User Manual of Invid Protect App

Foreword

About this manual

This manual introduces the functions, configuration and general operation of Invid Protect mobile surveillance App which is designed to allow quick setup of your security cameras or video recorders for remote viewing and playback via the Internet on a smart phone or tablet.

Disclaimer

- The manual is for reference only. Slight differences might be found between the manual and the product.
- We are not liable for losses incurred due to operating the product in ways that are not in compliance with the manual.
- All designs and software are subject to change without prior written notice. Product updates might result in some differences appearing between the actual product and the manual. Please contact customer service for the latest program and supplementary documentation.
- Surveillance laws vary from country to country. Check all laws in your local region before using this product for surveillance purposes. We shall not take the responsibility for any consequences resulting from illegal operations.
- All trademarks, registered trademarks and company names in the manual are properties of their respective owners.
- If there is any uncertainty or controversy, we reserve the right of final explanation.

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1. Overview

Introduction

Quickly and securely set up your video surveillance for remote viewing and playback on Android and Apple smartphones and tablets using the Invid Protect mobile app. Invid Protect allows users to stay in touch with home and business even when away with live video, event notifications, two-way audio communication and video playback. See below main features for your reference.

Main features：

- Invid Protect P2P service allows for remote access using the Peer-to-Peer (P2P) protocol which makes the connection faster and more stable.
- Support alarm push settings and notifications.
- Support H264/H265 decoding.
- Support varies of notable features, e.g. Device live view, Multi-channel playback and multiple convenient gesture operations.
- Support multi-device access including IPC/NVR/XVR, etc.
- Support device sharing and management.
- Support account management.

2. App Installation

This surveillance App can be searched and installed through iPhone/iPad and Android smart phones. There are two methods to download and install the App. The installation steps are as follows.

Method1

- ☞ Run “App Store” (or “Google Play”) application and search “Invid Protect”.
- ☞ Tap “Invid Protect” to download the application.
- ☞ Follow instructions to install the App.

Method2

- ☞ Scan the QR code on the P2P page of the device to go to App download page.
- ☞ Follow instructions to install the App.

Operating system requirement for Android is 7.0 and above version for iOS is 10.0 and above version

3. Account Registration and Login/out

3.1. Account Registration and Login

You can follow the steps below to complete account registration. See figure 3.1-3.4 below for your reference.

- ☞ Run the App after you install it and then tap the "☰" icon in the upper left corner of the live view page to enter the menu page.
- ☞ Tap avatar icon to enter the account login page.
- ☞ Tap "Register" to enter the registration page and fill in the corresponding field.
- ☞ Tap Register button and you will see the "Enter verification code" page, you need to enter the verification code that has been sent to the Email address you just used for account registration.
- ☞ Tap Register button to finish account registration and the account will be logged in automatically.

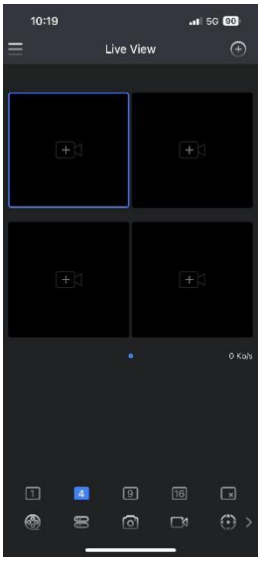

Figure 3.1

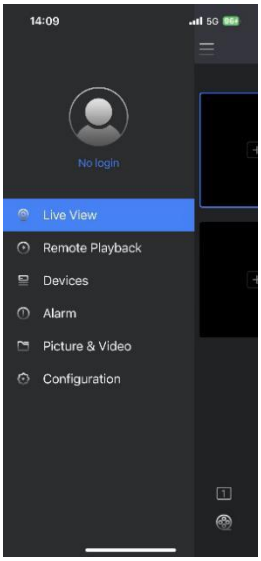

Figure 3.2

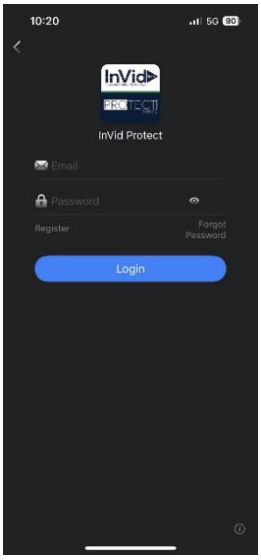

Figure 3.3

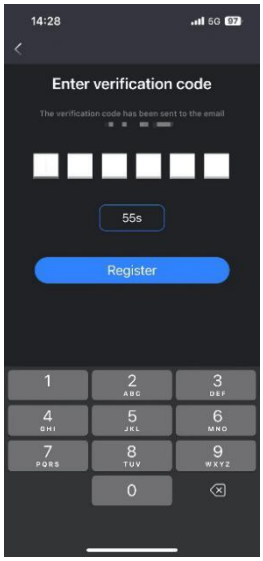

Figure 3.4

Note

You can also register your account via IE web portal: https://www.protectseriesp2p.com and then log into the App by using the account you just created.

3.2. Account Password Reset

You can input the corresponding account information to login or tap "Forget Password" to enter the forget password page (figure3.5) for password reset.

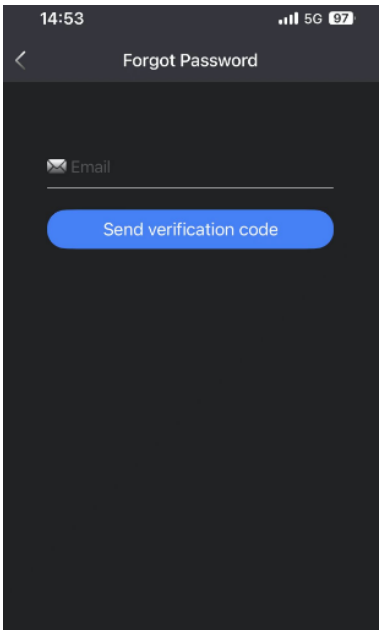

Figure3.5

3.3. Account Logout

You can logout the account by entering into account security page (tap account avatar to enter, see figure3.7 for reference) or configuration page (tap “Configuration” to enter, see figure3.8 for reference).

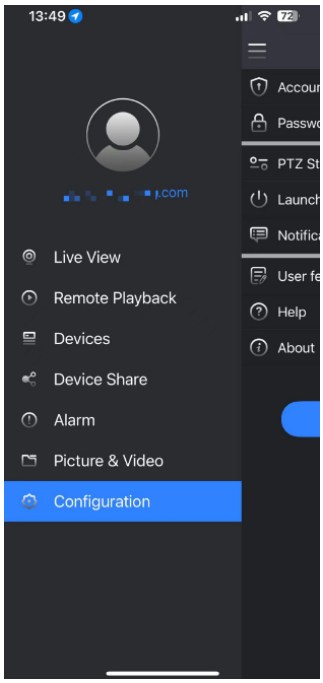

Figure3.6

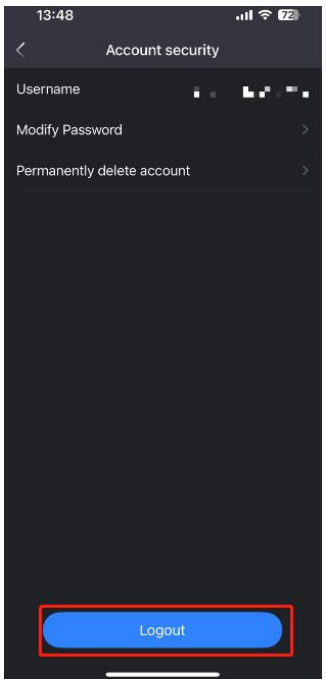

Figure3.7

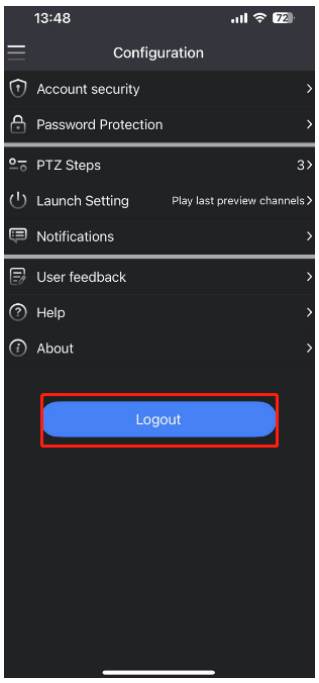

Figure3.8

3.4. Not-login Mode

You can also use the App without logging in, which is called not-login mode. You are not allowed to use share function in this mode but other functions are the same as logging in mode.

4. Adding Device

4.1. Device Adding Introduction

Tap "⊕" icon in the upper right corner of the live view page(see figure4.1 for reference) or "devices" page (see figure4.2 for reference) to enter "Add devices" page (figure4.3) and you can add devices in three different ways including "Scan QR code to add", "Manually add" or "Online devices". The descriptions for each device adding methods are shown as below.

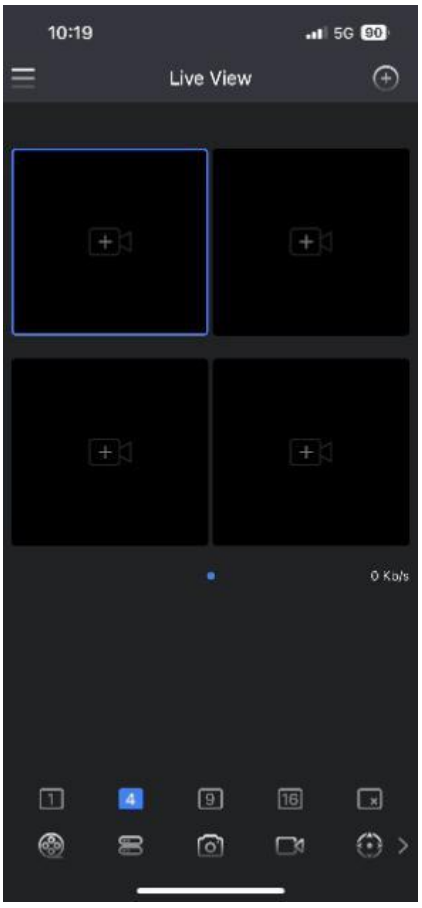

Figure4.1

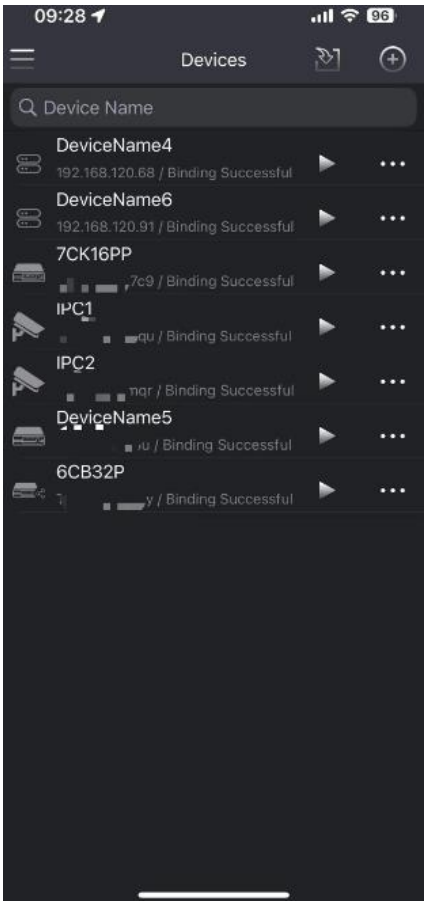

Figure4.2

Adding method	Description
Scan QR Code	The most convenient way to add device and support full device management function(share, remote configuration, device info and delete device)
Online device	Search and add devices which are under the same LAN with your cellphone. You can get lower live view delay in this way
Manual adding	Add device by IP address if you already know the IP address of the device.

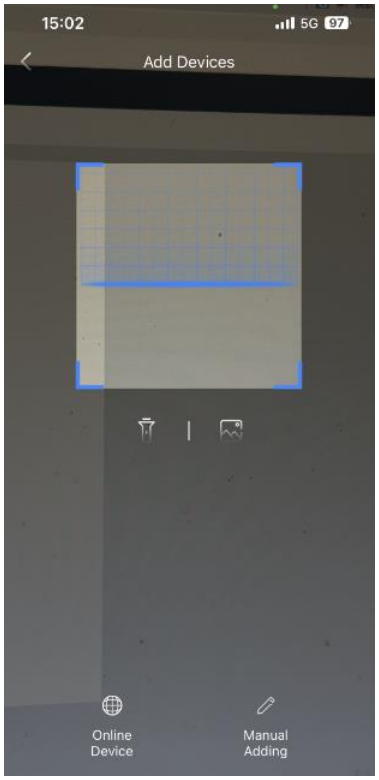

Figure4.3

Icons	Description
	Open the flash light of cellphone
	Scan the saved QR Code in the Photos

4.2. Scan QR Code to Add

Scan the cloud ID‘s QR code on the P2P page of the device you are going to add. The default device name and cloud ID will be shown automatically and then you can tap “Save” button to finish device adding or “Start Live View” to start live view of the camera. See below figure4.4 for your reference.

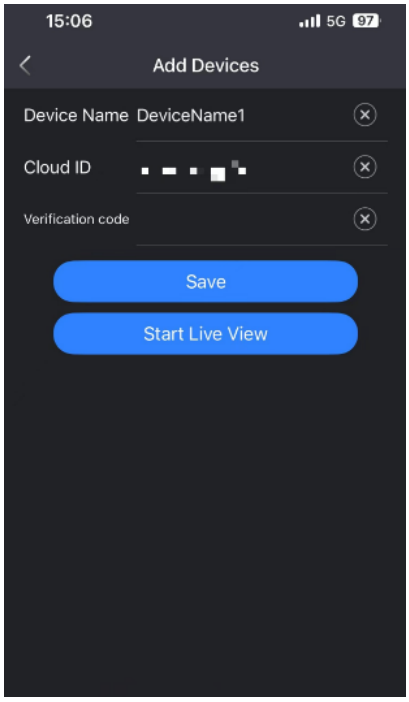

Figure4.4

Note

1. Please make sure the device you are going to add is online before you add.
2. Device name can be modified as your desire.
3. Device need to be unbound if bound by other users.

4.3. Online Device

You could follow below steps to add devices under the same LAN with your cellphone, see figure4.5-4.7 below for your reference.

- ☞ Tap "" icon to enter "LAN search" page and then the devices under the same local area network will be listed.
- ☞ Select the device you need to add and tap "ADD" button.
- ☞ Enter into the "Device Detail" page and then tap "ADD" button.
- ☞ Enter into the "Add Devices" page and then you can tap "Save" button to finish device adding or "Start Live View" to start live view of the device.

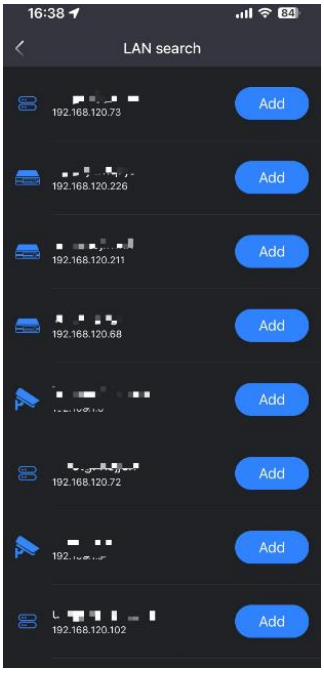

Figure4.5

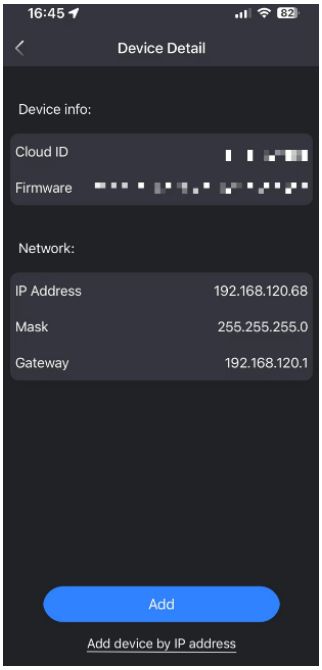

Figure4.6

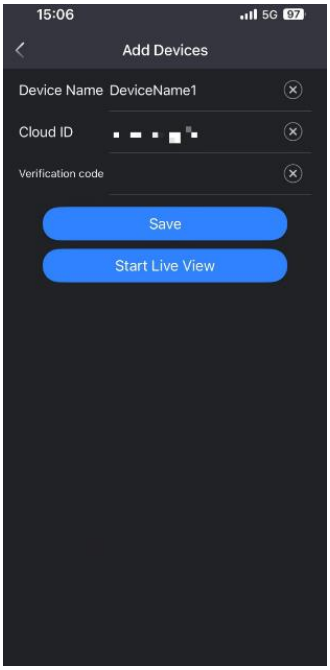

Figure4.7

Please make sure the devices are under the same LAN with your cellphone. If devices still cannot be searched then you can use IP address adding method, see *4.4 Manual Adding* for reference.

4.4. Manual Adding

Tap "" icon to select device type and then enter into the "Add Devices" page, follow the specifications to add devices. See figure4.8 for your reference.

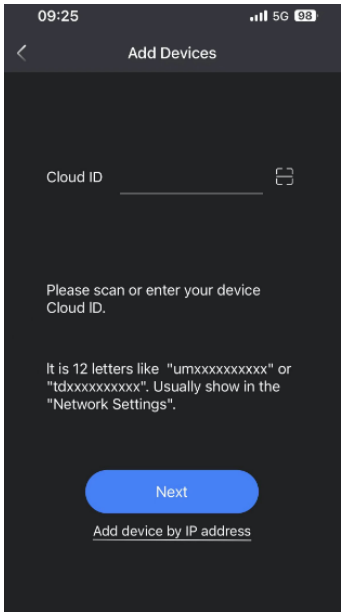

Figure4.8

You could also select “Add devices by IP address” in the bottom of “Add devices” page (figure4.8) if you already know the IP address of the device. Then you will go to “Add devices” page (figure4.9) to finish device adding by filling in the corresponding information.

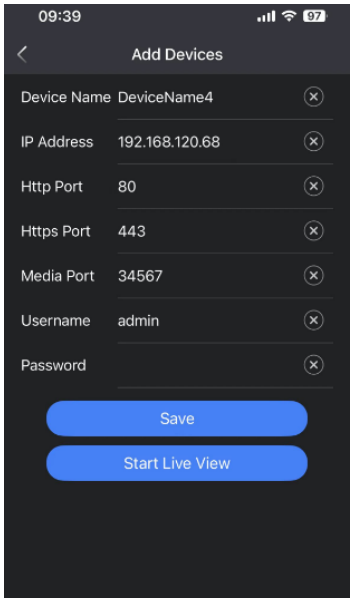

Figure4.9

Devices added by IP address do not support Share function and remote configuration.

5. Live View

5.1. Start/Stop Live view

☞ Tap " " icon in the middle of the live view window or " " icon in the bottom of live view page to select device that you need to start live view.

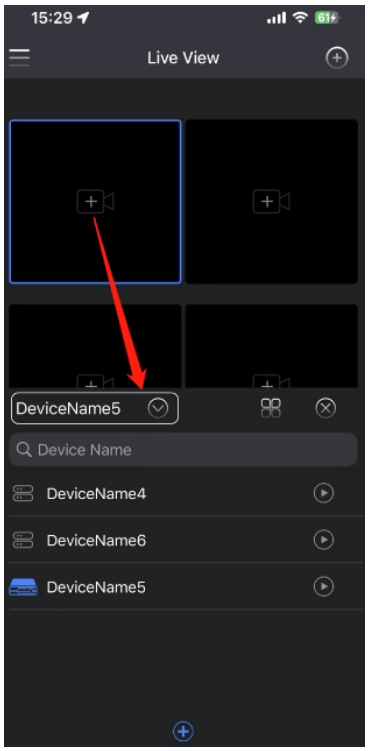

Figure5.1

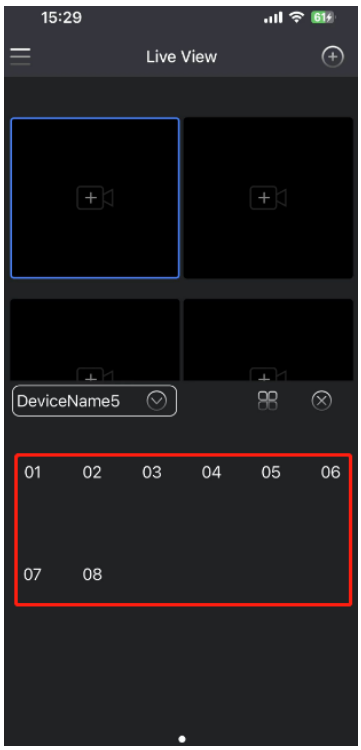

Figure5.2

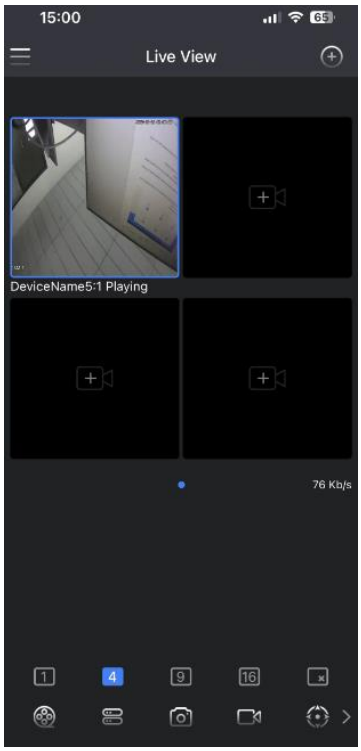

Figure5.3

The icons in the "Live View" page

Icons	Description
	Tap to switch to single channel display
	Tap to switch to 4-split screen live view
	Tap to switch to 9-split screen live view
	Tap to switch to 16-split screen live view
	Tap to start/stop all channels' live view
	Tap to go to remote playback page

	Tap to select live view channel
	Tap to get the snapshot of current live view channel
	Tap to start/stop the local record There will be a red dot in the upper-left corner of live screen if record started
	Tap to open PTZ control interface
	Tap to select the live view image quality among high, medium and low
	Tap to turn on/off the audio
	Tap to turn on /off two-way audio
	Tap to add to favorites (see 5.2 Add to favorites for detailed configuration)
	Tap to select alarm out type among “Schedule”, “Manual” and “Stop”, Schedule means the alarm output device will be activated when the NVR detects the alarm. Manual means the alarm output device will be activated after choosing the Manual and press the button Apply. Stop means the alarm output device is not on-guard.
	Tap to switch between real-time mode and fluent mode. **Real-time mode:** The video transmitted by the device to the App will appear stuck or the video will be played at an accelerated rate. **Fluent mode:** There will be a few frames delay in the video transmission between the App and the device.
	Tap to switch between “original aspect ratio” and “stretch to fit screen ”

- ☞ You can switch to single channel display by double tapping the corresponding live view channel.
- ☞ The single channel live view image can be made bigger or smaller by spreading or pinching them with two fingers to get more details.
- ☞ You can long press and hold the live view window then drag it to the location you want to place or to the “delete area” to stop the current live view channel.

5.2. Add to favorites

You can follow the steps below to add the selected channel to favorites

- ☞ Tap “ ” icon to pop up the “favorites” menu (see figure5.4 for your reference).

- Tap "⊕" at the bottom of pop-up menu to create a new "favorites".
- Tap "⊕" at the right side of the "favorites" just created to add the selected channel to favorites (it can only be added if the channel live view is started).

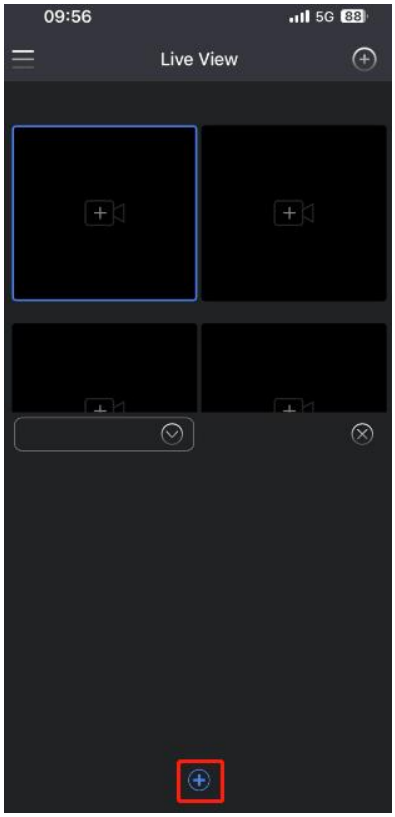

Figure5.4

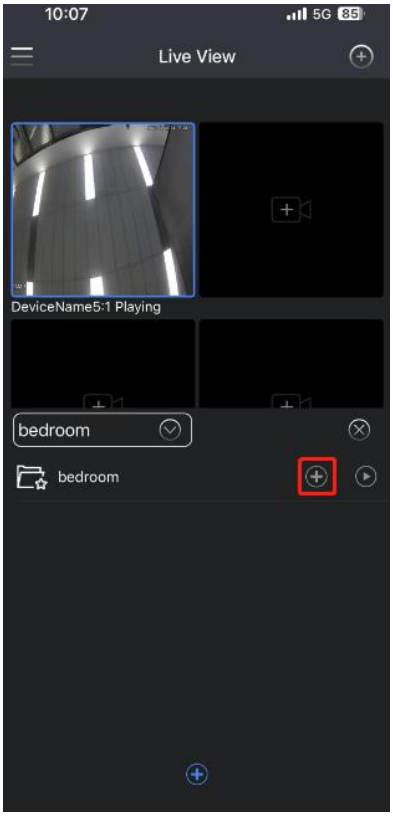

Figure5.5

Note

Long press the favorites name or channel name to edit/delete favorites or remove the channel from favorites. See below figure5.6-5.7 for reference.

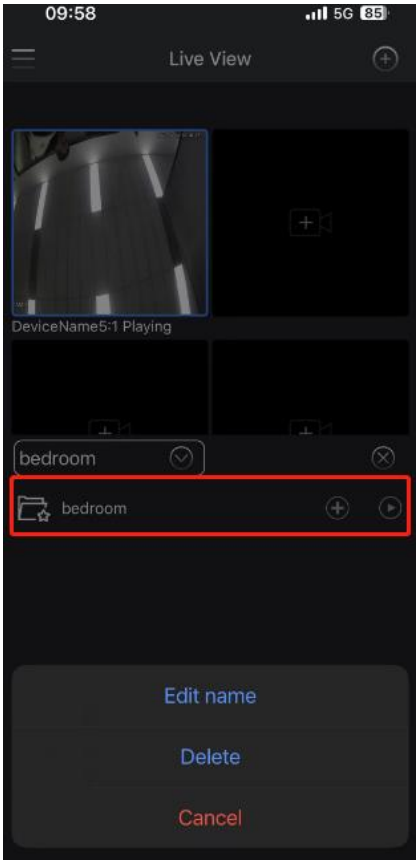

Figure5.6

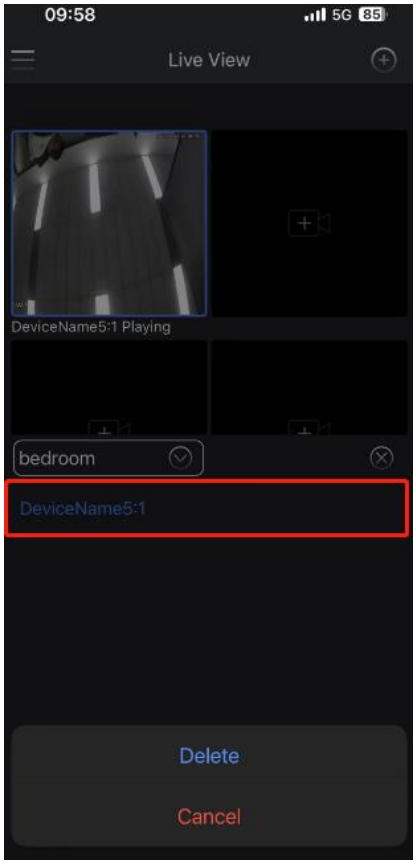

Figure5.7

5.3. PTZ Control

Tap “” to pop up the PTZ control menu as figure5.8 shows. You can check the function description for reference.

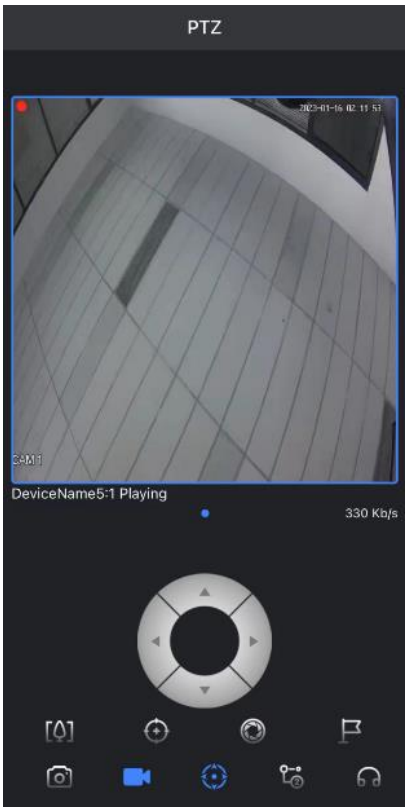

Figure5.8

Icons	Function description
	Tap to pop up zoom in/out window
	Tap to pop up focus window
	Tap to pop up iris window
	Tap to pop up pre-set point window

Only the device with PTZ function supports pre-set point setting.

6. Remote Playback

6.1. Start/Stop Playback

You can start channel remote playback in two methods. You can see below playback page for reference.

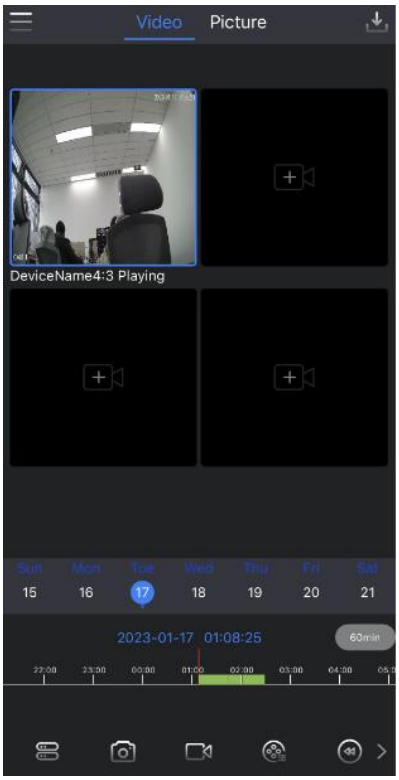

Figure6.1

Method 1

☞ Select “Remote Playback” from the menu to go to playback page as shown in figure6.2.

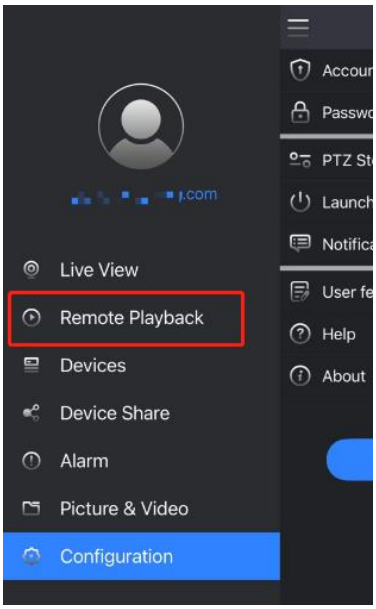

Figure6.2

- Tap " " in the middle of channel window or " " at the bottom of playback page to select remote playback channel.
- The playback video will be started automatically if playback video exists on that day (the default playback date is current date).
- You can slide the "date bar" to the date you need to playback(the small blue dot will be under the date if playback exist on that day, see " " for reference)
- The corresponding record will be marked with green (means normal recording), red (means event recording) or yellow (means manual recording) on the timeline.
- To stretch or shorten the timeline you could tap the button at the right side of the timeline.

Icons	Description
	The length of time in each cell is 60 minutes
	The length of time in each cell is 30 minutes
	The length of time in each cell is 5 minutes

Method 2

- ☞ Tap " " icon at the bottom of live view page and it will go to remote playback page of the current channel.
- ☞ Please refer to the **Method1** for the following operations.

Only if a playback video of the selected channel exists are you able to go to the playback page.

The icons in the "Playback" page

Icons	Function description
	Tap to get the snapshot of current playback channel
	Tap to start/stop the local record of playback. There will be a red dot in the upper-left corner of live screen if record started
	Tap to pop up recording search window and you are able to search recordings by type and time
	Tap to switch playback stream between mainstream and sub stream
	Tap to select rewind speed
	Tap to pause recording playback
	Tap to select fast forward speed
	Tap to stop all channel's playback
	Tap to go to the live view page of the selected playback channel

6.2. Recording File Download

You can follow the steps below to download the playback recording file.

- ☞ Tap " " icon in the upper-right corner of playback page
- ☞ The video clipping frame will be popped up and you can adjust the length of clipping frame as you desire with your finger (see figure6.3 for reference).

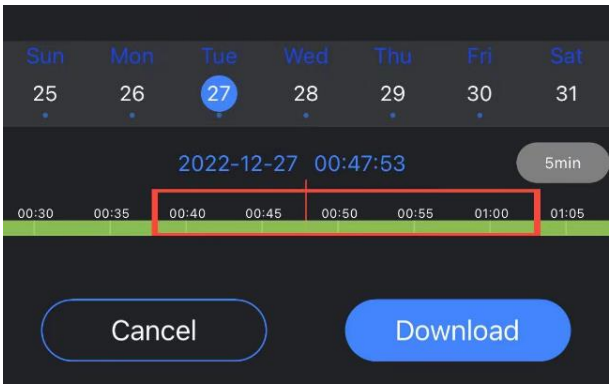

Figure6.3

- Tap “Download” button to start recording file downloading and you will see a new file download prompt (see “ ” for reference) in the upper-right corner of playback page.
- Tap “ ” to go to download management page like figure6.4 shows and you can see the downloading file status and stop downloading or delete the file.

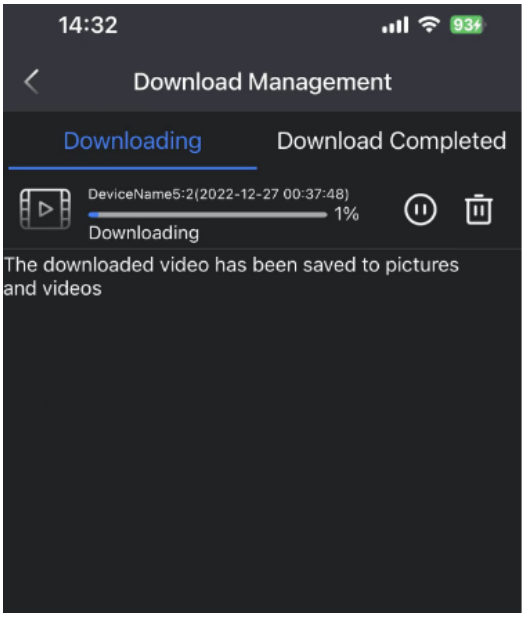

Figure6.4

- The downloaded file will be listed under the “Download Completed” tab like figure6.5 shows and you can tap “ ” to play the recording or check the file under “Picture & Video” page.

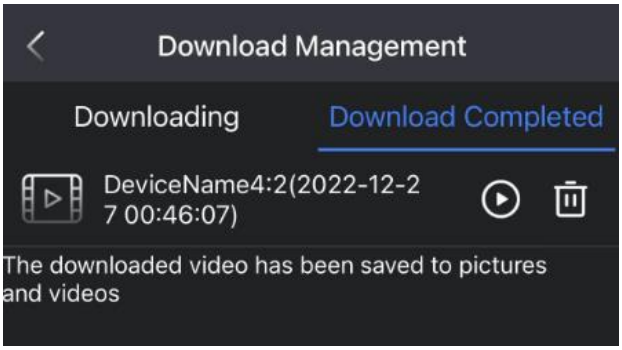

Figure6.5

Note

The download speed is limited by the network conditions of the device and cellphone. If the download progress is very slow, you can reduce the length of the download video.

6.3. Picture Search

You can search the snapshots that captured by device and remote view in the picture playback page. See figure6.6 below for reference.

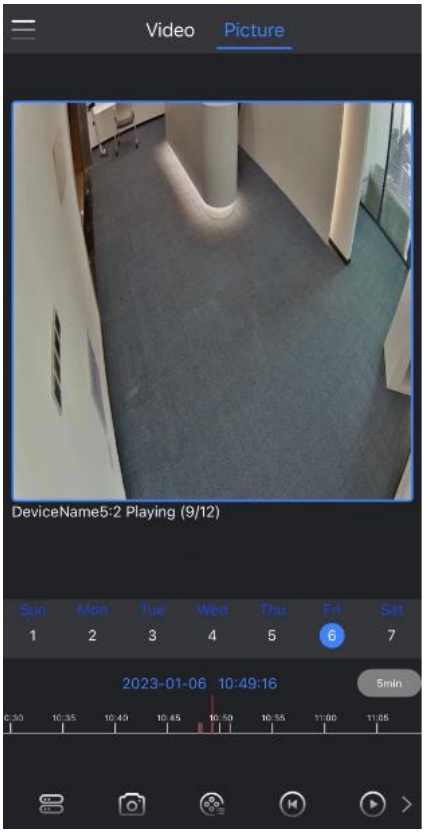

Figure6.6

Follow the steps below to get started.

☞ Tap “Picture” tab to go to picture remote view page

- Tap " " in the middle of channel window or " " at the bottom of remote picture view page to select remote playback channel.
- The pictures will be played alternately if playback picture exists on that day (the default playback date is current date).
- You can slide the "date bar" to the date you need to playback(the small blue dot will be under the date if playback exist on that day, see " " for reference)
- The timeline will be marked with red if there is picture exists.

The timeline operations are same as video playback.

7. Device Management

7.1. Device Management Page Introduction

Enter “Devices” page from menu and you will see the device management page like figure7.1 shows below. All the devices added will be listed and you can manage them here.

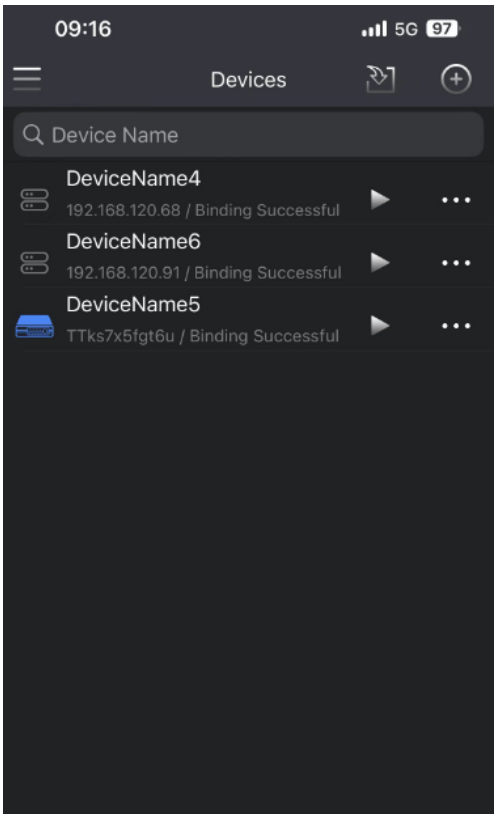

Figure7.1

The icons in the “Devices” page

Icons	Function description
	Import devices from your old account
	Start live view of the corresponding device
	Pop up the device management window and you can do device share, remote configuration, check device info and delete device here
	Tap to go to device adding page

7.2. Remote Configuration

Tap "···" icon at the right side of the listed device and then tap "remote configuration" to enter into remote configuration page (see figure7.2 below for reference). You can check the storage status of the device here.

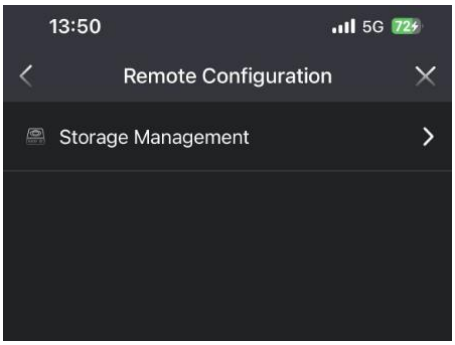

Figure7.2

Only remote storage management is supported now.

7.3. Device Info.

Tap "···" icon at the right side of the listed device and then tap "Device info" to enter into device information page (see figure7.3 below for reference). You can check cloud ID and channels of the device or modify device name/delete device under this page.

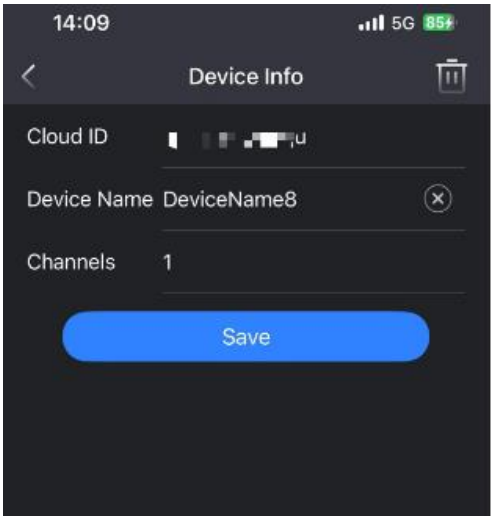

Figure7.3

8. Device Sharing Management

8.1. Device Share

You can follow the steps below to share the device.

☞ Tap "•••" icon at the right side of the listed device (see figure 8.1 for reference) you are going to share and press "Share" to enter into device share page (see figure8.2 for reference).

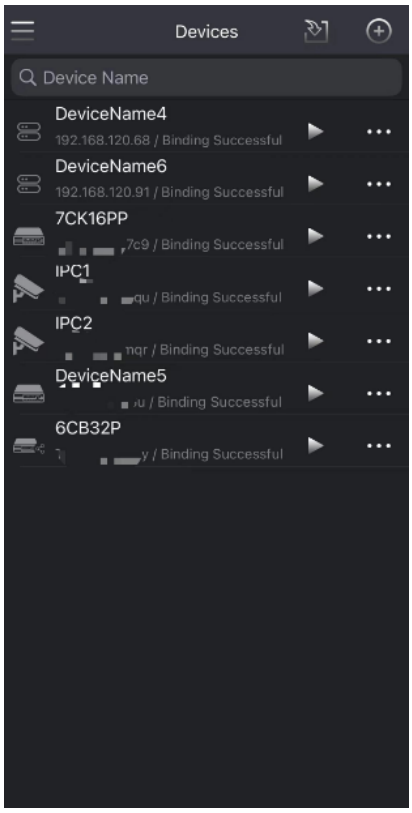

Figure8.1

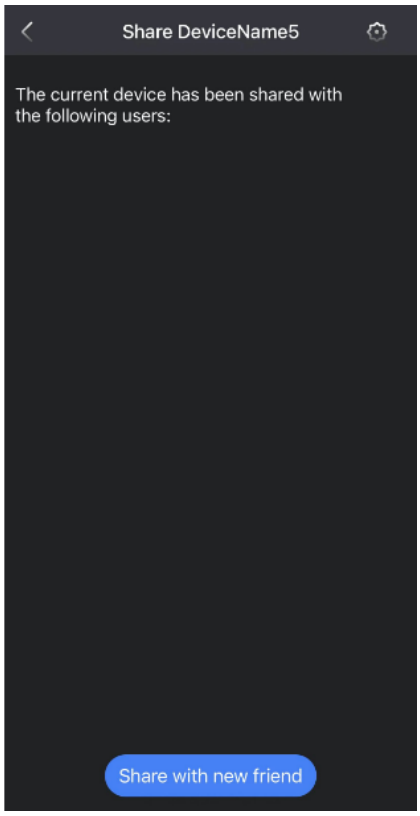

Figure8.2

☞ Tap "⚙" icon in the upper right corner of the device share page to manage the default permissions of the person you are going to share with. You are able to check "live view", "remote playback" and "alarm" permissions or sharing period here like figure8.3 shows below.

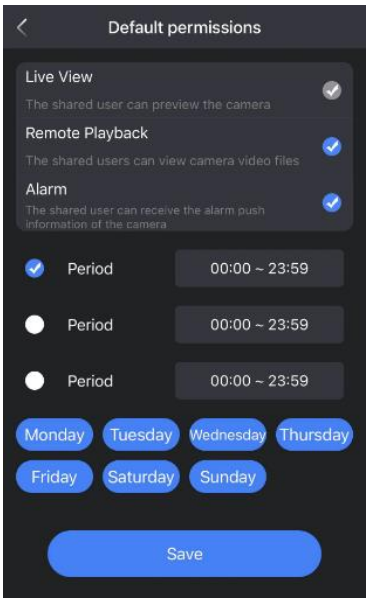

Figure8.3

- ☞ Tap “Share with new friend” to enter sharing permission settings page and you can check or edit the permissions of the corresponding channel.
- ☞ Tap “next” (for NVR/XVR) or “confirm” (for IPC) to enter “share to” page like figure8.4 shows below.

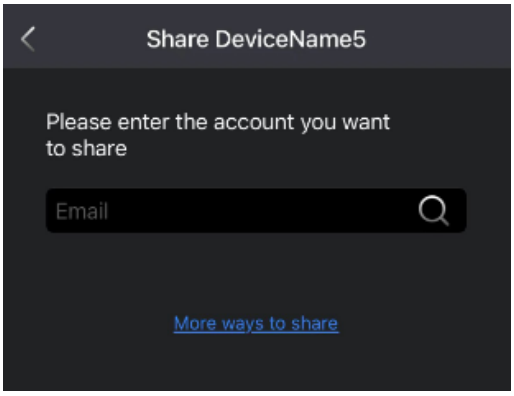

Figure8.4

There are two methods to share.

Method1

Enter the account info you are going to share and then tap “” icon to search the account. The result will be listed below and you can tap “” at right side of the account to share. See figure8.5 below for reference.

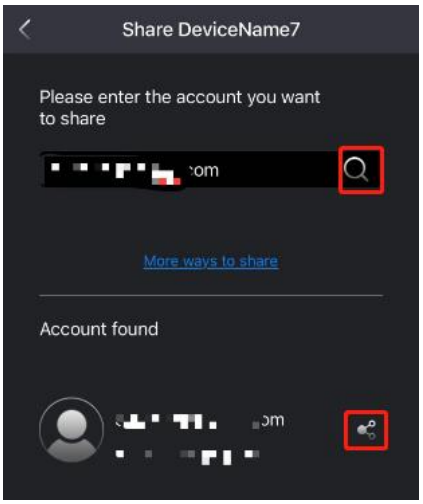

Figure8.5

Method2

Tap “more ways to share” then the QR code and share link of the device will be generated automatically you can follow the instructions like figure8.6 shows to finish device sharing.

Figure8.6

☞ The shared device will be listed under “device share” page like figure8.7 shows. The status is “Wait accept”, once the person you shared to accept the sharing invitation then the status will be turned to “Accept”

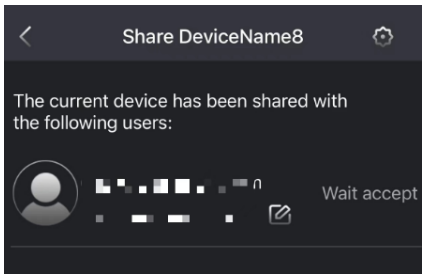

Figure8.7

1. The App will push a notification to the person you shared to and the person need to accept the sharing invitation then the whole sharing process is completed.
2. The “Share to” or “Share from” devices will be listed in the “Device Share” page where you are able to manage the shared devices. Please see *8.2 Device Sharing Management* for detailed information.

8.2. Sharing Device Management

Tap “Device Share” in the menu to enter into sharing device management page. You can check “Share to” or “Share from” devices like figure8.8 shows below.

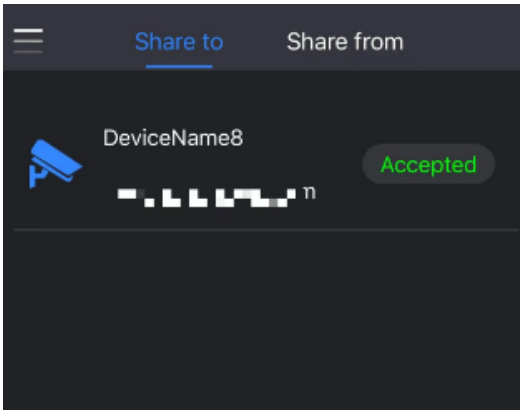

Figure8.8

8.3. “Share to” Management

Tap the shared device to manage, you can see figure8.9 below for reference. You can change the remark name/edit permissions/cancel share.

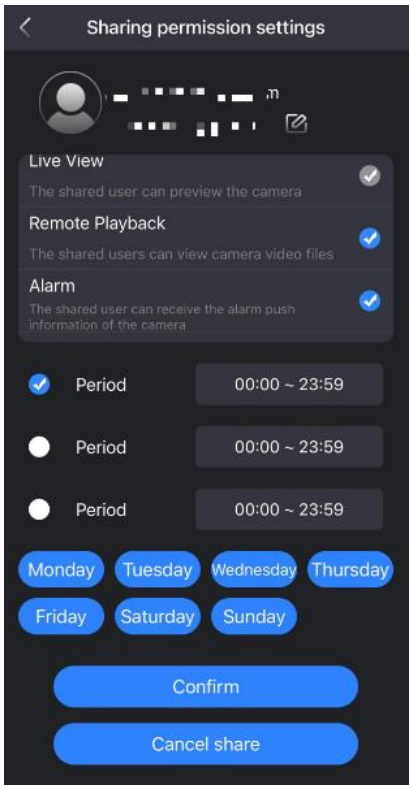

Figure8.9

8.4. “Share from” Management

Tap “Share from” tab to check the devices shared from others, see figure8.10 below for reference.

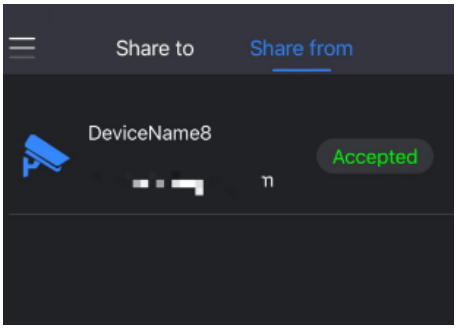

Figure8.10

Tap the shared device to manage, you can see figure8.11 below for reference. You can change the remark name or cancel share.

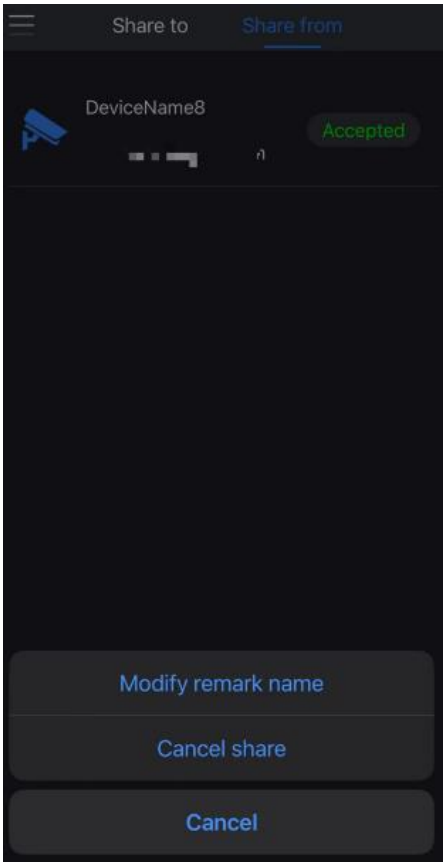
Share to
Share from
DeviceName8
Accepted
Modify remark name
Cancel share
Cancel

Figure8.11

9. Alarm Message Management

9.1. Alarm Message Page Introduction

Tap “Alarm” in the menu to go to alarm message management page. All the alarms triggered by devices are saved and displayed under alarm management page like figure9.1 shows.

Figure9.1

The alarm message will be marked with red if it is unread and you can tap the message to read the alarm massage. You can also go to the live view page or remote playback page of the triggered channel by tapping the “” icon on the right side of the corresponding alarm message, see figure9.2 below for reference.

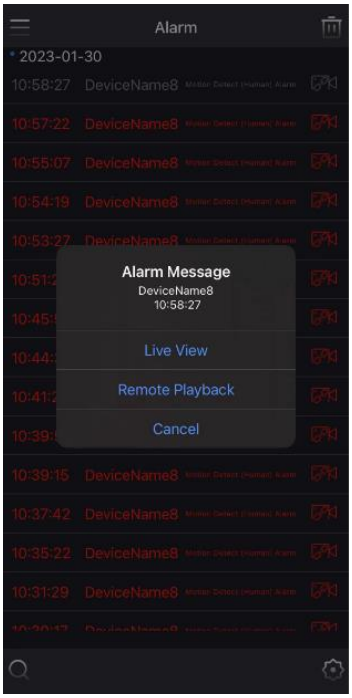

Figure9.2

The alarm message will be turned to gray if read and you can also one-key delete all the messages by tapping the "🗑" icon in the upper right corner of alarm message page.

9.2. Alarm Settings

Follow the steps below to configure alarm rules of the device.

☞ Tap "⚙" icon in the lower right corner of alarm page(figure9.1) to go to alarm setting page shows below. All the devices added will be listed here.

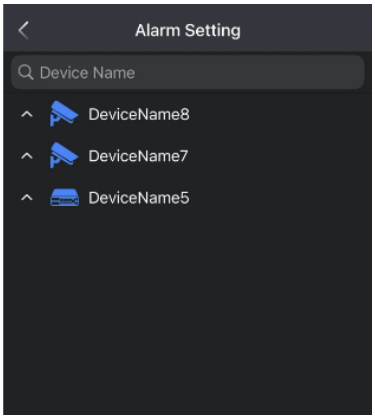

Figure9.3

☞ Tap the device you are going to configure and the alarm types will be listed accordingly like figure9.4 shows.

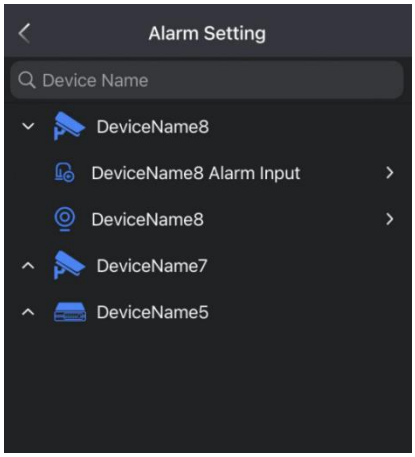

Figure9.4

See below icon description for your reference.

Icons	Function description
	External alarm input
	Event alarm triggered by camera

☞ Tap the corresponding alarm type you are going to configure then you can choose to push notifications or not and select the specific alarm you need to receive like figure9.5-6 show.

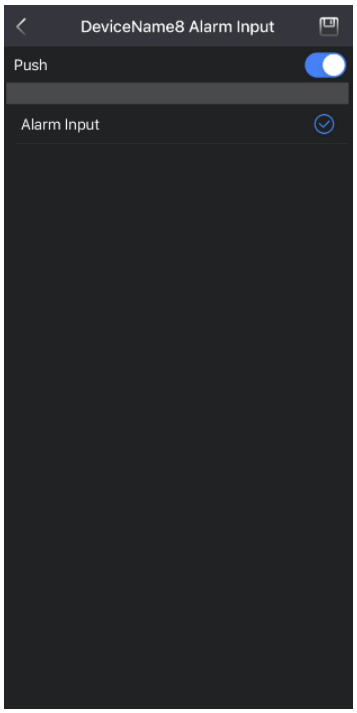

Figure9.5

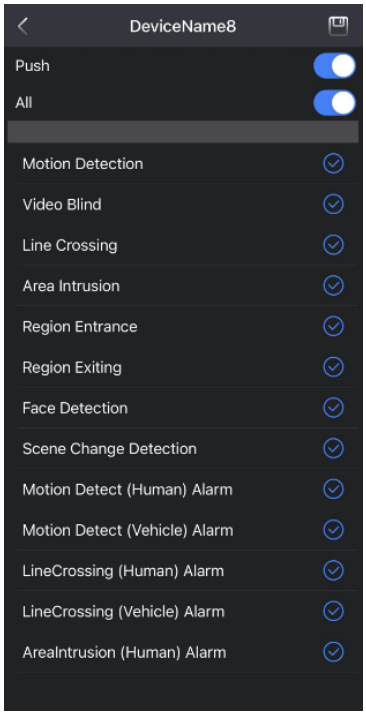

Figure9.6

☞ Tap " " in the upper right corner of the alarm type setting page to save the settings.

9.3. Alarm Search

Follow the steps below to search the alarm messages of the device.

☞ Tap "" icon in the lower left corner of the alarm message page to go to alarm search page as shown in figure9.7.

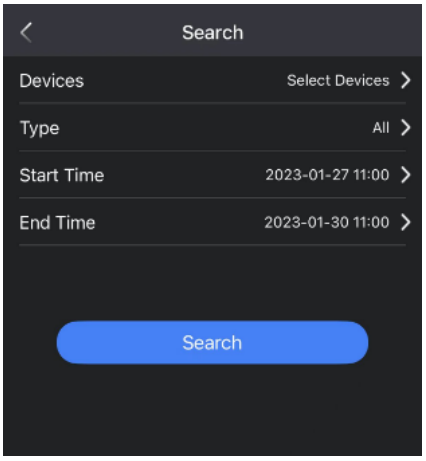

Figure9.7

☞ You can select the device, event types and arming time period as conditions to search the alarm messages.

☞ All the alarm messages will be listed and displayed like figure9.8 shows below. You can check the alarm message details by tapping "" icon on the right side of the corresponding alarm message.

Figure9.8

9.4. Alarm Push

Your cellphone will receive a push notification as shown in figure9.9-9.10 once push settings are configured.

Figure9.9

Figure9.10

In order to ensure can receive the push notifications, please make sure all the settings below are correct.

1. Allow Notifications is enabled in the settings of your cellphone.
2. Do Not Disturb is disabled in your surveillance APP, you can go to notifications setting page to enable/disable through Menu→Configuration→Notifications.
3. Make sure the push notification is enabled in the alarm settings of the corresponding device, see *9.1 Alarm Settings* for reference.
4. Make sure the corresponding event is enabled in the event settings on device side.

10. Picture & Video Management

All the snapshots and local recordings will be saved to “Picture & Video”, you can tap “Picture & Video” in the menu to go to Picture & Video management page as shown in figure10.1 below.

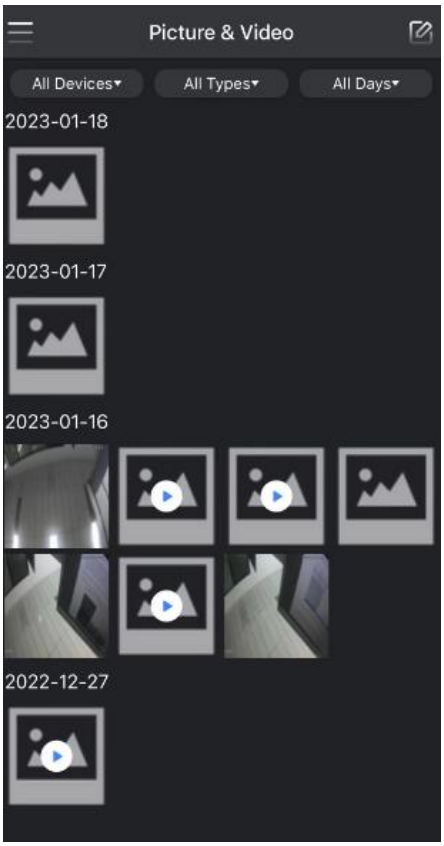

Figure10.1

- ☞ You are able to use the filter on the top of Picture & Video management page to check the snapshots or local recordings that have been saved on your cellphone.
- ☞ You can tap “” on the upper right corner of Picture & Video management page to multi-select the snapshots or recordings for more options, see figure10.2 below for reference. You can tap “” to select all the pictures and videos, tap “” for more options on cellphone, tap “” to delete the snapshot or recording.

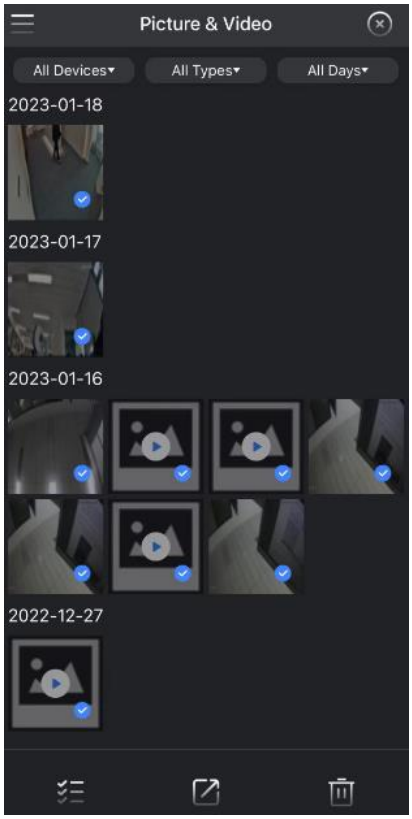

Figure10.2

☞ You can tap the snapshot or recording to view the details like figure10.3-10.4 shows below for reference. You can tap "" on the upper right corner of picture or video view page to have more operations on your cellphone or "" to delete the snapshot or recording.

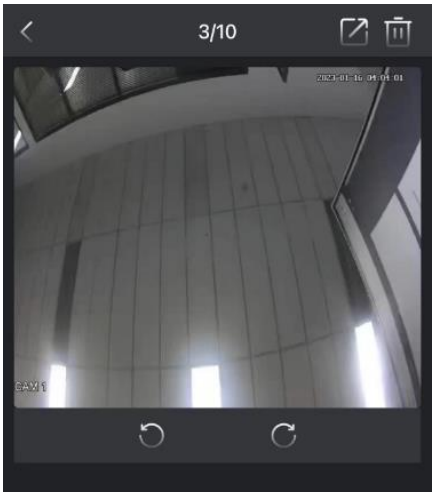

Figure10.3

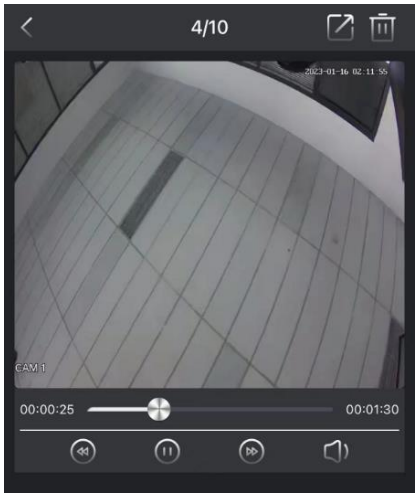

Figure10.4

There might be minor layout differences between iOS and Android smart phones. You can check the operations above for your reference.

11. Configuration

Tap “Configuration” in the menu to go to configuration page as shown in figure11.1 and you can have more options for the APP.

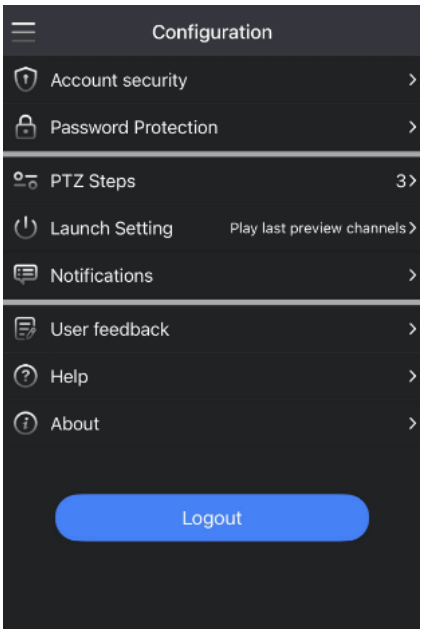

Figure11.1

11.1. Account Security

☞ Tap “Account security” in the configuration page to go to account security setting page as shown in figure11.2 below and you can modify password or delete account permanently.

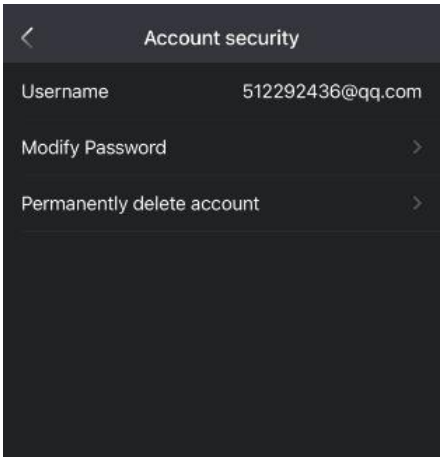

Figure11.2

☞ Tap “Modify Password” to go to password modification page as shown in figure11.3, you can follow the specifications to get password modified.

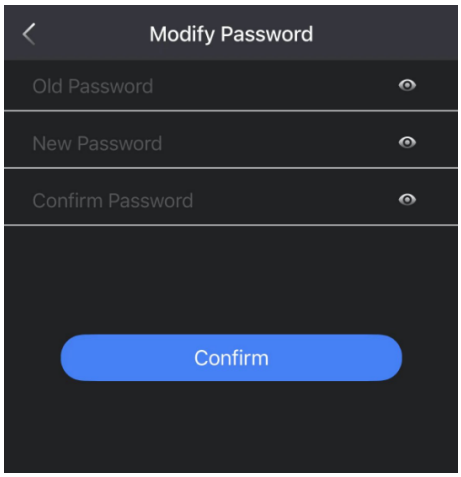

Figure11.3

☞ Tap “Permanently delete account” to go to account delete page as shown in figure11.4 and you need to read the specifications and then choose to delete the account permanently.

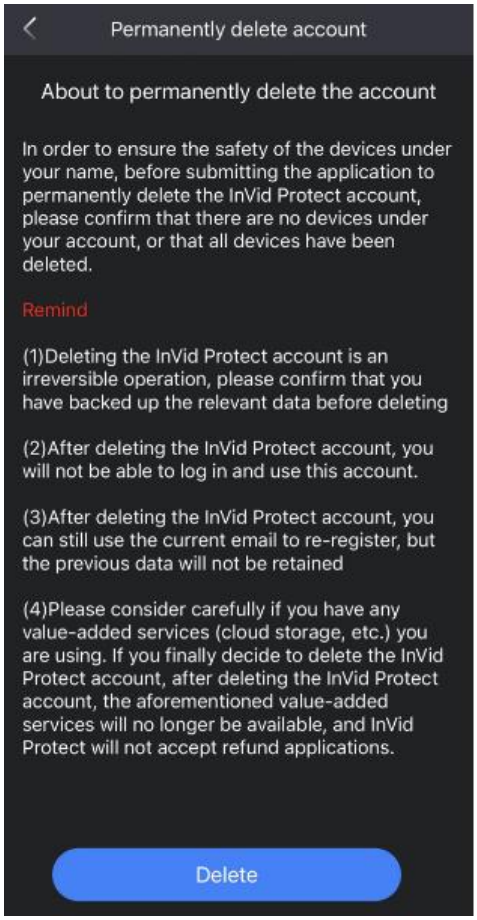

Figure11.4

11.2. Password Protection

Password protection is used for privacy protection when the user run the APP in the background and the user need to unlock the APP with the password you set for privacy protection.

☞ Tap “password protection” in the configuration page to go to password protection setting page as shown in figure11.5 below and it is disabled by default.

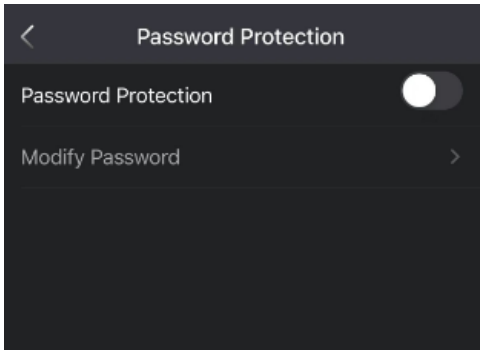

Figure11.5

☞ Enable “Password Protection” and the password setting page will pop up for password input as shown in figure11.6.

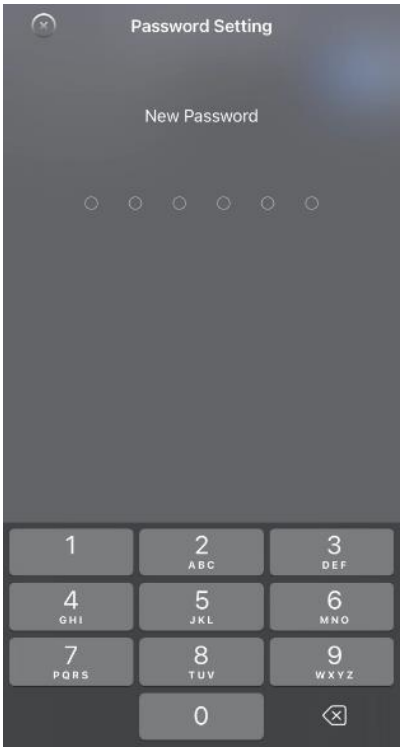

Figure11.6

☞ Follow the password setting steps to finish password generation and you can also modify password by tapping “Modify Password” to start password modification process.

11.3. PTZ Steps

You can configure pan or tilt speed of the camera by setting the PTZ steps from 1 to 8, the bigger the number of step is, the faster the camera pan or tilt is.

☞ Tap “PTZ Steps” in the configuration page to select the PTZ steps from 1 to 8 as shown in figure11.5 below.

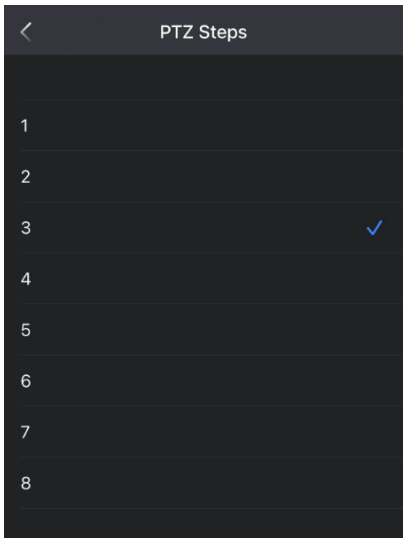

Figure11.5

Only camera with PTZ function supports PTZ steps setting.

11.4. Launch Setting

You can choose to play last live view channels you exited last time, favorite group or device when you re-launch the APP.

☞ Tap “Launch Setting” in the configuration page to select which play mode you are going to choose as shown in figure11.6 below.

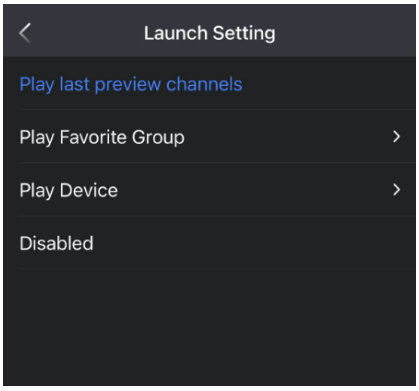

Figure11.6

☞ Choose a play mode you need when you launch the APP, see the descriptions below for reference.

- Play last preview channels means live view channels will be the same as you exited the APP last time when you re-launch the APP.
- Play favorite group means the devices that you added to favorites will start live view automatically when you launch the APP.
- Play device means you can select a certain device to start live view automatically when you launch the APP.
- Disable means no channel live view will be started when you launch the APP.

11.5. Notifications

You can check notifications settings and configure push message in the notifications management page.

☞ Tap “Notifications” in the configuration page to go to notifications management page as shown in figure11.7 below.

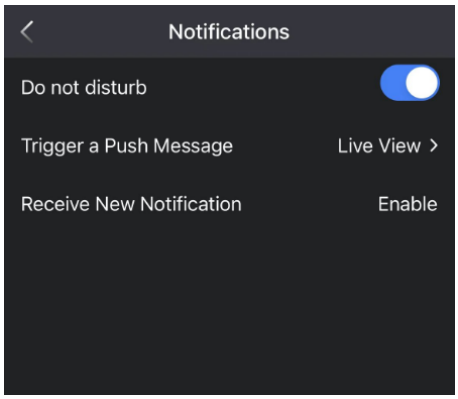

Figure11.7

☞ You can enable/disable Do Not Disturb function here. Do Not Disturb means APP will not receive push notifications anymore.

☞ Tap “trigger a push message” to pop up a selection list like figure11.8 shows, you are able to choose among “alarm”, “live view” and “remote playback”. See the descriptions below for reference.

- Alarm means you will go to alarm message management page directly like figure9.1 shows when you tap the alarm message after you receive the push notification.
- Live View means you will start live view of the triggered channel directly when you tap the alarm message after you receive the push notification.
- Remote Playback means you will start remote playback of the triggered channel directly when you tap the alarm message after you receive the push notification.

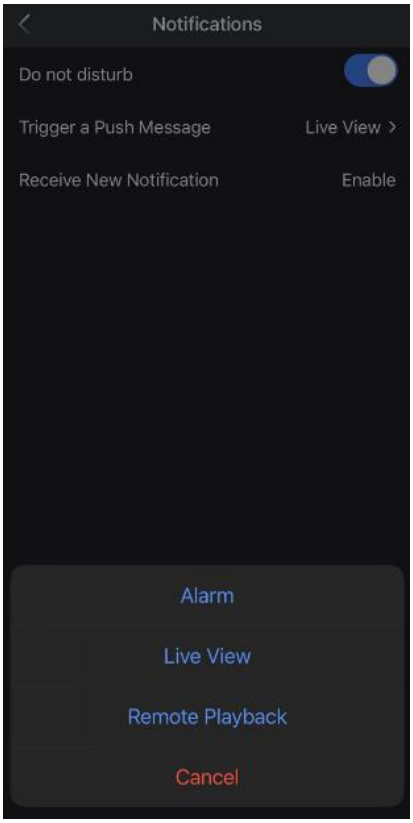

Figure11.8

☞ Check “Receive New Notification” status, “Enable” means allow notifications is enabled on your cellphone and “disable” means allow notifications is disabled on your cellphone.

Note

Only iOS system support check “Receive New Notification” status in the notifications page, for Android system please go to cellphone setting page to check the notification of APP is enabled or not.

11.6. User Feedback

You can send us feedbacks by entering into user feedback page as shown in figure11.9 and follow the specifications to submit the feedback.

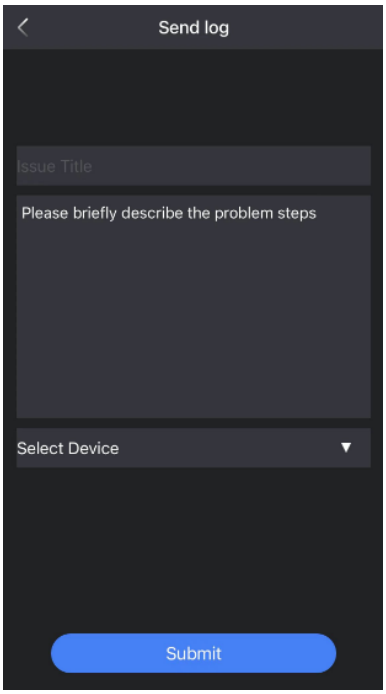

Figure11.9

11.7. Help

Tap “Help” in the configuration page to go to help page as shown in figure11.10 below and FAQs are listed for your reference.

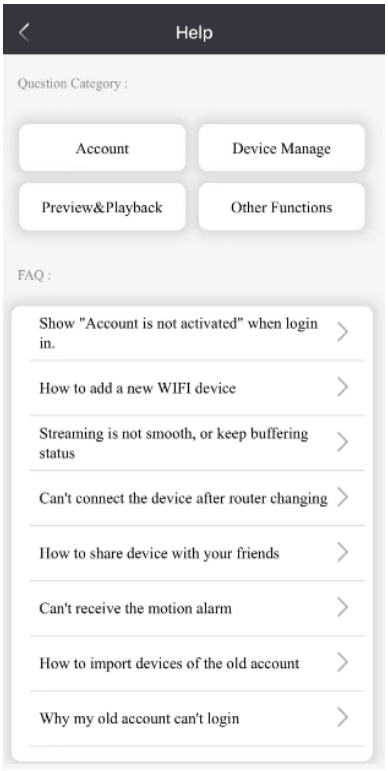

Figure11.10

11.8. About

You can check APP version and privacy policy in the About page as shown in figure11.11 for reference.

Figure11.11