iBridgeVideo® App
User's Guide

OI397BLF 9/18

The iBridgeVideo app enables you to access 24/7 recorded and live video feed, as captured by your Napco security camera(s). iBridgeVideo incorporates many useful features, including video Motion Detection and alert notifications, allowing you to remain attentive to your protected premises.

Getting Started

When you first run the iBridgeVideo app, the login screen opens:

iBridgeVideo App Login Screen

Your alarm dealer will provide you with your personal username and password. **Note:** Your username may be in the form of various characters or simply your email address. Type your username in the **Account/Mail** field, then type your password in the **Please enter password** field, then tap **Log in**.

Using the installation instructions included with your camera, install, power and enroll your camera(s) into your iBridgeVideo account using the iBridgeVideo app.

The Device "Home" Screen

After you log in, the **Device** "Home" screen opens, shown below (this screen can always be accessed by tapping the **Device** icon at the bottom of the screen).
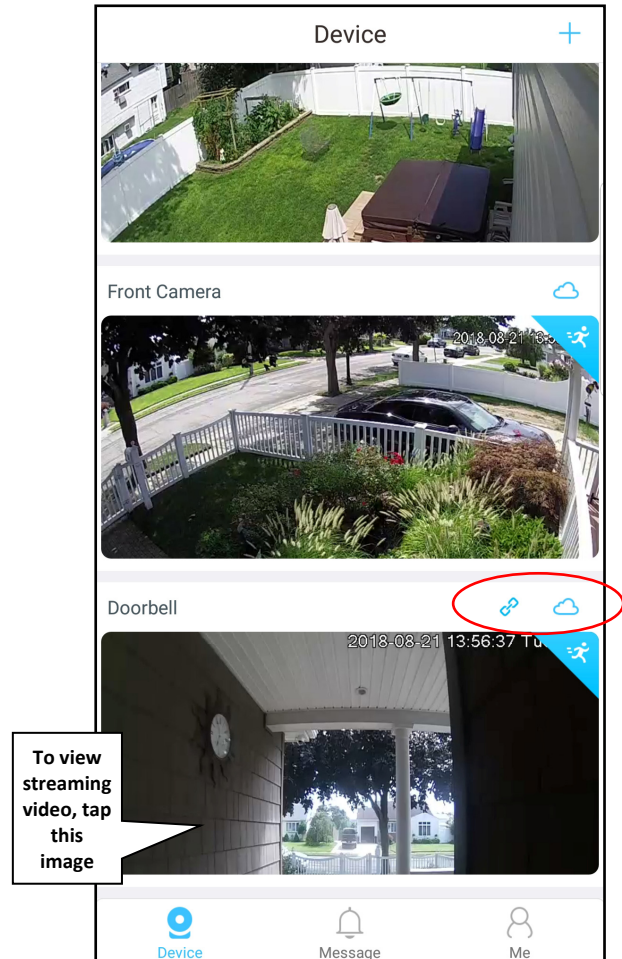
Device "Home" Screen: "Link Chime" and "Cloud" icons (circled)

Each picture displays a static image of an individual camera. To view live streaming video, tap the image.

As shown in the above image and also below, there is a **Cloud** icon located above and to the right of each image. If an iBridgeVideo **IBV-DBELL** *Video Doorbell* is enrolled into the system, the **Link Chime** icon will appear:
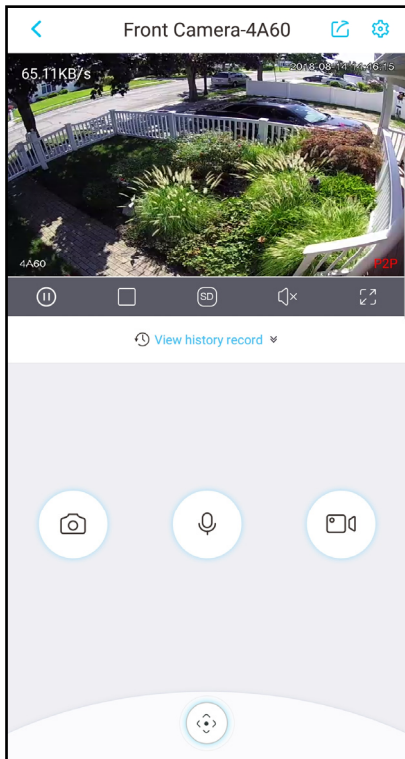

"Link Chime" (left) and "Cloud" (right) icons

For new cameras not yet enrolled for Cloud Recording, the **Cloud** icon is colored gray (blue when enrolled).

Viewing Streaming Video

Several icons are available when viewing streaming video.

The icons in the above screen, starting at the top, from left to right:

Back
Tap to go back to the **Device** "Home" screen (shown on page 1).

Device Share
Shortcut to open the **Device Sharing** function in the **Device info** screen. The **Device Sharing** function allows you to send the current image or video to a previously specified user. If you do not currently have any shared users, tap the **Add User to Share** button and type the name of an iBridgeVideo account in the field provided.

Device Info ("Gear" Icon)
Tap the "gear" icon to open the **Device Info** screen to configure the various attributes of your camera (see page 6 for details).

Local snapshot
Tap to save an image of the current video stream at the instant the icon is tapped. A .jpg of the image is saved to your local device.

Microphone (Audio)
Enable / disable two-way audio in the live video feed. Enabled when viewing live video feed; grayed out ("ghosted") during playback (for devices equipped with microphones).

Local Video Recording
Records and saves a segment of the video stream to your local device. The first tap designates the beginning of the segment, the second tap ends the segment and saves the video to your local device.

P/T Control
Enabled for pan / tilt video cameras only, tap to display the pan / tilt controls.

Pause/Stop
Tap to end the streaming video.

Single View / Quad View
Toggle between a standard (single) camera view and a quad (4-camera) view (four different video inputs viewed simultaneously; icon shown at right).

Standard Definition / High Definition
Toggle between viewing standard and high-resolution streaming video.

Speaker On/Off
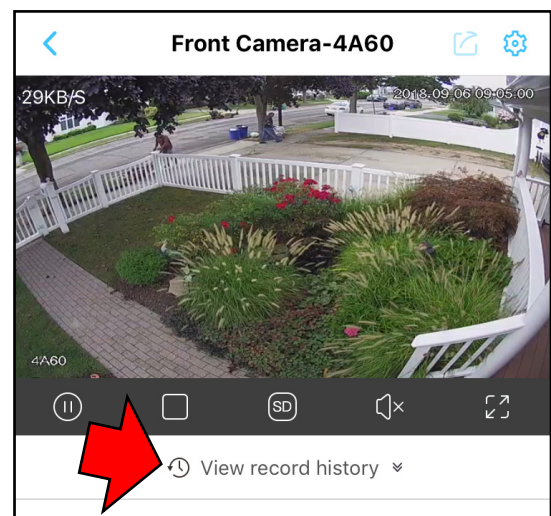For devices with microphones, tap to toggle the speaker on/off (off = default).

Expand
Tap to expand to landscape view.

View Recorded History

To review previously stored video, tap **View history record** when viewing streaming video (see arrow in the image below).

Tap **View record history** to open the screen shown

below, allowing you to access and view motion-activated video clips that have been saved to the **cloud** (notice the blue "Cloud" icon is active by default).

These cloud video clips remain accessible for up to 15 days. To scroll through the dates, tap the left ("**<**") and right ("**>**") arrows. In addition, the timeline allows for "pinch-to-zoom" (i.e. you can use more than one finger to zoom in and out of the timeline, to increase or decrease the timeline precision displayed).
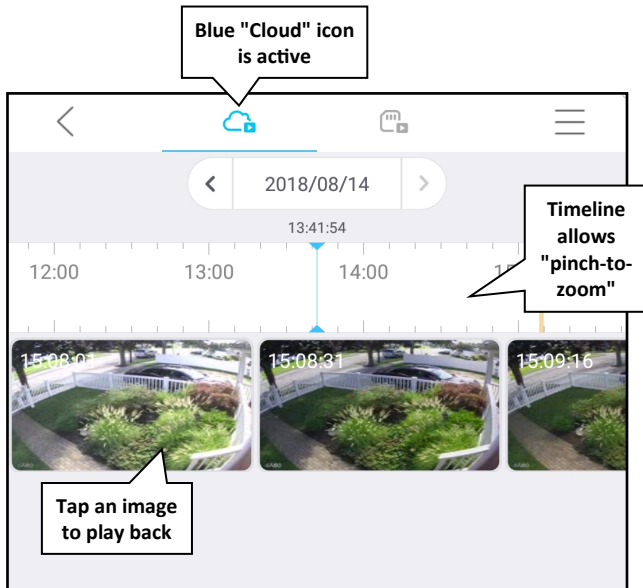

The screen shown above displays the following icons:

Back
Tap to return to the **Device** "Home" screen (example shown on page 1).

Cloud Video
Tap to review video stored in the cloud (default selection). When active, this "Cloud" icon is the color blue.

Stored Video
Tap to review video stored in the device. When active, this "Memory Card" icon is the color blue.

List
Tap to open a scrollable list of all available videos for viewing, stored in either the cloud (default) or the device. At the top of this screen, tap the **Cloud Video** or the **Stored Video** icon, as needed.
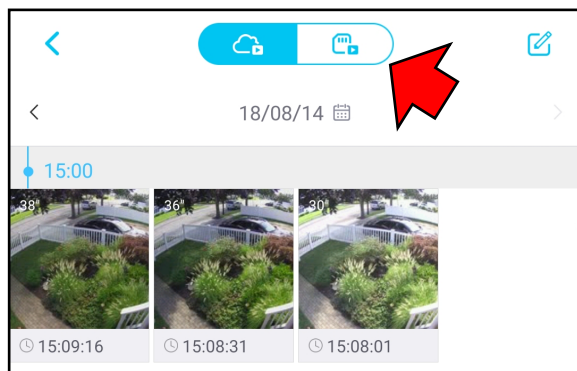
To save or export a file:

1. Tap the blue "pencil" icon located at the top right of the screen:

2. Tap the image(s) to select. A small blue checkmark appears at the bottom right side of each image (arrows).
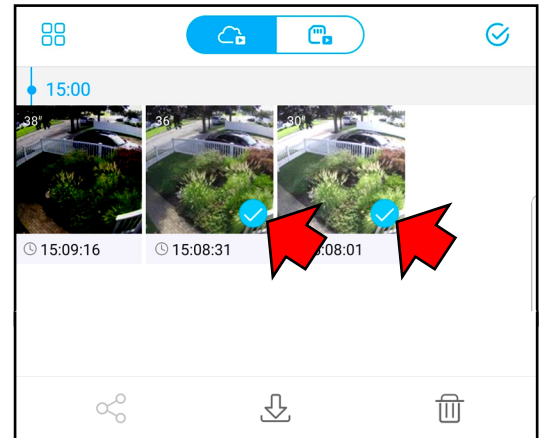
3. At the bottom of the screen, tap the one of the three icons. From left to right, they are:

Share
Tap to send the file to someone via e-mail, SMS. **Note:** Sharing does not convert the file; it will remain in its native format. In addition, the file must be saved to your local device before sharing.

Export
Tap to save the file to your local device. Video files will be converted to .MP4 format; images will be saved to .jpeg format.

Delete
Tap to remove the file from the list of saved files in the app. Deleted files cannot be restored.

Enable Cloud Recording

Cloud Recording allows (by default) an unlimited number of motion-activated video clips to be stored in the Cloud for up to 15 days. To enable Cloud Recording:
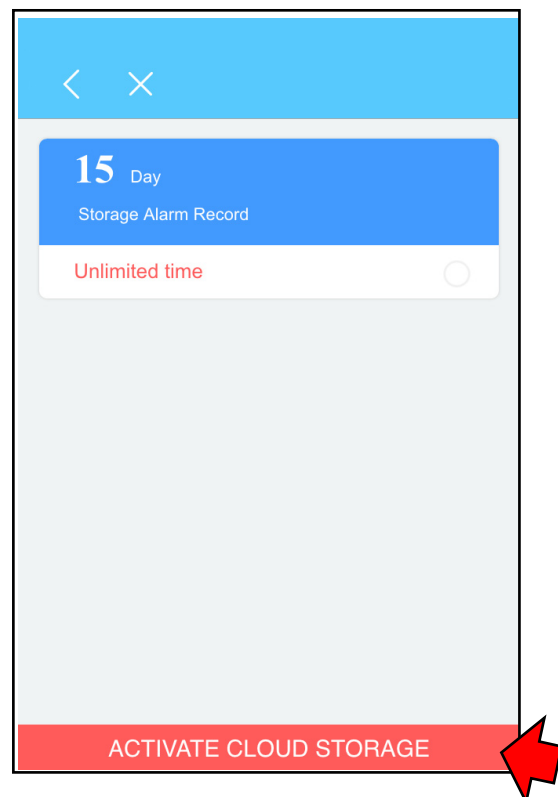
1. Tap the gray **Cloud** icon to open the **Cloud Recording Activation** screen that lists the available plans (currently, the **15 Day** plan is available).
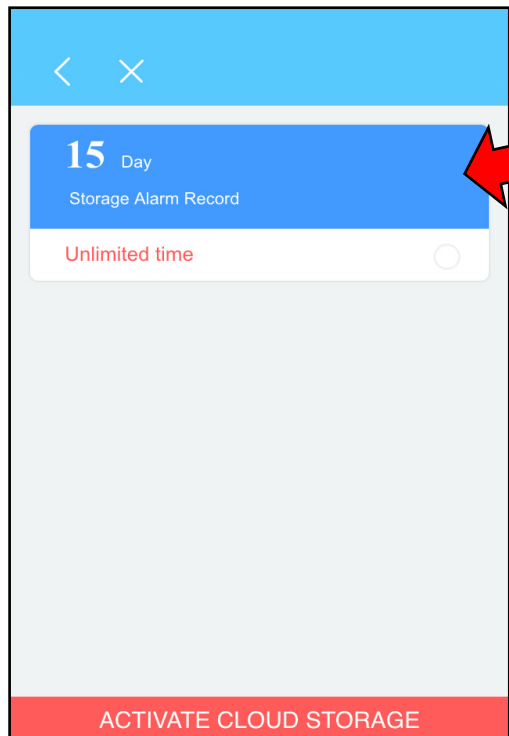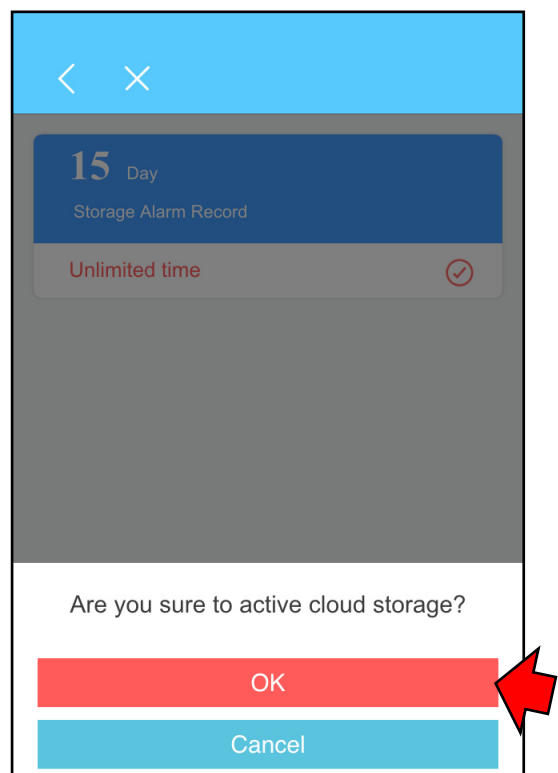
2. To the right of **Unlimited time**, tap the circle to add a check.
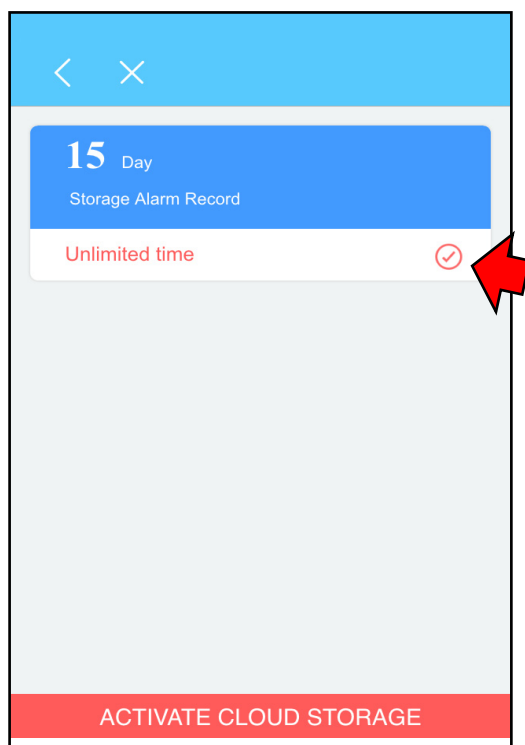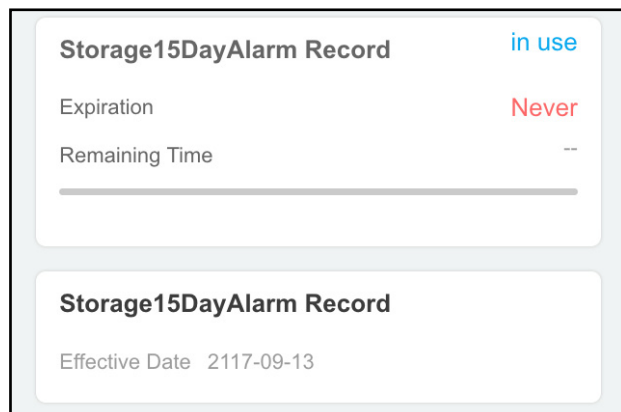
3. At the bottom, tap **ACTIVATE CLOUD STORAGE**.

4. Tap **OK** to the confirmation popup:

After tapping **OK**, a status information screen appears confirming the activation:

Storage15DayAlarm Record	in use
Expiration	Never
Remaining Time	--

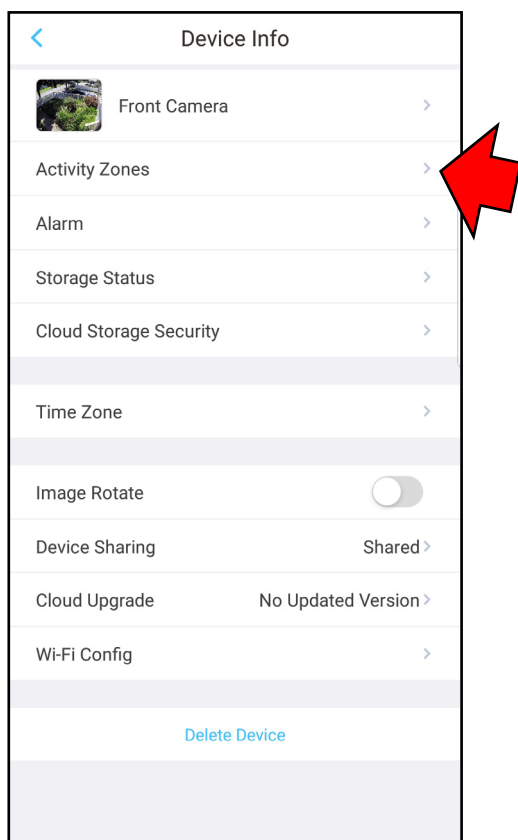| Storage15DayAlarm Record |
|---|
| Effective Date   2117-09-13 |

Set Up Motion Detection (Cameras)

By analyzing and detecting changes in pixel properties, Motion Detection allows the app to send notifications and video clips when movement is sensed in a selected area.

1. While viewing the camera live, tap the "gear" icon (see arrow, below) to open the **Camera Settings** screen.

2. Tap **Activity Zones**.

‹	Device Info	
	Front Camera	›
Activity Zones		›
Alarm		›
Storage Status		›
Cloud Storage Security		›
Time Zone		›
Image Rotate		◯
Device Sharing	Shared ›	
Cloud Upgrade	No Updated Version ›	
Wi-Fi Config		›
	Delete Device	

3. In the video image, "tap and hold" to select the matrix boxes where you want the camera to detect changes. *Selected areas of sensitivity will turn red*.

‹	Activity Zones
Channel	4A60

Live

Clear Zone	Create Zone
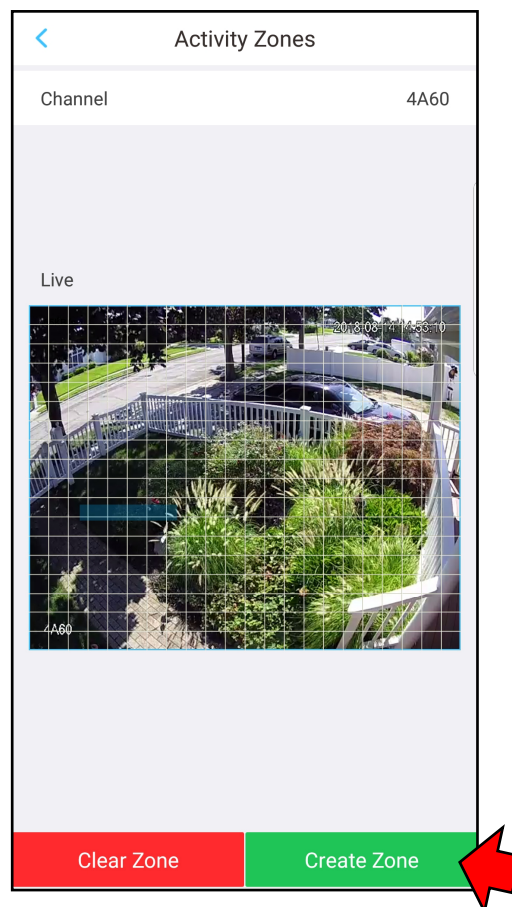
To clear all selected matrix boxes, tap **Clear Zone** and start again.

4. When finished, tap **Create Zone** to save.

Helpful Tip: To avoid nuisance triggers, the selected detection areas must be limited to areas of anticipated activity. Changes in pixels may be caused by blowing tree branches, falling leaves, sun / shade changes caused by cloud cover, etc. Be sure to exclude these types of areas from the selected detection areas.

Enable Push Notifications

Push notifications allow you to remain attentive to your protected premises by sending you a message or an alert when a programmed event occurs (such as when Motion Detection movement is sensed in a selected area).

1. Go to the **Device** "Home" screen by tapping the **Device** icon (located at the bottom of the screen).
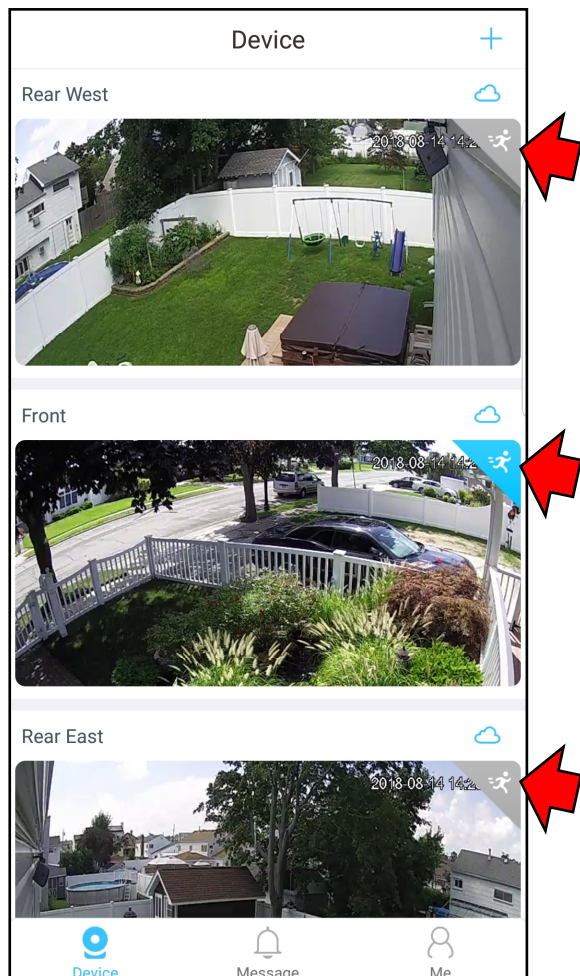

2. Tap the **Push Notification** (running figure) icon to enable push notifications for the selected camera (turns blue). To disable, tap again (turns white).

Note: If Cloud Recording has not been enabled, push notifications can still be sent to your device. These push notifications will play back video stored within the camera memory (if the device is not equipped with local recording memory, you will be prompted to go "Live"). Cloud Recording will stop when the **Push Notification** (running figure) icon is disabled (turns from blue to gray).

Device Info ("Gear" Icon)

Tap the "gear" icon to open the **Device Info** screen to configure the various attributes of your camera, described below:
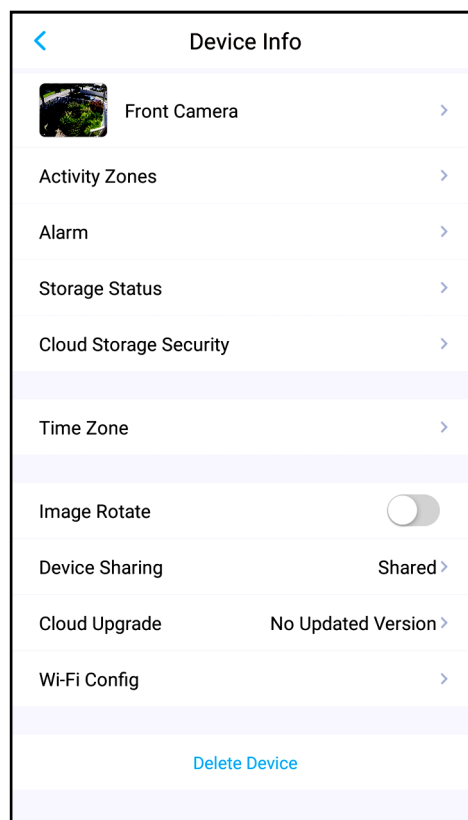
Tap the small image or the camera name in the first row of this screen to open the following four items:

Device Photo
Tap to customize the thumbnail image representing the individual camera displayed in the **Device** screen. The selected image will remain unchanged until modified.

Device Name
Displays the camera name (the factory camera name is initially displayed, by default). To change the text to a more useful name, simply tap the name, type and save the new text.

Channel Name
Defaults to the last 4 digits of the MAC address, incremented in order of enrollment. **Note:** This data is embedded in the recorded video.

SN
The serial number assigned by the manufacturer; cannot be altered. Tap to display the QR code (representing the serial number). **TIP:** Save an image of the QR code to your local device, should you need to re-enroll existing cameras.

Activity Zones
Tap to select a Motion Detection zone and to re-

orient the video screen. For instructions, see "**Set Up Motion Detection**".

Alarm

For indoor fixed cameras equipped with integral PIRs, the iBridgeVideo app can send notifications and video clips when the infrared sensor inside the PIR detects a rapid change in temperature within the video image / coverage area. The PIR sensor can be used in place of Motion Detection. To enable, tap **Pir** to add a check.

For indoor fixed cameras equipped with a trigger input, tap **Local Alarm 1** to enable this input. Trigger inputs are often wired to N/O switches connected to doors; when the switch closes, the iBridgeVideo app can send a notification and video clip.

Storage Status

Displays the available camera memory for local storage of streaming video. This screen also allows you to enable and disable the ability to store streaming video, and to format the camera memory, if required. If Cloud Recording is enabled, this screen displays the Cloud storage status (active or disabled) in the Cloud account. **Note:** When cameras are first powered, the onboard memory within the camera immediately begins recording streaming video and will store up to 5-7 days of video depending on the level of activity in the field of view. When the maximum storage capacity is reached, new video automatically overwrites previously recorded video.

Cloud Storage Security

Motion triggered video clips stored in the Cloud are encrypted for safekeeping. The Cloud Recording password is used in the encryption process, thus the password MUST be used to decrypt the video.

WARNING: If the security password is changed by the user and is lost or forgotten, all previously recorded video clips can *NEVER* be viewed. To remedy a lost of forgotten password, the camera must be deleted from the app. In addition, the camera must be reset back to its factory default settings (see the section, "**Factory Reset**" in the camera Installation Guide that was included in the camera's factory packaging).

Time Zone

Select the correct time zone; also allows you to enable Daylight Saving Time. **IMPORTANT:** If this screen is not set correctly, the time reflected by the device may be inaccurate.

Image Rotate

Tap the slider to the right to turn the image 180° (use when the camera is physically mounted upside down).

Device Sharing

Used in the "**Share Cameras**" process, allowing you to share a camera with a "guest" user (see page 9).

Cloud Upgrade

Tap to install new camera firmware, if available. If the firmware in the selected camera is the latest available, "No update version available" is displayed. **Note:** Camera video feed is disabled during the firmware update process.

Wi-Fi Config

Allows you to assign an SSID to your wireless camera. Connection to a network allows the camera to wirelessly transmit its video feed. Select from a list of access points; enter the network password, if required. Tap **Save** to retain the connection.

Delete Device
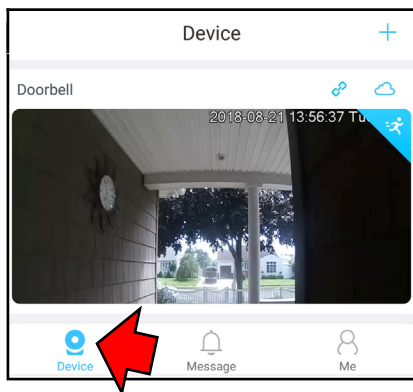
Tap to remove the camera or device.

Device / Message / Me Icons

The iBridgeVideo app includes three other icons:

Device

When you first run the iBridgeVideo app, the **Device** screen (i.e. the iBridgeVideo "home" screen) opens (an example is shown below). Tap this icon to return to this screen. Each image in the **Device** screen represents an individual device (such as a camera) that is enrolled into the iBridgeVideo system.

Message

Allows the emailing of camera-generated notifications received by the mobile device. Tap to select the device, tap the date, then scroll through the stored videos as needed. Tap to select and view the stored video.
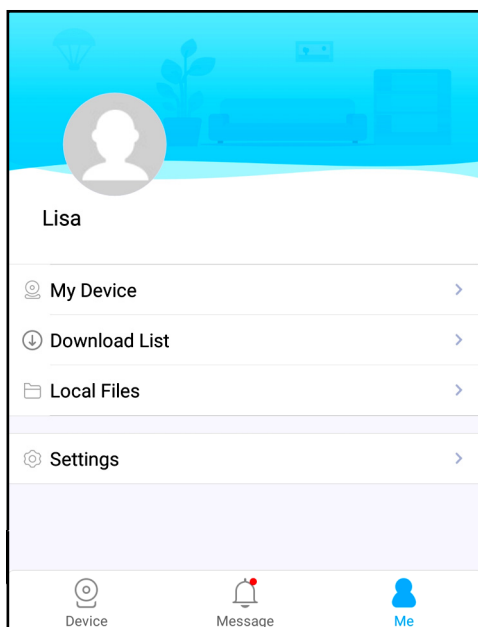
To send the video as an attachment in an email, first download the video file to your device, then tap the "share" icon (shown at right).

Me

Tap to open your iBridgeVideo profile (example shown below), with the following shortcut links:

My Device: Tap to display a list of all enrolled devices, then tap a device in the list to open the **Device Info** screen (see "**Device Info ("Gear" Icon)**" on page 6 for details).

Download List: Tap to display a list of all videos previously downloaded to your local device. Tap to view, share, delete or rename the video file.

Local File: Tap to manage the video and image files. You can save files to your local device or export files to share.

Settings: Tap to open the Settings screen, allowing the configuration of the following attributes:

- **Account and Security:** Allows you to change your password and to enable the **Fingerprint login** option, allowing you to log into your iBridgeVideo account with a fingerprint authentication (smart device must be equipped with a fingerprint scanner).

- **Prompt:** Move slider to the right (turns blue) to enable push notifications, allowing you to remain attentive to your protected premises by sending you a message or an alert when a programmed event occurs (such as when Motion Detection movement is sensed in a selected area).

- **Period:** Tap to select the **Start Time** and **End Time** during which push notifications that are generated will be sent to your mobile device. Notifications generated outside this time frame will not be sent.

- **Clear Cache:** Tap to delete all data stored within the smart device by the iBridgeVideo app. Cached data is stored locally to accelerate subsequent retrievals.

- **About:** Tap to display the currently installed iBridgeVideo app version.

- **Feedback:** Tap to open an online form allowing you to type and send suggestions directly to the iBridgeVideo app developers. Include your email address in the field provided if you wish to receive a response (optional).

- **User Experience Plan:** Move slider to the right (turns blue) to enable the optional *User Experience Plan*, allowing the app to collect and send usage data to the iBridgeVideo developers. All data collected remains confidential, and is used and analyzed only for the purposes of improving the iBridgeVideo app.

- **Invite User:** Tap to open the **Invite User** screen, allowing you to send another person an email invitation request to access your video camera(s). Once connected, your "guest" user can view live video feed, play back recorded videos and even perform tilt/pan actions (for cameras so equipped). See "Share Cameras" on page 9 for more information.

- **Exit Current Account:** Tap to log out of your iBridgeVideo user account and quit the application.
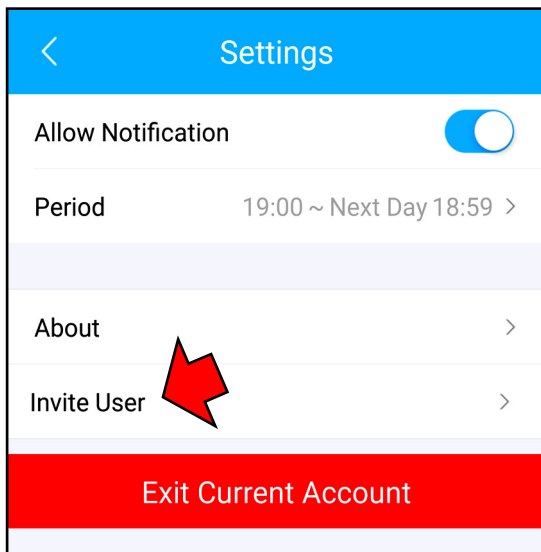
Share Cameras

Invite User allows you to send another person an email invitation request to access your video camera(s). Once connected, your "guest" user can view live video feed, play back recorded videos and even perform tilt/pan actions (for cameras so equipped).

1. Tap **Invite User** from the **Settings** screen:

2. Type their name (used for reference only) and their email address. **Note:** Their email address will be their "User ID" in their new "guest account". When ready, tap **Send Invitation**.
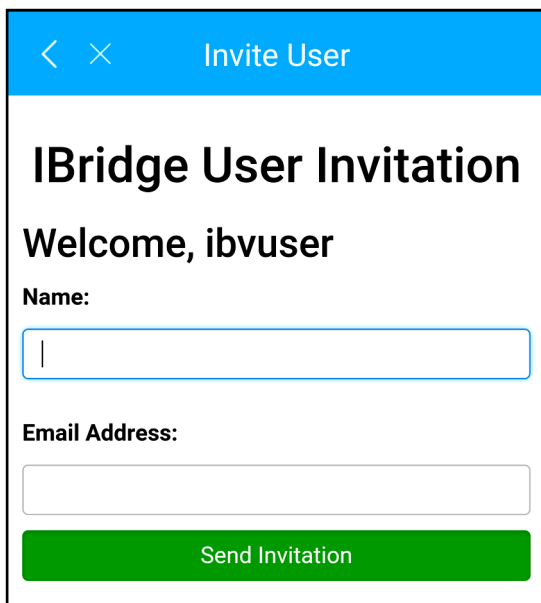
3. To ensure security, a verification email (like the one shown below) will be sent to you. When received, you MUST click the "**Click here to Accept this Request**" link. Only then will your guest receive an invitation email containing login credentials.

> **Hi, ibvuser,**
>
> You requested to send an invitation to share your cameras with Lisa, Email: **lisa@email.com**.
>
> **Click here to Accept this Request.**

4. Your guest will receive your invitation email containing login credentials (User ID and password). A "guest" user account will be created. **Note:** The guest user must download and install the iBridgeVideo app before proceeding.

   Next, you must "share" each camera with your guest user:

5. While viewing the camera feed, tap the "gear" icon (see arrow, below) to open the **Camera Settings** screen.
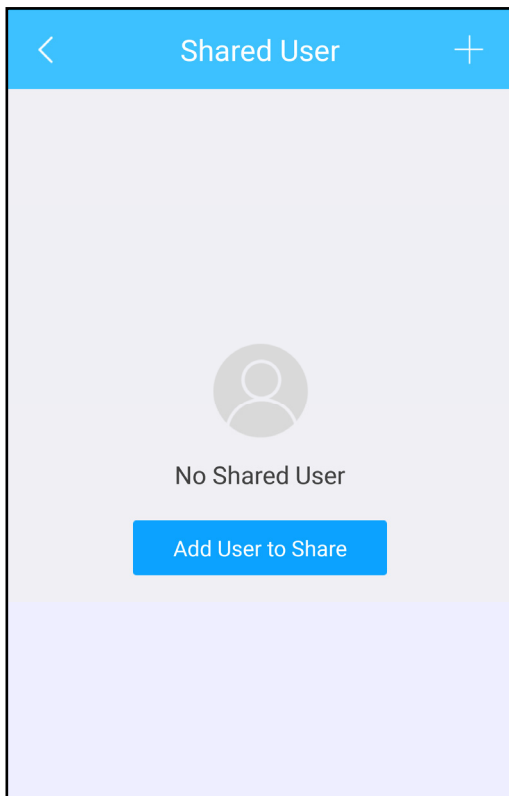

6. Tap **Device Share**.
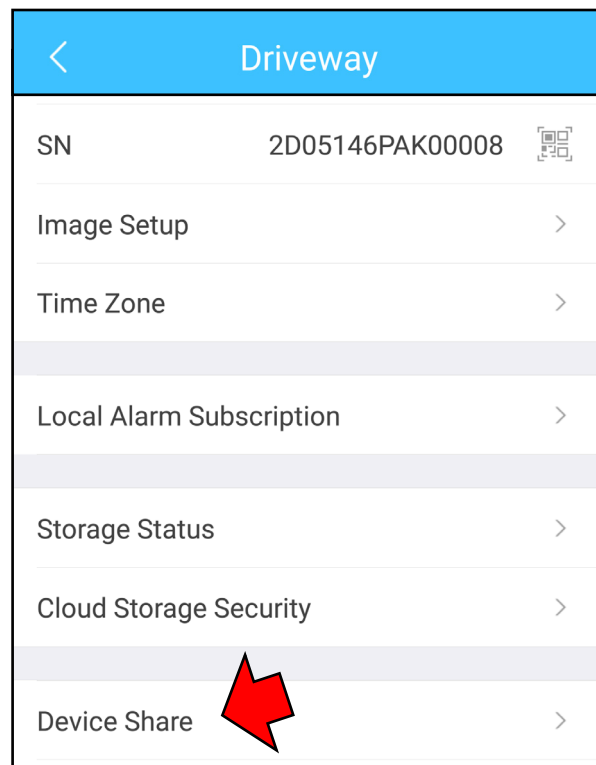
The **Shared User** screen appears (below). **Note:** When there are no current shared users, the screen will appear as shown below; if shared us-

ers exist, they will appear listed in this screen.
Click either the "**+**" icon or the **Add User to Share button**.

Note: A popup will appear (below) warning you that sharing your camera will allow your guest user to possess some camera operational abilities, i.e. view live video feed, play back recorded videos and even perform tilt/pan actions (for cameras so equipped). If you agree, tap **OK** to proceed.
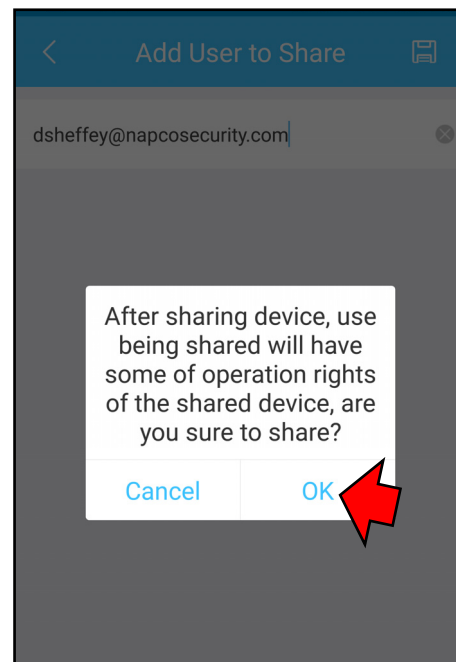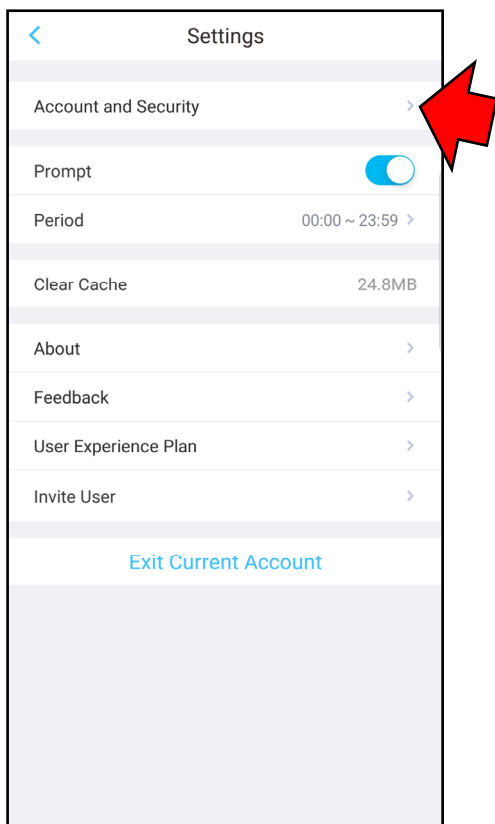

7. In the **Please enter User ID** field, type your guest user's email address and tap **OK**. Repeat for each camera you wish to share.
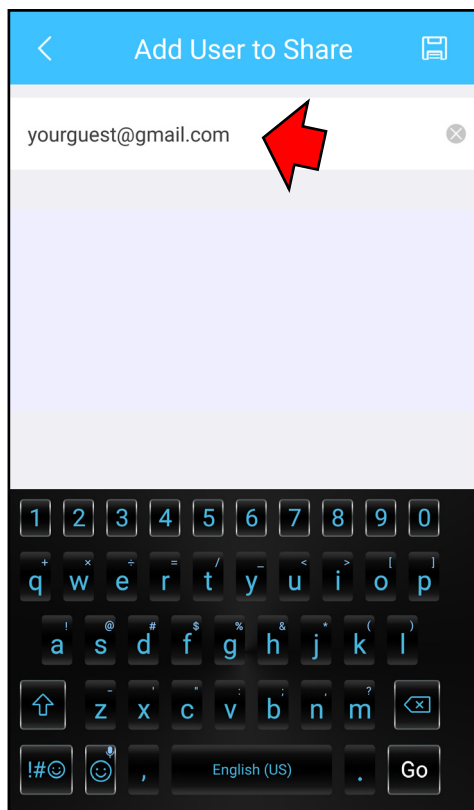
Change Your Account Password
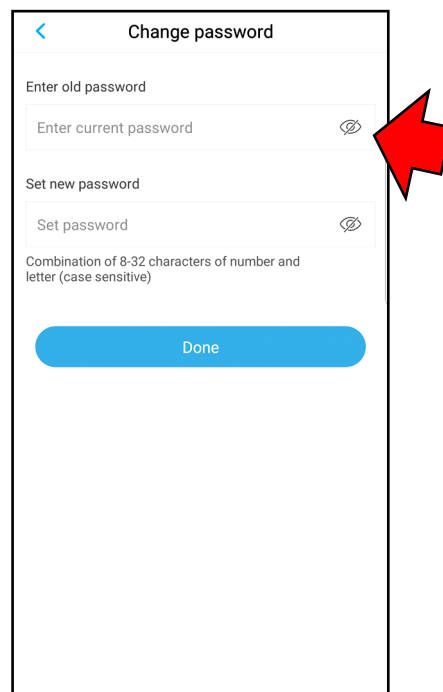
To change your account password:

1. Tap **Account and Security** (see arrow in image below):

2. In the **My Profile** screen that opens, tap **Change Password**.
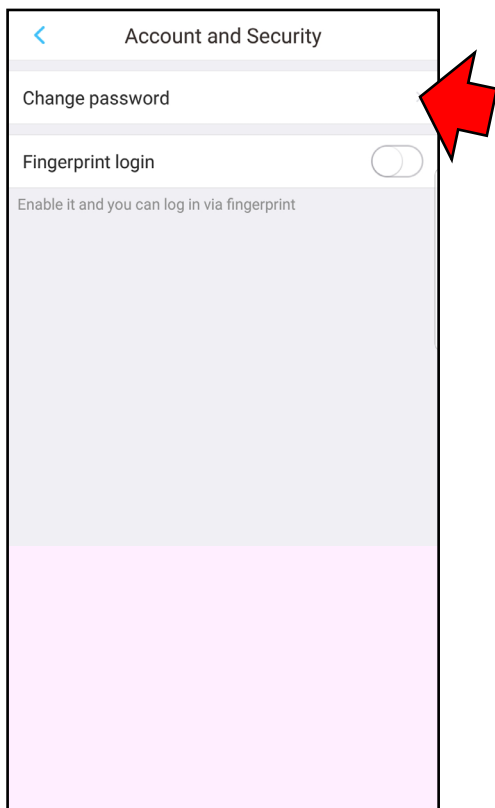
3. In the **Enter old password** field, type your old (existing) password. If you wish to view the typed characters, tap the "view/hide password" icon (shown at right).


4. In the **Set new password** field (shown in the image above), type a new password. To confirm, re-type this same new password in the **Confirm password** field.

5. To retain your changes, tap the **Save** icon at the top right.
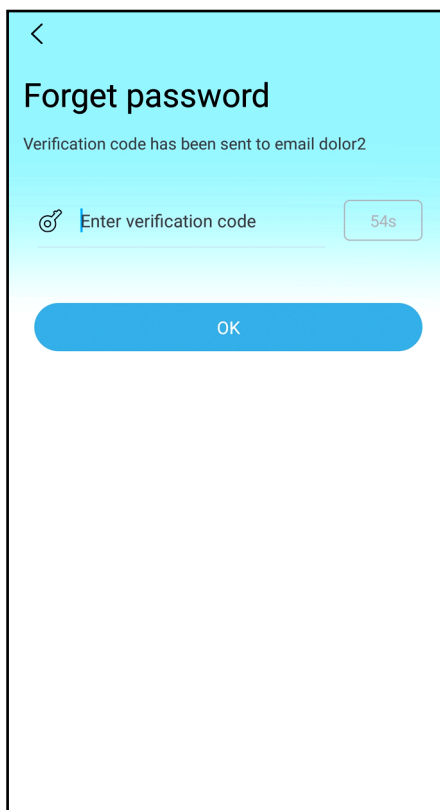
Reset your Password

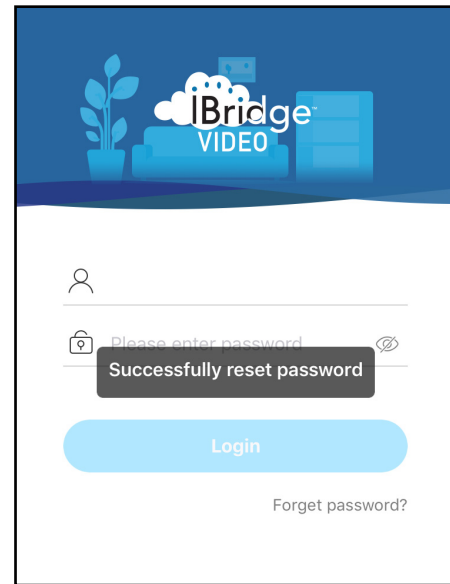1. Tap **Forgot password?** in the login screen.
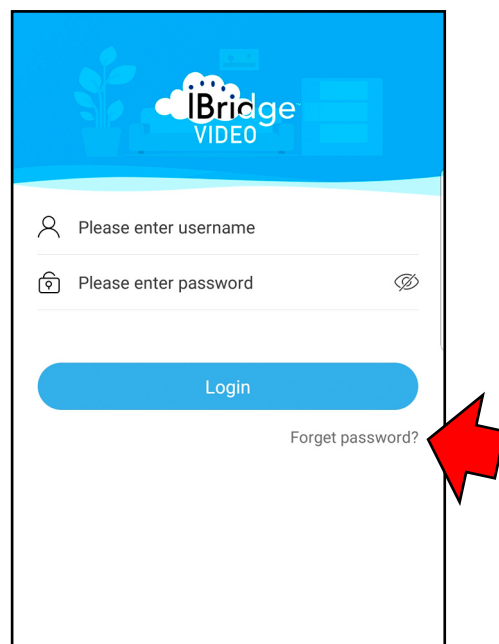
2. Type your **username** and **password**. An email with your verification code will be sent to your email address on file.
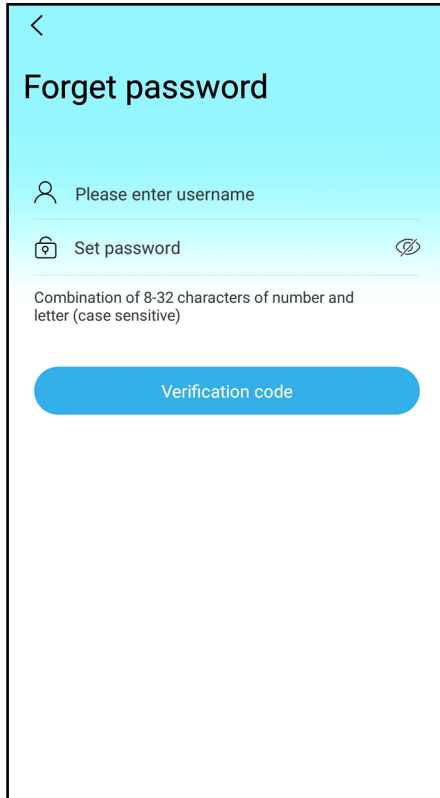
3. After receiving your email, type the verification code exactly as it appears in the email. Tap **OK**.

4. In successful, a **"Successfully reset password"** message will appear, as shown in the image below.

When you log in successfully, the **Device** "Home" screen opens, the same screen shown on page 1.

Set Up Motion Detection (Doorbell)

Motion Detection allows the app to send notifications and video clips when movement is sensed in the **IBV-DBELL** *Video Doorbell* in a selected area.

1. In the Device "Home" screen, tap the "**>**" icon to open the **Device Info** screen.
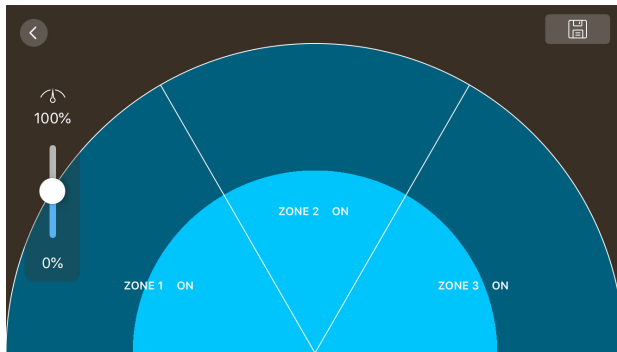   **Note:** You can tap the "**>**" icon or anywhere on the title bar to open this screen.

2. Tap **PIR Area**.
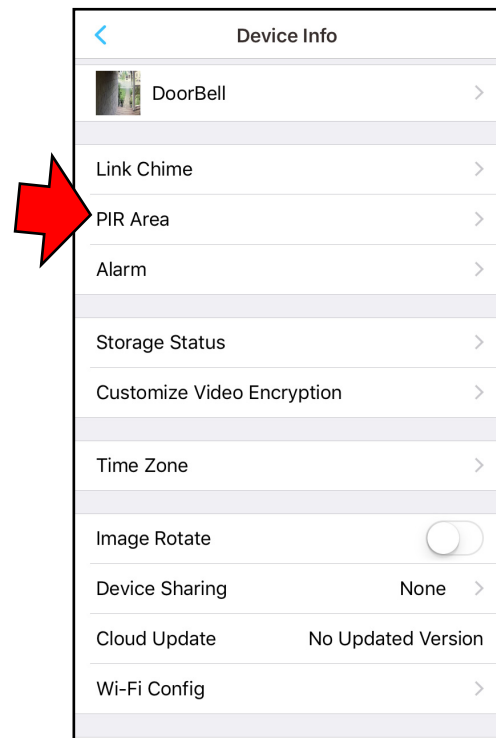
3. In the doorbell camera detection graphic, "tap and hold" the "zoom" sliding scale at left to increase or decrease the detection range. Selected zones of sensitivity will turn blue.

You can disable a particular doorbell camera detection zone by tapping it; tap again to re-enable the zone.

4. When finished, tap the "save" (floppy disk icon) located at the top right to retain your settings.

When motion is detected by the doorbell camera, a push notification is sent to your mobile device. Tap the notification to play the video clip that triggered the notification. **Note:** To receive push notifications, you must be logged into the app, and push notifications must be enabled within the app (see **Enable Push Notifications** on page 6 for instructions).
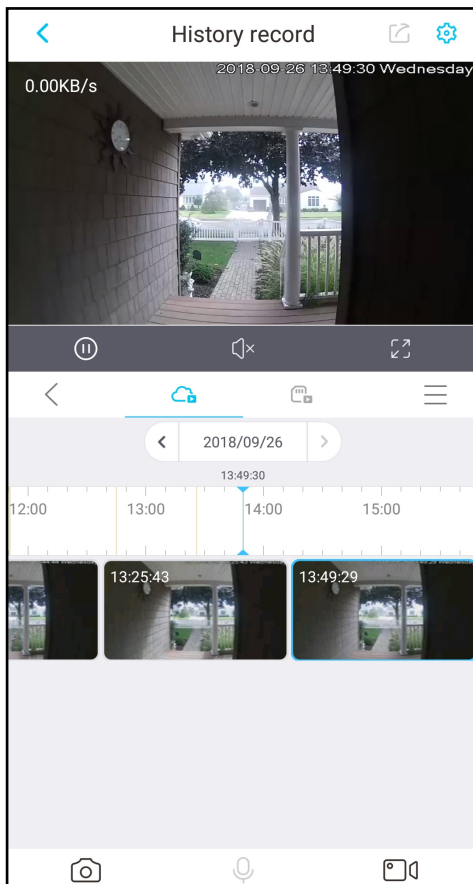
How to Answer a Doorbell

When the doorbell button is pressed, your smart device will receive a notification with a different sounding tone. Tap the notification to open the app.

Tap **Accept** (green telephone icon) and a live streaming video will appear on your smart device: