

EZView & EZCloud


Quick Guide

Manual Version: V2.02

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- Video and audio surveillance can be regulated by laws that vary from country to country. Check the law in your local region before using this product for surveillance purposes. We shall not be held responsible for any consequences resulting from illegal operations of the device.
- The illustrations in this manual are for reference only and may vary depending on the version or model. The screenshots in this manual may have been customized to meet specific requirements and user preferences. As a result, some of the examples and functions featured may differ from those displayed on your monitor.
- Due to uncertainties such as physical environment, discrepancy may exist between the actual values and reference values provided in this manual. The ultimate right to interpretation resides in our company.

Symbols

The symbols in the following table may be found in this manual. Carefully follow the instructions indicated by the symbols to avoid hazardous situations and use the product properly.

Symbol	Description
 NOTE!	Means useful or supplemental information about the use of product.

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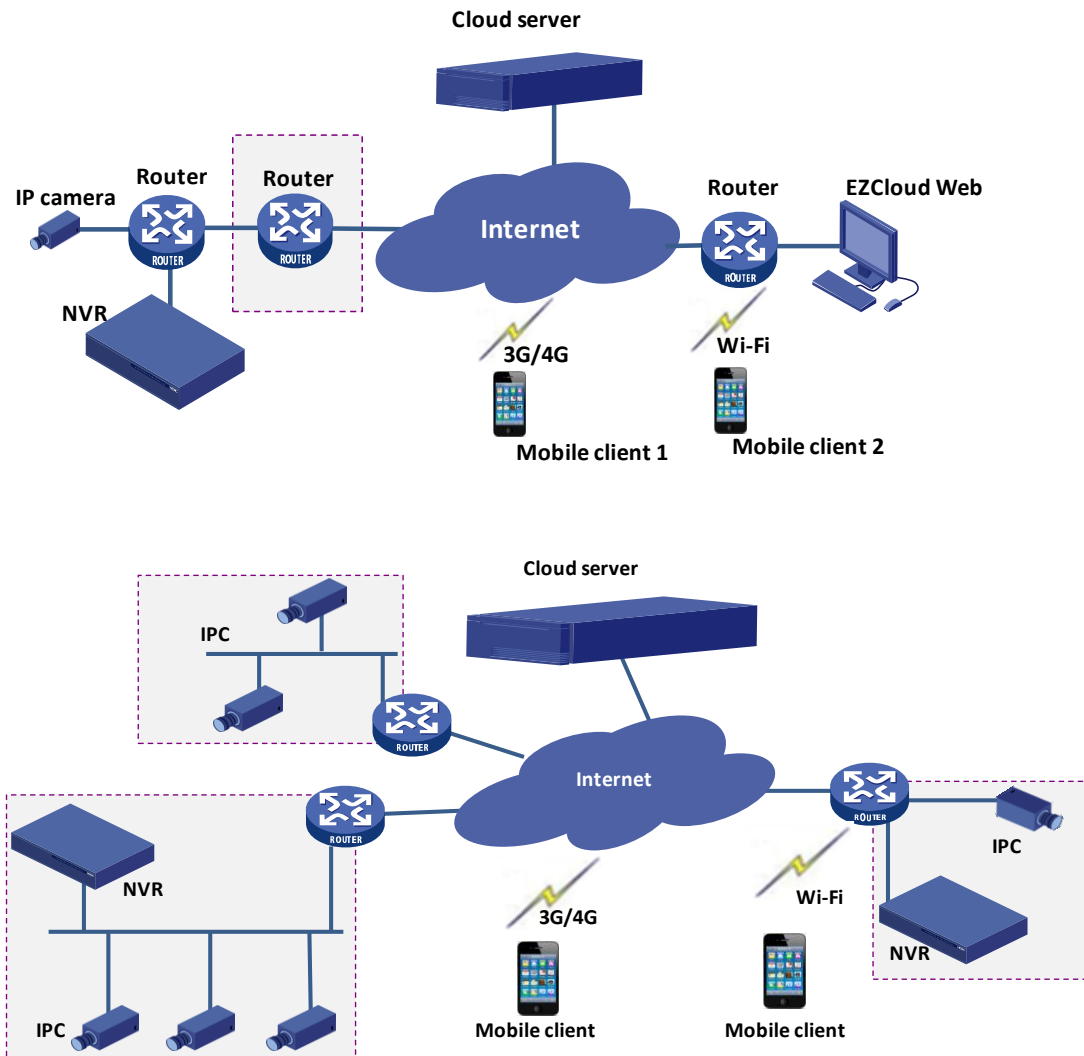
1 Introduction

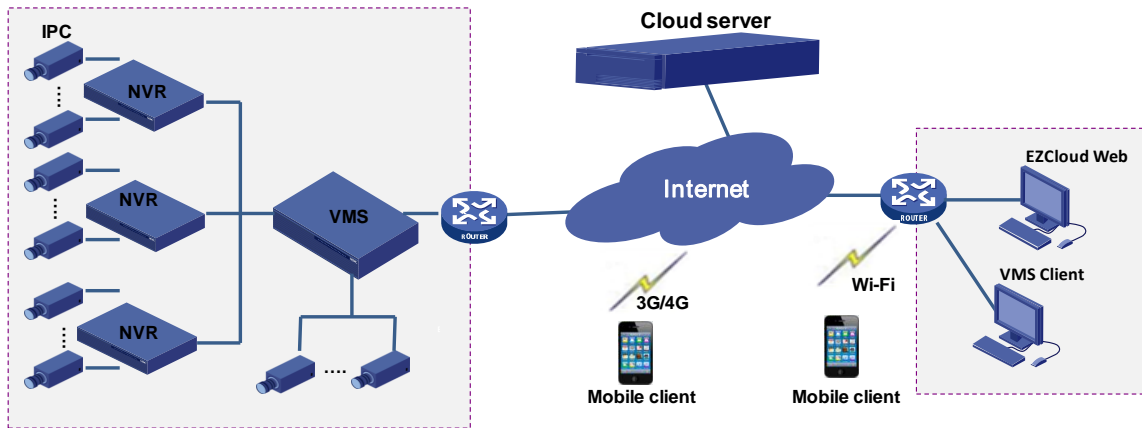
Overview

The general solution, based on the mobile surveillance software, cloud servers and smart terminal devices, is a new generation of IT-based solution that employs the technologies of cloud computing, mobile Internet and big data. Comprising mobile service and Web service, the solution aims to offer healthy, low-carbon, smart, comfortable and secure information services to small and medium-sized enterprises.

Typical Networking

The following illustrations show some typical networking scenarios.

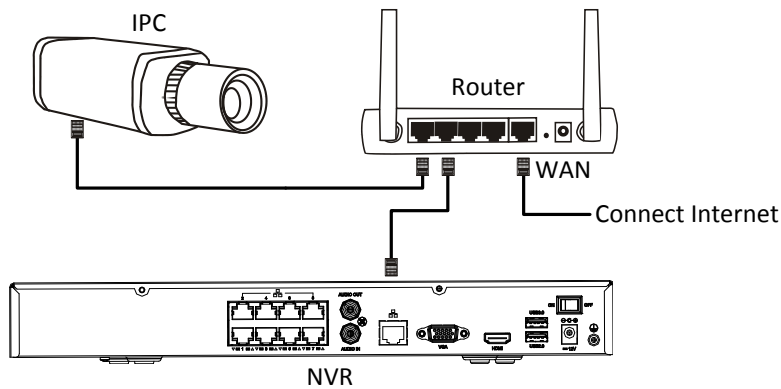




Network Connection

Connect devices and the router with network cables. Connect the mobile phone to the router's Wi-Fi network. Connect the router to the Internet.

This illustration is for reference only.



2 App

Download



NOTE!

It is recommended to download by Wi-Fi. Data usage may incur extra cost.

Search **EZView** on the App Store (iOS) or on Google Play (Android).

Or

- Scan the QR code on the device.

- Scan the QR code at Web interface of the device (**Setup > Network > EZCloud**, may vary with device or version).


Sign Up and Log In

Sign up for a cloud account. With a cloud account you can add devices to cloud and view live video and playback remotely, for example, on a mobile phone.



NOTE!

- The account signed up on the cloud Web site can be used on the App, and vice versa. If you have already signed up on the website, use the account/password to log in. Make sure you choose the same region at login as the region that you have chosen for sign-up.
- For the steps to sign up on the cloud website, please see [Sign Up and Log In](#).

1. Run the App.
2. Tap  in the upper right corner and choose your service area.



NOTE!

Choose **International** if your device(s) are not located in mainland China. Servers for different regions are independent. The username signed up for a region may be unusable for another. The region cannot change once sign-up is complete.



3. Tap **Sign Up**.
4. Follow the steps to complete sign-up. You are logged in when sign-up is complete.



NOTE!

The following sections take iOS as an example to describe how to add devices and start live view and playback. For detailed steps, please refer to the help on the App.

Add Devices

1. Tap  > **Devices**.
2. Tap  in the upper-right corner and then select a way to add devices.
3. Choose a way such as [Auto Search](#) or [Scan](#) to add devices. You may choose media stream protocol and stream type for live and recorded video.



NOTE!

Only cloud devices (e.g., devices added by [Scan](#)) supports alarm notification.

Scan

Scan the QR code on the device or at **Setup > Network > EZCloud** in the Web interface. If for some reason the QR code cannot be scanned, you may input the register code manually. The register code can also be found at **Setup > Network > EZCloud** in the Web interface.

Auto Search

First make sure the mobile client (mobile phone) is in the same LAN as your devices (IPC and NVR), which means they shall be connected to the same wireless router. Tap **Auto Search**. The App discovers devices automatically. Select the device(s), enter the correct username/password, and then tap **Add**.

IP/Domain

This method is intended for two scenarios:




- Scenario 1: Auto search failed (though it rarely occurs). You need to enter the device's IP address and username/password.
- Scenario 2: The device has a public IP address, or the device is behind **one** NAT on the Internet with successful port mapping. You need to enter the device's public IP address, port and username/password.

EZDDNS

First you need to complete configuration on the device side, including the DNS server, port mapping, and enable EZDDNS and set a valid domain name. When the configuration is complete, enter the domain name and device's username/password.


Live View



View live video on the App.

1. Tap  > **Live View**.
2. Tap  on a window, and then select a device to start live view; or tap  in the upper-right corner, select device(s), and then tap **Start Live View**.

Playback

Search recordings and playback on the App.

1. Tap  > **Playback**.

2. Tap  on a window, and then select a device to start playback; or tap  in the upper-right corner, select device(s) and then tap **Start Playback**.

3 Web

Sign Up and Log In

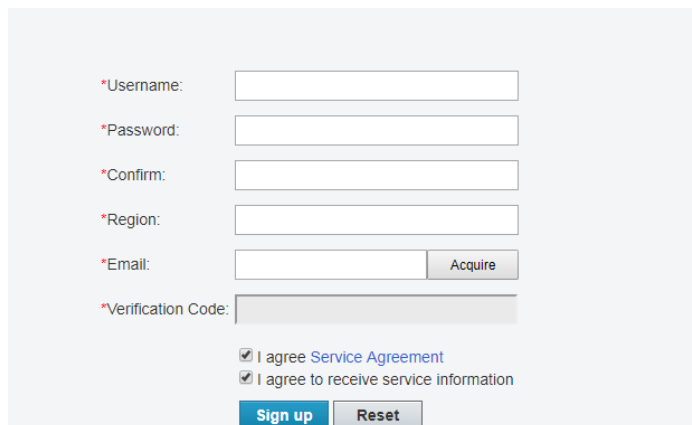
Sign up for a cloud account. With a cloud account you can add devices to cloud and view live video and playback remotely, for example, on a mobile phone.



NOTE!

The account signed up on the App can be used on the cloud website, and vice versa. If you have already signed up on the App, use the account to log in on the Website.

1. Open your Web browser, go to en.ezcloud.uniview.com and then click **Sign up**.
2. Complete the settings to sign up. You are logged in when sign-up is complete.



The image shows a sign-up form with the following fields and options:

- *Username:
- *Password:
- *Confirm:
- *Region:
- *Email:
- *Verification Code:
- I agree [Service Agreement](#)
- I agree to receive service information
-




NOTE!

The region is where you use the cloud service regularly, and it cannot be changed once sign-up is complete.

Add an Organization

Add organizations, and then you can add devices to different organization as needed.

1. Click  **Add Org**. The **Add Org** page is displayed.
2. Select an organization to which the new organization belongs. Enter a name for the new organization, and then click **Confirm**. The new organization appears on the **Org List** page.

Upper Org Name:

Org Name:

3. Click . Enter the register code, device name (on the cloud), select the organization, then click **Add**. The organization appears on the **Org Info List**.

Register Code:

Device Name:

Org Name:



NOTE!

Click to change an organization name; click to delete an organization. An organization that contains device(s) cannot be deleted.

Add a Device

Add a device to bind to a cloud account.

1. On the **Device List** page, click . The **Add Device** page is displayed.
2. Enter the register code and device name (on the cloud).

Register Code:

Device Name:

Org Name:




NOTE!

- The register code is displayed on the device's Web interface (**Setup > Network > EZCloud**) (also on NVR's local interface).
- For security, a device can be bound to one cloud account only, and it cannot be bound to another cloud account before the current binding is cancelled.


3. Click **Add**. The device appears under **My Cloud Devices**.

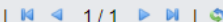


NOTE!

To delete a device, select the device in the device list and then click .

Example: my cloud device

My Cloud Devices 											
Select	No.	Org	Device Name	Device Type	Device IP	Latest Online Time	Status	Share Device	Change Device	Retrieve Password	Access Device
<input type="checkbox"/>	1	root	test	IPC	206.10.251.12	2018/2/6 11:25:30	Online(NAT)	Share	Change	Retrieve	Access


all / inverse 1 in total |  per page 10 ▼

Share an Online Device

Click **Share** to share an online device with another cloud account. Set a valid period and permissions for the sharing. The permissions are configured on the device.

Device Name:

Share To:

Valid Till: 

User Rights:

Description:

Edit a Device

Click **Change** to edit the device name or the organization that the device belongs to.

Original Name:

New Name:

Org Name :

Retrieve a Device Password

Use this function to get a temporary password for your device.

1. Click **Retrieve**.
2. Click **Acquire**. A verification code will be sent to your registered email address.
3. Fill in the code and then click **Retrieve**. A temporary password is displayed on the web page. Use the temporary password to log in to your device.

Device Name:

Serial Number:

Valid Date:

Email:

Verification Code:

Temporary Password: Note: This temporary password is valid only on the specified day. Once logged in, please change the admin password immediately!

Access a Device

Click **Access** to access the Web interface of an online device.



NOTE!

In certain conditions a message appears prompting you to install a plug-in in order to access the device. In this case, please follow instructions to download and install the plug-in.

View Login History

View login history of your cloud account.

1. Click **Show Log** under **Welcome** in the upper right corner.
2. The list shows information about the latest 10 logins, including time and IP address.

Change Password

Change the password of your cloud account.

1. Click **Change Password** under **Welcome** in the upper right corner.
2. Enter the current password and the new passwords.

View Personal Information

View your registered information on the cloud website, including your registered email address, server address and user area.

1. Click **View Personal Info** under **Welcome** in the upper right corner.
2. You may change your email address.


Help

Click **Help** in the upper right corner to read quick guide and service agreement. You may open with a Web browser or download to your computer.

4 FAQs


Why can't I access my device (NVR/IP camera/VMS) through the WAN?

Follow the steps:

1. Make sure you have a cloud account and logged in. See [Sign Up and Log In](#) or [Sign Up and Log In](#).
2. Check whether the device you want to access is bound to your cloud account:
Open your Web browser, go to en.ezcloud.uniview.com and then log in. The device should be listed under **My Cloud Devices**. If not, click  to add it (see [Add a Device](#)), or add it on the App (see [Add Devices](#)).
3. Make sure EZCloud is enabled, and check whether the status is Online (online means device is connected to EZCloud server):
 - For IP Camera: Log in to the Web interface and click **Setup > Network > EZCloud**.

EZCloud	
EZCloud	<input checked="" type="checkbox"/> Enable
Register Code	210235CXXXXXXXXXXXX430458253426
Register Status	Online <input type="button" value="Logout"/>
Username	j0XXXXXXXXXX

- For NVR: Log in to the Web or local interface and click **Setup > Network > EZCloud**.

EZCloud	
EZCloud	<input checked="" type="radio"/> On <input type="radio"/> Off
Domain Name	en.ezcloud.uniview.com
Register Code	F2521XXXXXXXXXXXXTTSIUJUSRHR
Device Status	Online <input type="button" value="Delete"/>
Username	j0XXXXXXXXXX
Device Name	321
Service Agreement	http://ezcloud.uniview.com/doc/termsofservice.html
Scan QR Code	

- For VMS: Log in to the Web client and click **System > Network > EZCloud**.

EZCloud	<input checked="" type="radio"/> On <input type="radio"/> Off
Domain Name	en.ezcloud.uniview.com
Register Code	XXXXXXXXXXXXXXXXXXXX
Device Status	Online <input type="button" value="Delete"/>
Username	
Device Name	
Service Agreement	http://en.ezcloud.uniview.com/doc/termsofservice.html
Detect Network Type	<input type="button" value="Detect"/>
Scan QR Code	