



TVS-E Survilenz

# Survilenz App

User Manual

Version: 1.1

# **Welcome to the TVSE Family**

## **About this Manual**

This manual provides a overview of the Survilenz app that has been launched for supporting TVSE and its surveillance products. This instruction is intended to be your reference tool when operating. Please fully understand the information of it before installation and use. All pictures, images, icons and illustrations that instruction offers, just for explanation and illustration purposes, differences may exist between specific product and this instruction. Our company will update the contents of this instruction in accordance with the improvement of product features and will regularly improve and update products & Programs described in this manual.

## **Responsibility Declaration**

- Customer itself should undertake risks if he/she access product to internet, including but not limited to network attack, hacking, virus infection, etc. Any issues that result from it, includes product's abnormal operation, information disclosure etc, TVSE will not responsible for it but we will offer you timely technical support if required.
- When using this product, please strictly follow the applicable law of the land.
- If the product is used for infringement of third party rights or other improper use, the Company shall not be liable.

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# Chapter 1 App Instruction

## 1.1 Application Environment

Survilenz can run in phone or pad, includes android and IOS systems. User can connect IPC, DVR, NVR, XVR by phone and PC client.



### Instruction

- App supports phone and pad that with or over Android 4.4 version.
- App supports iphone and ipad that with or over IOS 9.0 version.
- Supports medium and high resolution Android phones such as 800\*480, 1280\*720, 1920\*1080.
- Supports 1280\*800, 1024\*768, 2560\*1600, 2048\*1536 and other high-resolution 7-inch to 10-inch pad.
- This manual describes the Android mobile app, and the icon and layout between the app and the iOS app will be different, please subject to the actual App you use.



### Pre-requisites-Recorder Connections and Status

- ✓ Ensure that the recorder is connected to a router and it shows online in the P2P Section .
- ✓ The P2P section can be found in the advanced settings under the recorder menu options.
- ✓ Enable the P2P connection check box.
- ✓ **Pls note** : Only if the above points are ensured ,remote viewing via application is possible.

## Chapter 2 App Function

### 2.1 Download and Installation

The Survilenz app can be downloaded from both the Google play store and iOS play store. Two ways in which you can access the app is as below

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

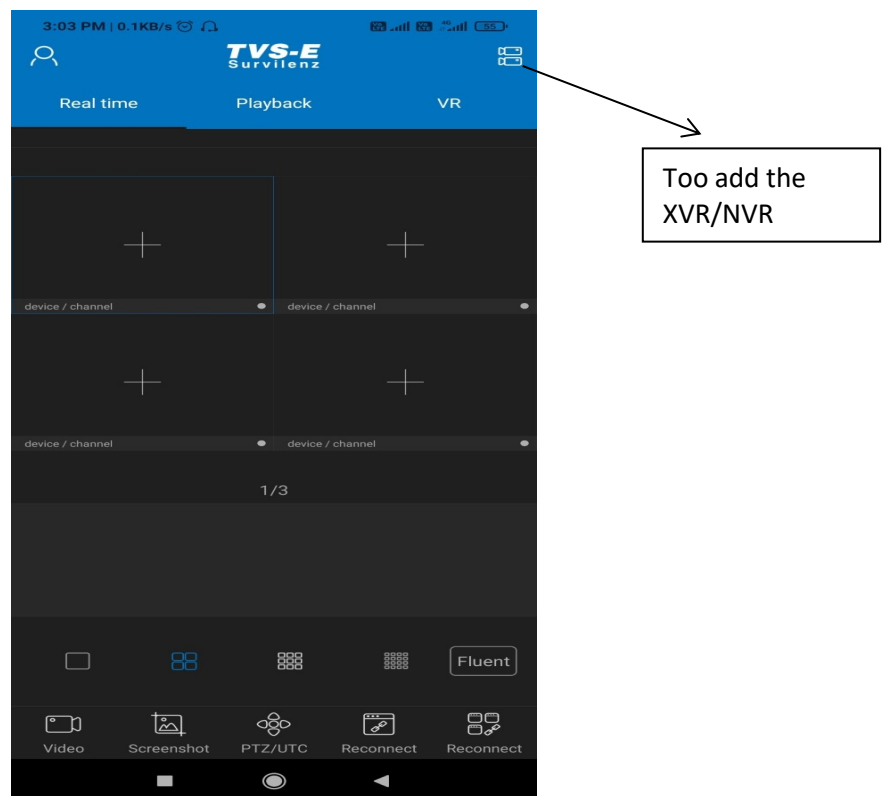


Figure3-1 Phone Download




(2) Alternatively Android users can go to Google play and search TVSE Survilenz to download and install similarly for iOS users.

### 2.2 Landing Interface

The landing interface appears like below



### 2.2.1 Adding of the Device

- In the sliding menu bar, click the right corner of the above screen click " " in the main interface to enter the device manage interface;
- Click " ";
- Click " Add device";
- Click "SN Add";
- Align the QR code on the device or P2P interface to scan or you can enter the serial number manually from the P2P interface.
- Enter the user "admin", the corresponding password(default :12345), click "Submit
- You will get a message ,The device was added successfully.
- Enable all the channels for remote viewing of all the cameras in the real time view section.
- Play back of the recorded videos can be viewed in the play back section .



#### Instruction

- ✓ When adding a device, you can add the device by manually entering the serial number by clicking "Input" in the upper right corner,you can also scan the QR code of the device while adding.
- ✓ The S/n or the QR code of the recorder can be found in the P2P settings of the recorder .(Advanced setting ----> P2P setting)
- ✓ When adding a device, you must ensure that the device is online before it can be added successfully.
- ✓ When adding a device, you must enter the device user name as "admin", and the password "12345"
- ✓ Add a device with SN Add