RH Series IP Cameras

IoVedo.RH APP Manual

How to create an account

How to connect to the Internet from a mobile phone/tablet

Contents of the manual

DSE RH series IP cameras allow easy web access using the server

free P2P cloud and the DSE IoVedo.RH APP. Thanks to the cloud server, no static IP is required, nor

Configuring router ports for web connectivity. This manual explains how.

use the IoVedo.RH APP

Access directly from the web, without cloud servers

Before analyzing how the P2P cloud server works, it is worth giving some information on how it works.
you can connect to a device through the Internet without using any server, but
by directly accessing your IP address on the Internet. This is a method used today.
rarely because it is much more complex than the connection you can make using
of our P2P cloud server.

An IP camera system and possibly an NVR is generally placed within a LAN network
connected to the Internet via a router as in the following diagram
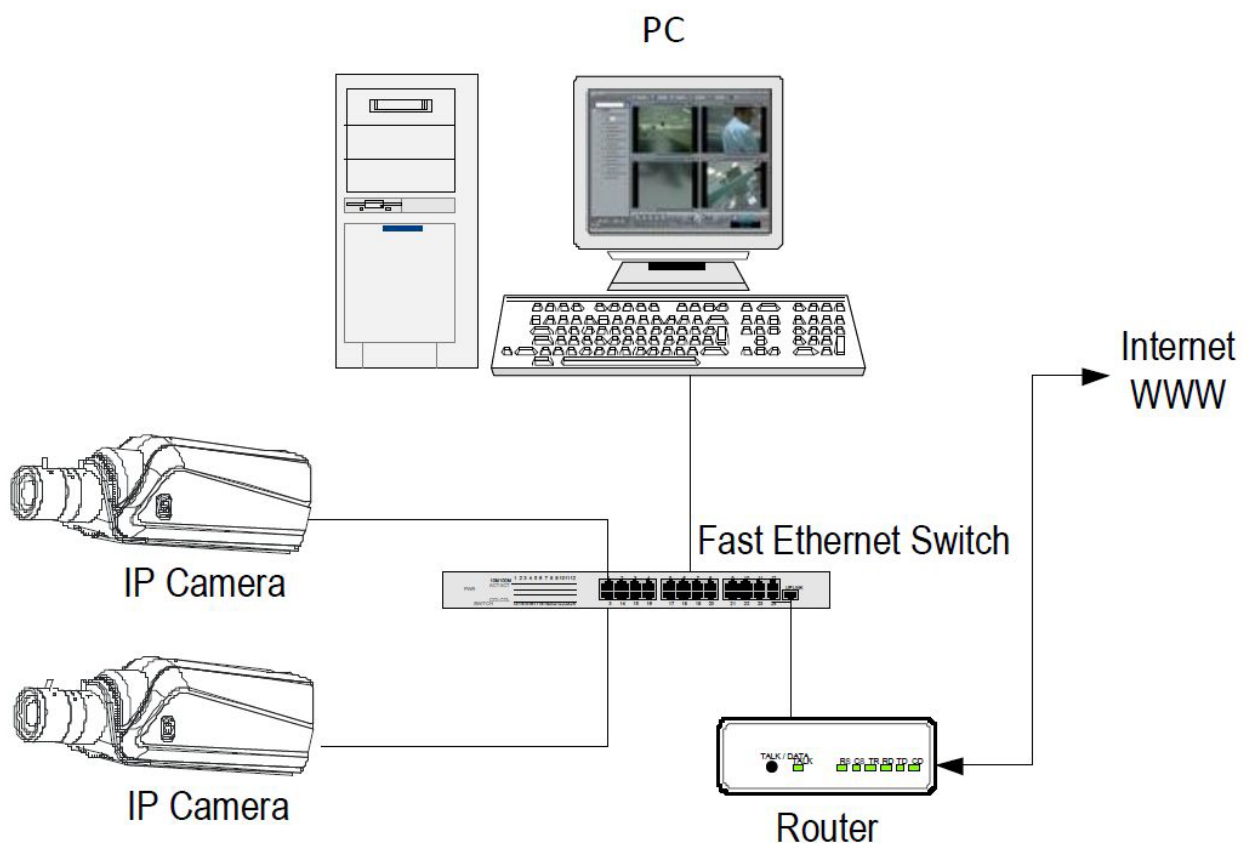
If you use a PC inside the network, the addresses of the cameras (usually of the type
192.168.XXX.XXX) are directly reachable. If you want to establish the connection
through the Internet, using a PC located elsewhere, the internal addresses of your network do not
will be more directly reachable, as the only IP address visible from the web will be the one
that your router will have on its WAN side, that is, towards the outside world of the Internet.
This address is assigned by the provider (ISP).

If you want to connect from the Internet directly to your IP address, it is advisable to obtain it from your provider

a fixed address that remains unchanged for each connection. If this is not possible,

you need to use DDNS services.

To find out the Internet IP address assigned to your router you can use an online service

aswww.mio-ip.it

However, it is not sufficient to type the IP address of the WAN side router into the browser to be able to

connect to your device. The router acts as a filter and drops all external calls.

which has not previously been answered by a call from within the network. In order to connect with

success it is therefore necessary to insert port direction instructions into the router

which depending on the router manufacturer are called NAT, PORT FORWARDING, PORT

MAPPING etc.

In practice you need to access the router configuration and enter the instructions so that

This directs incoming calls from outside to the device's internal IP address.

The addressing is performed only for the communication ports that are used by the

device and which you will find in the network configuration. See the equipment manual for

more information.

You can consult your router manual for instructions on how to map the

doors.

As you may have understood, accessing the web by pointing directly to your IP address involves

different complexities because it requires a static IP address, or a DDNS, and also the configuration

appropriate router.

You can avoid these problems by using the**P2P cloud server included with our APP**

I See.RHas described below.

Web access with P2P cloud server

Direct web access, described in the previous chapter, can present several complexities

for the end user. First you need to get a static IP address from your Internet provider, which

not always possible and sometimes expensive. Secondly, it is necessary to intervene in the configuration

of the router which can be complicated and sometimes even inaccessible.

Luckily the RH series device you purchased has a free P2P cloud server

online that allows you to easily access your device through the web, without the need

to have a static IP and without configuring the router.

The cloud also allows you to connect to devices connected to the Internet with a 4G router, which

impossible in live mode.

In the following chapters we will explain how to use the cloud server and connect via the Internet with the

mobile phone.

Check device data

To use the P2P connection you first need to know the serial number of your device.

FIND YOUR CAMERA'S SERIAL NUMBER

The RH series device you purchased is already registered in the cloud server and is marked with a unique serial number (S/N). You can find the device's serial number by connecting to your browser, such as shown in the installation manual, in the SETTINGS | NETWORK | P2P section
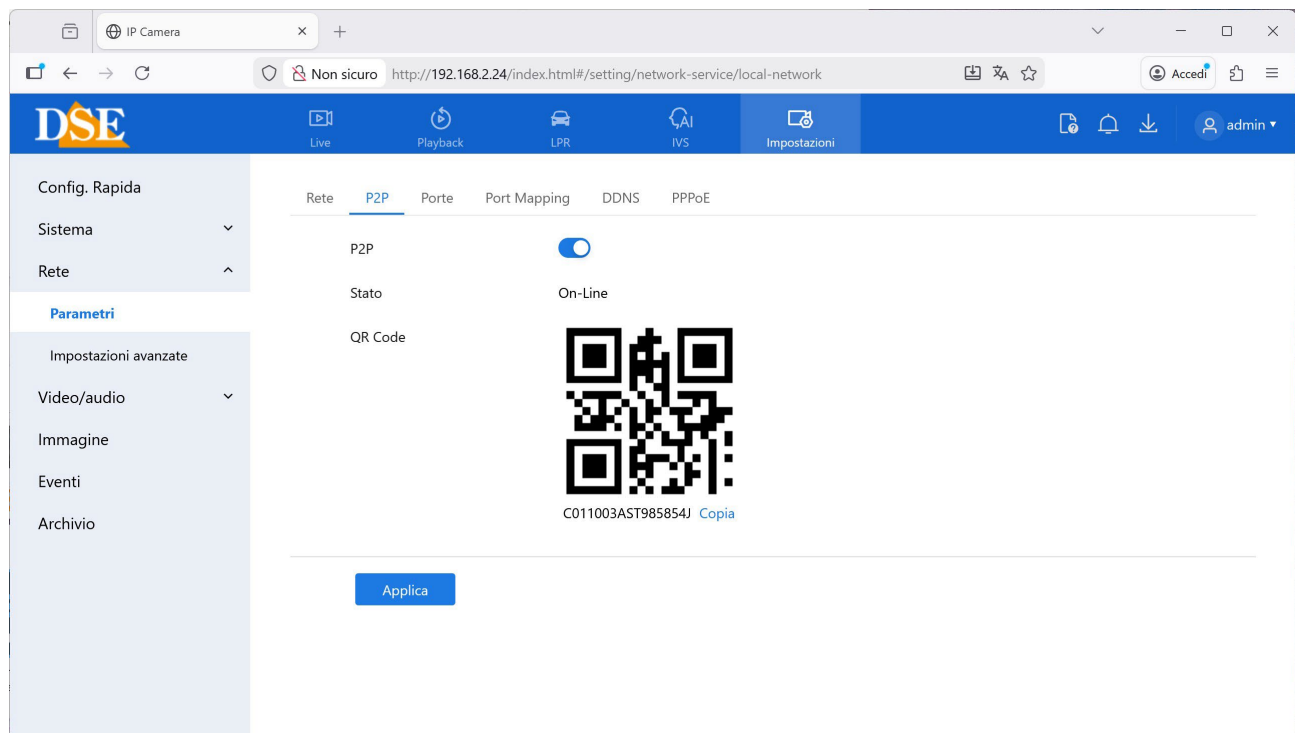
In this tab you will find the**device serial number, in QR code form**, with the value below Alphanumeric. This is the QR code you'll use to load the camera into the app.

CHECK STATUS ONLINE

Above the QR code, check that the**P2P selector is enabled**and that it**been both ONLINE**.
The online status indicates that the camera sees the internet and has successfully connected to our server. However, if the status is OFFLINE, the camera is not communicating correctly with the Internet. In this case, do not continue trying to use the app, because it will not work. Check instead the camera's connection to the network and its network settings, until the status of the camera is ONLINE.

REMEMBER THE CAMERA PASSWORD

To use a camera locally, you need to know the username and password.

to access it, which you will type in the browser when you log in from your computer. These credentials will

They will also be used to load your device into the IoVedo.RH app, in order to prevent unauthorized access.

unauthorized.

The factory credentials of our RH products are:

CAMERAS

User**admin**PW**123456**

Please note that these are the factory settings of the new product and, after changing them, you will have to use the credentials you have customized.

You should set your personal password on your device before loading it into the app.

Verify that your login password is working properly by logging in with your browser.

Download the app and charge your device

Although you can also use the IoVedo.RH app on your local internal network, by adding the devices with their LAN network IP address, it is convenient and **charge devices with their serial number**, so you can reach them via the Internet, even when you are away. Furthermore, while it is possible to use the app even without creating an account on the cloud server, It's a good idea to register to receive push notifications and use other advanced features.

First, search and download the app from Google Play or App Store: **I See.RH**

In the iOS or Android version, depending on your mobile phone.
It is a completely free app, without advertising, and supports all our devices whose acronym starts with RH

REGISTER FOR THE CLOUD WITH YOUR MOBILE PHONE

By registering with the app, you create your own personal space on the cloud server where you can upload all your devices you own and will purchase in the future.
To register you must be able to read your email because you will be sent a code
he confirms.
To register, click the following icons
SETTINGS | CLOUD ACCOUNTS
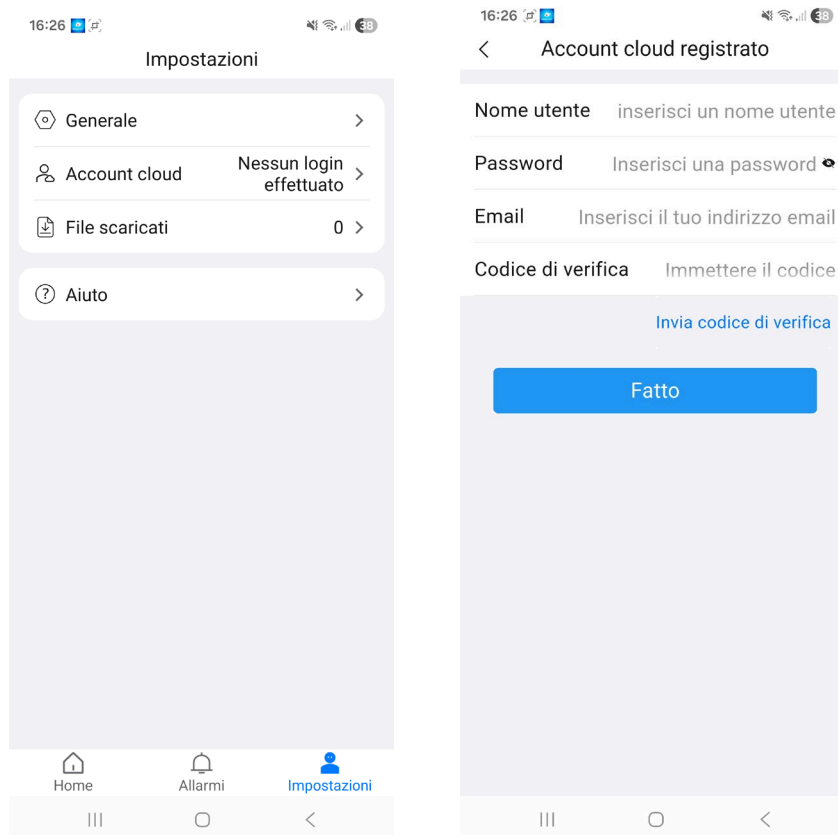
Now follow these steps to register:

1. Choose your username and password
2. Enter your valid email address in the Email field.
3. Press the SEND VERIFICATION CODE button to send the confirmation code to your email
4. Check your email and enter the code sent to you in the REQUEST CODE box.
   VERIFY.
5. Click DONE to complete. You can now log in with your credentials.

NEVER CREATE MORE THAN ONE ACCOUNT

ATTENTION – If you have multiple RH products, you do not need to create more than one account. You can add more devices to your account.

If you have multiple mobile devices, such as a phone and a tablet, you don't need to create more than one account, but just install the app on each device and log in with the same credentials from each device.

Even if you want to give access to your device to other people, such as your family members, you don't You need to register a new account for each one. Just download the app on each phone and log in with the same credentials as yours.

Finally, even if you change your phone you don't have to register a new account, but just install

the app and log in with your usual credentials.

In practice, whatever happens, you never have to create a new account, but always use

The one you registered when you first logged in. If you've forgotten your password, you can recover it.

WHICH DEVICES CAN YOU UPLOAD TO THE CLOUD?

All our RH series IP cameras have a code so they can be uploaded to your

cloud account. If you have many cameras you can upload them all to the app, one after the other, to

manage them all together.

ATTENTION**-A device can only be loaded to one account**, for reasons of

security. If other people need access to your device, they can simply use your password.

access on their mobile phone. If for some reason you need to share a device between multiple accounts

different, a sharing procedure is available.

If you have uploaded a device to your account and want to upload it to a different account you must

delete it from the first account in Device Manager.

CHARGE YOUR DEVICES BY SCANNING THE QR CODE

Now that you have registered, you can access your new personal area with your credentials.

The first thing you need to do is charge your devices.

Follow the steps below to upload your device to the cloud with your mobile phone

1 – Press the + button to add the device

2 – Choose the first option SCAN QRCODE

3 – Scan the QR code that appears in the browser on the NETWORK | P2P page
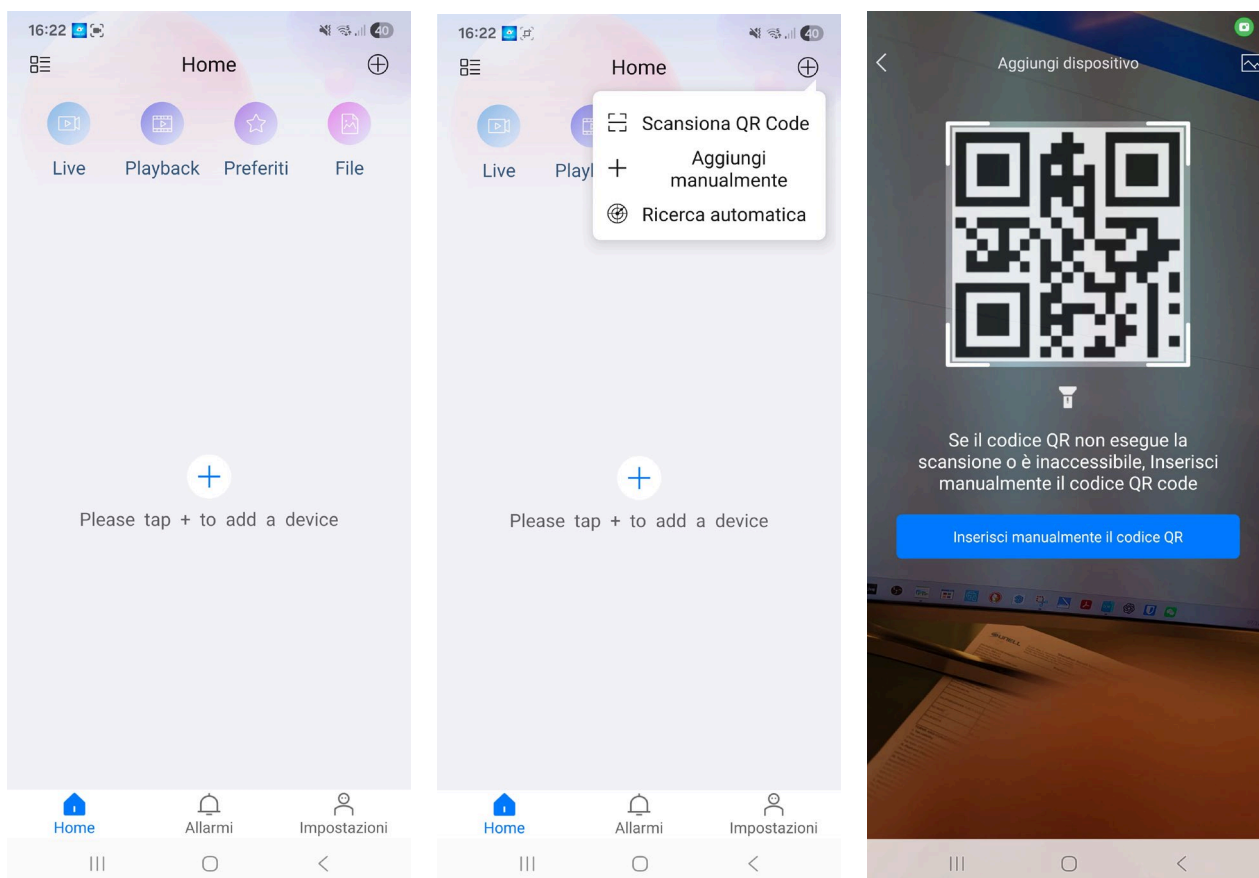
The QR code contains your device's serial number, a 13-digit number. Alternatively, instead of
scan the QR code, you can use the Manually enter QR code button and enter the
serial manually. If you have photographed the QR code, you can also search for it in the gallery, with
button at the top right.

On the next page you will find the camera connection data.

QRCODE – The device serial number is the result of scanning the QR code and identifies the camera

PORT – This is the communication port that the app uses for the camera. Do not change this value. factory 30001.

USERNAME AND PASSWORD – Enter your app login credentials, the ones you use for

log in with your browser (default: admin|123456)

Finally, press APPLY & LIVE to upload the device to your account and activate live viewing.

Remember that when you press APPLY, the app searches for the device on the network, through the Internet, and therefore it must be online in order to complete the registration. Otherwise you will encounter an error.
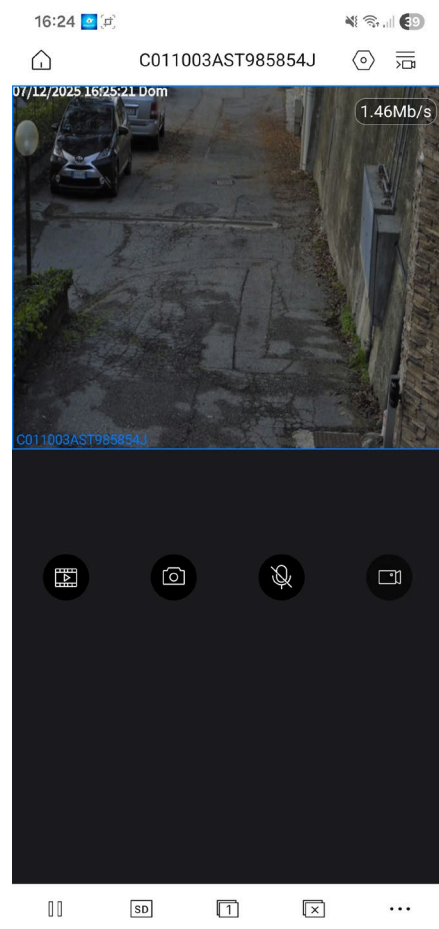
CHARGE YOUR DEVICES IN OTHER WAYS

There are also other ways, besides the Serial Number (QR CODE), to load a device into the your IoVedo account.
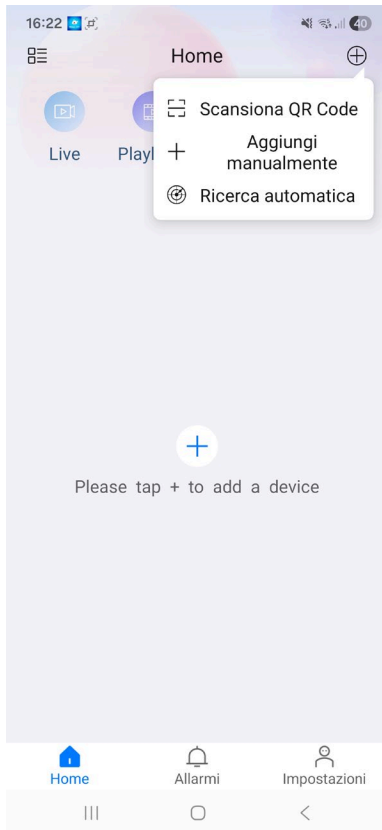
ADD MANUALLY–This mode can be useful if you want to connect to the

device within the local network by directly typing its LAN IP address. You can also

enter the IP of your router, Internet side, or a DDNS domain, to connect via the Internet in

direct way, without using the cloud server. Remember that to use this type of connection via

web you also need to map the router ports.

AUTOMATIC SEARCH -Allows you to search for compatible cameras connected to your

network. This LAN search is only for local access as**it doesn't allow you to save

the device in the cloud**and access via the Internet. You can use this online search option to

a quick check of the equipment locally, without tying it to any account.

Live viewing

Once you have loaded your device, camera or NVR, into the app, you can connect from

mobile phone via the Internet. On the main screen you will find the cameras you have uploaded with

their serial code.
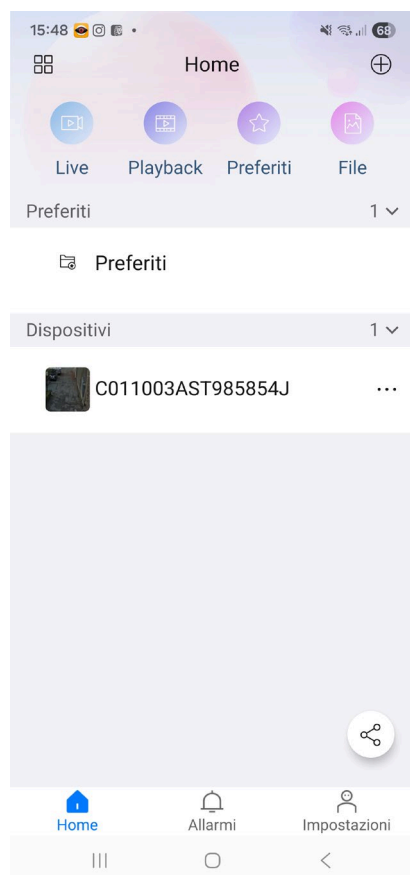
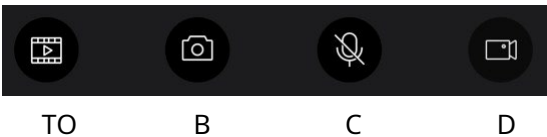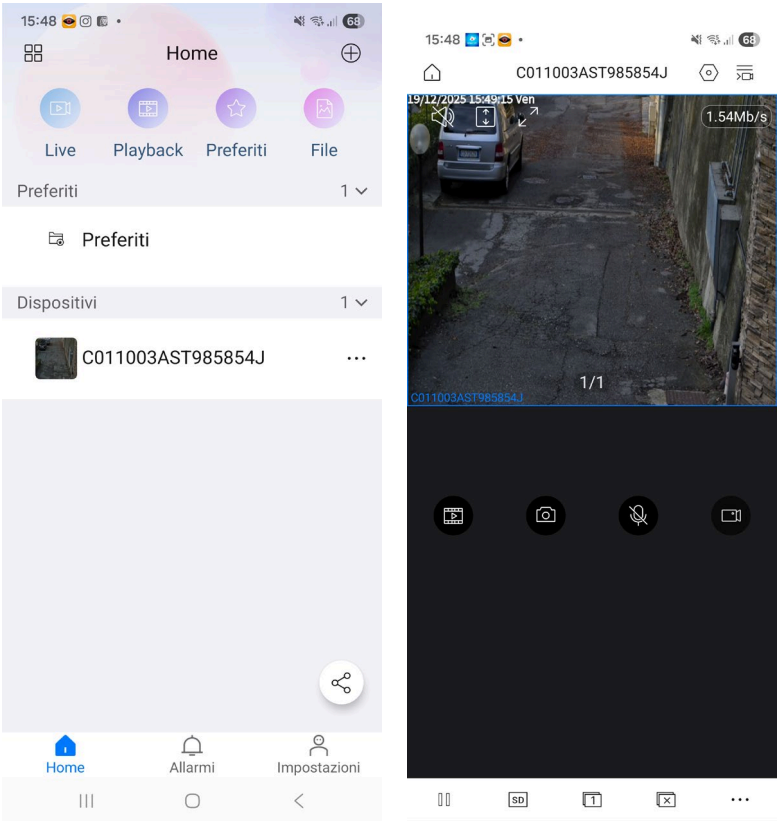At the top there are 4 buttons:

LIVE – Real-time viewing

PLAYBACK – Playback of files recorded on the camera's SD card

FAVORITES – Quick recall of favorite devices

FILE – Manage photos and videos saved on your phone using the app

To start LIVE viewing, simply tap the icon in the device list.

TO	B	C	D

A – Switch to playback of recorded videos

B – Take a photo of the live image and save it to your phone

C – Activate two-way dialogue

D – Record live video

TO	B	C	D	AND
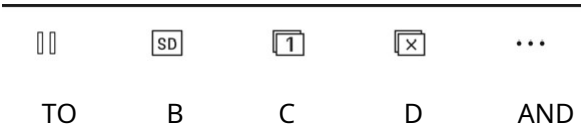
A – Pause video playback

B – Switch from the primary HD stream to the secondary, smaller, lower-resolution SD stream

C – Change the monitor division into 1,4,9,16 quadrants

D – Stop video playback

E – Opens additional commands
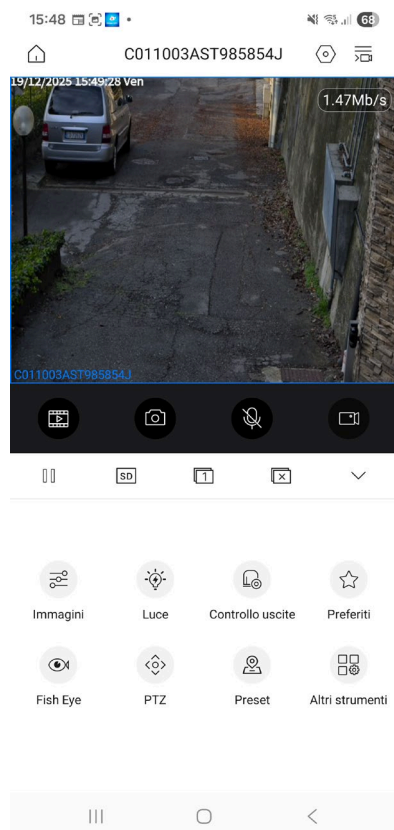
Only some of these commands are used by LPR cameras

IMAGES – Controls brightness adjustment

OUTPUT CONTROL – Allows you to manually activate the 2 relay outputs on board the room

FAVORITES – Adds the camera to your favorite devices folder

PTZ – Allows remote control of zoom and

Playback

If you have installed an SD card in the camera and enabled recording in the camera settings ARCHIVE, you can play back recordings remotely using the PLAYBACK button.
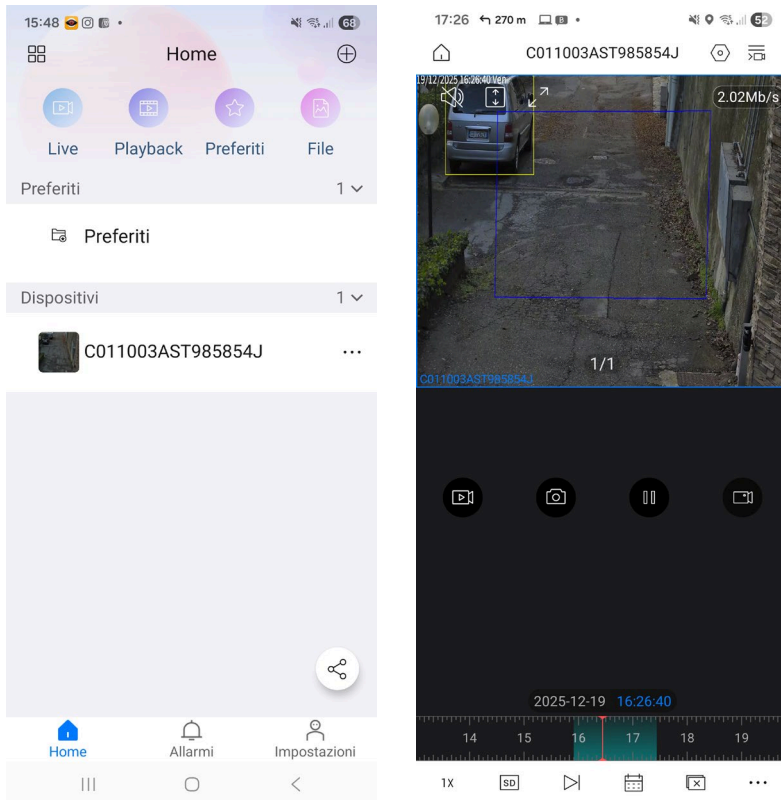
Playback is controlled by moving the timeline at the bottom of the screen showing the recording present in the device memory based on the time slot.

Above the timeline is the calendar date which you can change as you wish to review the previous days by clicking the calendar icon.

Configuring devices

With the IoVedo.RH app you can remotely configure numerous device settings remote. Access is through the CONFIGURATION menu item

App Settings

There are some general options that govern how the app works.