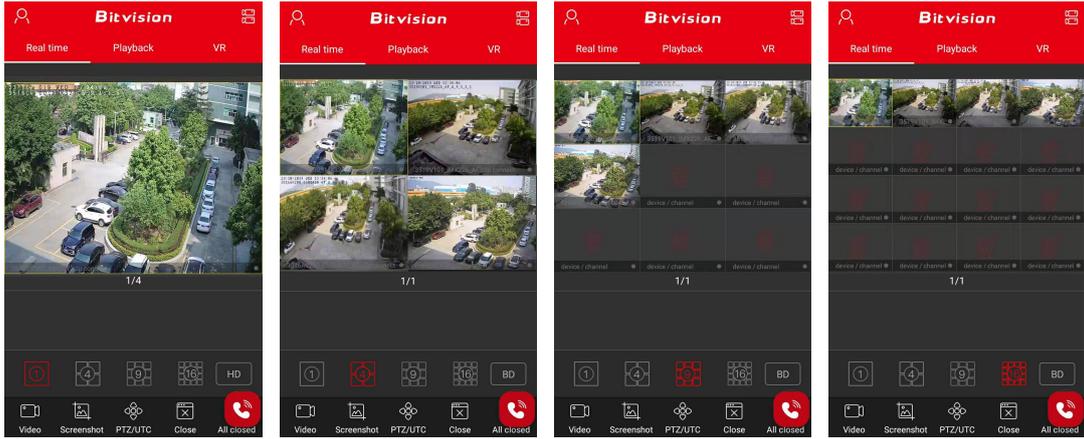
Figure 3-9

- ① Click the gray part on the right side of the sliding menu bar to enter the main interface (Real time / Playback / VR);
- ② Click "Real time";
- ③ Click "  ";
- ④ Select the device and click "Done".
- ⑤ The preview interface plays the live video of the selected device.



Instruction

- When selecting a device in the device list, click on the device group and all devices under the group are selected.
- The multi-screen preview mode is switched by  /  /  /  at the bottom of the interface, as shown in Figure 3-10 ① ② ③ ④ .



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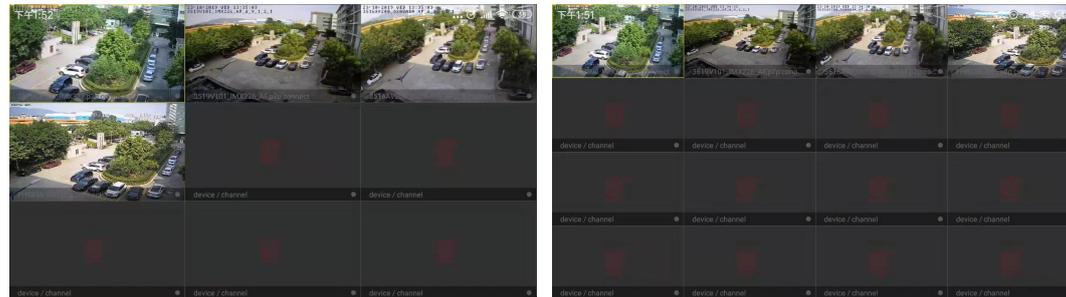
Figure 3-10

- When previewing video on multiple split screens, double-click on a channel to switch the preview screen to single-channel preview.
- When the phone is turned on horizontally, the full-screen preview of real-time video, as shown in Figure 3-11 ① ② ③ ④.



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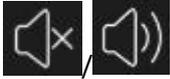
③

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Figure 3-11

Slide the bottom toolbar for more functionality, as shown in the following Table 3-1:

Button	Description
--------	-------------

	<p>Click to enter the sliding menu bar.</p>
	<p>Click to enter the "Device" interface.</p>
	<p>Click to enter the "Device" interface.</p>
	<p>Start/Stop recording</p>
	<p>Snapshot</p>
	<p>PTZ/UTC PTZ: PTZ control, when previewing the PTZ device video on a single screen, press this button to open the PTZ control panel, which can control the pan/tilt direction, zoom, and support gesture operations. UTC: Coaxial video control, when previewing the PTZ device video, this button opens and connects to the XVR coaxial camera control panel, which can be used for coaxial camera, lens, exposure, white balance, noise reduction and other related settings.</p>
	<p>Close/Reconnect the current channel</p>
	<p>Close/Reconnect all the channel</p>
	<p>Intercom, press and hold, the device can hear the sound of the mobile phone, release the button to hear the sound of the device, and realize the intercom function between the App and the device.</p>
	<p>Sound on/off</p>
	<p>Favorite/ cancel favorite the device, after the device is collected, the device is displayed in the device manage → My favorites group, which is convenient for the user to quickly find the device preview.</p>
	<p>Dialing/hanging up two-way voice call: Click "" to automatically call and connect to the device of the currently selected channel (NVR that supports intercom function), and hands-free real-time</p>

	two-way voice call with the local end of the device.  Click "  " again to hang up the call.
	1-window preview
	4-window preview
	9-window preview
	16-window preview
Fluent / BD / HD	Definition (stream) switch

Table 3-1



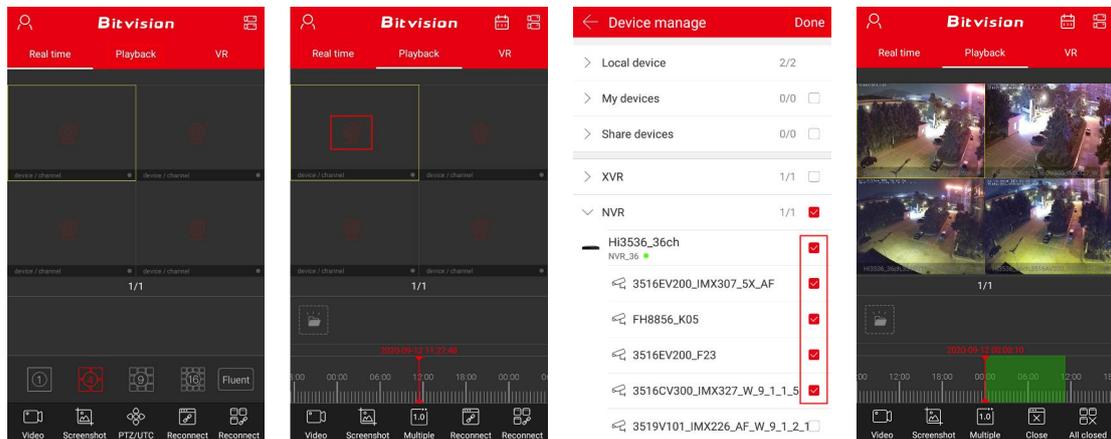
Instruction

- The device manage interface that is accessed by clicking "" in the preview interface does not contain the VR device.

3.4.2 Playback

BitVision app Playback the video which record in IPC TF Card & HDD in N/X/H/DVR .etc backend equipment.

Playback as shown in Figure 3-12:



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Figure 3-12

- Click "Playback" on the main interface;

- Click play window "";

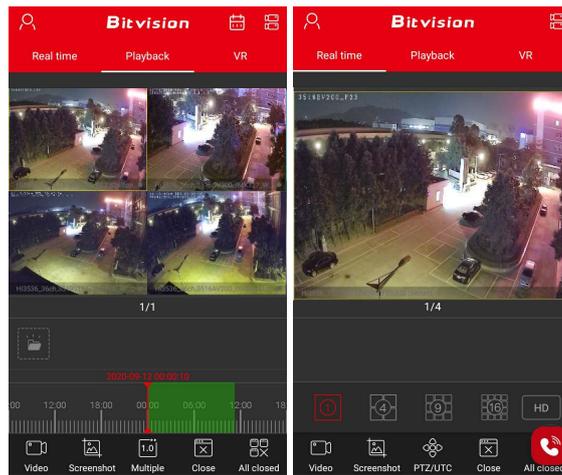
③ Select the channel which need playback, click "Done";

④ Playback interface plays the video of the selected channel.



Instruction

- Default 4-screen playback, switch to single-channel playback by double-clicking a channel, as shown in Figure 3-13 ① ②.



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Figure 3-13

- During playback, slide the interface left and right to switch the channel.
- When the phone opens the horizontal screen, playback the historical video in full screen, as shown in Figure 3-14 ① ②.



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Figure 3-14

- During playback, click " " on the playback interface to switch the date recording playback. You can also drag the timeline to switch the other time recording of the current date of the playback channel.

The interface toolbar buttons are shown in Table 3-2:

Button	Description
	Click to enter the sliding menu bar.
	Click to enter the "Device" interface.
	Click to enter the "Device" interface.
	Start/Stop recording
	Snapshot
	Playback speed multiple.
	Close/Reconnect the current channel.
	Close/Reconnect all the channel.
	Sound on/off.
	1-window / 4-window
	<p>1) Temporarily store the current interface video and screenshots, select screenshots or videos to enter the Gallery interface, so as to quickly view the video and screenshots.</p> <p>2) Click on the screenshot or video to slide or slide down to delete the screenshot or video directly.</p>
	<p>1) Timebar, it is to display the record searched for by the current search condition, and the time bar starts from 0 o'clock.</p> <p>2) In 4-window playback mode, there are corresponding four time bars. Select the playback window, the corresponding window time bar below.</p> <p>3) During playback, press and hold the time bar to drag left and right to jump play.</p> <p>4) The thumb and forefinger are separated on the timebar and electronically zoomed in and out of the timebar.</p> <p>5) Green on the timebar represents normal recording and red represents motion detection recording.</p>

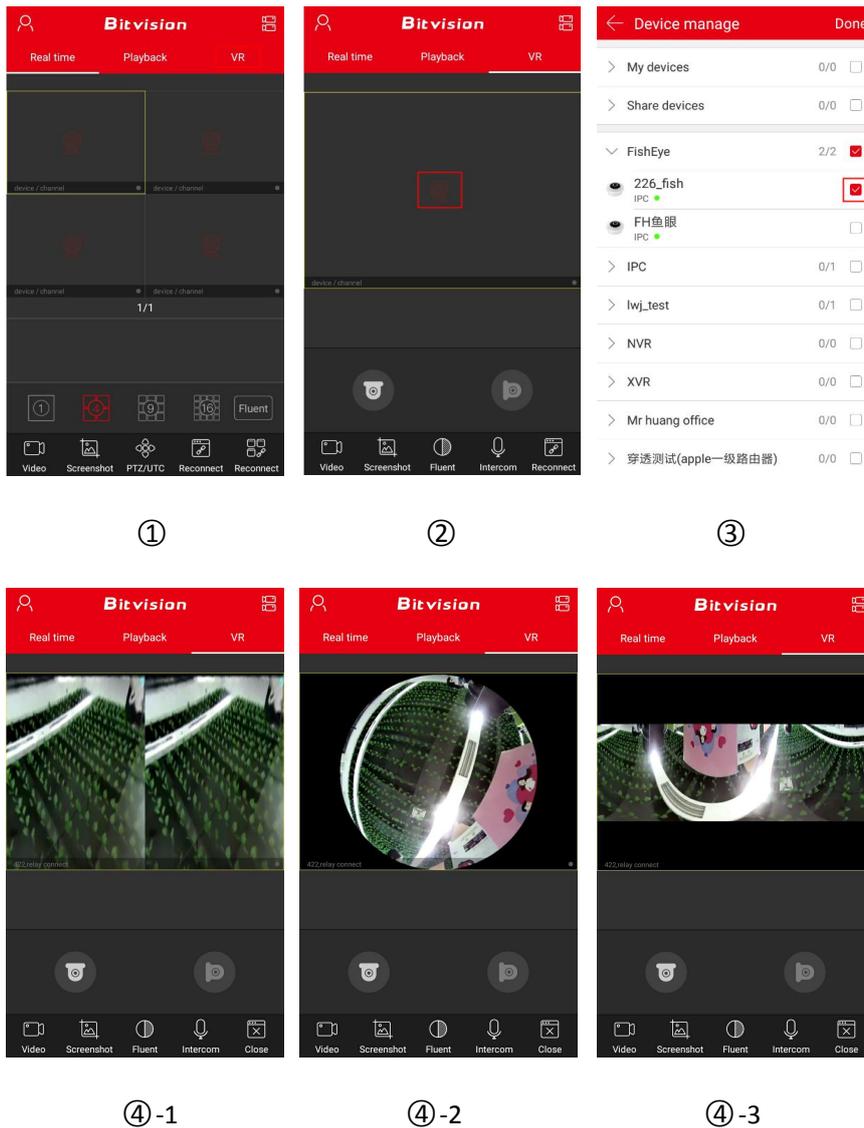
	<p>1) Calendar, it's for selecting playback date.</p> <p>2) In any play mode, click the date you want to see, you can see the corresponding record file trace in the time bar.</p>
---	--

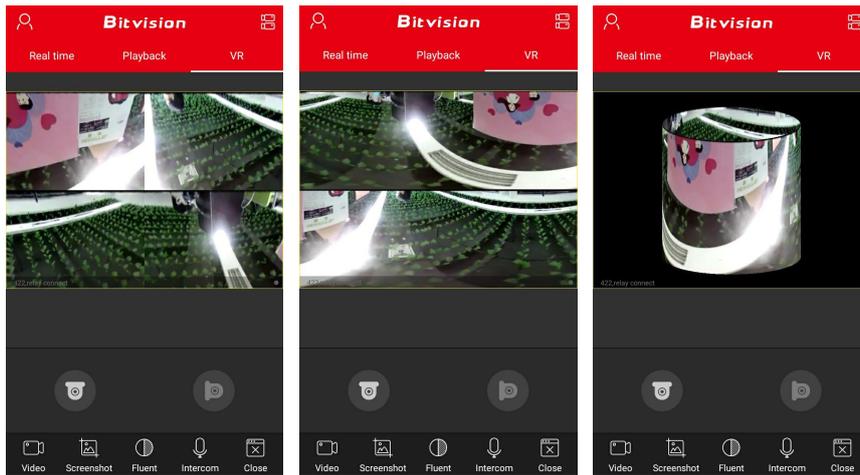
Table 3-2

3.4.3 VR

VR is used to preview real-time video of fisheye device, and only a single device real-time video can be played at the same time.

Preview the VR device in real time as shown in Figure 3-15:

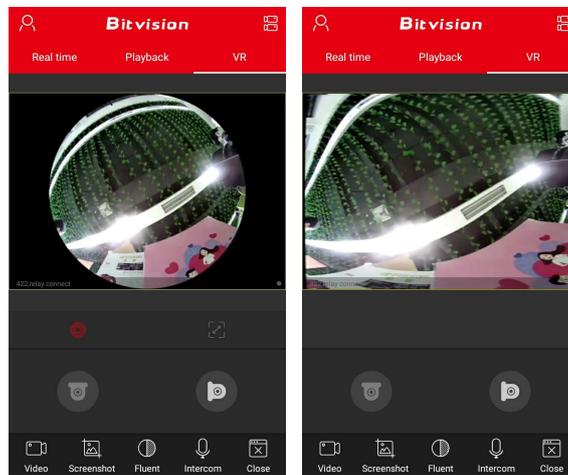




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④-8

Figure 3-15

① Click "VR" on the main interface;

② Click play window "  ";

③ Select the device, and click "Done";

④ According to the installation mode of VR equipment can choose the Top and Wall-mounted preview device real-time video; When you select the Top type, there are several modes of Preview, Top-View VR mode, Fisheye mode, Single Expansion mode, Four-Screen mode, Dual-Screen Expansion mode, Cylinder mode, as shown in Figure 3-15 ④-1 ④-2 ④-3 ④-4

④-5 ④-6; When choosing wall-mounted, you can switch fish eye wall-hanging mode and

corrective mode preview real-time video, as shown in Figure 3-15 ④-7 ④-8;

Get more functions in the bottom tool bar, as shown in the following Table 3-3:

Button	Description
	Click to enter the sliding menu bar.
	Click to enter the "Device" interface.
	Click to enter the "Device" interface.
	Start/ Pausing video
	Screenshot
	Definition (Fluent / BD / HD stream) switch
	Intercom, press and hold, the device can hear the sound of the mobile phone, release the button to hear the sound of the device, and realize the intercom function between the App and the device.
	Close/Reconnect the current channel
	Sound On / Off.
	Top Mode
	Top VR Mode
	Fisheye Mode
	Single Expansion Mode

	Four-Screen Mode
	Dual-Screen Expansion mode
	Cylinder Mode
	Wall-mounted Mode
	Fisheye Wall-mounted Mode
	Correction Mode

Table 3-3



Instruction

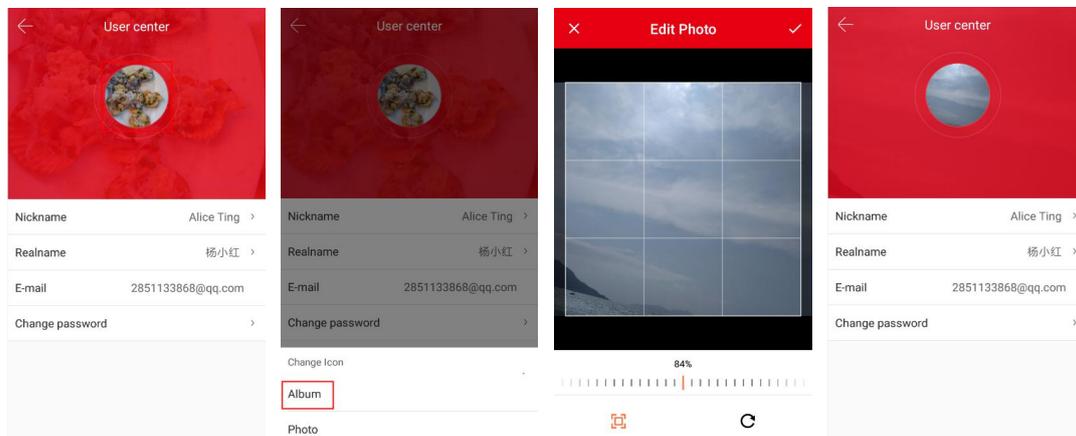
- Click the " " to enter the device list in the VR interface, which only display the VR device.

3.5 User center

Click "Avatar" on the sliding menu bar to enter the personal center interface. Here you can set the App account avatar, nickname, real name, password, and view the email (login account).

3.5.1 App Avatar

Switch the avatar as shown in Figure 3-16.



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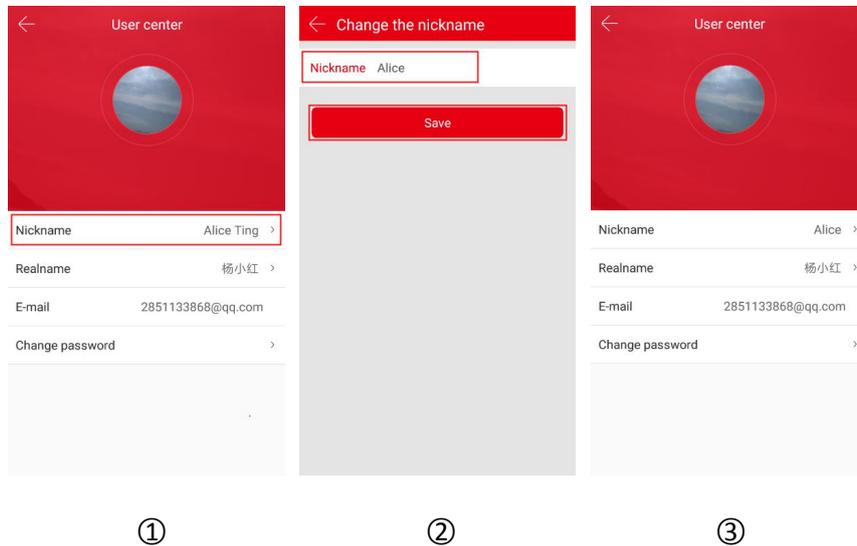
④

Figure 3-16

- ① Click the avatar in the user center.
- ② Enter the mobile photo album to select the picture of the avatar or use a mobile phone to take a photo.
- ③ Adjust the position and size of the picture on the picture and click "√".
- ④ The avatar has been successfully switched.

3.5.2 Nickname

Edit nick name as shown in Figure 3-17:



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Figure 3-17

- ① Click "Nickname" in the user center.
- ② Click the edit box, update username, and click "Done".
- ③ The nick name was modified successfully.

3.5.3 Realname

Edit real name as shown in Figure 3-18:

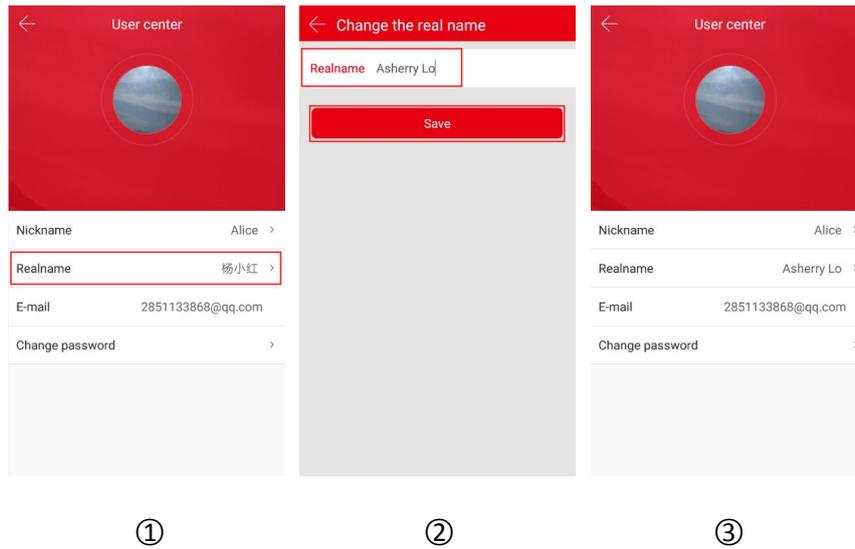


Figure 3-18

- ① Click "Realname" in the user center.
- ② Click the edit box, update username, and click "Done".
- ③ The real name was modified successfully.

3.5.4 Change password

Change the account password as shown in Figure 3-19:

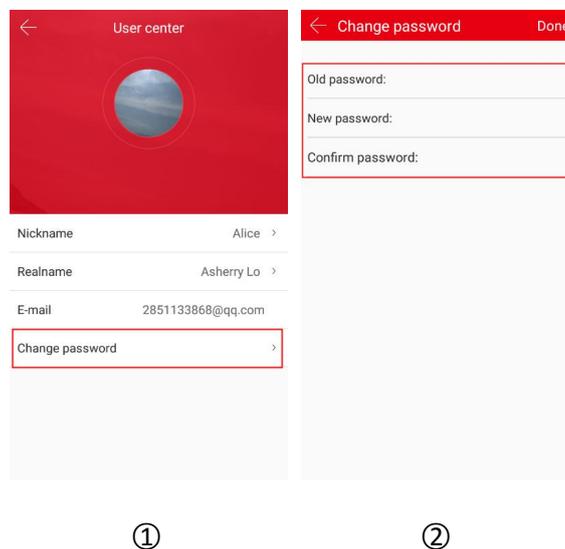


Figure 3-19

- ① Click "Change password" in the user center;
- ② Enter the old password, new password, confirm password, and click "Done".



Instruction

- Have to input correct old one when changing password, otherwise it will fail.

3.6 Device

BitVision app device management use for add, edit, and delete groups and device in the account.

3.6.1 Group Manage

Groups manage are used to add, edit, and delete groups in BitVision accounts.

■ Add group

Add group as shown in Figure 3-20:

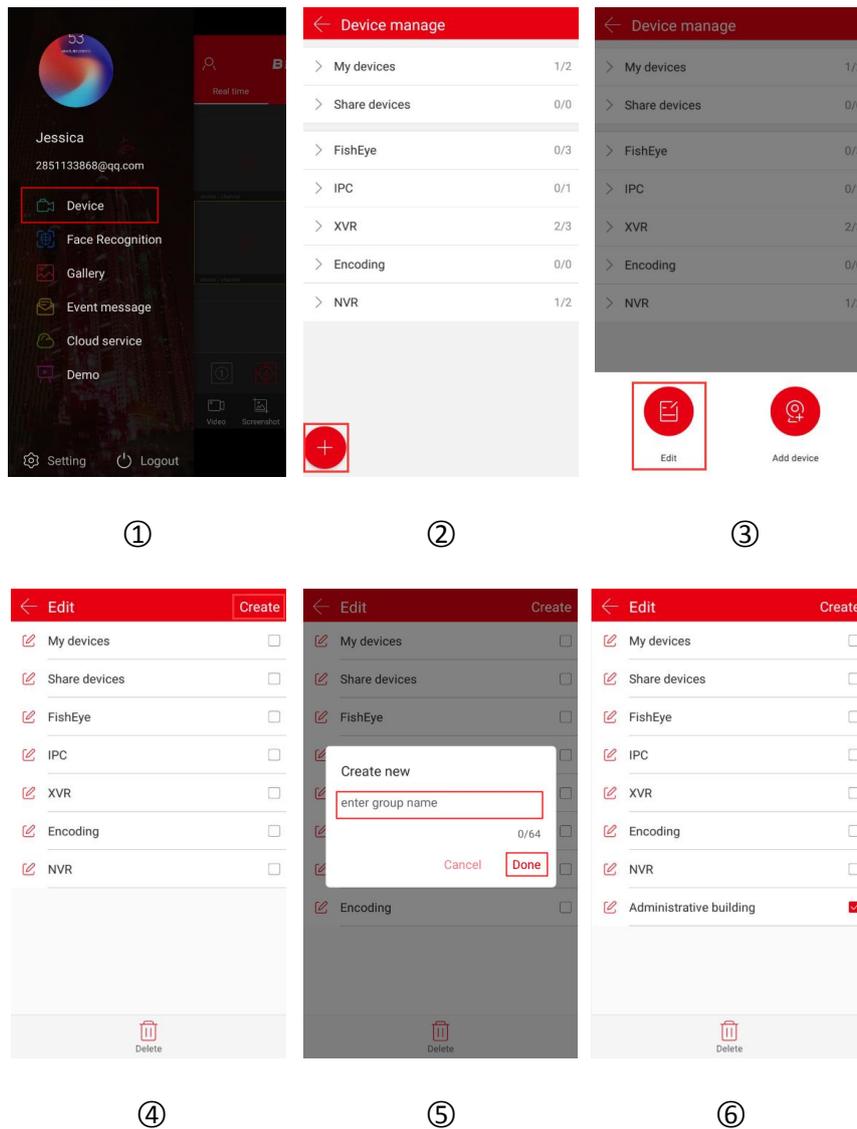


Figure 3-20

- ① In the sliding menu bar, click "Device" or click " " in the main interface to enter the device manage interface.

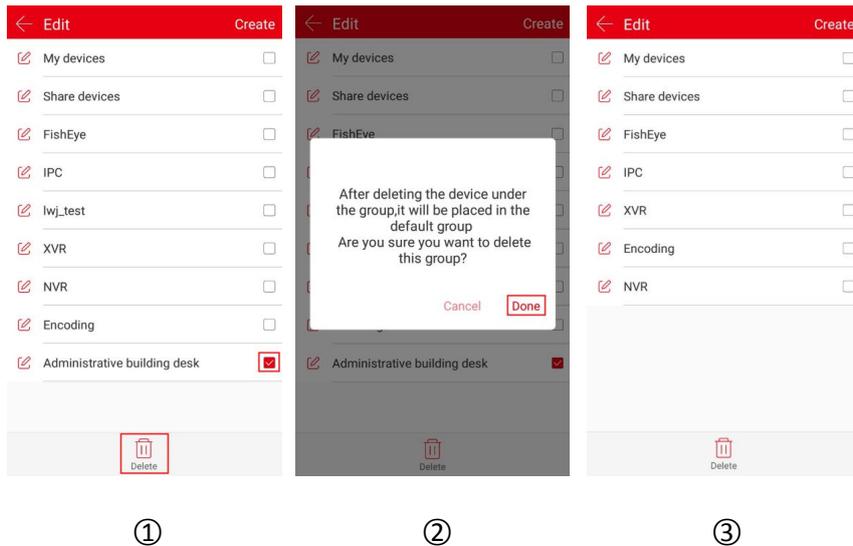


图 3-22

- ① In the edit group interface, select the group to delete and click "  ";
- ② Click "Done";
- ③ The group was successfully deleted.



Instruction

- After a group is deleted, all devices in the group will be placed in the default "My Device" group.
- The default groupings "My Devices", "Share devices", "Local device" and "My favorites" in the device list cannot be edited, modified, or deleted.

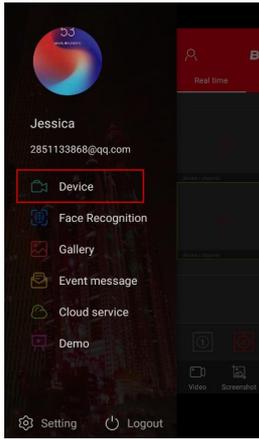
3.6.2 Add device

■ SN (Serial Number) Add device

Before adding a device, pay attention to:

1. Make sure that the device to be added is connected to the Internet, P2P is turned on, and it is online.
2. The phone is connected to the wireless network.

Add device steps as shown in Figure 3-23:



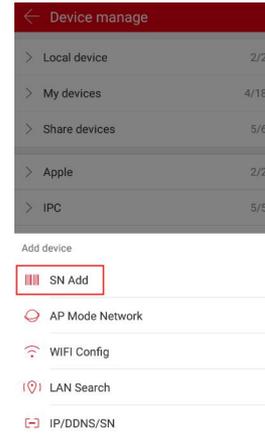
①



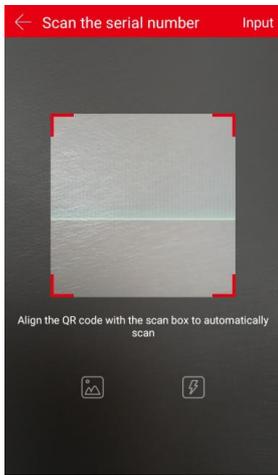
②



③



④



⑤-1

BitVision



Connection Status: P2P connection successful

⑤-2

← Add device

S/N
9770441797814

Account

Password

Captcha

Submit

⑥-1



⑥-2

← Add setting Finish

* The following all can be customized

Device name Please set the device name

Group Please choose a group

⑦-1

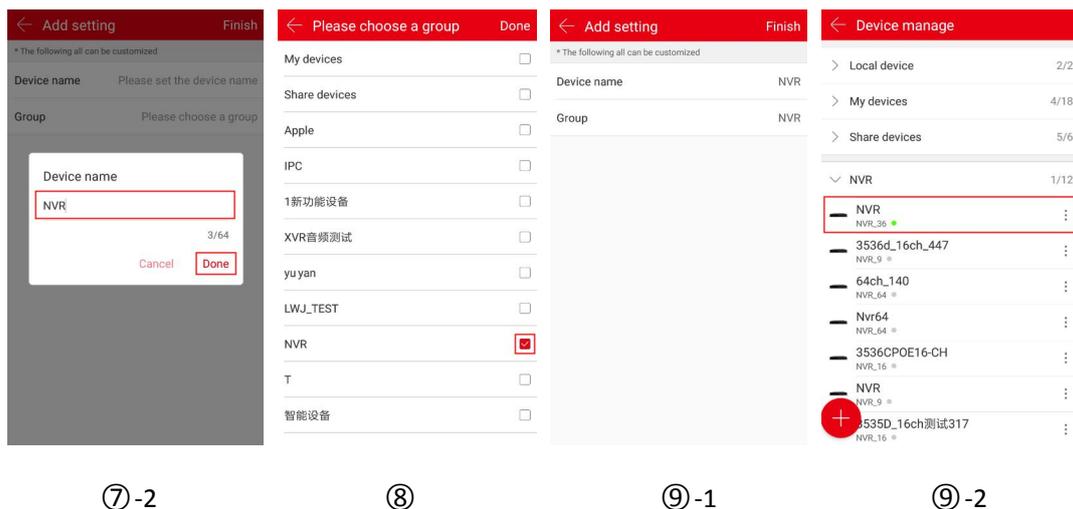


Figure 3-23

① In the sliding menu bar, click "Device" or click " " in the main interface to enter the device manage interface;

② Click "";

③ Click " Add device";

④ Click "SN Add";

⑤ Align the QR code on the device or P2P interface to scan; the device web P2P interface is as shown in Figure 3-23 ⑤-2;

⑥ Enter the user "admin", the corresponding password, Verification code of the device (if there is captcha, printed on the label, as shown in Figure 3-23 ⑥-2 above), click "Submit";

⑦ Click "Please set the device name" → enter the device name → click "Done";

⑧ Click "Please choose a group" → select the camera group, click "Done" → click "Finish";

⑨ The device was added successfully.



Instruction

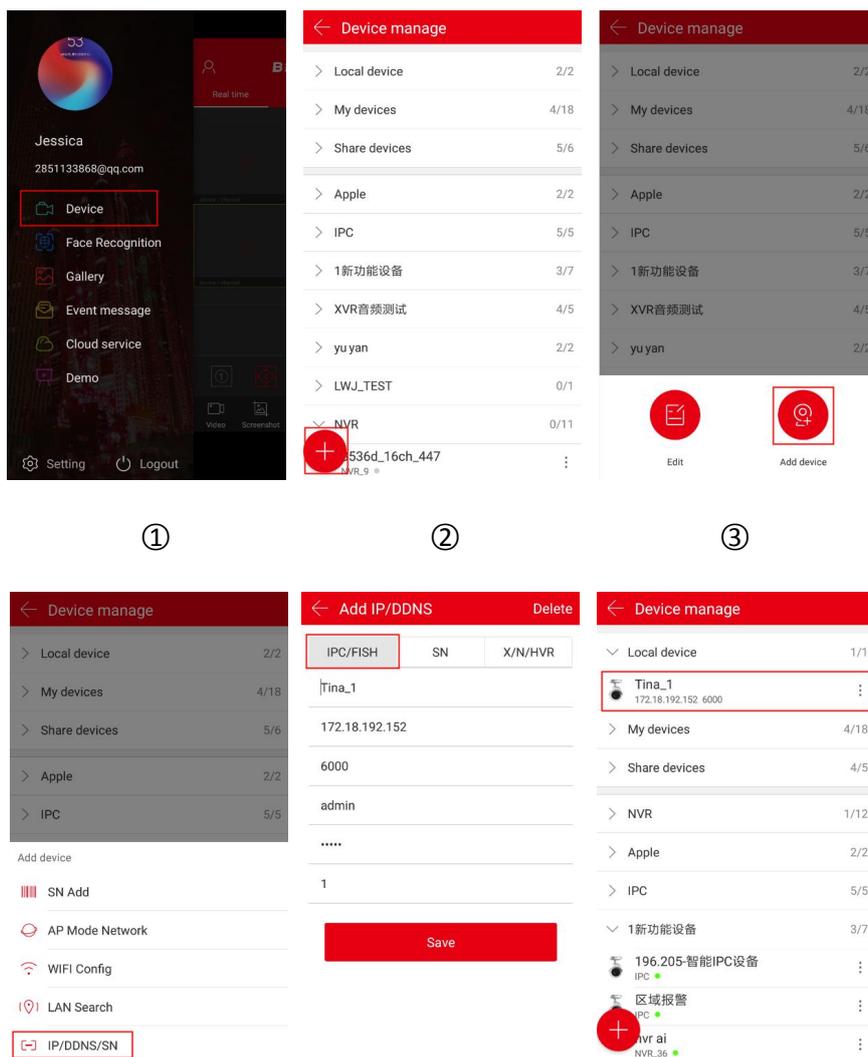
- When adding a device, you can add the device by manually entering the serial number by clicking "Input" in the upper right corner.
- When adding a device, you can click " " to enter the phone album, and select the device serial number QR code to add the device.

- When adding a device, you must ensure that the device is online before it can be added successfully.
- When adding a device, you must enter the device user name as "admin", and the password and verification code must be consistent with the actual, otherwise the device will be added to fail.
- Add a device with SN Add, AP Model, WIFI Model, LAN Search and IP/DDNS (direct add) and other methods.
- AP Mode and WIFI Mode are used to add configurable WIFI devices, following the app prompt steps to configure the device. Connect the device to WIFI and add it to that account finally.
- LAN search can support shake, follow the App tips steps to search and add LAN internal device.
- Devices searched on the LAN can only preview live video and cannot be added to the device list.

■ IP / DDNS mode add device

The BitVision IP/DDNS function is used to directly connect devices that have been port mapped. You can add, edit, and delete devices to play device video in real time.

IP / DDNS mode add device as shown in Figure 3-24.



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Figure 3-24

① In the sliding menu bar, click "Device" or click " in the main interface to enter the device manage interface;

② Click "";

③ Click " Add device";

④ Click "IP/DDNS/SN";

⑤ Select the device type (IPC/FISH, X/N/HVR), such as "IPC/FISH", enter the Device name, Address, Private port, Username, Password, and channel number, and click "Save";

⑥ The device is added to the Local device group.



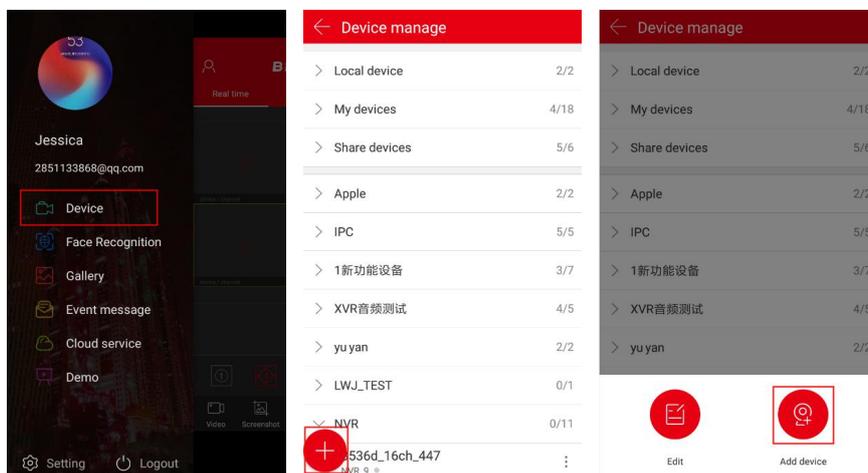
Instruction

- Address: Enter the external network address or domain name mapped by the device.
- Port: Enter IPC/FISH, X/N/HVR as the private protocol port.
- Username: Device user name.
- Password: Device password.
- Channel number: IPC/Fisheye, 1 channel; other device types, according to the actual number of channels filled in by the device, when the number of channels is set more than the actual number, the extra channel will not display video.
- You can preview the local device video added directly by IP/DDNS without logging in to the account.

■ SN mode add device

The BitVision SN add function adds devices to the local device by serial number of devices. It can add, edit, delete devices and play device videos in real time.

The SN is added as shown in Figure 3-25.



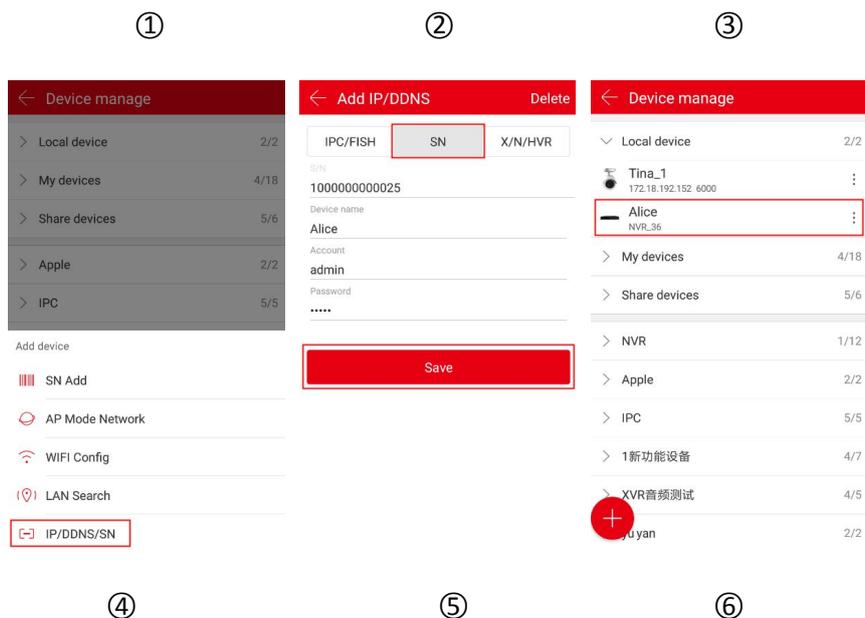


Figure 3-24

- ① In the sliding menu bar, click "Device" or click " " in the main interface to enter the device manage interface;
- ② Click " ";
- ③ Click " Add device";
- ④ Click "IP/DDNS/SN";
- ⑤ Click "SN" to enter the Serial Number, Device name, Username, Password and click "Save";
- ⑥ The device is added to the Local device group.



Instruction

- You can preview the local device video added by SN without logging in to the account.

3.6.3 Devices details

The device details interface is divided into Base information, Setting, Channel setting (multi-channel devices have this setting), Coding parameters, Storage setting, Cloud service, Playback setting, Advanced setting, and delete. Specifically, you can view device type, serial number, device status, group, device sharing and other information, edit device name, switch group, share device, turn on/off motion alarm, card format, factory reset, reboot device and Delete the device.

■ Enter the device details interface

Enter the device details interface as shown in Figure 3-26.

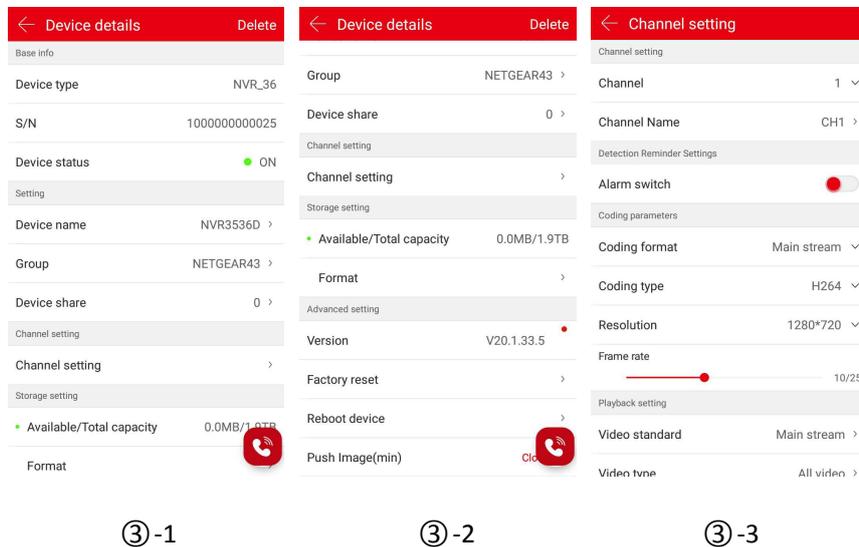
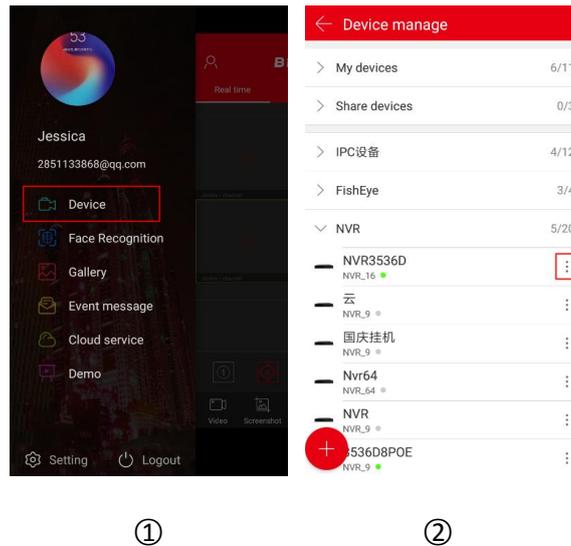


Figure 3-26

- ① In the sliding menu bar, click "Device" or click " " in the main interface, select the group where you want to edit the device;
- ② Select the device and click "  " next to the device;
- ③ Enter the details interface of the device.

■ **Modify the device name**

In the device details interface, click "Device Name" → Modify Device Name → click "Done".

Modify the device name as shown in Figure 3-27 ①.

■ **Modify the device group**

In the device details interface, click "Group" → select the group → click "Done". Modify the

group as shown in Figure 3-27 ②.

①

②

③

Figure 3-28

■ Channel setting

The channel setting is used to set the channel name, alarm, encoding parameters, playback, upgrade, factory reset, and restart of a channel of the device.

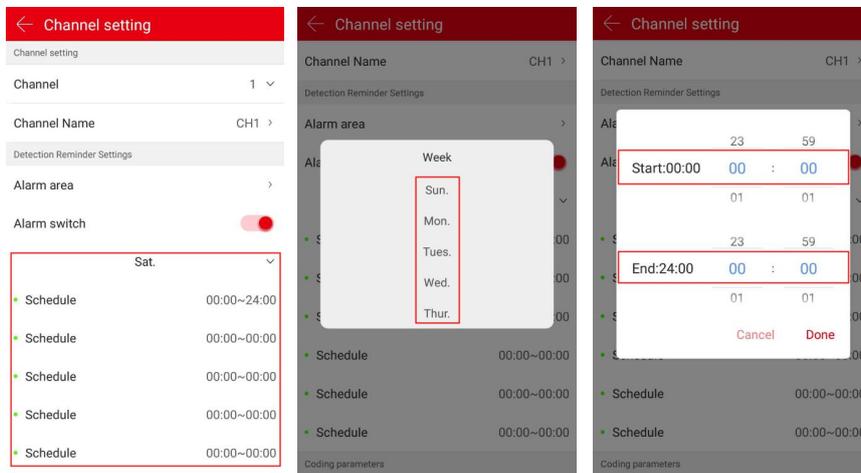
On the device details page, select the configuration channel (when the device is a multi-channel device), start the following configuration:

➤ Setting Channel Name

Click on "Channel Name" → modify the channel name → click "Done".

➤ Alarm switch

Click "" to enable alarm switch → click "week" to set the alarm date → click the schedule setting "Start" and "End" time → Click "Done", the alarm setting as shown in Figure 3-29.



①

②

③

Figure 3-29

➤ Smart alarm

Click "" to enable alarm switch → click "week" to set the alarm date → click the schedule setting "start" and "end" time → Click "Done" to complete the configuration.

➤ Audio

Click "" to turn on the audio → adjust the volume in the volume progress bar to complete the configuration.

➤ Coding parameters

Select the encoding format Main stream, Sub stream, Third stream (if any), set the Coding type, H 264+(if any), H265+(if any), Resolution, Graphics quality (if any), and Frame rate of the corresponding stream.



Instruction

- The specific types of encoding, resolution, and frame rate depend on the device. If the device supports MJPEG, there is an "MJPEG" option in the encoding type.
- When the encoding type is H264 and the device supports H264+, H264+ can be set. When the encoding type is H265 and the device supports H265+, it can be set to H265+.

➤ **Playback setting**

The playback settings are used to set the video standard and video type.

The video standard setting selects the main and sub stream. During video playback, the App plays the corresponding stream according to the selected video standard.

The video type can select alarm recording, Normal recording, and all video, and the app can play back the recording according to the selected video type.

➤ **Version**

When the device is IPC, click the version. The App automatically detects whether the device version is up-to-date. After detecting the latest version of the device, you can choose whether to upgrade. After you click "Upgrade", the App starts to download the upgrade package. You can choose to cancel the upgrade during the upgrade package.

➤ **Factory reset**

In the device details interface, click "Factory reset" → enter the "Password" of the device administrator, and click "Done". Wait for the device to resume factory reset (this process is about 60 seconds), refresh the App interface, and complete the factory reset.

➤ **Reboot device**

In the device details interface, click "Reboot device" → enter the "Password" of the device administrator, and click "Done". After waiting for the restart (this process is about 60 seconds), refresh the App interface and complete the device restart.

■ **Storage setting**

The storage settings are used to view the memory card or hard disk usage (Available capacity/Total capacity) in the device and to format the memory card or hard disk.

The card format steps are as follows:

In the device details interface, click "Card format" → enter the "Password" of the device administrator, and click "Done". After waiting for the device format to be completed (waiting for the format time according to the memory card size), refresh the interface, Available capacity = Total capacity = actual capacity of the memory card, Finish formatting the memory card.

■ **Cloud service**

Cloud services consist of service privileges and cloud recordings for purchasing cloud storage time and viewing cloud recordings.

➤ **Service privilege:**

In the device details interface, click "Service privilege" → select cloud storage recording type (MOTION DETECTION, ALL-DAY RECORDING) → select the service duration, click "Purchase price" → select the payment method, such as "PayPal" → click "Confirm" → click "Pay Now".

➤ **Cloud Video:**

In the device details interface, click "Cloud Video" → click "", set the "Start Time" → click "Done" → click the recording file in the file list to view the recording or click " " at the back of the file to download the file to the mobile terminal.

■ **Advanced setting**

➤ **Version**

When the device is IPC, click "Version". The App automatically detects whether the device version is up to date. After detecting the latest version of IPC, you can choose whether to upgrade. After clicking "Upgrade", the App starts to download the upgrade package and upgrades the package. You can choose to cancel the upgrade during the process.

When the device is an NVR/XVR/DVR/HVR, click App. The App automatically detects whether the device version is up-to-date. You can choose whether to upgrade after detecting the latest version. Click "Upgrade" to upgrade and the device starts to upgrade.

➤ **Factory reset**

In the device details interface, click "Factory reset" → enter the "Account" and "Password" of the device, and click "Done". Wait for the device to resume factory reset (this process is about 60 seconds), refresh the App interface, and complete the factory reset.

➤ **Reboot device**

In the device details interface, click "Reboot device" → enter the "Account" and "Password" of the device → click "Done". After waiting for the restart (this process is about 60 seconds), refresh the App interface and complete the device restart.

■ **Push Image**

If the device supports the motion detection alarm function, in the device details interface, enable the "Push Image", "Alarm switch" and "Setting → Event message" switch. When the device alarms, the device pushes the alarm to capture the image to the App. Related alarm pictures and messages can be viewed in the "Slide menu bar → Event message".

■ **Call**

Click " " to call and connect to the device of the currently selected channel (NVR that supports intercom function), and real-time two-way voice conversation with the local end of the

device in a hands-free manner. Click " " again to hang up the call.



Instruction

- In the device list, you can toggle the device in the list by dragging it up and down.
- Sharing other people's devices is sharing device groups, and other groups cannot be switched.

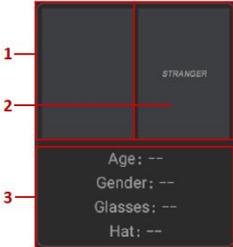
	Start/ Pausing video
	Screenshot
	Sharpness (streaming Fluent/BD/HD) switching.
	Intercom, press and hold, the device can hear the sound of the mobile phone, release the button to hear the sound of the device, and realize the intercom function between the App and the device.
	Close/Reconnect the current channel
	Sound On / Off.
	<p>Face recognition comparison area:</p> <ol style="list-style-type: none"> 1) The face is captured, showing the captured face image in the video. 2) The face library box displays the face image in the face database that matches the captured image. When there is no matching picture in the face database, "STRANGER" is displayed. 3) The face recognition result shows the judgment result of the captured picture, age, gender, glasses, and hat.

Table 3-4



Instruction

- Click " " on the face recognition interface to enter the device management list. This list only displays devices that support face recognition.

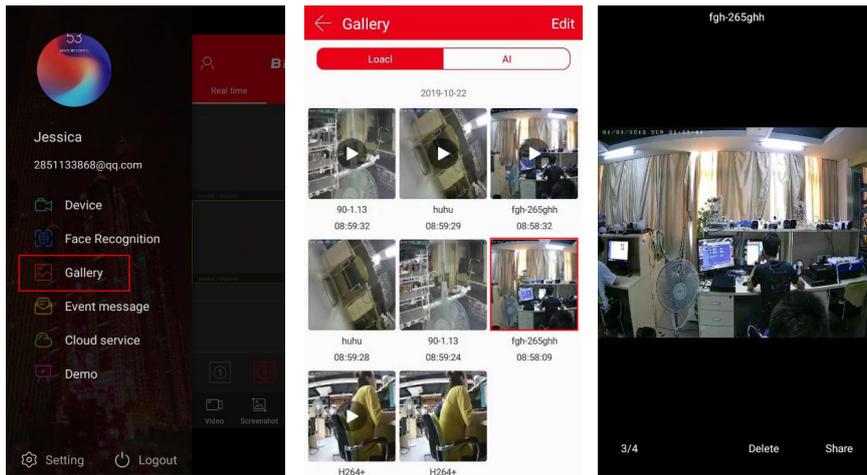
3.8 Gallery

Gallery consists of local image and AI face recognition for viewing and editing local image, videos and face recognition images of the App client.

3.8.1 Local

■ View local image or videos

View local image or videos as shown in Figure 3-31:



①

②

③-1



③-2

Figure 3-31

- ① Click "Gallery" in the sliding menu;
- ② Click on "Local" and select the picture or video you want to preview;
- ③ Display the picture or video in full screen.



Instruction

- When viewing pictures on a single screen, click the "Delete" in the lower right corner of the screen to delete the current picture.
- When viewing a picture on a single screen, click the "Share" button in the lower right corner of the screen, select the sharing method, and share the current picture with your friends.
- When viewing a picture on a single screen, click on the middle of the picture to return to the album interface.
- When viewing a picture on a single screen, swipe your finger to the left or right to switch the picture.
- When viewing a picture on a single screen, the thumb and forefinger are separated on the screen and combined with an electronically magnified picture.

- When viewing the video, the "Back" in the upper left corner of the screen, click to return to the Gallery interface.
- When the interface automatically plays videos, use the phone's own player to "pause/play", "fast forward", "fast back", "drag progress bar", and "back" to stop playback and drag the volume progress Adjust the volume. Because each mobile phone comes with a different player, there are differences in the keys when playing video.

■ **Delete a picture or video from a local image**

Delete a picture or video from a local image as shown in Figure 3-32:

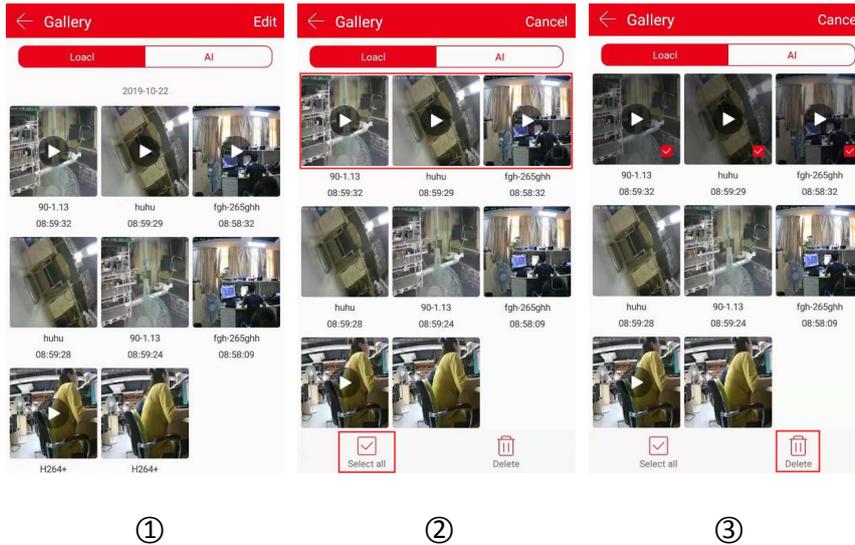


Figure 3-32

- ① In the local image interface, click "Edit" in the upper right corner;
- ② Select to delete pictures and videos, or click " Select All";
- ③ Click the " Delete".

3.8.2 AI

The AI is used to store face image and face comparison image, which can be viewed and deleted.

■ **View the AI image**

View the AI image as shown in Figure 3-33.

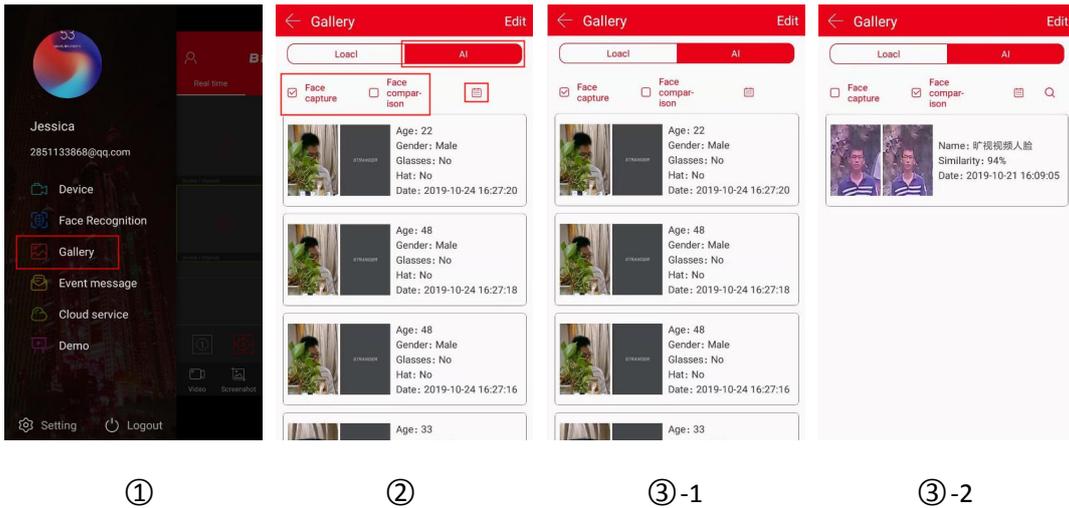


Figure 3-33

- ① Click "Gallery" in the sliding menu;
- ② Click "AI" and select "Face capture (Face comparison)" →  " to select the time;
- ③ Display the picture.

■ Delete the image from AI

Delete the image from AI as shown in Figure 3-34:

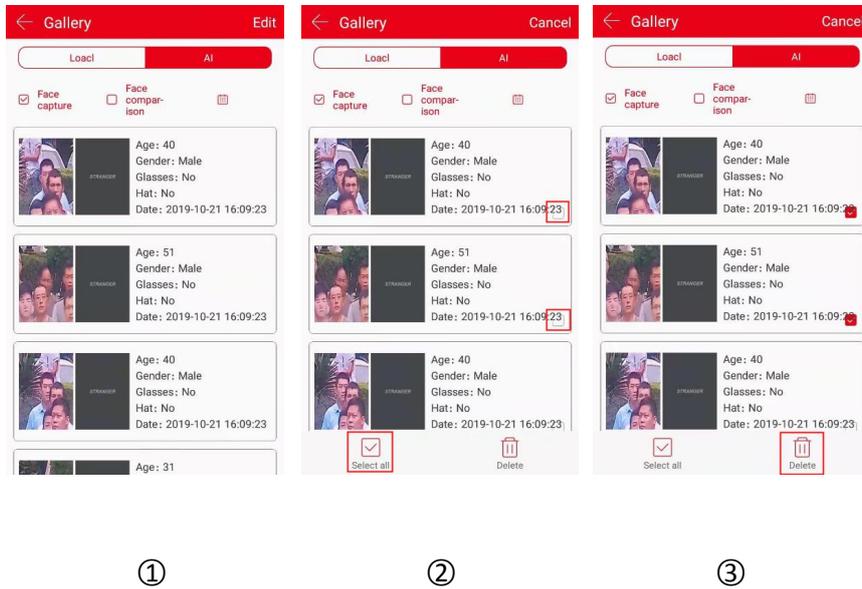


Figure 3-34

- ① In the AI interface, click "Edit" in the upper right corner;
- ② Click the image type (Face capture/Face comparison), select the picture you want to delete, or click " Select All";

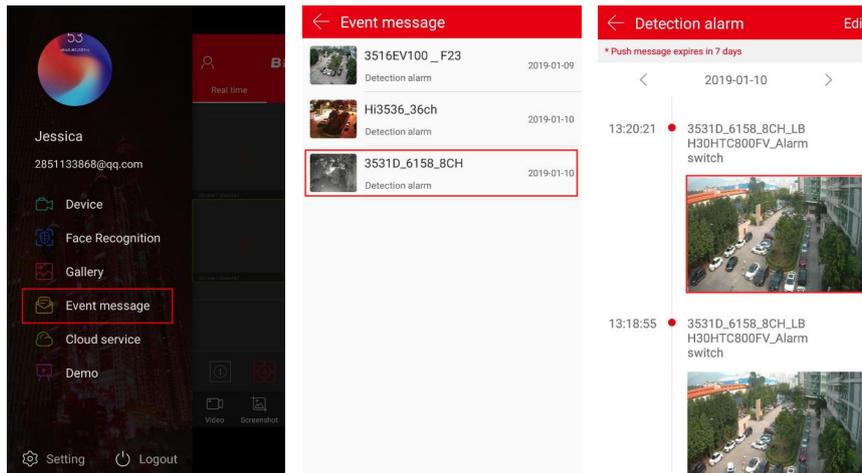
- ③ Click the "🗑️ Delete".

3.9 Event message

The event message is used to view the alarm messages pushed by the device and view the alarm event details of the device.

- **Check the event message**

Check the event message as shown in Figure 3-35.



①

②

③



④-1



④-2

Figure 3-35

- ① Click "Event message" in the sliding menu bar;
- ② Select the need to see the alarm device;
- ③ Click " < " or " > " to select the date and click on the image to view the event;

④ View the details of the message event, click on the picture, and view the alarm picture.

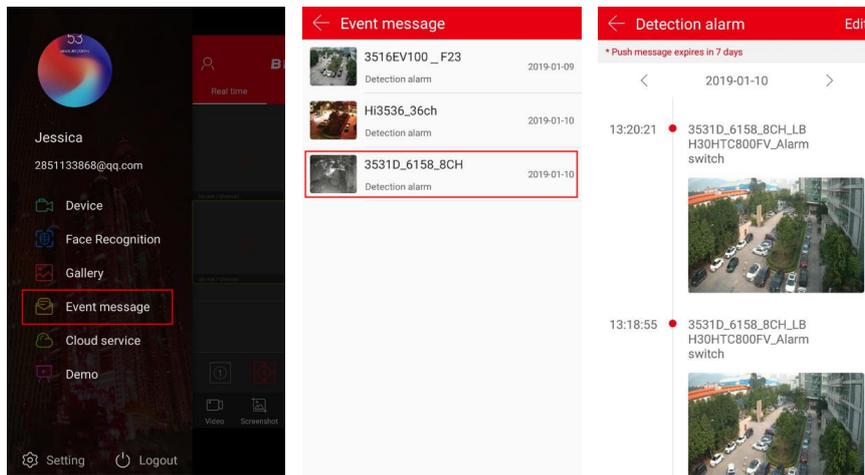


Instruction

- The event message is saved for 7 days, which is subject to the actual prompt.
- When viewing the alarm picture, the electronically magnified picture can be separated and merged with the thumb and forefinger.
- New alarm information will be reminded in the top status bar.
- When the "Event message" in the setting is on, the mobile phone pushes the reminder when receiving the event message; when it is off, the mobile phone does not push the reminder when receiving the event message.
- When viewing the alarm picture, long press the picture, the "Save to Phone" button will pop up, and click to save the picture to the phone album.

■ Delete the entire contents of the event message

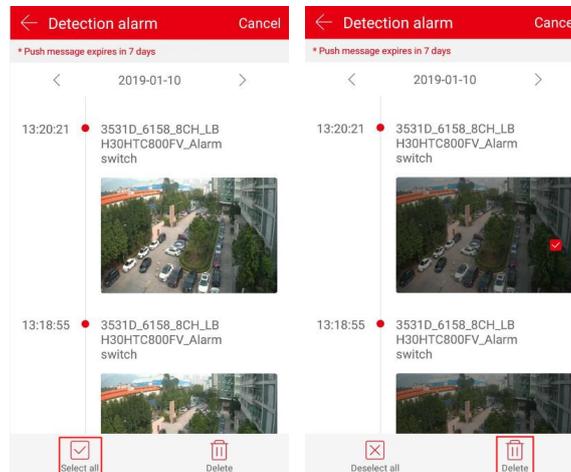
Delete the event message as shown in Figure 3-36.



①

②

③



④

⑤

Figure 3-36

- ① Click "Event message" in the sliding menu bar;
- ② Select the alarm device;
- ③ Click "Edit" in the top right corner;
- ④ Select to delete the message, or click " Select All";
- ⑤ Click " Delete".

3.10 Cloud service

The cloud service is used to view related information of the cloud storage device, including cloud storage recording (general recording and motion detection recording), and cloud service purchase.

■ View cloud video

View cloud video as shown in Figure 3-37:

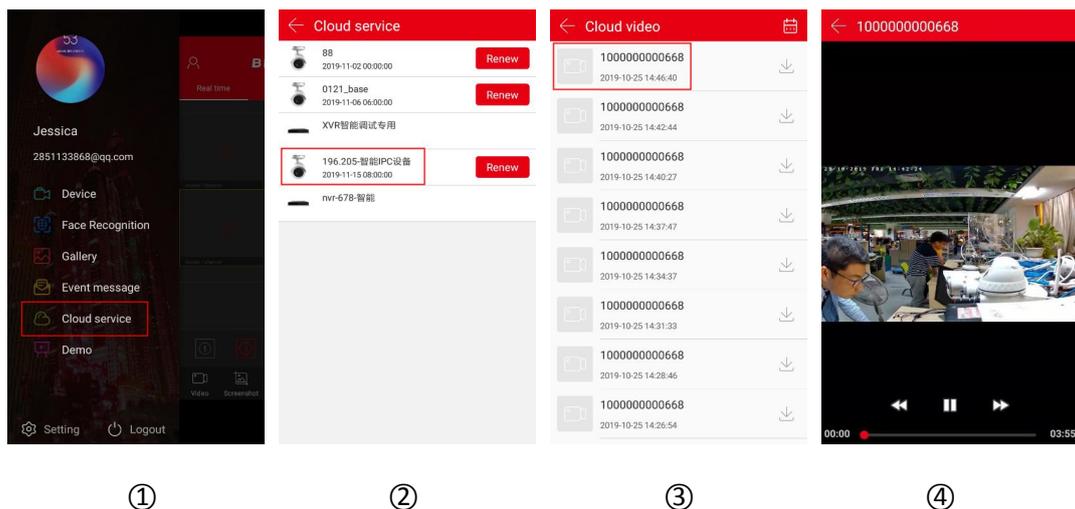


Figure 3-37

- ① Click "Cloud service→Agree" in the sliding menu bar;
- ② Click the device you want to view;
- ③ Click the video you want to view;
- ④ App starts playing the cloud video.

■ Download cloud video

Download cloud video as shown in Figure 3-38:

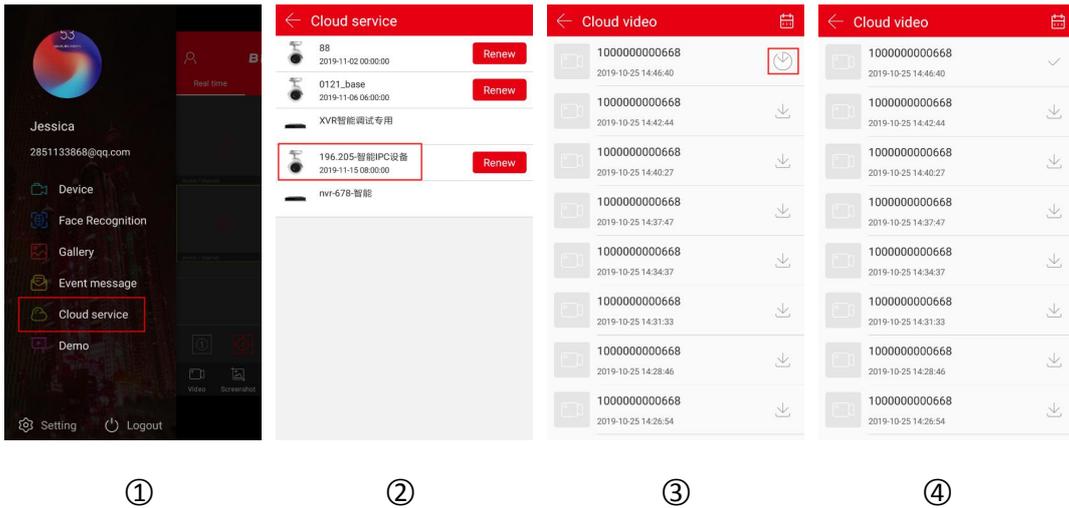


Figure 3-38

- ① Click "Cloud service" in the sliding menu bar;
- ② Click the device you want to download;
- ③ Click the "↓" button of the cloud you want to download;
- ④ App starts to download cloud video.

■ **Cloud service renewal fee**

Cloud service renewal fee as shown in Figure 3-39.

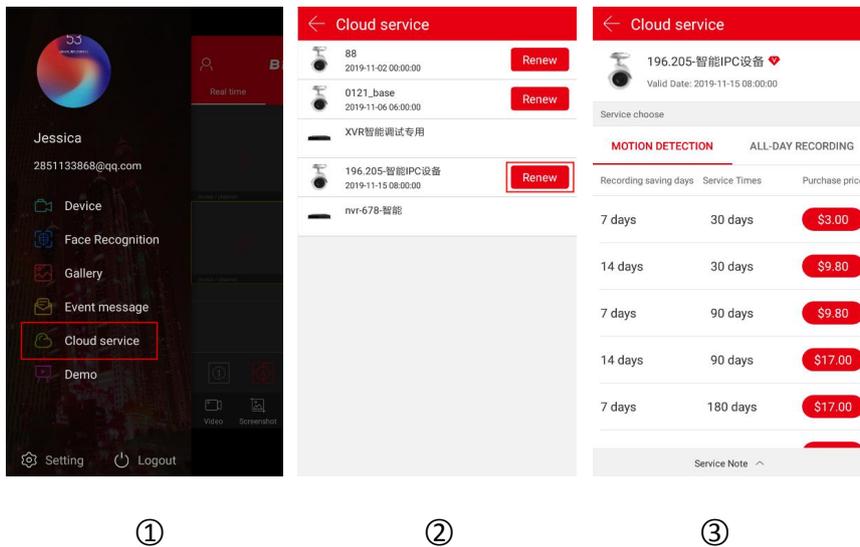


Figure 3-39

- ① Click "Cloud service" in the sliding menu bar;
- ② Click the "Renew" button of the device;

- ③ Select the package and follow the app prompts to pay.



Instruction

- Only upload cloud video in H.264+ or H.265+ format, that is, the device must be supported in H.264+ or H.265+.
- All devices that purchase cloud storage services are displayed in the list of Cloud services.
- The cloud recording interface can quickly find videos by using the "📅" calendar button in the upper right corner.
- After the cloud video is downloaded, you can view it by clicking "Setting → Download" in the sliding menu bar.

3.11 Demo

Experience interface is used to show the video of our company representative devices. View those Demo videos as shown in Figure 3-40:

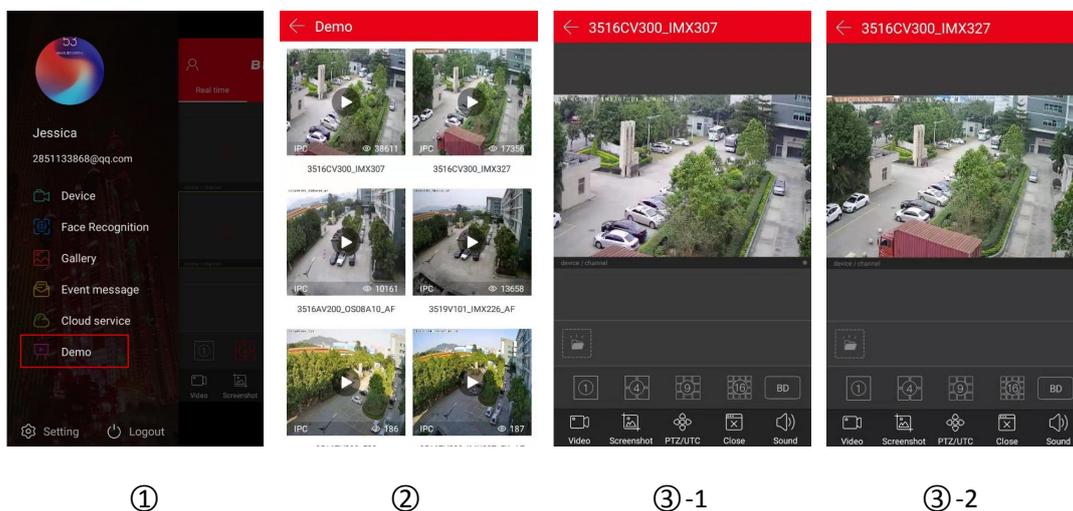


Figure 3-40

- ① Click "Demo" in the sliding menu bar;
- ② Select the video to preview the device.
- ③ The experience interface starts to play the video. The video preview of general camera is shown as ③-1, ③-2.



Instruction

- All the icons on experience preview interface are the same with those on preview and VR preview, but the former actually support only streams switching, video shutting down and reconnecting and some other functions are invalid.
- Available to view the demo without accounts to log in.

3.12 Setting

In the sliding menu bar, select "Setting" to enter the App Setting interface. The App Settings interface is used to edit downloaded cloud recordings, unbind application, gesture password, SSL, event message, traffic alert, daily traffic limit, view updated version, switch language, daylight, and feedback, as shown in Figure 3-41.

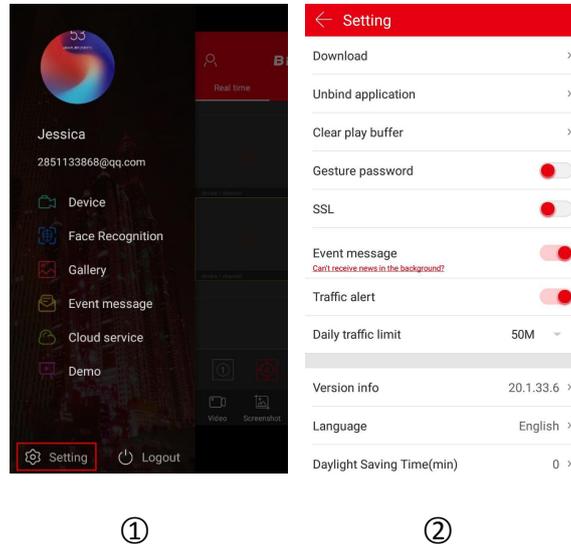


Figure 3-41

3.12.1 Download

Download is used to view and delete videos downloaded from the cloud to the local.

■ View the local video

View the local video as shown in Figure 3-42.

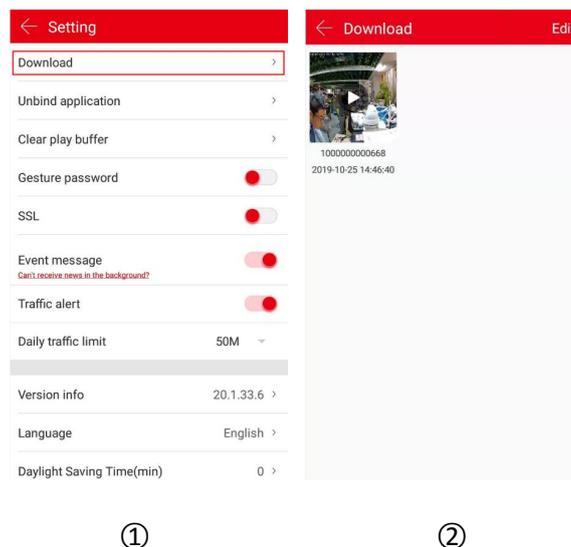


Figure 3-42

① Click "Download" in the setting interface;

② Click to view the video, select the mobile phone playback software, and the video starts to play.

■ Delete the video downloaded

Delete the video downloaded to the local as shown in Figure 3-43.

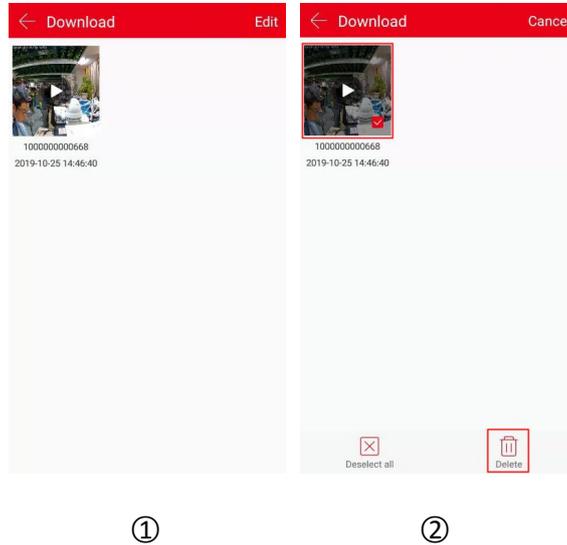


Figure 3-43

① Click "Edit" in the Download interface;

② Select to delete the video or click " Select all" and click " Delete".

3.12.2 Unbind application

When you add a device, it indicates that another account has been bound to this device and you cannot contact this account to delete the device. You can apply to unlock the device. Unbind apply as shown in Figure 3-44.

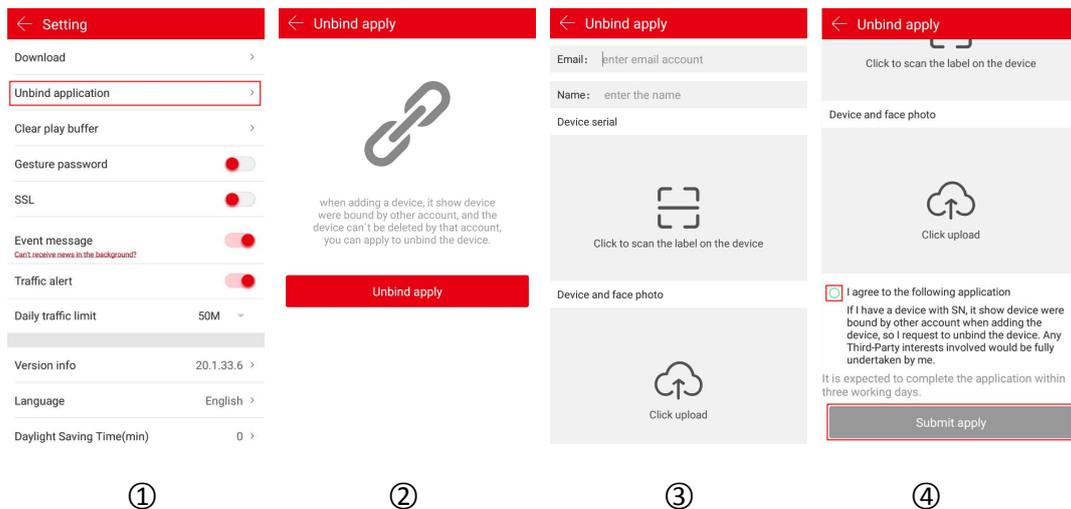


Figure 3-44

① Click "Unbind application" in the setting interface;

- ② Click "Unbind apply";
- ③ Enter the email account, name, scan the device label, upload the device and face the photo;
- ④ Click "I agree to the following application" and click "Submit apply".



Instruction

- After submitting your application, please log in to your email address approximately 3 business days to see the results of the unbinding application.

3.12.3 Clear play buffer

Click "Clear Play buffer" → "Done" to clear the cache of video playback in your phone.

3.12.4 Gesture password

The gesture password is used to set the password when the user logs in to the App. After setting the gesture password, the next time you log in to the account, enter the gesture password and log in directly without entering a password. Set the gesture password as shown in Figure 3-45.

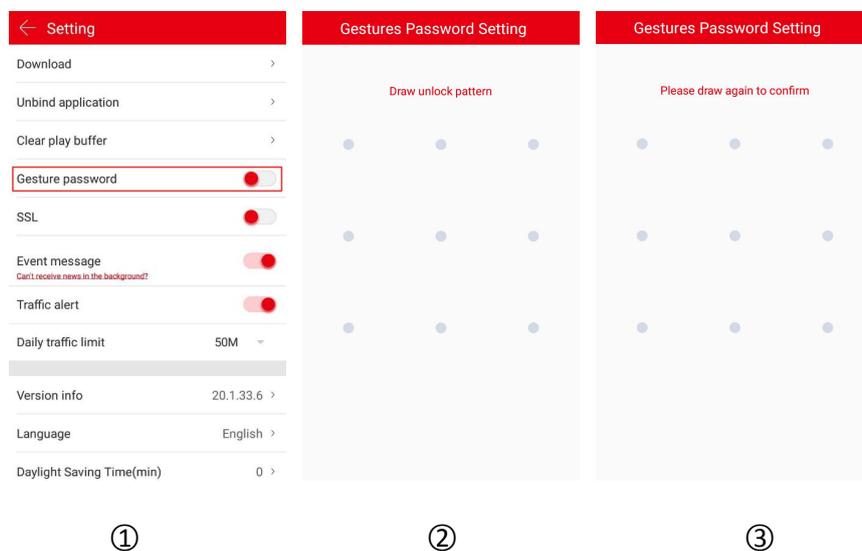


Figure 3-45

- ① In the setting interface, click the toggle switch " " to turn the switch to the right to open gesture password function.
- ② At the nine point positions in the figure, draw a gesture password.
- ③ Draw the gesture password again.



Instruction

- After setting the gesture password, the phone needs to unlock the gesture password every time you open the BitVision.
- When signing password login, if you forget the gesture password, you can click "Forgot Password, Account Login" to log in and reset the gesture password.

3.12.5 SSL

In the setting interface, click the toggle switch "" to turn the switch to the right to open the SSL function of the mobile phone. After the function is enabled, the interactive instructions between the App and the server are protected, making network communication more secure and transmitting data more complete.

3.12.6 Event message

In the setting interface, click the toggle switch "" to toggle the switch to the right to turn on the mobile phone to open the event message reminder function. When this function is enabled, when an alarm event occurs, the mobile phone pops up an event message to remind you.



Instruction

- After closing the message reminder, when there is an alarm event, the phone will not pop up a message reminder.

3.12.7 Traffic alert & Daily traffic limit

In the setting interface, click the toggle switch "" to turn the switch to the right to open the traffic reminder function of the mobile phone, set the daily traffic limit, when the App usage traffic reaches the traffic limit, the App pops up a prompt to remind the user.

3.12.8 Version info

View, detect, and update the App version as shown in Figure 3-46.

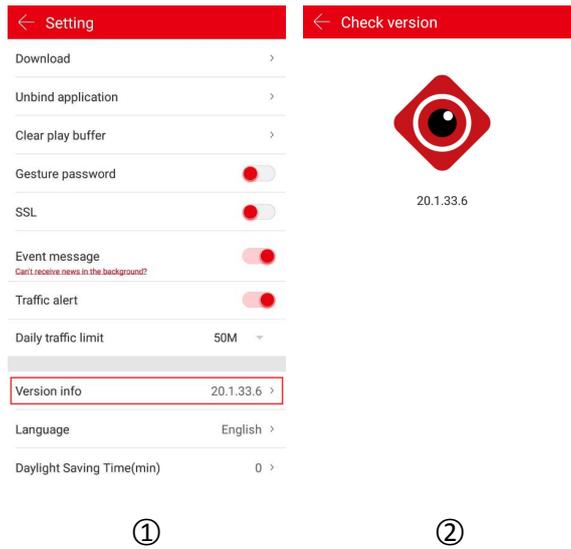


Figure 3-46

- ① Click "Version info" in the setting interface;
- ② The current App version is 20.1.33.6.

3.12.9 Language

Switch the App language as shown in Figure 3-47.

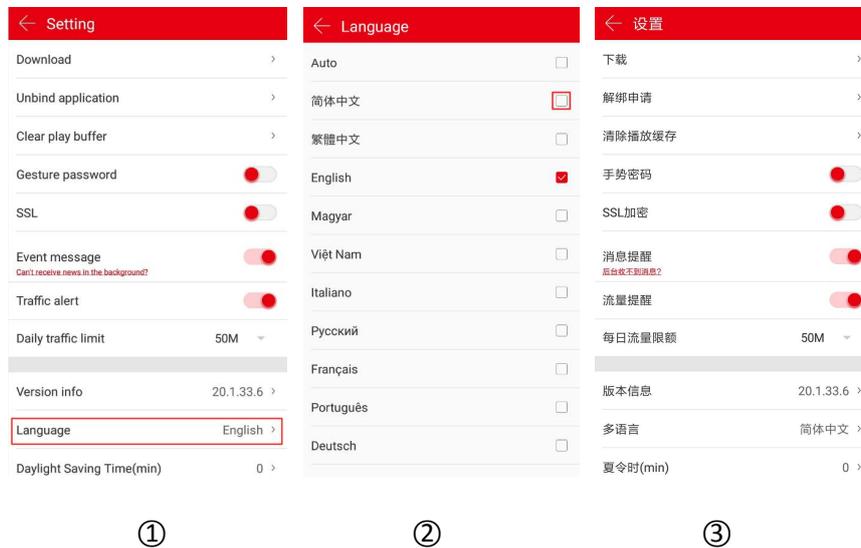


Figure 3-47

- ① Click "Language" in the setting interface;
- ② Select language (as "简体中文");
- ③ Complete the language settings of the App.



Instruction

- When the language is set to "Auto", the App language is the same as the language of the installed mobile phone system.

3.12.10 Daylight Saving Time(min)

Set Daylight Saving Time as shown in Figure 3-48.

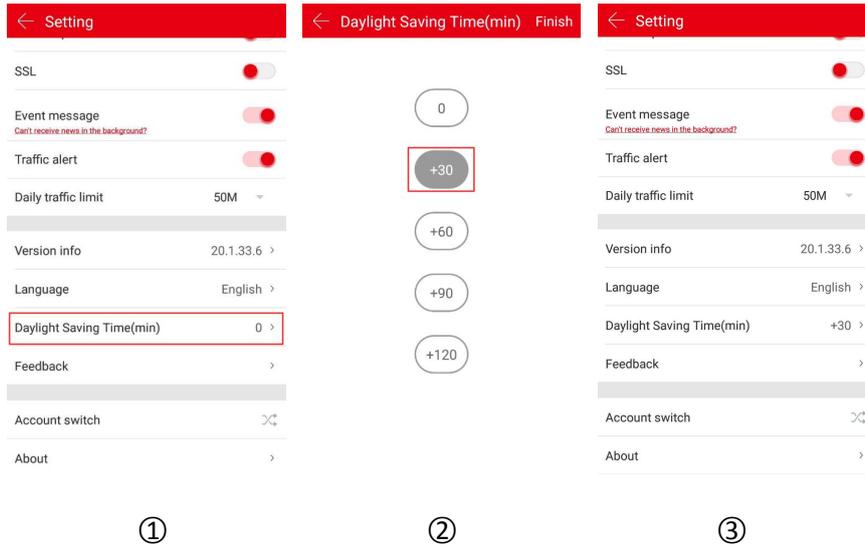
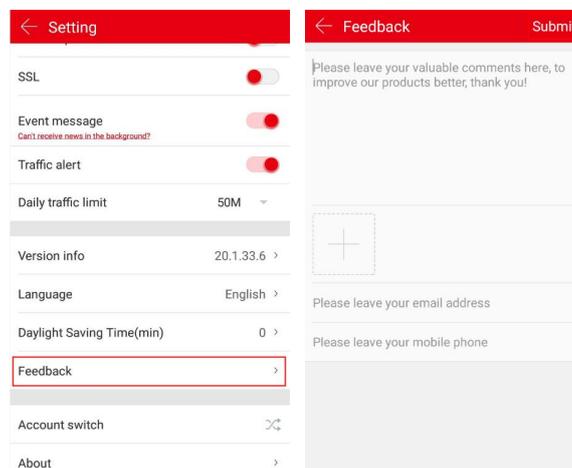


Figure 3-48

- ① Click "Daylight(min)" in the setting interface;
- ② Select the time (for example, +30), and click "Finish";
- ③ The daylight saving time setting is successful.

3.12.11 Feedback

Submit feedback as shown in Figure 3-49.



①

②

Figure 3-49

- ① Click "Feedback" in the setting interface;
- ② Enter the comment, click "+" to add the picture, enter the email address, phone number, and click "Submit".



Instruction

- Feedback can be done without adding image, directly enter comments, email address, mobile phone number, click "Submit".

3.12.12 Account switch

Account switch as shown in Figure 3-50.

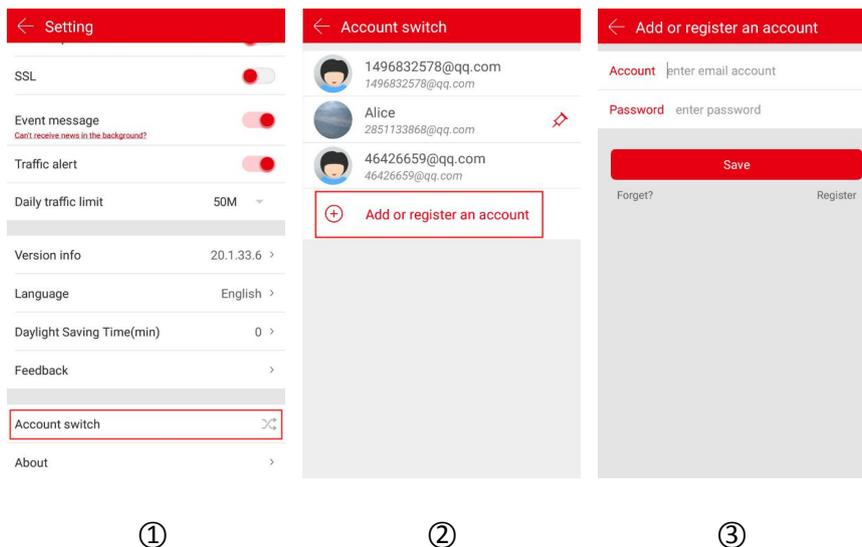


Figure 3-50

- ① Click "Account switch" in the setting interface;
- ② Click "Add or register an account";
- ③ Enter the account to be switched, click "Save"; or click "Register" to enter the registration interface. After the registration is successful, return to the Add or register an account interface and add the newly registered account, and click "Save".

3.12.13 About

About contains the App's "User Agreement" and "Privacy Policy", click to enter to view the details.

3.13 Logout

Logout as shown in Figure 3-51.

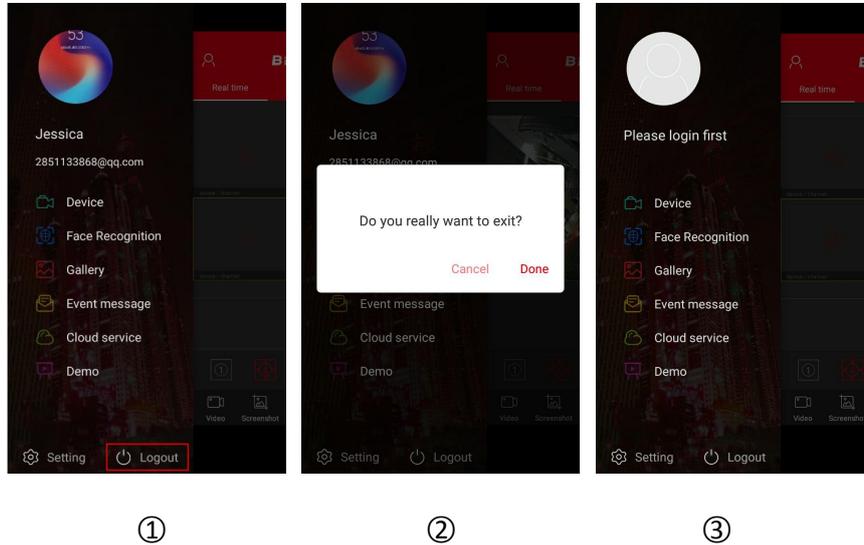


Figure 3-51

- ① Select "Logout" on the sliding menu bar;
- ② click "Done";
- ③ App successfully quits current account.



Instruction

- After the account is logged out, you can still enter the App slide menu bar, as shown in Figure 3-51 ③.

Chapter 4 FAQ

Q1: Username does not exist/password error/forgot password.

1. Please double check the username and password, username passwords are case sensitive.
2. Had forgotten password, then click "Forget?" on login interface, follow the prompts to retrieve the password, or reconfigure the password.

Q2: Login failed/Login timeout

1. Please make sure that the phone is properly connected to the network to eliminate network problems.
2. Repeat multiple attempts to eliminate network flashing.

Q3: When adding a device, it prompts "The device has been bounding XXXXX@XX.com".

1. A device can only be added by one account.
2. If you have an account added before, you need to log in the original account to delete, the new account can be added; you can also click "Login" → "Setting" → "Unbind apply" → "Unbind apply" → enter application information → click "Submit apply", wait for the platform to review and unbind.

Q4: Cannot search for video

1. Check if there is recording of the device during that time, playback will not work if there is no recording on cellphone.
2. If it's under normal recording but still playback does not work, check if cable is loose on local storage and somewhere is wrong with TF card, hard disk.
3. Check if the phone time setting and daylight saving time configuration match, and check if the device time and time zone settings are correct.

Q5: Preview caton

1. Select the stream type of the device and switch "HD" to "BD" or "Fluent".
2. Check the upstream bandwidth of the device and the downstream bandwidth of the mobile phone.
3. Reduce the number of mobile phone previews.
4. Check if one device is occupied by multiple mobile phones or other terminals at the same time.

Q6: The device is online, the preview is automatically broken, or it is always refreshed

1. Possible device version is too low, it is recommended to upgrade to the latest version.
2. May cell phone current network is unstable or slow speed, it is recommended for a network environment.

Q7: Unable to preview and unable to delete device

1. Check whether the device is online on the local and mobile APP.
2. Check the device version, if not the latest proposal to upgrade to the latest version.
3. Try using different network types and carriers.

Q8: Pop-up password input box during preview.

1. If the account or password is incorrect when binding, the account confirmation box will pop up when connecting with the device and the correct account password can be entered.
2. If the password is modified on the other end (local end, web page end), the account confirmation box will pop up, and the modified account or password can be entered.