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# Siveillance™ Video Mobile Client Manual

**2019 R3**



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## Contact

If you have questions or suggestions regarding the product or this documentation, please contact our Siveillance Support Center:

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## Get started

This manual is for people who use Siveillance Video Mobile on mobile devices running Android or iOS

## About server and client components of Siveillance Video Mobile

The free Siveillance Video Mobile app gives you on-the-go access to:

- Viewing live video and playing back video recordings
- Play incoming and outgoing audio in live video and video recordings
- Use the push-to-talk (PTT) feature while you are watching live video from one camera
- Play back incoming and outgoing audio in playback mode
- Create investigations
- Activate actions that trigger events in your video surveillance system
- View videos for alarms that are triggered by various events

Siveillance Video Mobile has three parts:

- Siveillance Video Mobile client is an application for your smartphone or tablet. For more information, see [Install Siveillance Video Mobile on a mobile device \(on page 6\)](#)
- Siveillance Video Mobile server is responsible for giving Siveillance Video Mobile client and Siveillance Video Web Client users access to the system.
- Siveillance Video Web Client lets you view live video in your web browser and lets you download recordings

In addition to acting as a system gateway for the two clients, the Siveillance Video Mobile server can transcode video, since the original camera video stream in many cases is too large to fit the bandwidth available for the client users.

For more information, see [Installing Siveillance Video Mobile server components \(administrators\)](#) (page 5) or the Administrator Guide of your surveillance system. Download the guide from the Siemens website <https://support.industry.siemens.com/cs/start?lc=en-US>

## Installing Siveillance Video Mobile server components (administrators)

This information is primarily for system administrators, but you might be interested as well. For more information, see the Administrator Guide of your surveillance system. Download the guide from the Siemens website <https://support.industry.siemens.com/cs/start?lc=en-US>

You can install the Siveillance Video Mobile server component when you install version 2019, and all later versions, of these products:

- Siveillance Video Pro
- Siveillance Video Advanced
- Siveillance Video Core Plus
- Siveillance Video Core

To get the most out of Siveillance Video Mobile, make sure you're using the latest version of your Video product. Information about the products is available on the website

<https://intranet.siemens.com/siveillance-video>



You can also download Siveillance Video Mobile server for free from the download page on the Siveillance Video website <https://support.industry.siemens.com/cs/start?lc=en-US>

## Where to install the Siveillance Video Mobile server component

Install the Siveillance Video Mobile server component on the computer that runs your surveillance system, or on a dedicated computer.

If you plan to have more than 10 cameras in your system showing video simultaneously, Siemens recommends that you install the Siveillance Video Mobile server on a dedicated computer.

You can install the server component of Siveillance Video Mobile in various ways:

Siveillance Video product	Installation method	
	Installation on the same computer as the Video	Installation on a dedicated computer
Siveillance Video Pro Siveillance Video Advanced Siveillance Video Core Plus Siveillance Video Core	Complete a Single Computer installation of the Siveillance Video software. This installation includes the Siveillance Video Mobile server.	Run the separate Siveillance Video Mobile server installer

## Installing the Siveillance Video Mobile plug-in component

You should install the Siveillance Video Mobile plug-in on all computers that run the Management Client or Management Application:

1. Run the Siveillance Video Mobile installer.
2. Choose a Custom installation and select the plug-in (32-bit or 64-bit). It is safe to install both.
3. Restart the Management Client or Management Application.

## Operating systems

Siveillance Video Mobile supports the following operating systems for mobile devices:

Google Android 5.0 and later	Smartphones and tablets with Android installed
iOS 9 and later	iPhone, iPad and iPod Touch

## Install Siveillance Video Mobile on a mobile device

On your mobile device, download the free Siveillance Video Mobile application from Google Play or App Store.

Finding the app in the stores is easy. Just search for "Siveillance Video Mobile," and then install it. Afterward, a Siemens logo icon is available on your device. To start Siveillance Video Mobile, tap the icon.

**Note:** By default, a Siemens Demo server installs. Use the server to test the app. The server is just for testing, so there are some things you can't do. For example, you can't use pan-tilt-zoom controls.



You can't delete or edit the demo server, but you can hide it. To hide the server, go to Settings, tap General or Miscellaneous, and then turn off the Hide demo server setting.

To view videos from your cameras, connect the app to one or more Siveillance Video Mobile servers. For more information, see [Connect a mobile device to a Siveillance Video Mobile server](#).

## Select a language for the app

By default, the Siveillance Video Mobile client uses the language of your device. For example, if your device uses French, Siveillance Video Mobile displays in French.

To use another language, change one of the following:

- The language setting in Siveillance Video Mobile (available only for Android)
  1. Tap and then Miscellaneous.
  2. Select language.
- The language of your device. Restart Siveillance Video Mobile to apply the change

**Note:** To use Siveillance Video Mobile in Hindi, your device must support that language.

## Connect your mobile device to a Siveillance Video Mobile server

You can connect devices that are running Google Android and Apple iOS.

Requirements:

- Your mobile device must be connected to the same local network as the mobile server.
- Get network and user details from your system administrator.
- You have installed and opened the app.

## Connect to a server you have not used before

1. Tap Add server to scan the local network for Siveillance Video Mobile servers.
2. You can choose to add the server manually: Tap Add server manually.
  - Enter a name for the server, its IP address, and user login credentials, and then tap to save. The name displays in the list of servers on your device and can be anything you want. The user must be set up in the surveillance system.
3. Optional: You can also do the following:
  - By default, the connection uses HTTP. To use HTTPS, select the Secure connection check box.
  - To always connect to this Siveillance Video Mobile server when you start Siveillance Video Mobile, set it as your default server.
  - Android - Tap to set the server as default. The server that is currently selected as default is indicated by a icon.



- iOS - Select the Default server check box.

## Connect to a server you have used before

1. Tap Add server to scan the local network for Siveillance Video Mobile servers.
2. The Already Added Servers group lists the servers you have connected to before. Tap one or more servers, and then tap Save.
3. Enter your login credentials for the Siveillance Video Mobile server, and then tap Connect.

Tip: To avoid having to enter your credentials the next time you connect, select the Save credentials check box.

## Connection settings for a Siveillance Video Mobile server


The settings when you add a Siveillance Video Mobile server in the Siveillance Video Mobile app.

Setting	Description
Name	The name of the server. The name displays in the list of servers on your device and can be anything you want.
Address	The IP address of the computer where the Siveillance Video Mobile server is running. Alternatively, if you don't know the IP address you can insert the host name of the computer.
Port	The port number that Siveillance Video Mobile client uses to communicate with the server. The default port is 8081 and for secure connections it is 8082. If you edit the port number, you must also edit the corresponding port number on the server side. Otherwise, Siveillance Video Mobile app and server cannot communicate.
Secure connection	Indicate whether the Siveillance Video Mobile server you connect to uses an HTTPS connection. If in doubt, ask your system administrator.
Username	Your user name.
Password	Your password. The username and password can be based on either Siveillance Video basic users, which are set up in Management Client or Management Application, or domain users.
Save credentials	Indicate whether you want Siveillance Video Mobile to remember your username and password for the next time you open the app.
Default server	Indicate whether to log in to this server when you open Siveillance Video Mobile. (iOS and Android only).



## View and edit connections to Siveillance Video Mobile servers

You can view and modify settings for your connections to Siveillance Video Mobile servers if you, for example, want to change to a secure connection or selecting another server as the default server.

1. On the Servers page, find the server, tap the context menu, and then tap Edit.
  - Android - In the list of servers, tap  for the relevant server, and then tap Edit
  - iOS - Tap Edit, then Server connections, and then tap the server
2. View or edit the settings:
  - Secure connection - Use HTTPS when you connect. By default, the connection uses HTTP.
  - User details - The login credentials
  - Save credentials - Remember the login credentials
  - Default server - Always connect to this Siveillance Video Mobile server when you start Siveillance Video Mobile.
3. To add addresses manually, tap Server connections, then Add address, and enter the IP address and port number.

## Buttons and settings overview

This topic lists and describes buttons and settings in Siveillance Video Mobile. If you see something in the app that you're not sure how to use, you can look it up here.

After you log in to a server, the top bar in Android, the bottom tabs in iOS can contain the following options:

Note: The options are available only if you have been given permission to view them, which happens in Management Client or Management Application.

Name	Description
Views	Displays and previews available views. Select the view you want to view video from (live or recorded). You can also create investigations.
Actions	Activate actions.
Investigations	View investigations created in Siveillance Video Web Client or Siveillance Video Mobile client.
Video push	Lets you use the camera on your device to stream video to your surveillance system.
Alarms	View and react to alarms.

Additional features are available, depending on what you're doing.



Name	Description
Actions	View all actions for a view or a camera.
Activate	Activate an output or an event.
Add server (Android and iOS)	Add and configure a new server.
Cancel	Cancel the last thing you did.
Columns (iOS Phone)	Display the available cameras in a view in one, two, or three columns. Tap the button to rearrange the view. If the button reappears, this indicates the next available option (one, two, or three columns).
Done	Done on this page.
Edit	Edit settings for the server.
Exit full screen	Stop viewing video in full screen.
Filter	Filter views. By default, all views are selected. You can hide or show views.
Front camera	The camera selected for video push. Tapping it changes the camera to the rear camera and the text under the button to Rear Camera.
Go to time (in Playback mode)	Go to a specific time in the past.
Help	Find information about using Siveillance Video Mobile.
Live (in Playback mode)	Switch from Playback mode to Live mode.
New (Android)	Add and configure a new server.
Hide/Show live PiP (in Playback mode)	Turn on and off a small picture-in-picture (PiP) for Live mode. Tap the Hide/Show live PiP button or double-tap the PiP to return to Live mode.
OK	Acknowledge an alarm or perform an action.
Outputs	Access outputs to activate them.
Actions	Access outputs and events to activate them.
Playback (in Live mode)	Switch from Live mode to Playback mode.
Playback speed (in Playback mode)	Control the speed of the video.
Presets	View the PTZ preset positions on the selected camera. Only for PTZ cameras.
PTZ / PTZ presets	Show PTZ controls on the screen so you can pan, tilt and zoom in on the selected camera. Dimmed for non-PTZ cameras.
Recent history	View a list of recordings.
Save	Save your filtered views.



Name	Description
Settings	<p>Android: Go to Settings to view or change Image, Auto-hide controls, Miscellaneous, Camera, and Default PTZ control settings. Video push settings are available under Camera.</p> <p>iOS: Go to Settings to view or change settings.</p>
Share (iOS)	Take a snapshot of the current frame and save it to your device.
Snapshot	<p>Take a snapshot of the current frame. Snapshots save as follows:</p> <p>Android: By default, snapshots are saved to your device's SD card at: /mnt/sdcard/Siemens.</p> <p>iOS: Snapshots are saved to your device's Photo Library and can be accessed from tapping Photos on your device.</p> <p>You cannot change save locations.</p>
Time picker	Go to a specific time in the video.
X1	Open a menu with a selection of playback speeds.
Search	<p>Search for a view or a specific camera.</p> <ul style="list-style-type: none"> <li>• Enter ptz to find all your PTZ cameras</li> <li>• Enter audio to find all your cameras that have microphones attached</li> <li>• Enter ptt to find all your cameras that have speakers</li> </ul>
Audio	Start or stop listening to incoming audio from cameras that have microphones attached.
Push-to-talk	Start or stop using the push-to-talk (PTT) feature with cameras that have speakers.



## Observe and communicate

### Log in to the Siveillance Video Mobile app

If your system administrator has set up two-step verification for your user account, you are asked for an additional login step when you log in to the Siveillance Video Mobile app and connect to the server.

The first step is your user name and password. The second step is to type the verification code that you receive via email.

To log in with two-step verification:

1. Tap the Siveillance Video Mobile app icon.
2. From the list of servers, tap the relevant server.

**Note:** If you have specified a default server, you won't see the list of servers.

3. You are asked for a verification code and the system sends it to your email address. If in doubt, ask your system administrator for the email address.
4. Open your email program and make a note of the Code.
5. Enter the code in the Siveillance Video Mobile app and tap  to save.

You are ready to view video.

If you do not use the verification code within a specified expiry period (default is 5 minutes), the verification code times out, and you can request a new code on the page where you enter the code.

If you exceed the number of allowed code entry attempts (default is 3), you will be blocked. In that case you must log out of the Siveillance Video Mobile app and log in again.

### Viewing live video

You can only view video on cameras set up in views in Siveillance Video Client. You cannot create views in Siveillance Video Mobile. Additionally, Siveillance Video Mobile displays only video. If a view in Siveillance Video Client contains other types of content, such as maps, text, or HTML pages, the content does not display.

When you connect to a server, Siveillance Video Mobile client lists your views.





- Android - Access your views on the Views page
- iOS - Access your views on the Siveillance Video Mobile

The list of views offers the following information:

- The type of view. This can be All Cameras, Shared views that everyone can access, or Private views that you have set up in Siveillance Video Video Client and only you can access.
- The name of the view. For example, Building A.
- The number of cameras available in the view.



## Start viewing live video from a camera

1. Tap a view to display the cameras it contains.
2. Tap the preview image for the camera.
3. Optional. Tap  to start or  to stop playing audio (Only for cameras that have microphones attached).
4. Optional. Tap and hold  to start push-to-talk. Release the icon  to end transmitting audio (Only for cameras that have speakers).

## Stop viewing live video from a camera, or view another camera

To stop viewing live video:

- Android - Tap the Back button on your device.
- iOS - Tap Close in the upper left corner.

To view video from another camera in the view:

- Swipe right or left.

## Search for a specific camera






If you have lots of views and cameras, you can find a camera by searching for the camera name.

1. Above the list of views, tap the Search icon.
2. Enter the name of the camera.

## Filter your views

If you only want to see a view, or just want to see fewer views, you can apply a filter. All views are displayed when you tap Filter, regardless of whether they are shown or filtered. You can always choose to include a view again.


How you filter views depends on the operating system on your device.

1. To filter views:
  - Android - Tap . If a filter is already applied, the icon is blue .
  - iOS - In the upper-right corner, tap . If a filter is already applied, the icon is blue .
2. To include or exclude a view, tap the view or use the slider.
3. To apply the filter and return to the list of views:
  - Android - Tap  in the upper right corner
  - iOS - Tap Done in the upper right corner of the navigation pane




## Discard filter selections

If you haven't saved your selections yet, you can discard them:


- Android - Tap  in the upper left corner
- iOS - Manually undo your selections, or tap Servers to go to the list of servers

## Use pan-tilt-zoom controls and PTZ presets

If you're viewing video from a pan-tilt-zoom (PTZ) camera, tap PTZ or  to use the PTZ controls. Tap controls once to pan or zoom one step.

If your administrator created PTZ presets for the PTZ camera in Management Client or Management Application, you can use PTZ presets on your device in PTZ mode. PTZ presets are predefined positions in the view.

How you access PTZ presets, depends on the operating system on your device.

- Android - Tap 
- iOS - Tap PTZ

On the Presets context menu or page, select a preset to start using it.

## Zoom in or out

You can zoom in or out to get a better look at the video.

- To zoom in, pinch out or tap +
- To zoom out, pinch in or tap -

Siveillance Video Mobile uses digital zoom.

## Crop or fit images to the screen

You can resize images to fit your screen or crop them. By default, images are fitted to the screen.

The outer parts of images are removed. Tap twice to crop images to fill screen and preserve the image's aspect ratio.

## Display other cameras in the view

If your view contains other cameras, you can swipe right or left to display their video.

## Switch to Playback mode

If you're recording, and something happens that you want to review, you can switch to Playback mode to review the footage or start an investigation.

Tip: To keep an eye on the live video while you investigate, turn on picture-in-picture by tapping Hide/Show Live PiP.

- To switch to Playback mode, tap Playback.



## Using actions in Siveillance Video Mobile

If your system administrator has given you permission, you can trigger actions if you need to. In the clients, actions are outputs and events that you can activate. For example, you can:

- Start or stop recording
- Switch to a different frame rate
- Trigger SMS and email notifications
- Move PTZ cameras to PTZ preset positions
- Activate hardware output


## View and trigger actions

You can view and trigger actions from the following locations:

- The list of views
- When viewing live video
- The Actions page

## View actions

To view a list of actions, do one of the following:

- Android and iOS - Tap 

## Trigger an action

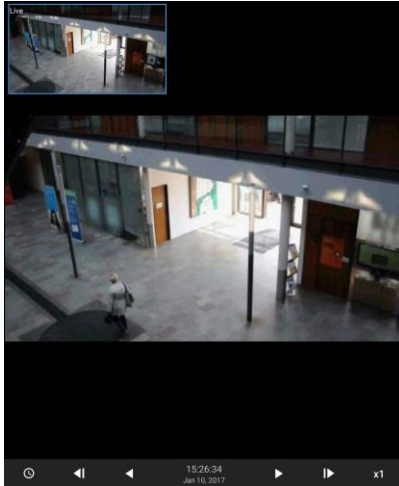
To trigger an action, do the following:

- Android and iOS - In the list of actions, tap the action, and then confirm that you want to trigger it.





## Use picture-in-picture

If you see something that you want to investigate, but don't want to stop observing the current situation, you can display the live video in a picture-in-picture (PiP) while you play back the video.



To turn on PiP, follow these steps:

1. While viewing live video from the camera, tap  Playback.
2. Depending on the operating system on your device, do one of the following:
  - Android - Tap , and then tap Hide/Show Live PiP.
  - iOS - Tap Menu, and then tap Hide/Show Live PiP.

## Return to live video

To view the live video in full screen, tap the PiP window.

## Take a snapshot




When you view live video or play it back, and you find something that's of particular interest, you can take a snapshot of it.

Snapshots are saved on your mobile device.

- Android - View snapshots on your device's SD card at /mnt/sdcard/Siemens.
- iOS - View snapshots in the Photo Library.

Note that you can't change the locations.

To take a snapshot, in Live mode or Playback mode, do this:

- Android - In Live mode, tap . In Playback mode, tap , and then tap Snapshot.
- iOS - In Live mode, tap  Snapshot





## Investigate and document

### Find and view video recordings

In Playback mode, you can access recorded video from a camera.






### View video recordings from a camera

How you access recordings depends on the operating system on your device.



1. In the view that contains the camera, tap the preview image for the camera.
2. Tap  Playback.
3. To view a list of recordings from the camera:
  - Android - Tap , then tap History
  - iOS - In the upper navigation bar, tap Menu, then tap Recent history

### Playing back recorded video

Use the timeline controls to play back recorded video. Controls are shown or hidden, depending on what you're doing.

-  Go to time - Go to a specific point-in-time by using the slider
-  Playback speed - Speed up or slow down the playback speed
-  Play the video backwards or forwards, and pause it 
-  Go to the previous or next frame
- Hide/Show live PiP - Hide or display live video from the camera in a picture-in-picture window. For more information, see Use picture-in-picture (on page 16).

### Playing back audio in video recordings

- To listen to recorded incoming audio, tap  to open the Audio source list and select Microphone to start the audio while playing back the video recording (For cameras that have microphones attached)
- To listen to recorded incoming audio and outgoing audio, tap  to open the Audio source list and select the audio device that you want to listen to while playing back the video recording (For cameras that have microphones and speakers attached). The options are:
  - All sources - listen both to the recorded incoming and outgoing audio
  - Microphone - listen to the incoming audio only
  - Speaker - listen to the outgoing audio only
  - Audio off (default)



Note: You can play back audio only when there is a video recording and you play the recording forward at normal speed.

## Load more recordings

In the Recent history or History lists, if you don't find the sequence you want, and more recordings are available, you can load more and keep investigating.

- Android and iOS - Tap Load more


## View or create an investigation

If you are using investigations in Siveillance Video Web Client, you can use Siveillance Video Mobile to view and create investigations. You can preview video from investigations, but you cannot download it to your mobile device.

## View ongoing and completed investigations



How you access investigations depends on the operating system on your mobile device.

Tip: You can quickly refresh the list of investigations by swiping down from the top. You have to be at the top of the list though, otherwise you will scroll instead.

1. To go to investigations, do one of the following:
  - Android - Tap the Investigations tab
  - iOS - On the Navigation pane, tap  Investigation
2. Optional: On the Investigations page, you can filter investigations:
  - My investigations - View your investigations
  - All investigations - View your investigations and those that other people created. Your administrator must enable you to do this
3. To see the details in an investigation, tap the investigation.
4. To view the video in the investigation, tap See camera.

## Create an investigation

When you create an investigation, the video is saved on the Siveillance Video Mobile server that you are connected to, not on your mobile device. To view the video on your device, you must connect to the server.

1. Find the camera that recorded the video, and then tap the preview image to maximize it.
2. Tap  Playback, and then:
  - Android - Tap , and then tap Investigate.
  - iOS - Tap Menu, and then tap Investigate.



3. Specify the time to define the period to investigate.
4. Tap Create.

## Listen to audio in an investigation

If you create an investigation from a camera that has audio devices (microphone and speaker) attached, you can listen to incoming and outgoing recorded audio when you play the recording forward at normal speed

## Requirements for listening to audio

To listen to incoming audio from the cameras in your system through a mobile device, you must have:

- A microphone attached to a camera: When a camera in your surveillance system has a microphone attached, you can play audio without any additional settings needed. The audio icon on the camera toolbar shows whether the audio feature is available.
- Sufficient user rights: Access to the incoming audio feature may be restricted depending on your user rights. Ask your system administrator if in doubt.
- HTTP or HTTPS with CA certificate connection

If you want to use HTTPS connection, a digital certificate from a certificate authority (CA) must be installed on your Siveillance Video Mobile server. You cannot listen to audio through your mobile device if you use a self-signed certificate.

CAs issue digital certificates that verify the identities of users and websites that exchange data on the internet. Examples of CAs are companies like Comodo, Symantec, and GoDaddy. To learn how to edit a certificate on the Siveillance Video Mobile server, see the administrator manual of your surveillance system.

## Requirements for using push-to-talk

To use the push-to-talk (PTT) feature on your mobile device in your Video system, you must have:

- Cameras that have speakers attached
- Sufficient user rights: Access to the push-to-talk feature may be restricted depending on your user rights. Ask your system administrator if in doubt.
- Allowed the Siveillance Video Mobile app to use the microphone of your mobile device
- HTTP or HTTPS with CA certificate connection

If you want to use HTTPS connection, a digital certificate from a certificate authority (CA) must be installed on your Siveillance Video Mobile server. You cannot use the push-to-talk feature through your mobile device if you use a self-signed certificate.



## Requirements for using video push

To use video push and to stream video with audio, you must allow the Siveillance Video Mobile app to access the camera and microphone of your mobile device.

## About streaming video from your mobile device

Video push lets you stream live video from the camera on your mobile device to your Siveillance Video surveillance system.

For example, this is a great way to collect evidence when you examine an incident.

## When would I want to stream video from my mobile device?

There are many good reasons to stream video to your surveillance system. The following are just a few examples:

- A crowd is forming at an entrance, and you want to show the control room.
- You witnessed a crime and want footage of the perpetrator.
- You're interviewing a witness and want to record the response.
- A guard is handling a situation, and you want to document his actions.

## Your administrator must set up video push

Before you can use video push, your administrator must do the following in Management Client or Management Application:

- Add a channel to the Siveillance Video Mobile server.
- Add the Video Push Driver as a hardware device.
- Specify the users who can stream video from a device.

To use video push and to stream video with audio, you must allow the Siveillance Video Mobile app to access the camera and microphone of your mobile device.

For more information, see the Administrator Manual for your Siveillance Video system.

## Set up video streaming on your mobile device

To stream video from your mobile device to your Siveillance Video surveillance system, there are a few things you need to set up.

The settings depend on the operating system on your device.

### Settings for Android Phone

Settings for video push are the same for Android phone. How you access them differs slightly.

Go to the Settings in Siveillance Video Mobile, and then do the following:

- Android - On the Video Push screen, tap , and then tap Settings



Specify the following:

- Use front facing camera - Choose if you want to use your device's front facing camera to stream the video. This displays only if the front facing camera is currently in use on your device.
- Video resolution - Set the resolution of the stream to push.
- Image quality - Set the image quality of the video stream. Enter a value between 0 and 99.
- Quality of service - Let Siveillance Video Mobile server optimizes the number of frames per second in the stream. For example, you need less frames if your connection is slow. This can affect the quality of the video.
- Location data - Include details about where you are while you stream the video. This requires that you turn on location information on your device.

## Settings for iOS

Settings for video push are available in Settings on your mobile device.

- Camera - Use either the front-facing or back-facing camera on your device.
- Resolution - Choose image resolution. You can choose between HD, Low, Medium and High.
- Image Quality - Select whether to allow Siveillance Video Mobile to adjust the number of frames per second in the stream according to the available bandwidth between the server and client. By default, this is turned on. This can affect the quality of the video.
- Location data - Include details about where you are while you stream the video.

This quality of service here is intended for Video Push only.



The clients will change the compression of the images trying to maintain a stable number of frames per second even on slow connections.

This is different from the server-side quality of service used when viewing live video.







## Stream video from your device to your surveillance system

If your system administrator has set up video push in Management Client or Management Application, and enabled you to use it, you can stream video from your device to your surveillance system. For more information, see About streaming video from your mobile device (on page **Error! Bookmark not defined.**).

How you access and use video push depends on the operating system on your device:

1. To access video push, do one of the following:
  - Android - On the navigation bar, tap 
  - iOS - On the navigation bar, tap  Video Push
  - Start streaming video:




- Android - Tap 
- iOS - Tap 
- Optional. Start audio with video push:
  - Android and iOS - Tap 
- Optional. Stop audio with video push:
  - Android and iOS - Tap 
- Stop recording:
  - Android - Tap 
  - iOS - Tap 

## Bookmark an interesting moment

Bookmarks are available in Siveillance Video products.


If you see something you'll want to investigate later, you can bookmark the moment in the video while you are recording.

To create a bookmark:

- Android - In the lower right corner, tap  Bookmark
- iOS - In the upper left corner, tap Bookmark

## Investigate the video you streamed

Siveillance Video Mobile records the video that you stream so that you can investigate it.

1. Go to the view with the video push camera.
2. Tap the camera to go to full screen.
3. Tap  Playback.
4. Use the playback controls to investigate the video.

## Listening to audio (explained)

Siveillance Video Mobile client supports incoming audio when you:

- View live video
- Playback video recordings



The incoming audio is also available in:

- Investigations
- Alarms
- Access control

## Push-to-talk (explained)

Siveillance Video Mobile client supports the push-to-talk (PTT) feature

- While you are watching live video from one camera
- In Access Control. The feature allows you to communicate through the VIDEO system from the microphone of your mobile device with people near a video camera with audio equipment

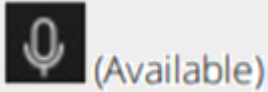

Note: You must allow Siveillance Video Mobile client app to have access to the microphone of your mobile device

## Requirements for using push-to-talk





To use the push-to-talk (PTT) feature on your mobile device in your VIDEO system, you must have

- Cameras that have speakers attached
- Sufficient user rights: Access to the push-to-talk feature may be restricted depending on your user rights. Ask your system administrator if in doubt.
- Allowed the Siveillance Video Mobile app to use the microphone of your mobile device
- HTTP or HTTPS with CA certificate connection
- If you want to use HTTPS connection, a digital certificate from a certificate authority (CA) must be installed on your Siveillance Video Mobile server. You cannot use the push-to-talk feature through your mobile device if you use a self-signed certificate.

When the push-to-talk (PTT) feature is available for use, you will see the Push-to-talk button on the camera toolbar. Its icon has the following states:

Icon	Description
	Shows that the push-to-talk (PTT) feature is available and that you fulfilled the necessary requirements for using it. Tap and hold to start using push-to-talk. Release the button to end transmitting audio.
	Shows that you are currently using the push-to-talk (PTT) feature. The microphone of your mobile device and the speaker of the video camera are in an active state. The blue pulsating circle indicates the sound level.



Icon	Description
 <p>(Disabled)</p>	<p>Shows that the push-to-talk (PTT) feature is available, but that you did not fulfill the necessary requirements for using it</p>
<div style="display: flex; flex-direction: column; align-items: center;">  <p>(Android)</p>  <p>(iOS)</p> </div>	<p>In playback mode, when you tap , shows that you can listen to incoming and outgoing recorded audio while playing back a video recording and that you can select the audio source that you want to listen to.</p>



## Rules for interrupting push-to-talk

Based on the level of your user rights (Administrators or Operators), there are two rules for interrupting a push-to talk session in live mode:

- Users with the same level of user rights cannot interrupt each other
- Users with a lower level of user rights (Operators) cannot interrupt users with a higher level of user rights (Administrators)

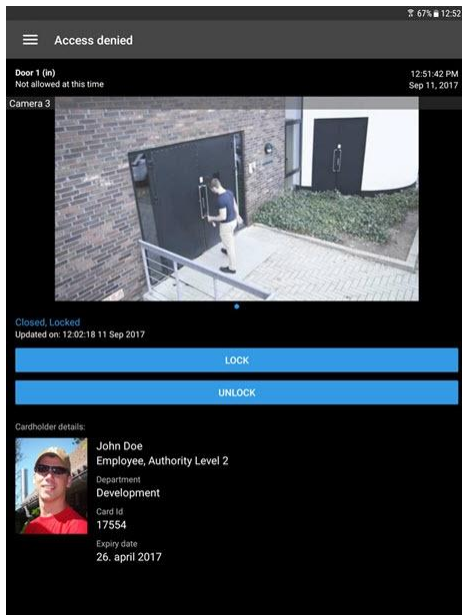
## Control access through doors

### Siveillance Video Access and Siveillance Video Mobile (explained)

With Siveillance Video Access, and the Siveillance Video Mobile app installed on your smartphone or tablet, you can control access to doors. This includes responding to access requests, viewing video footage and the state of doors, and checking access control events.

### Access requests

When you get an access request on your device, it may look like this:

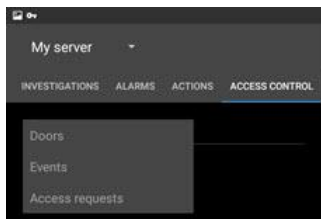


Access requests let you:

- view the state of the door, for example Closed, Locked.
- view live video and the video recorded when the cardholder tried to gain access.
- view the cardholder details, for example picture and authority level.
- grant the cardholder access by unlocking the door, or you can lock it.




Access requests are listed under Access requests for two minutes. After that, they appear only in the Events list.








## Respond to access requests

When someone tries to enter a building by means of a door controller, and access is denied, an access request is sent to your app. Depending on your access control system, you can respond in different ways, for example by unlocking the door to let the person enter.

1. Open the app, and in the list of servers, tap the server you want to connect to.
3. Tap the ACCESS CONTROL tab.
4. Tap  and select Access requests.
5. Tap an access request to open it.

After opening the access request, live video from the cameras at the door are displayed and details about the person who tries to enter.

After two minutes, access requests disappear from the list. You can find them in the Events list.




5. To switch cameras, swipe the live image left. If there are more than two, swipe several times.
6. Optional. Tap  to start or  to stop playing incoming audio (Only for cameras that have microphones attached).
7. Optional. Tap and hold  to start push-to-talk. Release the icon  to end transmitting audio (Only for cameras that have speakers).
8. Now you can either Lock or Unlock the door.
9. To play back the video before or at the time when the cardholder tried to enter:
  1. Tap the live image. The live video feed displays in a bigger view.
  2. Tap  to switch to playback mode. In the changed view, you can still view live video at the top.



## Investigate access control events

You may want to check who entered a building during the last hour, or who was denied access. Other examples of access control events are Door controller tampering and Door controller power failure. Such events are defined in the access control system.







By default, all access control events from the last 30 days are displayed.

1. Tap the ACCESS CONTROL tab.
2. Tap  and select Events.
3. If the event is not in the list, tap LOAD MORE at the bottom of the list to view more events.
4. Tap an event to view details about it. For example, if the event is Access denied, details about the cardholder appear.
5. To play back the video recorded at the time of the event, tap SEE CAMERA.
6. Optional. Tap  to start or  to stop the incoming audio when you play the video recording forward at normal speed (Only for cameras that have microphones attached).
7. To check the state of the door, or to lock or unlock it, tap View door.

## View doors and take action

You can check the state of a door, for example Closed, Unlocked and view live video or play back recorded video from the cameras monitoring the door. Based on the state of the door, you can either lock or unlock it.

Lock and Unlock are the standard options, but other commands may be defined in your access control system.

1. Tap the ACCESS CONTROL tab.
2. Tap  and select Doors. A list of doors are displayed.
3. Tap the door you want to view.
4. View video in live mode from the camera monitoring the door.
5. Optional. Tap  to start or  to stop playing incoming audio (Only for cameras that have microphones attached).
6. Optional. Tap and hold  to start push-to-talk. Release the icon  to end transmitting audio (Only for cameras that have speakers).
7. If required, Lock or Unlock the door. The state of the door changes.
8. To play back the video, tap the live image and then . You can see the video stream in live mode even when you are playback mode.






## View alarms

Alarms can be triggered by various events:

- A camera stops working
- A pane of glass gets shattered or broken
- A locker gets broken into
- A blacklisted license plate is seen on camera

To view alarms, ask your system administrator to set up alarms and to give you the sufficient user rights.

To view an alarm:

1. Open Alarms:
  - Android - Tap Alarms
  - iOS - Tap 
2. From the All alarms list, find the alarm that you want to play video for and tap it.
3. View the details of the alarm:
  - Type of the event
  - Time of the occurrence
  - State of the alarm
  - To whom it is assigned
  - Priority of the alarm
4. To play the video:
  - Android - Tap See camera
  - iOS - Tap 
5. Play the video backward or forward and check when the image that you are seeing was taken.
6. Optional. If the camera has audio devices (microphone and speaker) attached, you can listen to incoming and outgoing recorded audio when you play the video recording forward at normal speed (see Find and view video recordings on page **Error! Bookmark not defined.**).
7. To save the video for later or share it with others:
  - Android - Tap , then tap Investigate

- iOS - In the upper navigation bar, tap Menu, then tap Investigate
8. Specify the time to define the period to investigate.
  9. Tap Create.

## Using actions in Siveillance Video Mobile


If your system administrator has given you permission, you can trigger actions if you need to. In the clients, actions are outputs and events that you can activate. For example, you can:

- Start or stop recording
- Switch to a different frame rate
- Trigger SMS and email notifications
- Move PTZ cameras to PTZ preset positions
- Activate hardware output
- **View and trigger actions**

You can view and trigger actions from:

- The list of views
- When viewing live video
- The Actions page

View actions on the Actions page

1. To view the list of actions that are grouped by Outputs and Events:
  - Android - Tap Actions
  - iOS - Tap 



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