

# IOVEDO.RK6 APP MANUAL

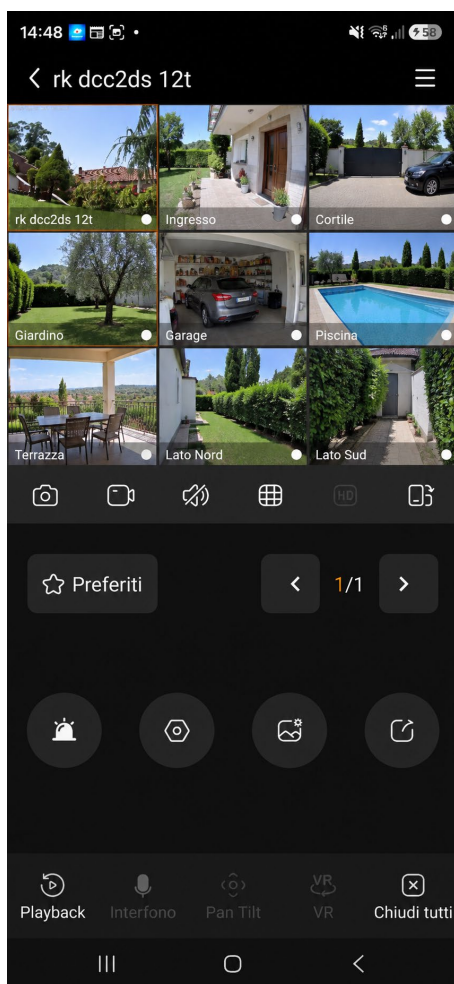
## RK SERIES - IP CAMERAS and DVR/NVR



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# I See.RK6

APP for RK Series IP Cameras and DVR/NVR



Remote Access Manual with the  
IoVedo.RK6 APP



# Contents of the manual

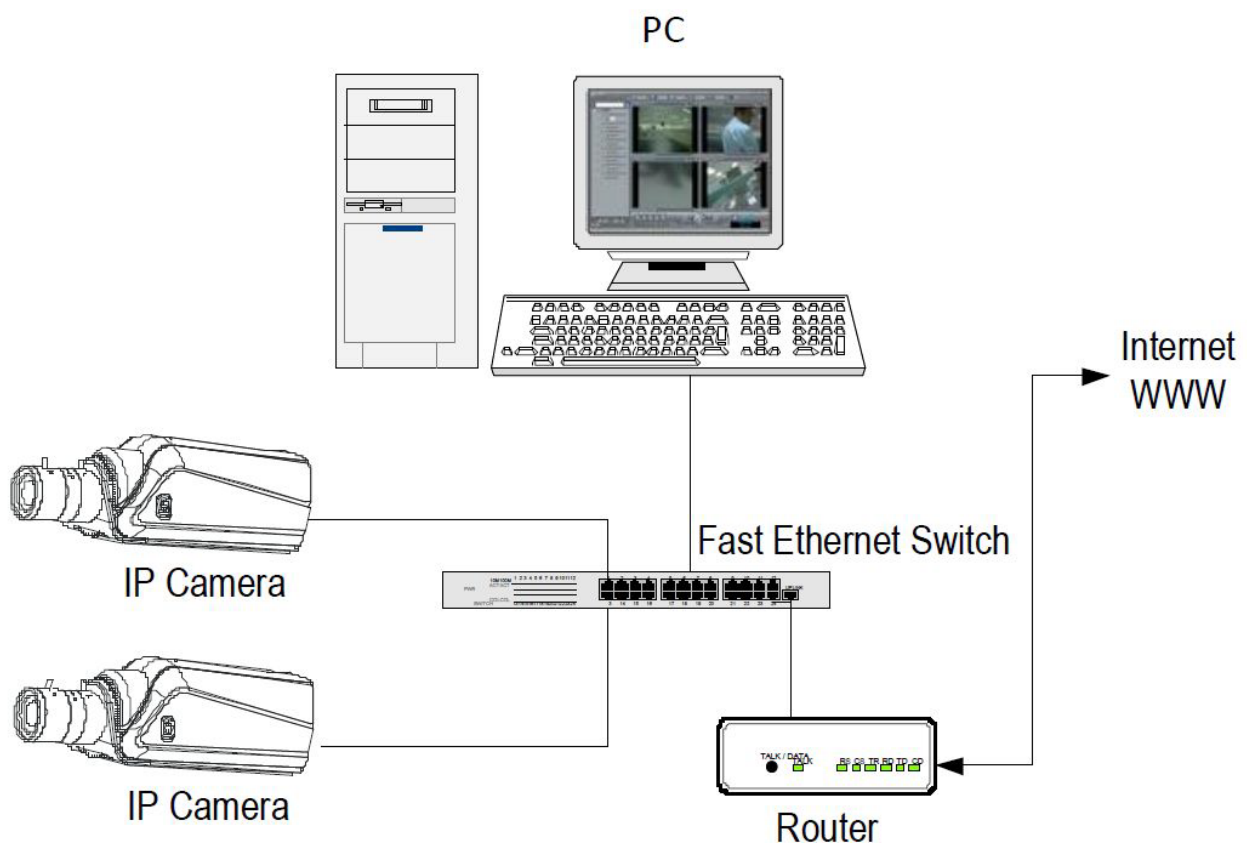
RK series IP cameras, NVR/DVRs and DSE kits can be easily controlled via web

Using the free DSE IoVedo.RK6 APP. Thanks to the P2P cloud server, a static IP is not required, nor configure the router ports to connect via the web. This manual explains how use the IoVedo.RK6 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 as [www.mio-ip.it](http://www.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.RK6** as 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 RK 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 IoVedo.RK6 app and connect via the Internet with the cell phone.

# Find out if your camera or NVR supports I See.RK6

Today all our devices whose acronym begins with RK or RKK, both cameras and DVR/NVR, they are controlled with our **IoVedo.RK6 app**.



IoVedo.RK6 fully supports cameras with firmware released from 2025 onwards forward and NVRs with graphical interface starting from version 6.0.

IoVedo.RK6 also supports older DSE devices, but several new features are not will be accessible.

IoVedo.RK6 is the redesigned version of our previous app IoVedo.RK



If you were using this app and want to upgrade to the new version, you will need to create a new account.

In IoVedo.RK6, delete devices from IoVedo.RK and reload them into IoVedo.RK6

Only some older generation RK series cameras and NVR/DVRs, prior to 2019, they used the FREEIP app for which there is a specific manual.

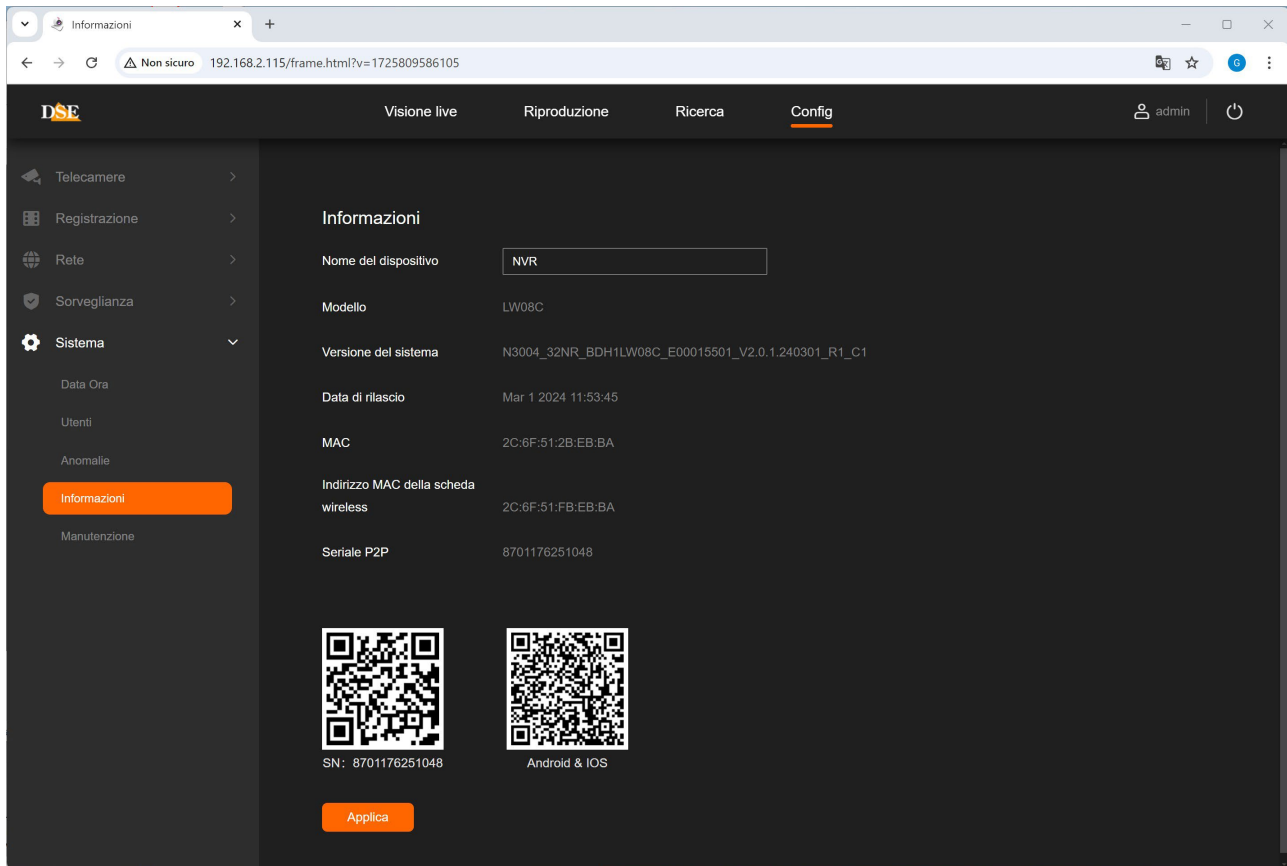
To check the app your device was developed for you can connect from computer with browser and check in the P2P information where you will find the QR code from Frame the image with your phone to download the application. Below you can see an example of a our wifi kit.

# IOVEDO.RK6 APP MANUAL

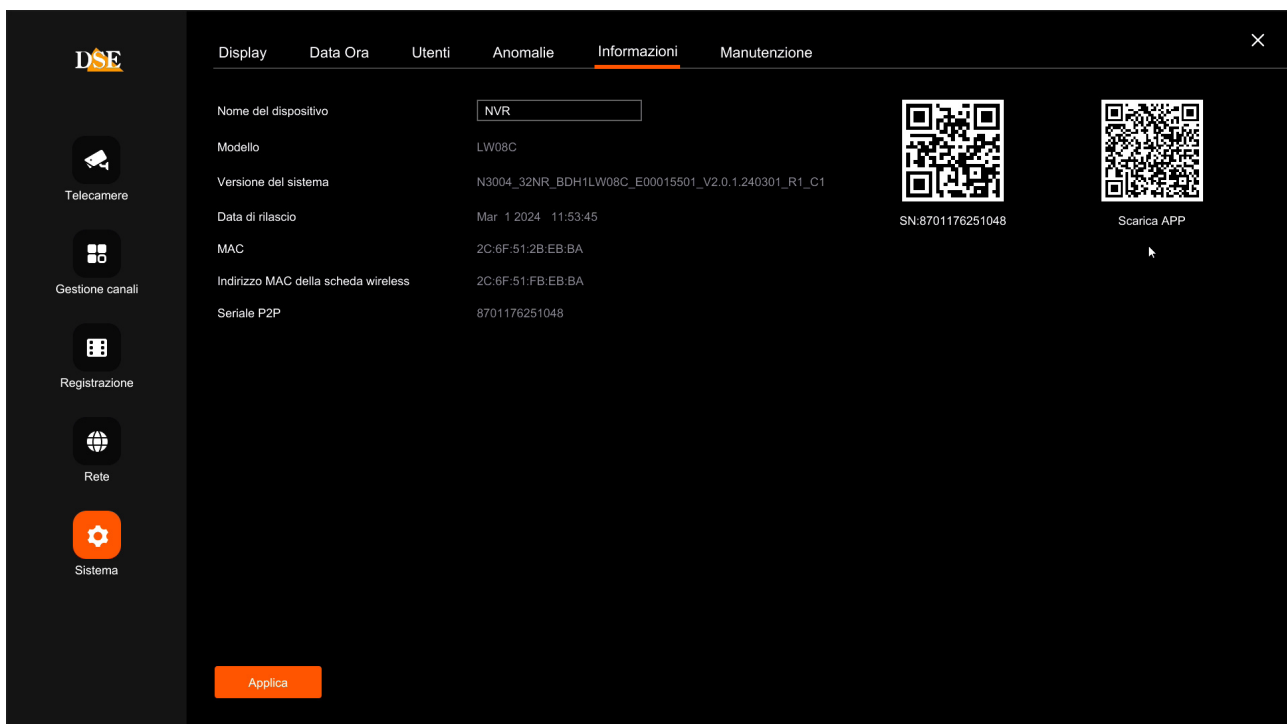
## RK SERIES - IP CAMERAS and DVR/NVR



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If your device is a DVR/NVR you can also check the reference app directly on the monitor connected to the device.



# Differences between IoVedo.RK and IoVedo.RK6 (FAQ)

Today all our devices whose acronym begins with RK or RKK, both cameras and DVR/NVR, they are controlled with our **IoVedo.RK6 app**.



## **I See.RK6**

IoVedo.RK6 is the new redesigned version of our previous app IoVedo.RK



## **I See.RK**

Among the **Main improvements introduced with IoVedo.RK6** let's remember:

- 1 - Ability to configure most of the device options via app
- 2 - Ability to arm and disarm all alarm detections with a single button
- 3 - Setting and recalling Presets and Cruises in PTZ motorized cameras
- 4 - Availability of paid plans for cloud video recording
- 5 - Better management of real-time event push notifications

IoVedo.RK6 fully supports all DSE RK Series cameras with firmware starting from 2025 and all RK Series NVRs starting from the GUI version 6.0.

IoVedo.RK6 also supports older DSE devices, such as IP cameras with Firmware before 2025 and DVR/NVR with 5.0 interface, but many functions may not be available

## **FAQ**

### **Which devices fully support IoVedo.RK6?**

All cameras with firmware from 2025 and all NVRs from GUI version 6.0.

### **Can I use IoVedo.RK6 with older DSE devices?**

IoVedo.RK6 also supports older generation DSE RK Series devices, such as IP cameras with firmware prior to 2025 and DVR/NVR with 5.0 interface, but many features may not be available.

### **Can I install IoVedo.RK and IoVedo.RK6 on the same mobile device?**

Yes, you can install the two apps on the same phone or tablet because they are two apps independent and autonomous. The two apps do not share the same accounts. If you already had Once you have registered an account on IoVedo.RK, you will need to create a new account for IoVedo.RK6

### **Can I charge one device on both apps at the same time?**

No, if a device was linked to your IoVedo.RK account you will have to delete it first from IoVedo.RK and then top it up in your new account on IoVedo.RK6.

### **Can I log in to IoVedo.RK6 with the credentials I used with IoVedo.RK?**

No, you need to register a new account on IoVedo.RK6. However, if you wish, you can Create the new account with the same email and password you used with IoVedo.RK

# Find the device serial number

Each user of a RK series camera or NVR/DVR purchases the product together with the possibility to use the free IoVedo.RK6 app and its cloud server for free to make connecting via the Internet is very simple.

To use our app and its cloud server you first need to know the number of series of your device.

## **WHERE IS THE DEVICE SERIAL NUMBER AND CAPTCHA CODE FOUND?**

The RK series device (camera or NVR) you purchased is already registered in the cloud server and It is identified by a unique serial number (S/N). The serial number is located on the label located on the camera or under the NVR and consists of 13 digits. To avoid having to copy manually the serial number in the app there is also a QR code that you can scan with the app to automatically insert the serial number without having to type it.

Together with the S/N and its QR code, you will also find the security Captcha code that you will need for register the device on the server.

If you have already installed the device in a hard-to-reach place, remember that the same label applied on the product is also applied on the packaging of the and it is also possible to find these connection data in the P2P tab of the network configuration, by connecting with the browser.



# Remember your device password

To be able to use a camera or DVR/NVR locally, you need to know the username and the password to access it, which you will type in the browser, when you access from a computer, or on the monitor in the case of NVRs and DVRs. These credentials will also be used to upload your device in the IoVedo.RK6 app, to prevent unauthorized access.

The factory credentials of our RK products are:

## **FIRMWARE RELEASED UNTIL 2024**

CAMERAS

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

NVR/DVR/KIT

User**admin**PW**12345**

## **FIRMWARE RELEASED FROM 2025**

NVR/DVR/KIT 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.

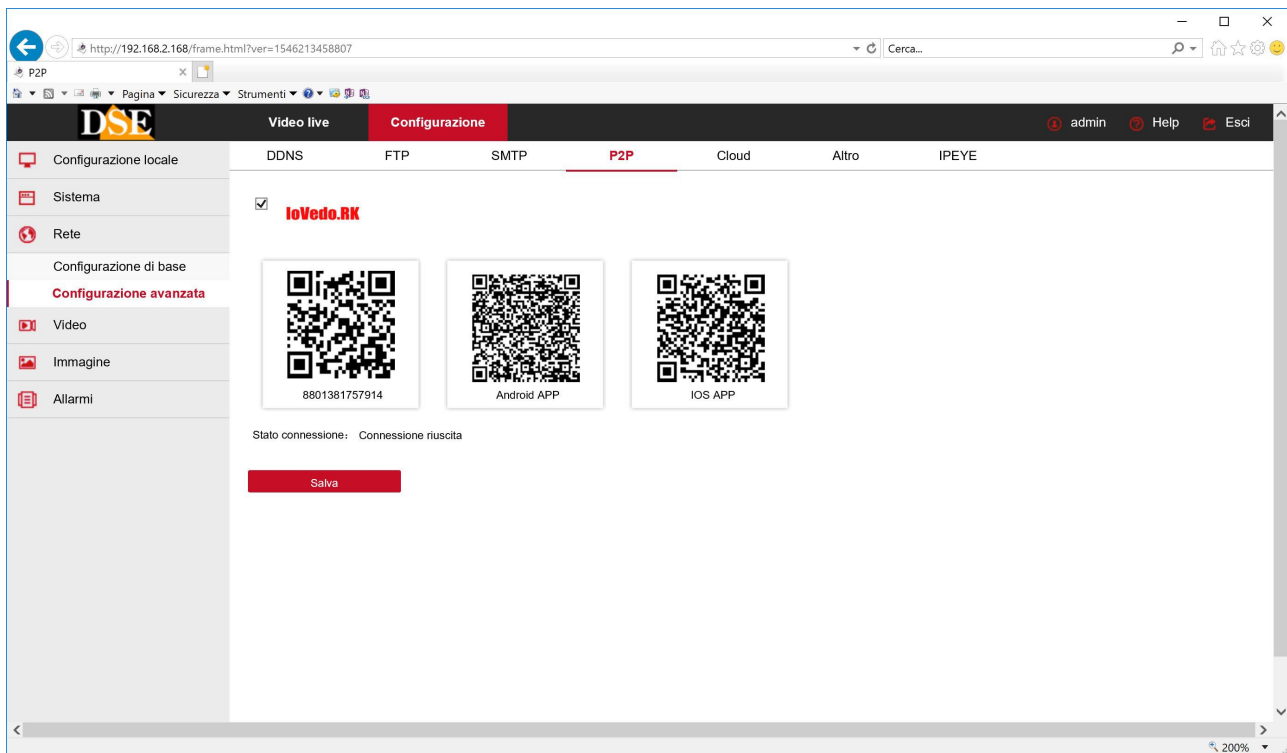
# Check your P2P cloud connection

Many devices report a good connection to the P2P server within the configuration.

Before using the app, you can check whether your device is properly connected to the P2P cloud server.

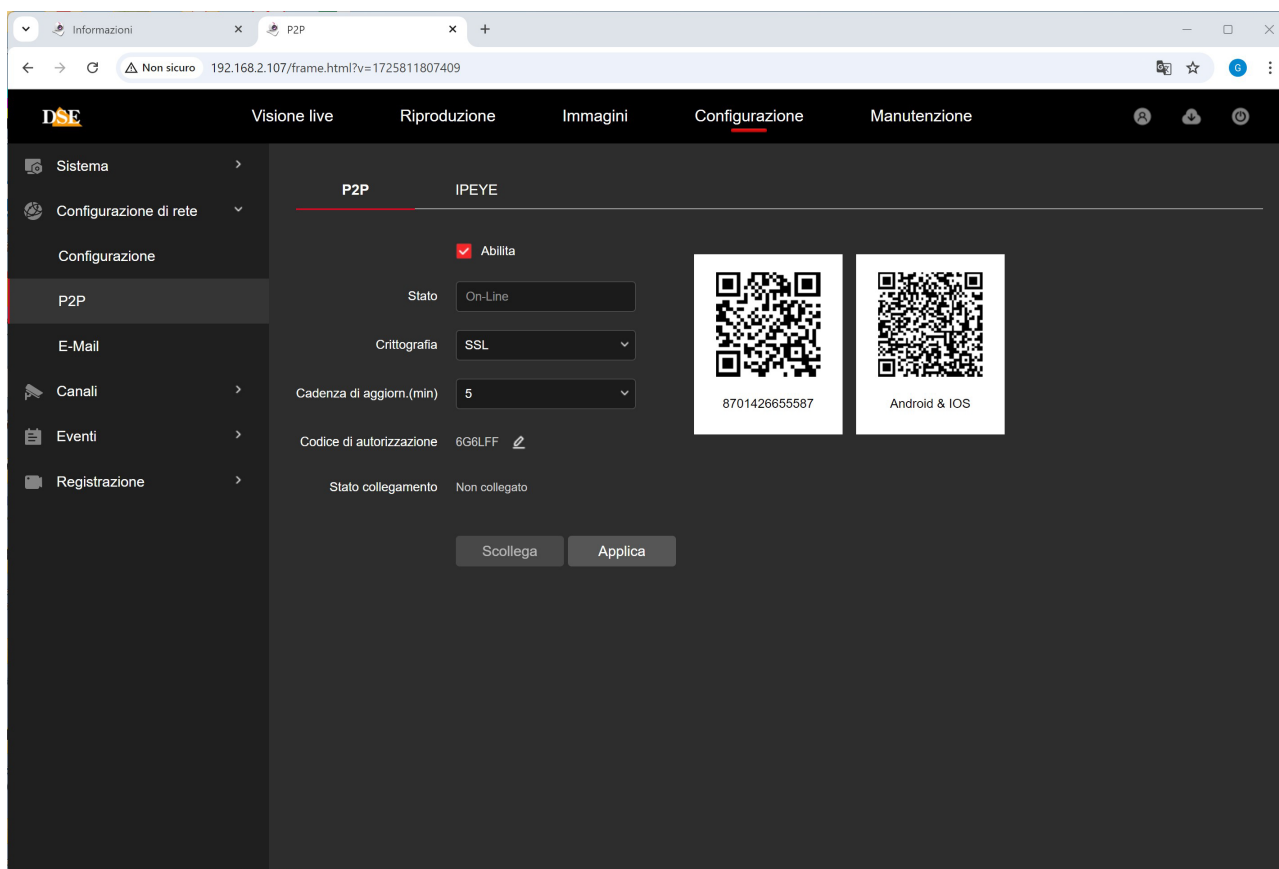
You can find this in the P2P window, under network settings. In the device below, read

Connection Successful, means that your device has successfully connected to our server through Internet and can be used with the app.



The most recent devices, with graphical interface 6.0, indicate both the status of the connection to the server P2P, both the association of the device to an app user.

The one below, for example, is one of our NVR 6.0 where you can see that the P2P connection to the server is established (Status: online) but the device has not yet been linked to any app user (Connection Status: Not Connected)



If your device reports that you have no connection to the server, do not proceed by trying to use the app, it will never work. If the server connection status is offline, you must check the device's network connection and its network settings as the device is unable to communicate properly via the Internet.

# Create an account on IoVedo.RK6

Although you can also use the IoVedo.RK6 app on your local internal network, by adding the devices with their LAN network IP address, it is always a good idea to create an account and upload the devices with their serial number, so that they can also be reached via the Internet, when you are out. By registering for a cloud account you can use many advanced features and manage with facilitates many devices.

NOTE: If you were using the previous IoVedo.RK app you must create a new account in IoVedo.RK6

First download the IoVedo.RK6 app.



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 RK

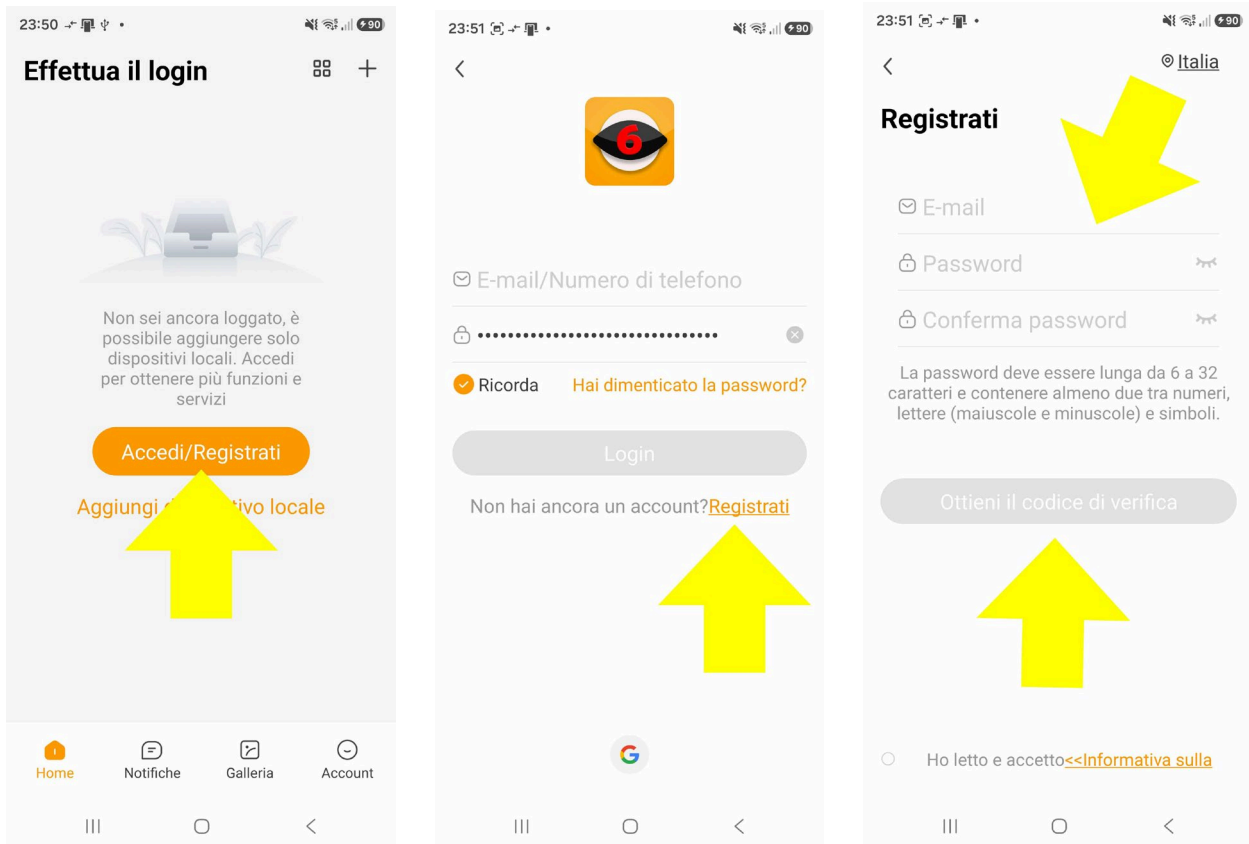
## REGISTER WITH YOUR MOBILE PHONE

To use IoVedo.RK6 you must register. If you do not register you will not be able to save your devices. You can register directly from the app, using your mobile phone, as shown below.

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



Here are the steps to register:

- 1 Enter your valid email address in the first line (Email)
- 2 Choose a password and type it twice. The password must be at least 6 characters long and contain numbers, uppercase and lowercase letters, and special characters
- 3 Press the GET 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.  
CONFIRM. You have a maximum time limit to complete this operation.
- 5 Click REGISTER to complete. You can now log in with your credentials.

### NEVER CREATE MORE THAN ONE ACCOUNT

ATTENTION – If you have multiple RK 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.

# Add devices to IoVedo.RK6

After registering, you can add your devices to the app.

## **WHICH DEVICES CAN YOU CHARGE IN THE APP?**

All our RK series IP cameras, DVRs and NVRs have a code to be able to be uploaded to your cloud account, but it is best to only upload devices that have the most utility.

If you have multiple IP cameras and don't have an NVR, you can upload each individual one to the cloud camera. If you have installed a system with cameras and a video recorder, you should **record only the video recorder in the cloud**, with which you will control all the cameras together in a practical way. If you purchased an RKK Series Wi-Fi or POE kit, you can only register the NVR as cameras connected to the NVR's internal network cannot access the Internet independently.

**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 specific reason you need to share a device between multiple different accounts, 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.

## **IF YOU USED IOVEDO.RK**

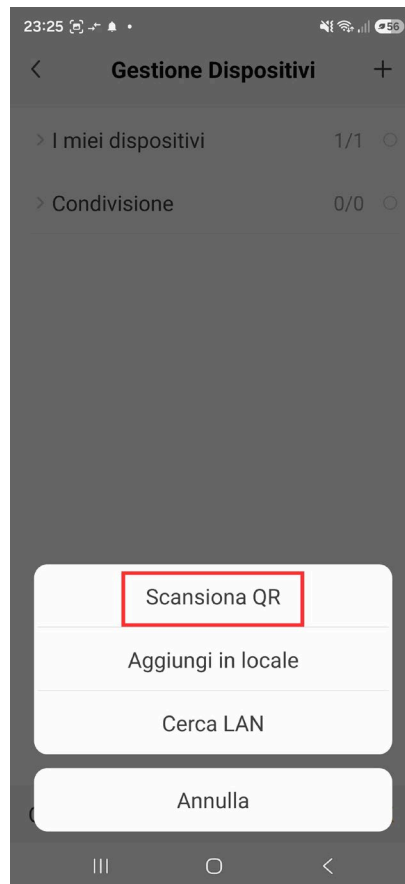
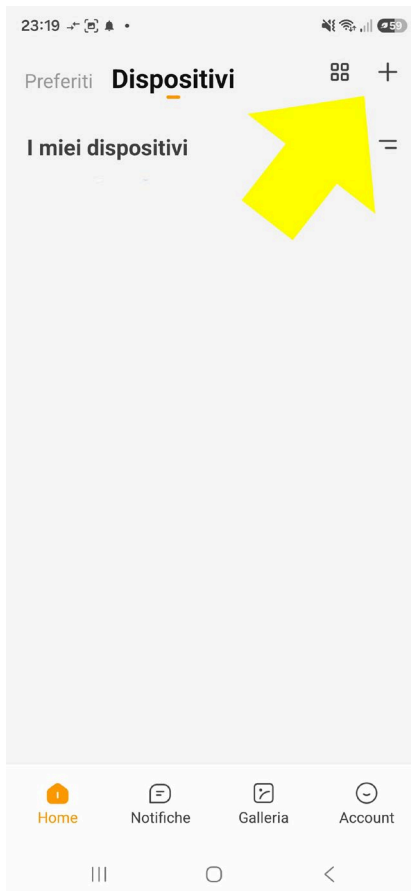
If you used our previous app IoVedo.RK you cannot use the same credentials in IoVedo.RK6, but you need to register a new account as shown in the previous point. You can register the new account even with the same credentials as the old one.

If you had devices linked to your IoVedo.RK account you must delete the devices in the old apps before you can add them to IoVedo.RK6. Therefore, do not uninstall IoVedo.RK before have deleted all devices.

## **CHARGE YOUR DEVICES BY SCANNING THE QR CODE**

The recommended way to add devices to the app is to scan the QR code  
Follow the steps below

Tap the + button at the top right. Choose **QR Scanto** to read the device code.



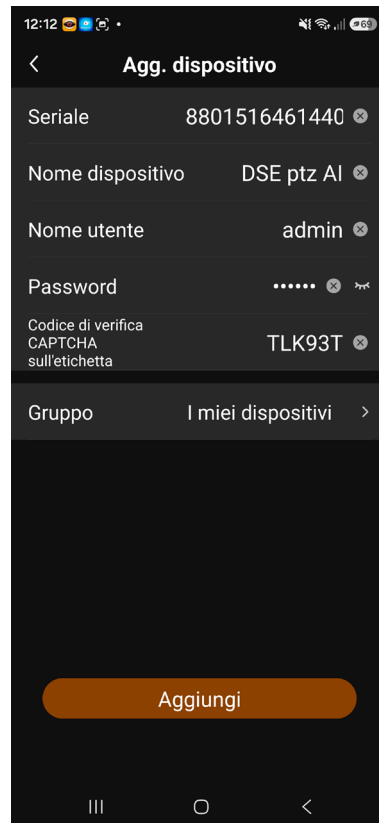
Scan the QR code on your device.

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**SERIAL** - The QR code contains your device's serial number, a 13-digit number. Alternatively, Instead of scanning the QR code, you can tap the icon, top right, and enter the serial number manually. If you photographed the QR code, you can also search for it in the gallery.

**DEVICE NAME** - Enter a name of your choice to assign to the device, for example NVR

**HOUSE**

**USERNAME** - This is the username to access the device (default is admin)

**PASSWORD** - This is the password to access the device (factory setting 123456).

**CAPTCHA** - This is the 6-character verification code found on the product label, near the QR code. code.



**GROUP** – If you only need to manage a few devices, you can keep the factory group. If you have many You can instead divide devices into different groups, to make them easier to manage.

After filling out the information, press Add. The device must be turned on and connected to the network. to complete the connection.

### INPUT ERRORS

If adding your device fails, you will see an error message that may

Please indicate the reason for the failure. Here are the main errors when adding a device.

**DEVICE CONNECTED** – The device is already connected to another account. You must delete it. from the other account to add it.

**DEVICE OFFLINE** – The device cannot be added because it is not connected to the server.

Check your device's network settings to ensure it is connected to the Internet.

**DEVICE VERIFICATION ERROR** – The captcha code you entered is incorrect. Please check.

the characters you find on the product label or in the P2P card, connecting with the browser, are good

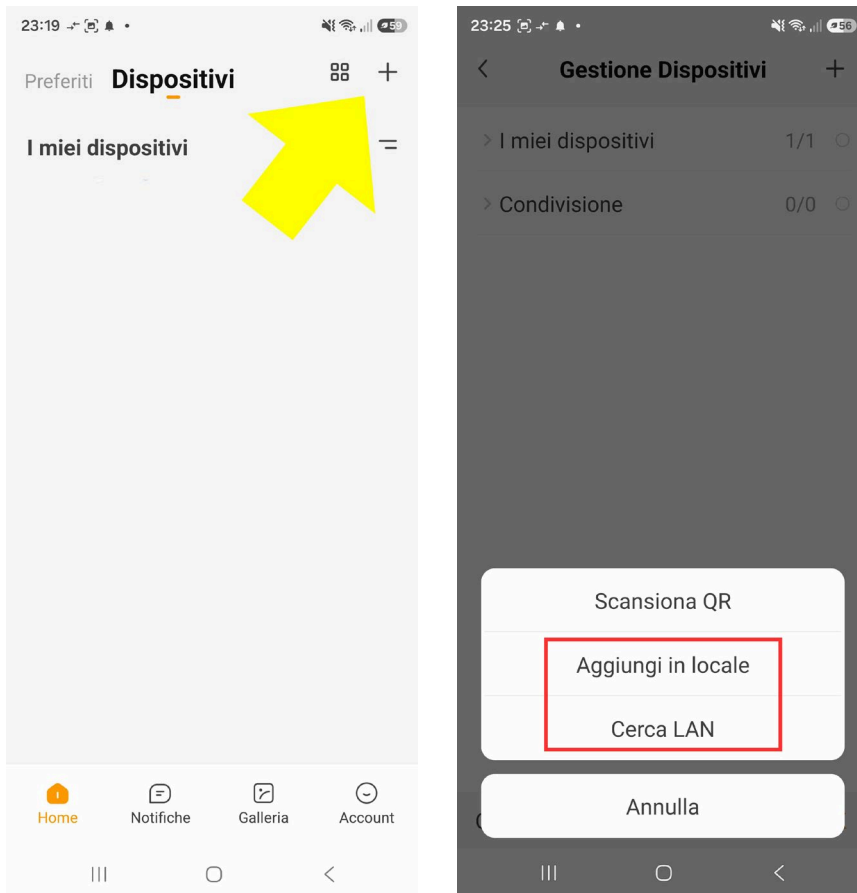
**INCORRECT USERNAME OR PASSWORD** – The login credentials you entered are incorrect.

You must enter the username and password you use to access the device on the local network.

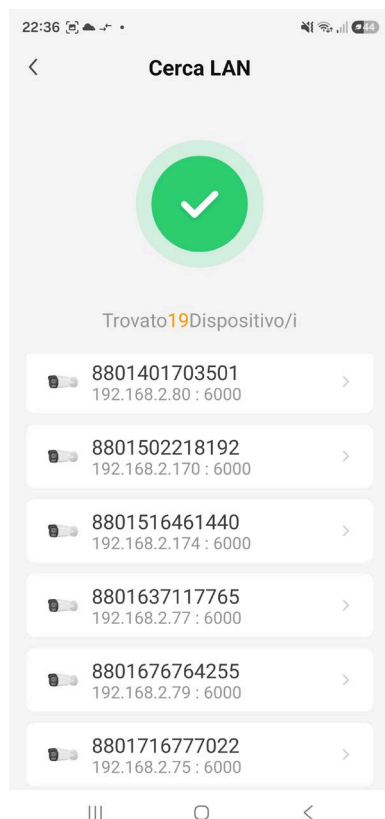
factory: admin 123456

## Add devices in other ways

In addition to the recommended method of adding a device with QR Code, IoVedo.RK6 offers other ways to add device available



**LAN SEARCH** -If your mobile phone is connected to the same network as your devices, and the wifi network uses the same class of addresses as the wired network, you can use the lan search function instead of Scan the QR code. The search function finds all RK devices on the network. You can Select the device to add and enter the data as seen for adding to a QR code. The LAN Search function is a valid alternative to scanning the QR code, but you can only use it if Your cell phone in Wi-Fi is able to communicate via LAN with the devices to be charged.



**ADD TO LOCAL**—This mode can be useful if you want to charge your device without use our P2P cloud, making a direct connection to the device.

You can use this type of addition to use the app on local internal network, or if you connect via web using a static internet IP or DDNS, mapping the router ports appropriately.

This mode is completely manual and should only be used by expert personnel.

Devices added this way are listed among the devices in a folder.

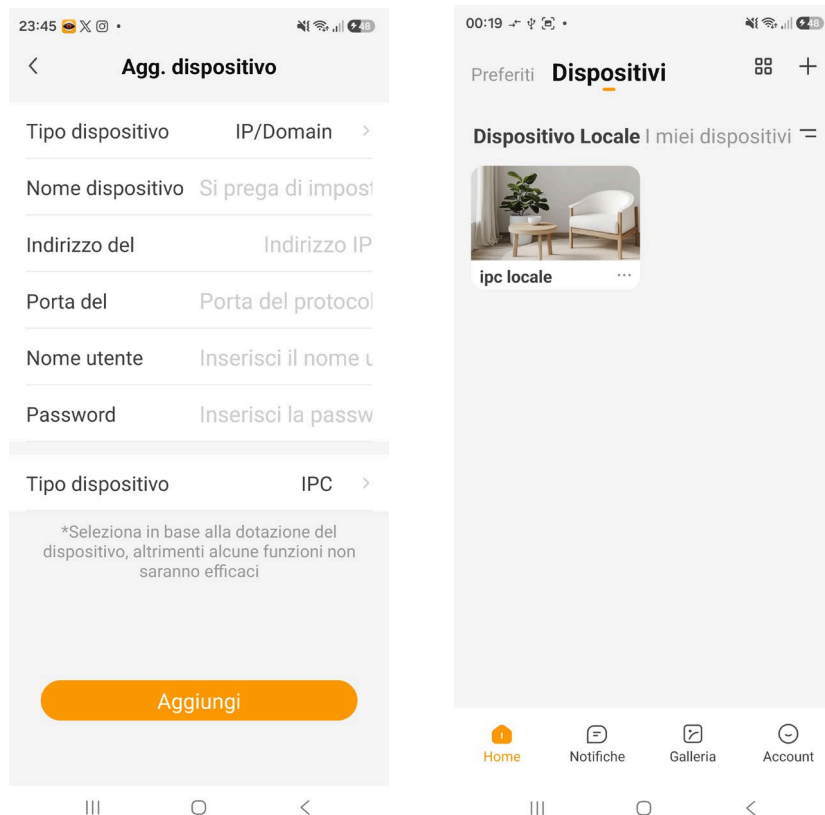
LOCAL DEVICES part to be separated from those connected through the P2P cloud.

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**DEVICE TYPE** – Choose IP/Domain if you want to enter the IP address or DDNS domain of the device, or choose Serial to use the device's serial number.

**DEVICE NAME** – Any identifying name you like

**IP ADDRESS** – If you have chosen IP/Domain here enter the connection data (IP address or site web)

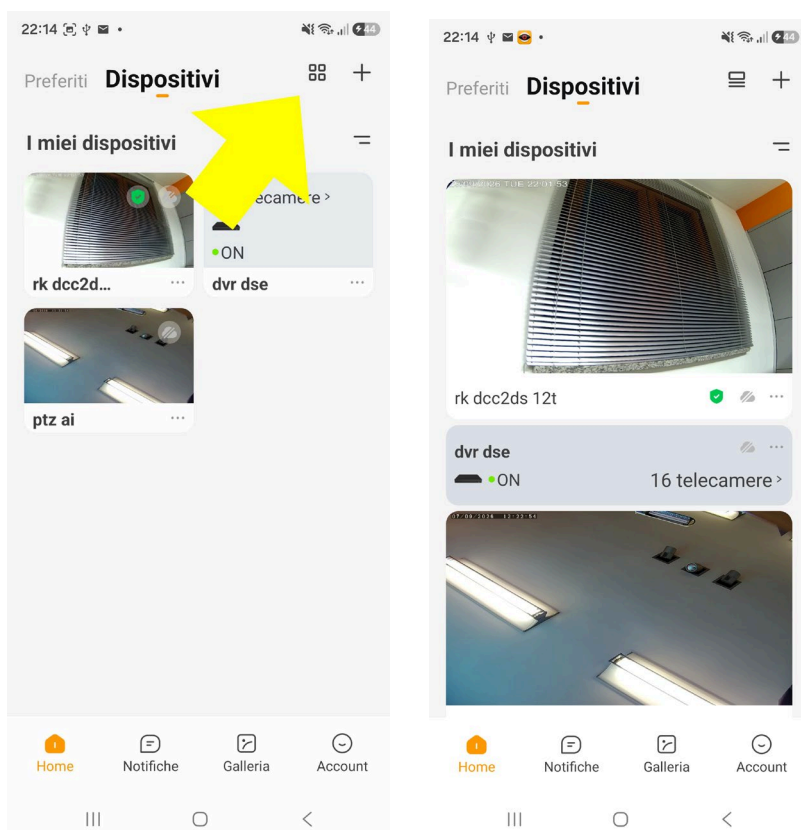
**PORT** – Here you enter the port used by the device to communicate with the app, which can be set in the device configuration. The port used by DSE devices to log with the app it's port 6000

**USERNAME/PASSWORD** – Login credentials

**DEVICE TYPE** – IPC (camera) / NVR/XVR (video recorder)

# Device Management

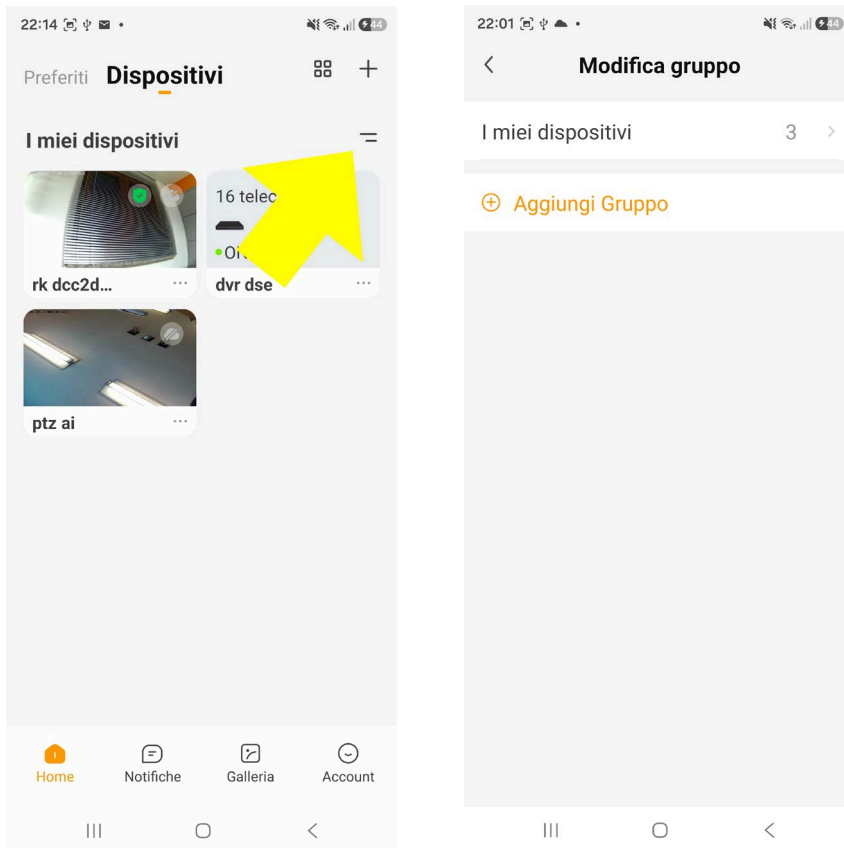
Once you have added your devices to the app you will find them in the Device Manager, which is the first screen that appears in the app. Each device has its own panel. You can change the size of the boxes with the button at the top.



## GROUPS

In Device Management you can create groups to group your devices into. This

This function is useful if you have many devices loaded and want to divide them according to their function.



### DEVICE SETTINGS

In device management you can remotely control the internal settings of the devices, cameras and video recorders.

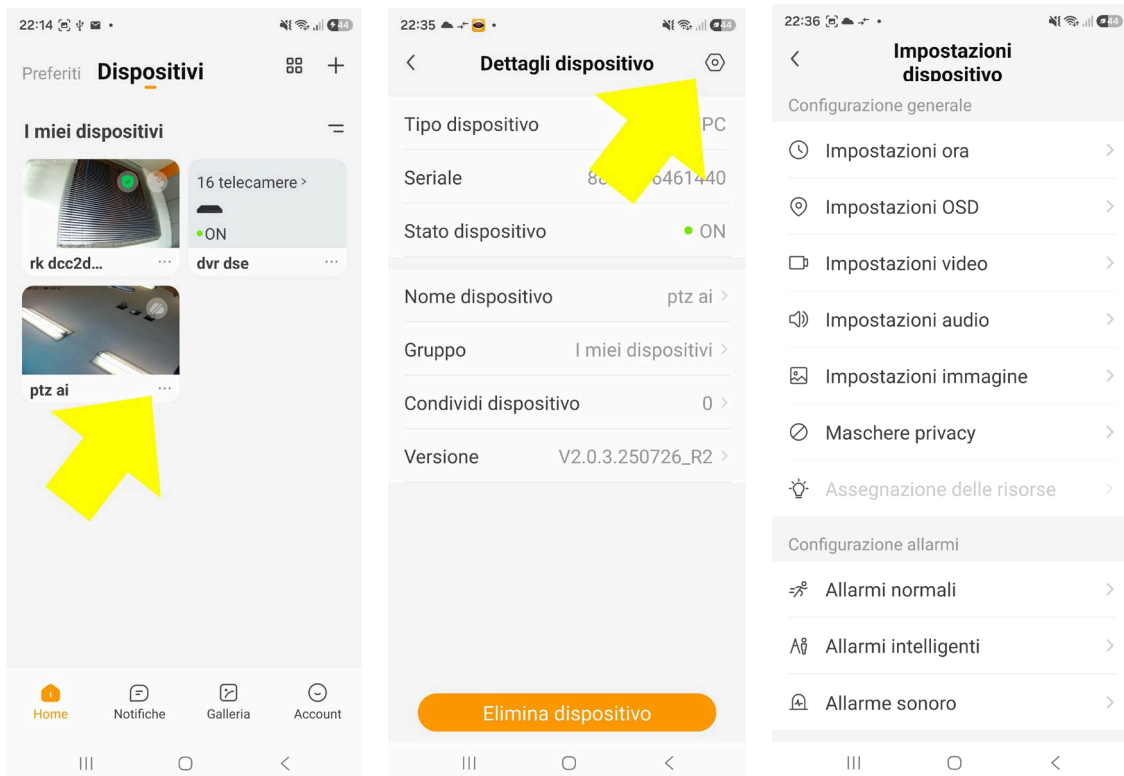
IoVedo.RK6 allows you to set the vast majority of the options via the app

Fully supported cameras and NVRs (see above in the manual). Older devices

They allow remote configuration of only the main functions. You obviously cannot

Set up non-DSE cameras connected to NVR via app.

You have two configuration windows available: the first contains the parameters of the device in the app and a second one that contains the remote configuration of the device settings.



### DEVICE DETAILS

This section contains the device management options in the app

TYPE/SERIAL/STATUS – This is the device data

DEVICE NAME – You can edit the name assigned to the device in the app

GROUP – You can choose the group to associate the camera with, if you have created more than one to the factory default My Devices

SHARE DEVICE – Use this command if you want to share access to a device with another IoVedo.RK6 account. A QR code is displayed that you can scan with your cell phone. of the other account. Sharing should only be used if users have different access to the equipment. If you need to give access to your family members, you don't need to share it, just everyone logs into the app with the same account.

DELETE DEVICE – Removes the device from your account in the app. Once removed, the device will be available again to be associated with a new account.

### DEVICE SETTINGS

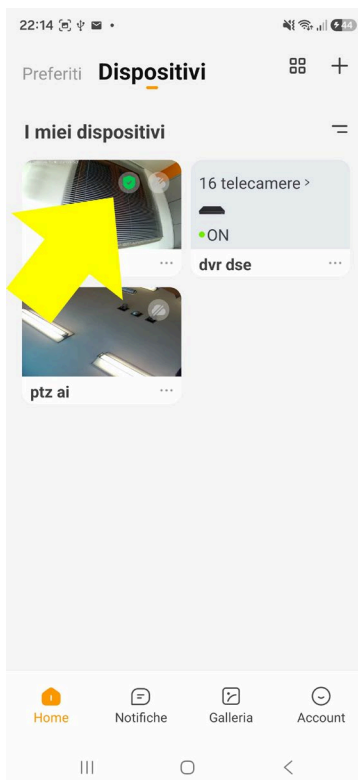
In this section there are all the internal settings of the device that can be set from remotely via app. For a detailed explanation of these functions, please refer to the manual.

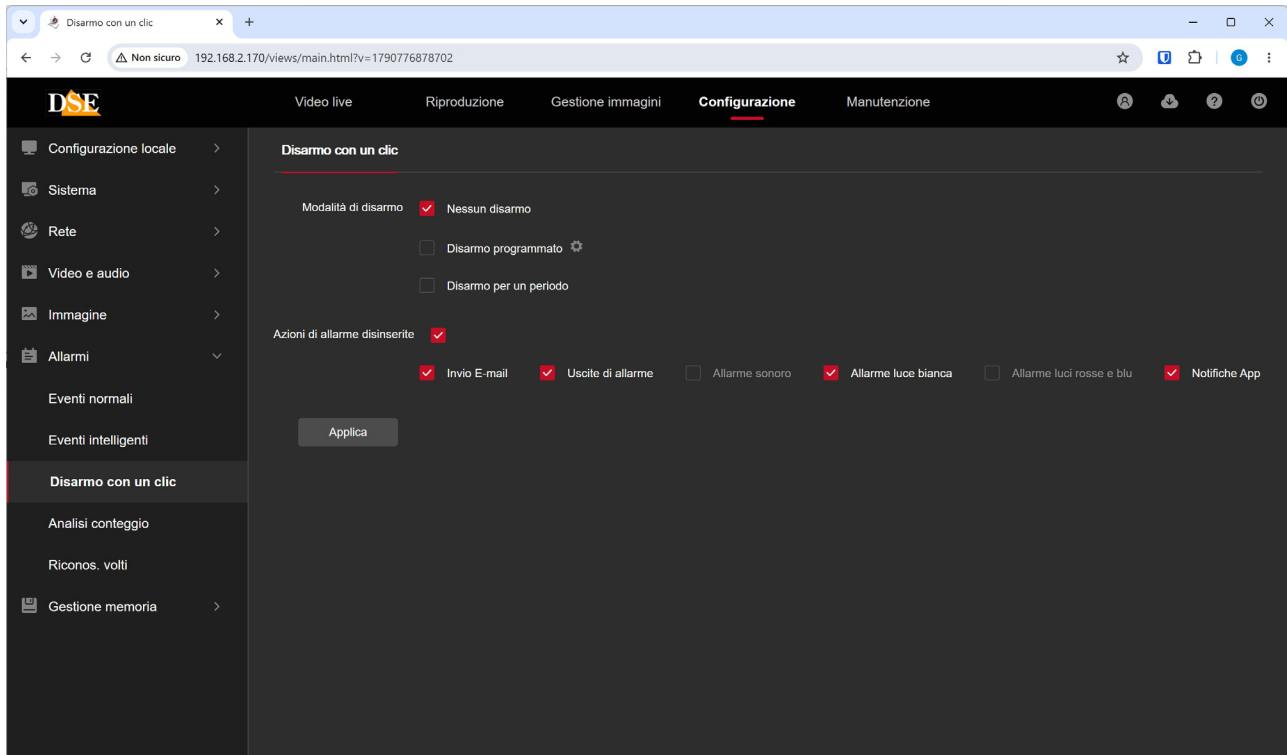
Device configuration. Only recent devices, fully supported by IoVedo.RK6 allow remote configuration of all functions.

### ARMING/DISARMING ALARMS

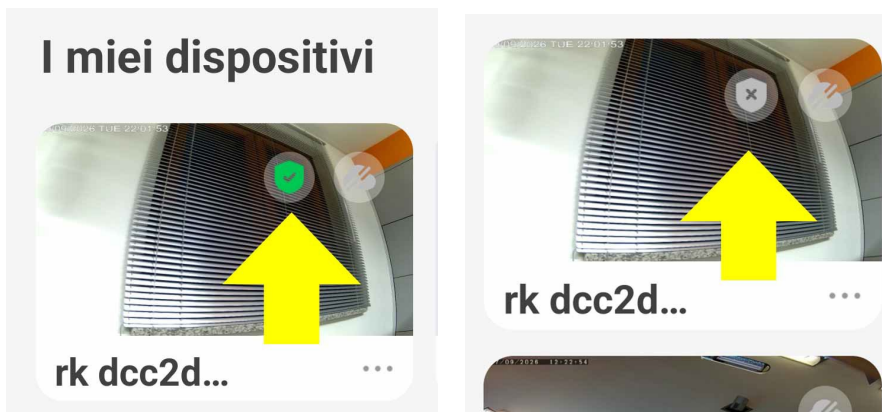
Some devices support the general disarming function of alarm actions. This is a useful function because it allows you to silence all alarm actions with a single button via the app of the device, as you do with a burglar alarm when you return home. When you use this function with an NVR, pressing the disarm button disables the alarm actions of all channels at once.

There is a specific option in the configuration of devices that support this function. section among the event settings (one-click disarm) where you can precisely define which alarm actions are disabled with this function (light alarm, alarm sound, push notifications, emails, etc.)





Under normal conditions the alarm arming icon is green, which means that the alarms are active based on the device configuration. If you tap the icon it will turn gray and The alarm disarming message will appear. When the icon is gray, all alarm actions indicated in the quick disarm configuration of the device will be disabled.



If your device thumbnail does not have the Quick Disconnect icon  
This means that your device does not support this feature.

## Live viewing

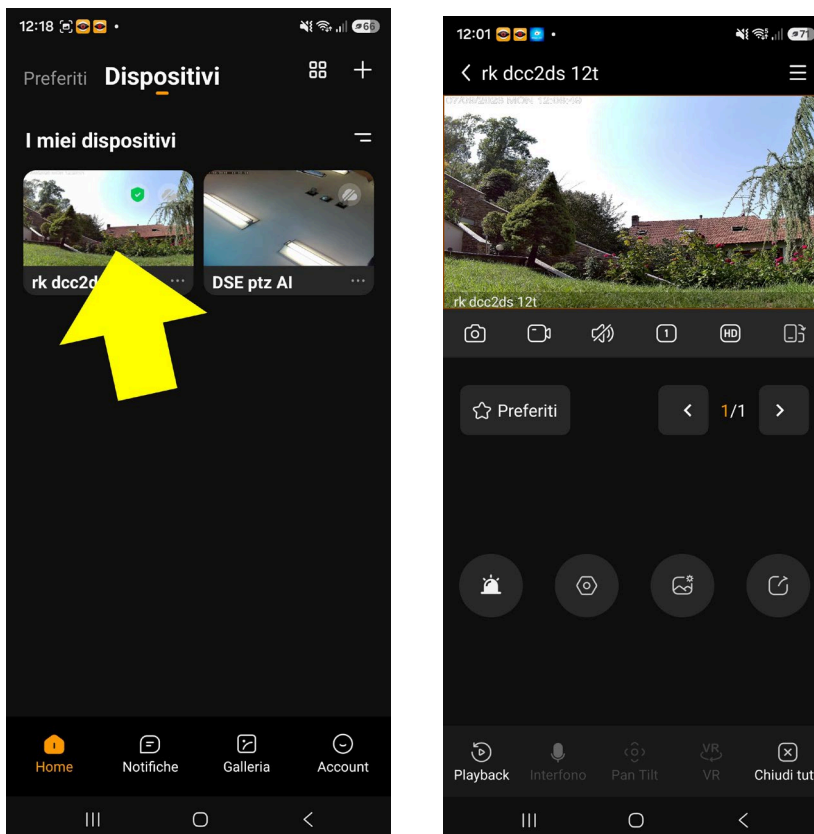
Once you have loaded your device, camera or NVR, into the app, you can see the Real-time cameras from your mobile phone via the Internet. The IoVedo.RK6 APP can show up to up to 16 cameras on the screen at the same time.

The number of cameras you can see on the screen smoothly depends strictly on from the bandwidth you have available, both on your mobile connection and in upload on your access to Device Internet.

The first thing you need to do is start live viewing of the cameras.

### START LIVE VIEWING - CAMERAS

If the connected device is a single camera, just tap the thumbnail box to start live viewing.



### START LIVE VIEWING - NVR and DVR

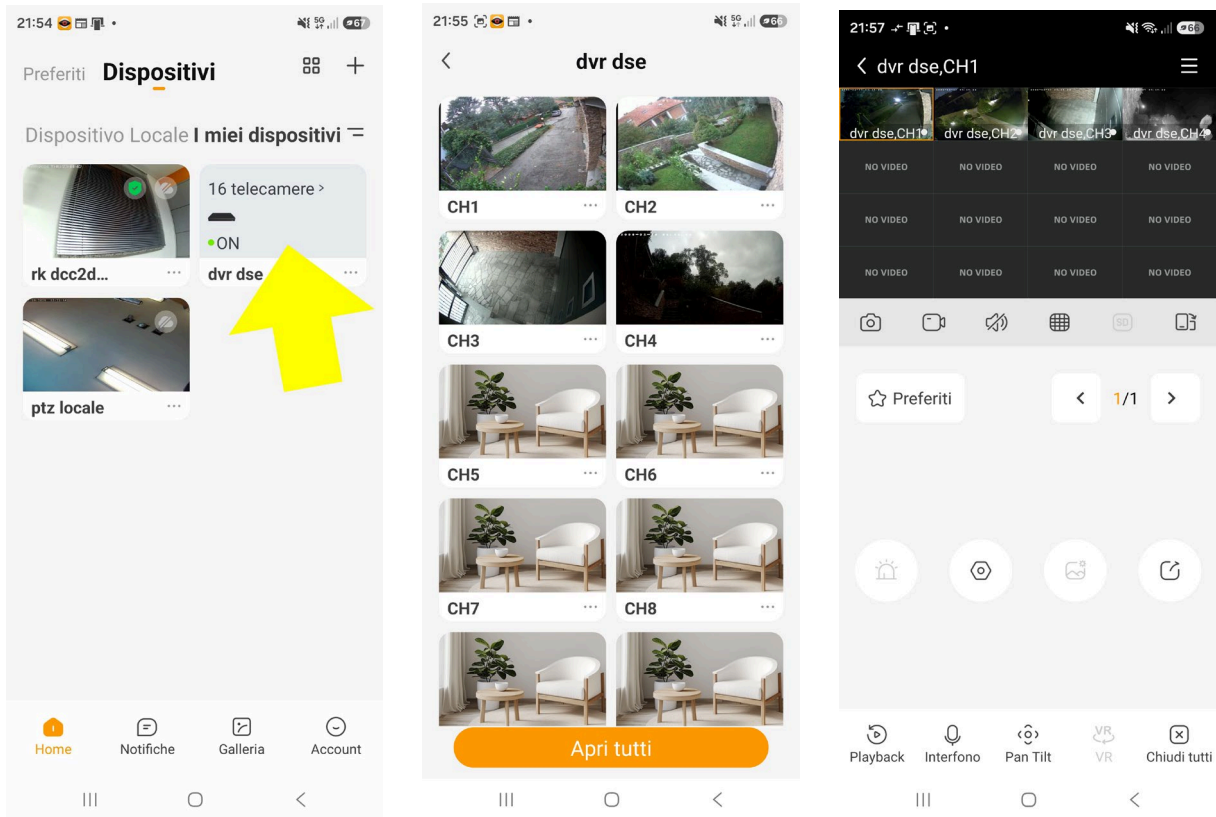
If the connected device is a video recorder, tapping the thumbnail box opens the page channel selection where you can choose a specific camera, or press the button Open All to see all cameras at once

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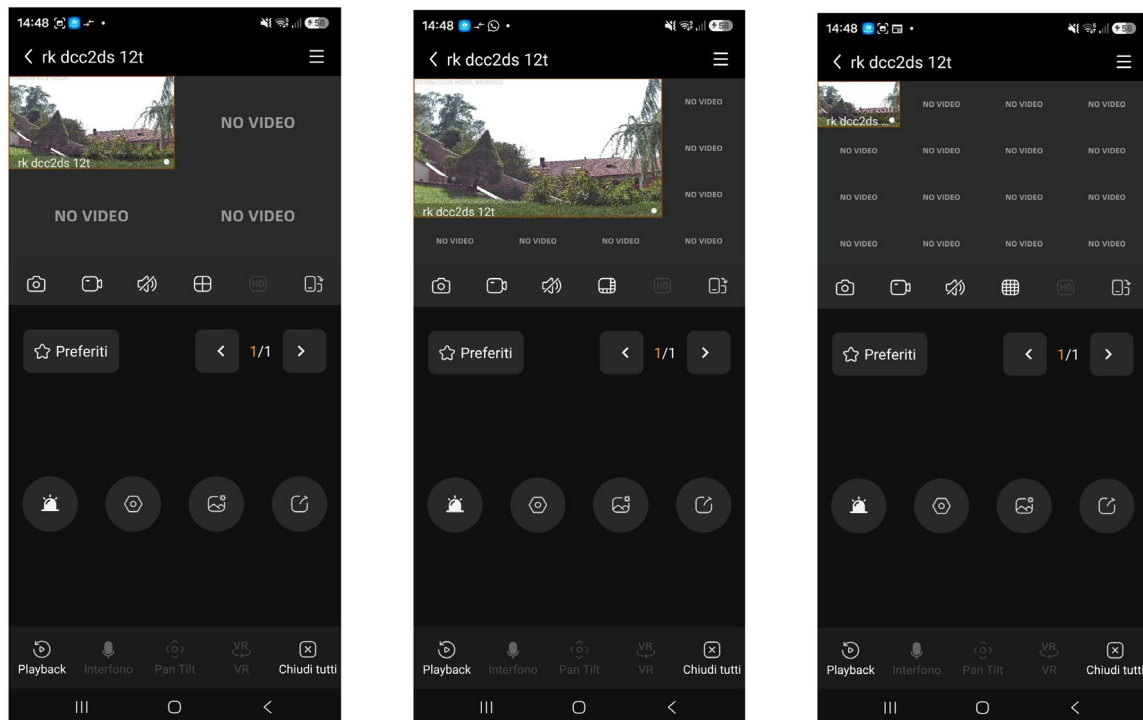
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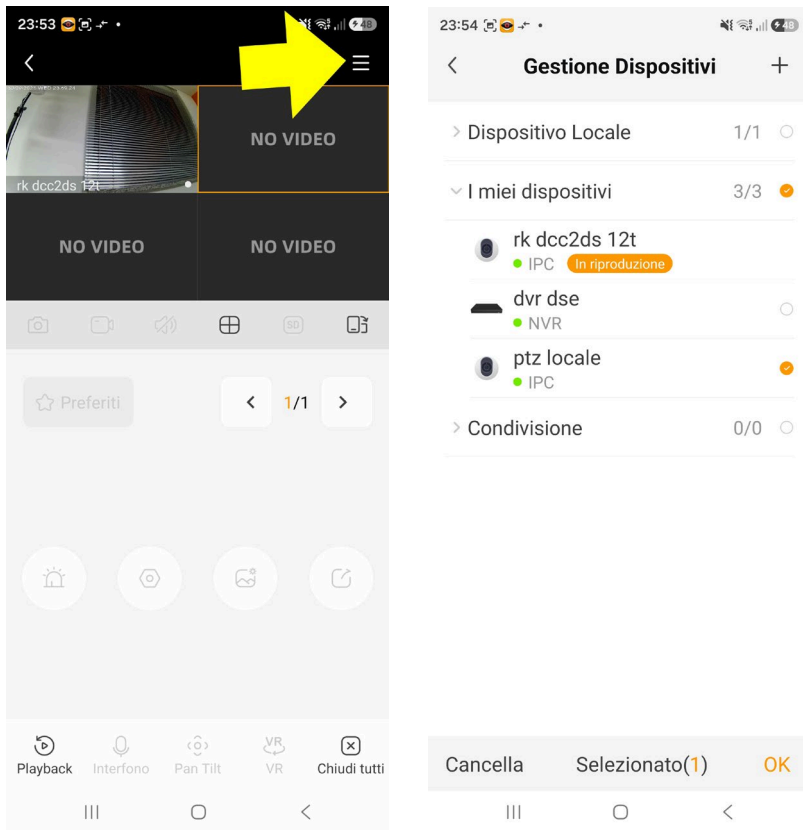


IoVedo.RK6 supports splitting the screen into 1,4,8,9,16 tiles

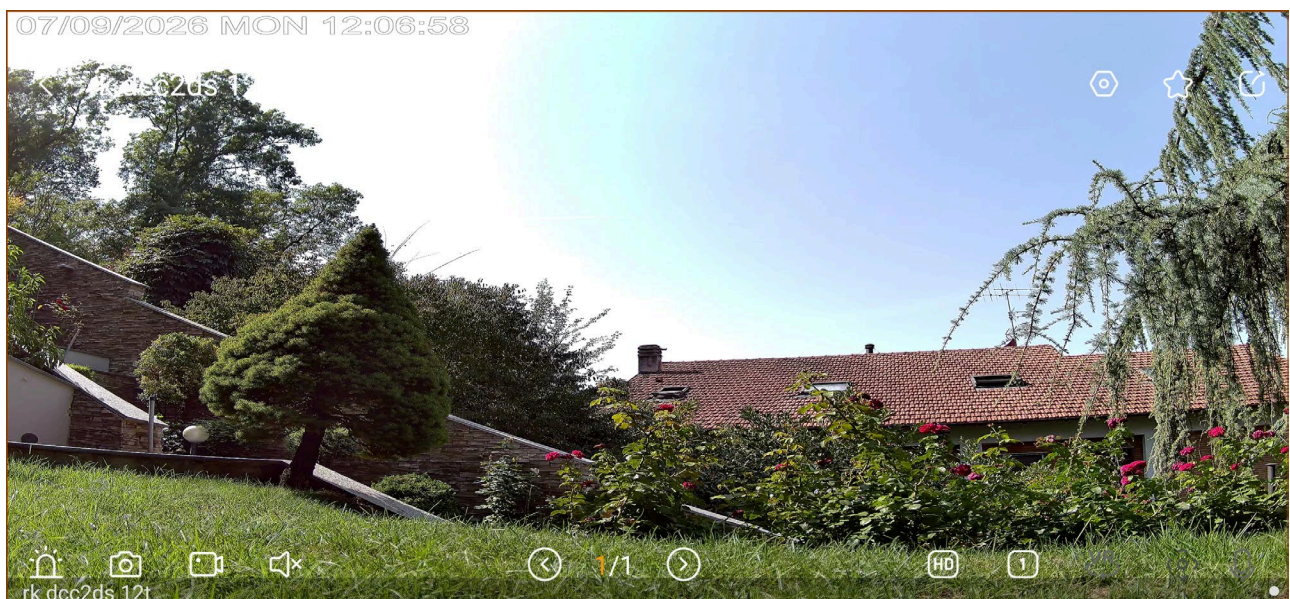


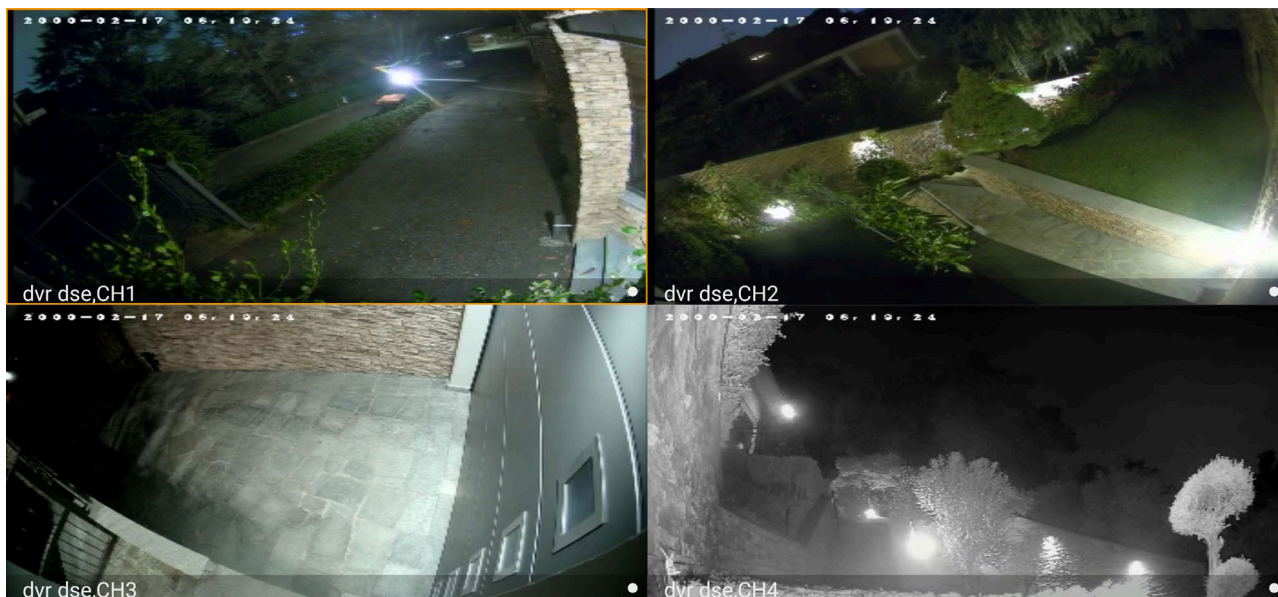
If you want to open a specific camera in a pane just select the pane, press the

menu button at the top right and choose the camera(s) to display



You can rotate the screen horizontally for a larger view, and zoom in and out as you like with the classic two-finger pinch.

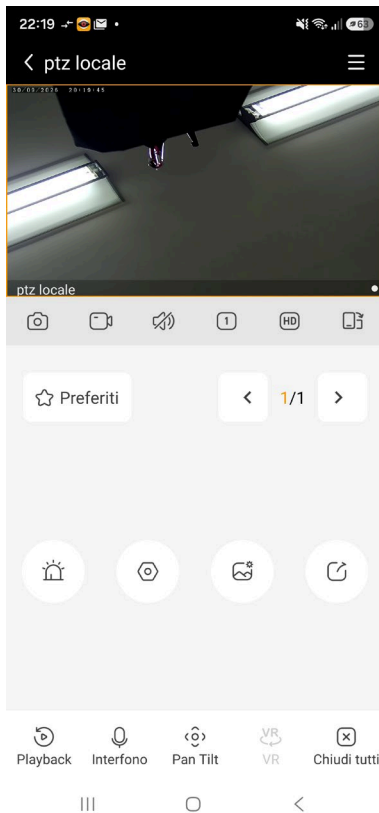




### CONTROLS IN LIVE VIEWING

During live viewing you can change the screen split at any time. You can also bring a single camera to full screen with a double tap. You can browse the view pages by dragging the screen to the left with the classic flick gesture. With the zoom gesture you can digitally zoom in on the view and drag magnification in all directions.

In live view you can use the buttons on the command bar, below the view windows, to following functions.



**PHOTO** – Take a live photo of the selected camera you have on your screen at that time.

moment. The icon to review the photo you took appears immediately in Overlay. To review your photos later, open GALLERY.



**VIDEO** – Records live video from the selected camera. A red dot appears on the

camera to indicate recording in progress. Press again to stop recording. recording. The icon for reviewing the recorded video appears immediately in Overlay. To review your photos later, open GALLERY.



**AUDIO** – Enables audio playback, if the camera has a microphone.



**SPLIT SCREEN** – You can split the screen from 1 up to 16 panes and bring it to full screen a camera with a double tap. Don't try to open too many channels at once if your The connection does not have adequate bandwidth available.



**SD HD** – You can switch between viewing the SD substream (lighter stream) and mainstream HD (higher resolution stream). If you choose HD the app will show you the main stream of the device, high resolution which requires more bandwidth. If you choose SD instead, the

secondary, low-resolution streaming, better suited for web viewing.



**ROTATE SCREEN** – You can rotate the screen horizontally to maximize the size of the images.



**FAVORITES** – You can collect the cameras of your system here and group them into folders in so you can open them quickly



- If you are connected to an NVR that manages more channels than those shown on the screen you can scroll through the pages of other cameras with these arrows or you can browse by dragging the pages to the right and left



**MANUAL ALARM** – This button allows you to manually activate all devices alarm deterrents on board the camera such as the flasher or the speaker, if the camera is equipped with it.



**SETTINGS** – Opens the device settings which can be configured via the app



**IMAGE** – Allows you to quickly change Brightness, Saturation, Contrast and Sharpness in live viewing.



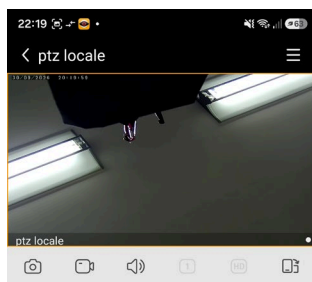
**SHARE** – Show the QR code to share the device with another account



**PLAYBACK** – Opens the playback page to review recorded videos in the equipment



**INTERCOM** – If the camera is equipped with a microphone and speaker you can start the dialogue two-way to talk and listen at the same time



×



00:00:03

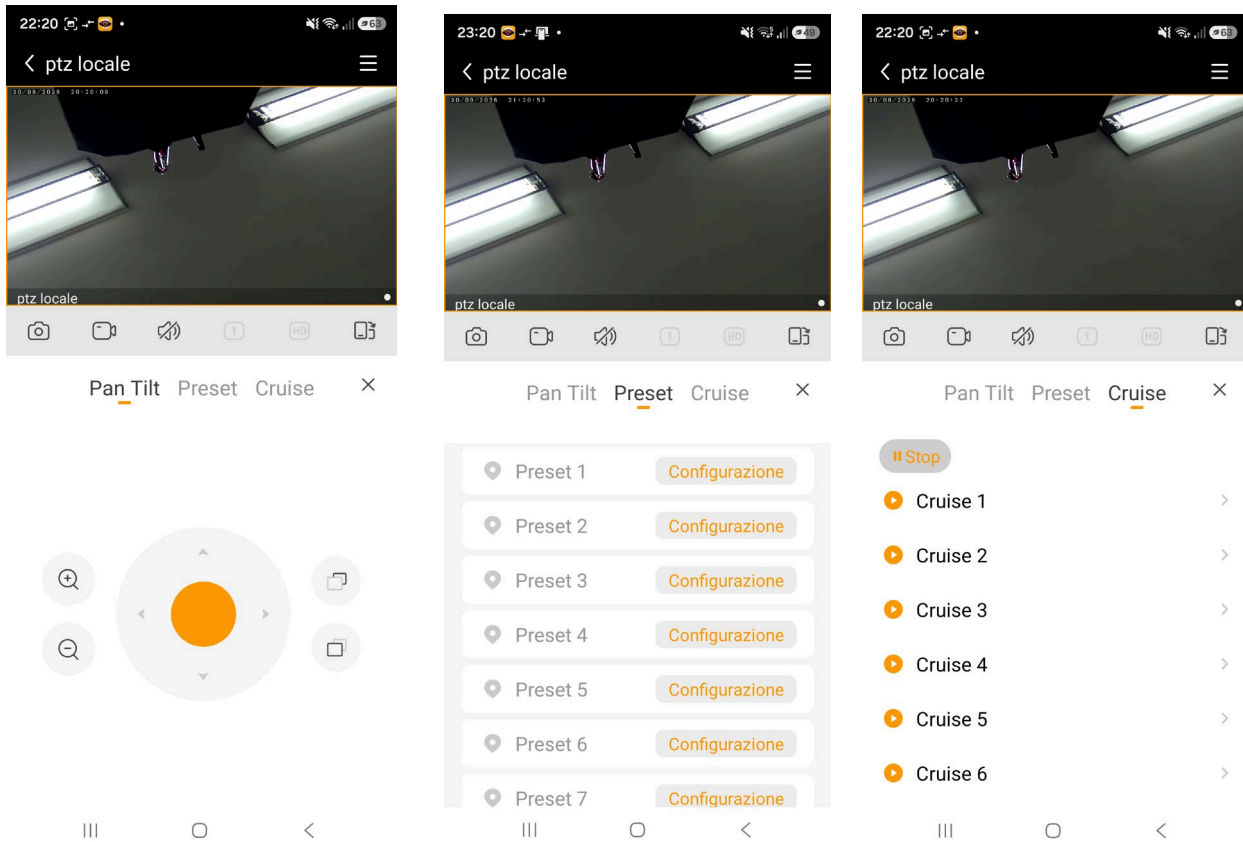
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PAN TILT – Opens the panel to control the movements of motorized cameras or the UTC menu to control the OSD menu of analog cameras. This button is active only on these types of cameras.



**PAN TILT** – Use the arrows to rotate the motorized camera and the zoom and focus buttons to check the lens.

**PRESET** – Here you can control the camera presets. You can move the camera in the favorite position and press Setup to set the pre-positioning. When the preset is set its icon turns orange. Press the preset icon to bring the camera in the default position. You can set all 255 camera presets. Some presets, intended for special actions, are not configurable and have the fixed function indicated by the description.

**CRUISE** – Here you can configure scans between presets, called cruise or tour. Press the arrows to left to select which presets are part of the cruise and the play button to start the cruise



**CLOSE ALL** – Closes all windows

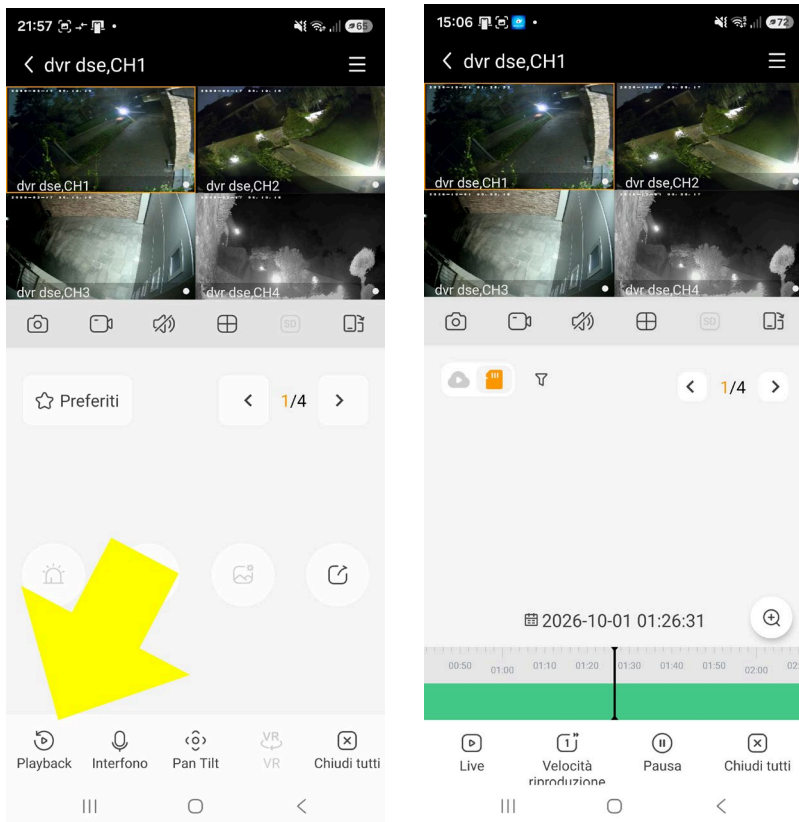
**Note** – The VR button is not currently used

# Playback

If your device has storage to record to, such as an NVR or a IP camera with built-in SD card, you can playback recordings remotely using the icon **PLAYBACK**. The number of cameras you can play at the same time depends on the connected device.

## START PLAYBACK

You can access playback of recordings from live view by tapping the Playback icon. This applies for both single cameras and video recorders.



## TIMELINE CONTROL

Playback is controlled by selecting a camera frame and moving the timeline in bottom of the screen showing the recording present in the device's memory based on to the time slot.

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

In addition to the command icons also present in the live view, the playback window contains other controls:



LIVE – Return to live viewing



SPEED – Allows fast playback from 2x up to 16x and slow motion from 1/2X to 1/8X

Note that fast playback (Playback 2X..16X) consumes a lot of resources and can be used only with high-speed network connections and with client devices with higher performance.



PAUSE/PLAY – Stops playback



CLOSE ALL – Closes all windows



CALENDAR – Choose the day to display



ZOOM TIMELINE – For a faster or more refined search you can vary the scale of the timeline



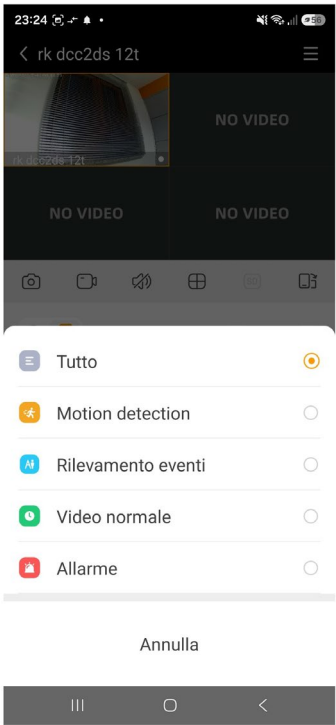
MEMORY – Select to search the device's internal memory



CLOUD – Select cloud search if you have subscribed to a video storage plan on the cloud



FILTER - The timeline shows the different types of recordings stored in the memory of the remote device with different colors. By default, all types of Recording. However, by tapping the filter icon you can change the factory setting. ALL and choose to show only a specific recording type.



# Cloud Recording

IoVedo.RK6 also allows you to record images to cloud servers. This is a recording that you can use, in parallel with recording in local memory. To have a backup archive on the web, safe from ill-intentioned people.

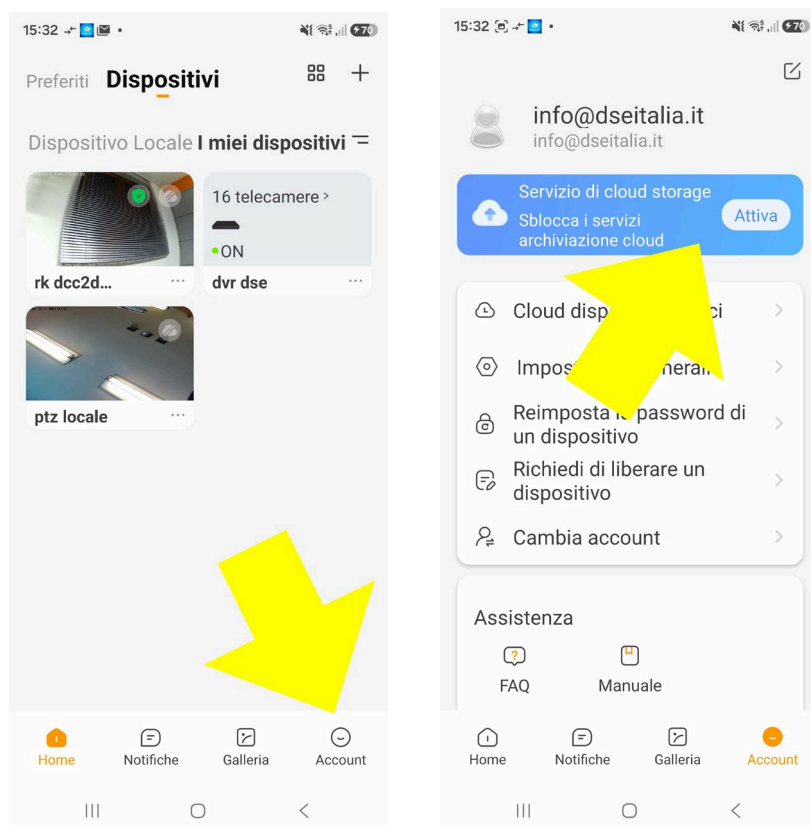
Unlike all other features of IoVedo.RK6, which are totally free, storage on the cloud is a paid service that you can purchase in different plans based on your needs.

There are plans for recording images only in case of an alarm event and plans for recording images only in case of an alarm event.

Continuous recording 24/7. In both cases, before subscribing to a subscription plan

Make sure your Internet access has good upload bandwidth.

Only recent devices support cloud saving. If you don't see any plans available for your device, device means that it does not support this service.



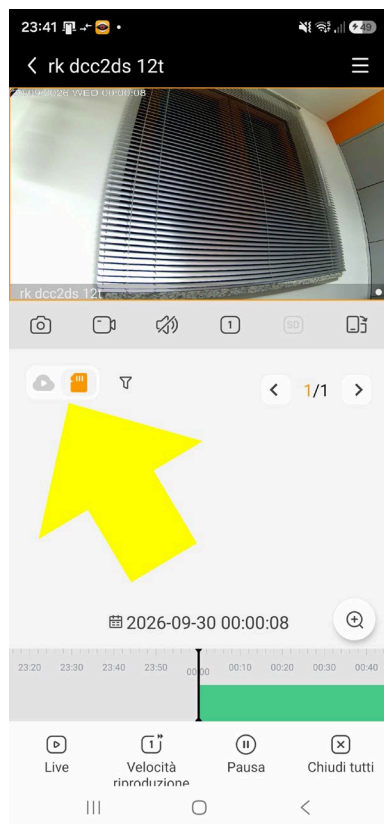
In the playback section you can choose whether to browse the local memory or, if available, the cloud recording.

# IOVEDO.RK6 APP MANUAL

## RK SERIES - IP CAMERAS and DVR/NVR

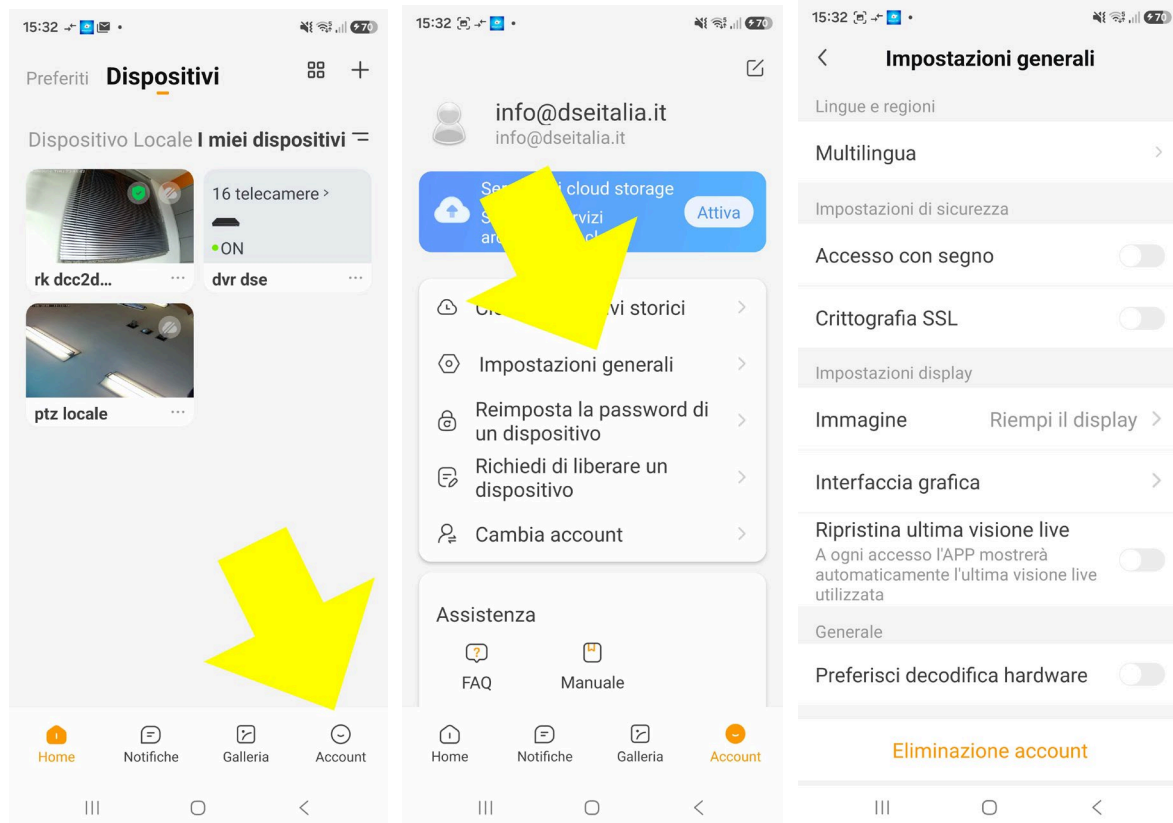


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# App Settings

Open Account to access the app's general settings.



**MULTILINGUAL** – Change the app language

**SIGNATURE LOGIN** – Enable this option if you want to protect access to the app drawing a mark on the screen.

**SSL ENCRYPTION** – Enables encrypted communication with the server

**IMAGE** – You can set the cameras view so that the image fills the entire screen.

available frame or keep the original proportions

**GRAPHICAL INTERFACE** – You can set the app interface to light or dark or choose to follow the operating system mode

**RESTORE LAST LIVE VIEW** – When you launch the app it will automatically restore the last view. live viewing in memory

**USA DECODER HARDWARE** – Not used at the moment

**DELETE ACCOUNT** – Allows you to permanently delete the account from the server in compliance with of the privacy directives. If you decide to delete your account, first delete all associated devices, in so you can top them up on other accounts.

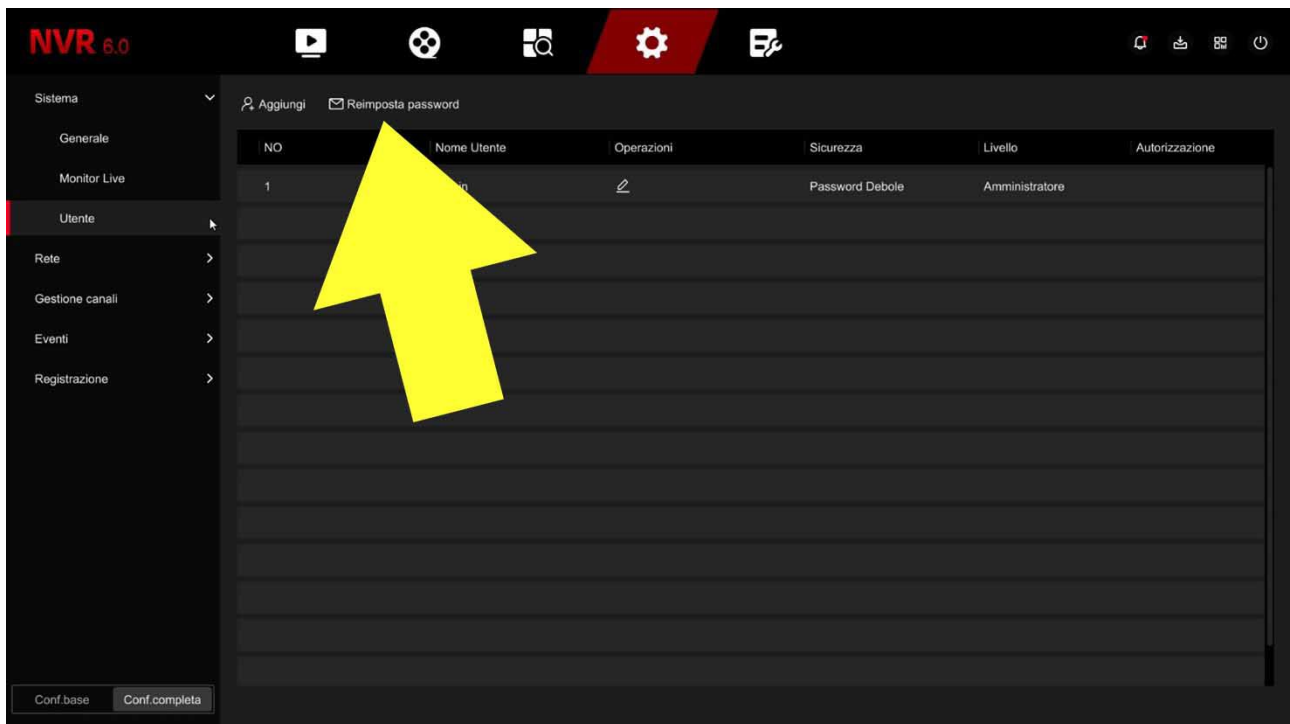
REQUEST TO RELEASE DEVICE – This option is useful if you have tried to add a device to your account and you were not allowed to because it was already linked to another account. If you think you know what the other account might be, the best thing to do would be to delete it. the device from the other account, so as to free it. For example, it could be your installer who tested the proper functioning of smartphone access before installing the system or device could be loaded on the old IoVedo.RK app. If instead If you have no idea who added the camera to their account before you, then you need to tap This option will start a wizard where you will have to scan the QR code. of the device and take a photo with it. You will receive confirmation via email. of the disconnection within 3 working days. You will then be able to successfully upload the device in your account.

CLEAR VIDEO PLAYER CACHE – Clears data in cache memory, such as memory of the latest live views. This operation can resolve app issues due to errors in previous uses.

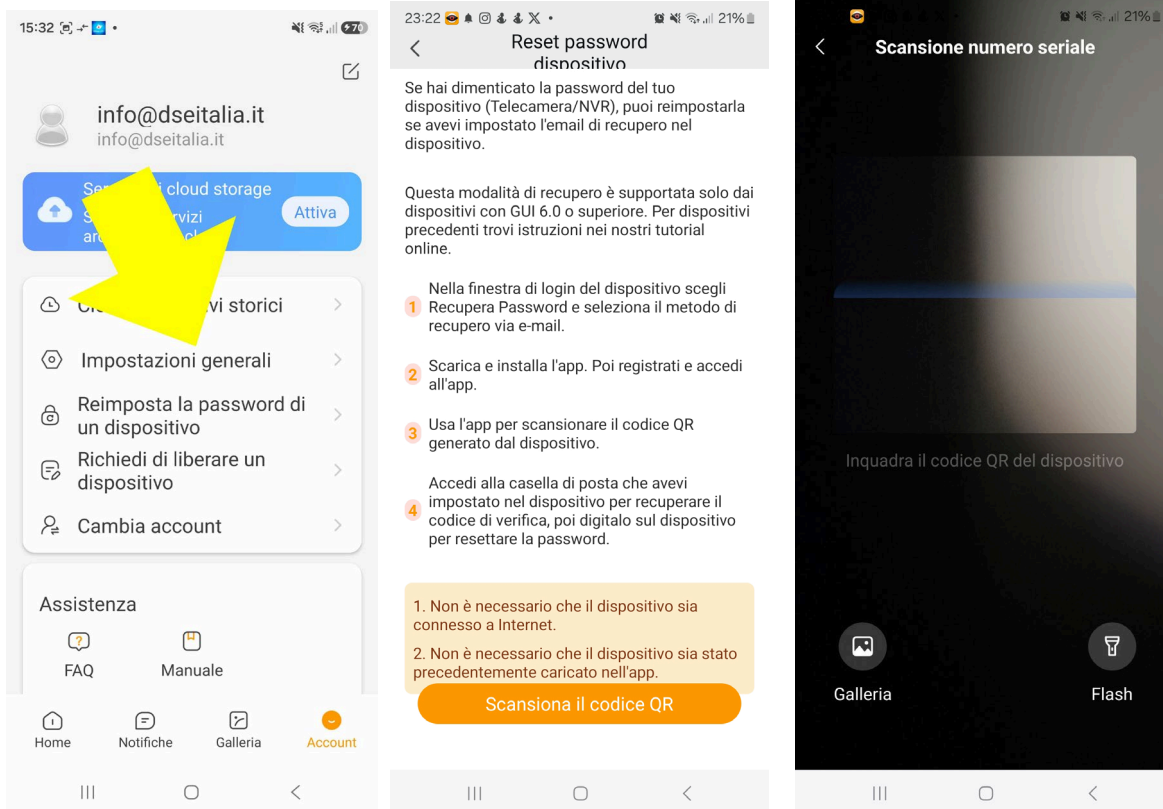
# Password recovery devices from apps

With the IoVedo.RK6 app you can recover your NVR password even if it is not connected online and even if you had never uploaded it to the app. This email recovery method is Supported by NVRs starting with version 6.0. Not supported by versions 5.0 and earlier.

To be able to recover your forgotten NVR password you must have set up the email address recovery, in the NVR configuration. See the button below.



To recover your password you need to open the RESET DEVICE PASSWORD item in the Settings menu.  
device settings



Proceed as follows:

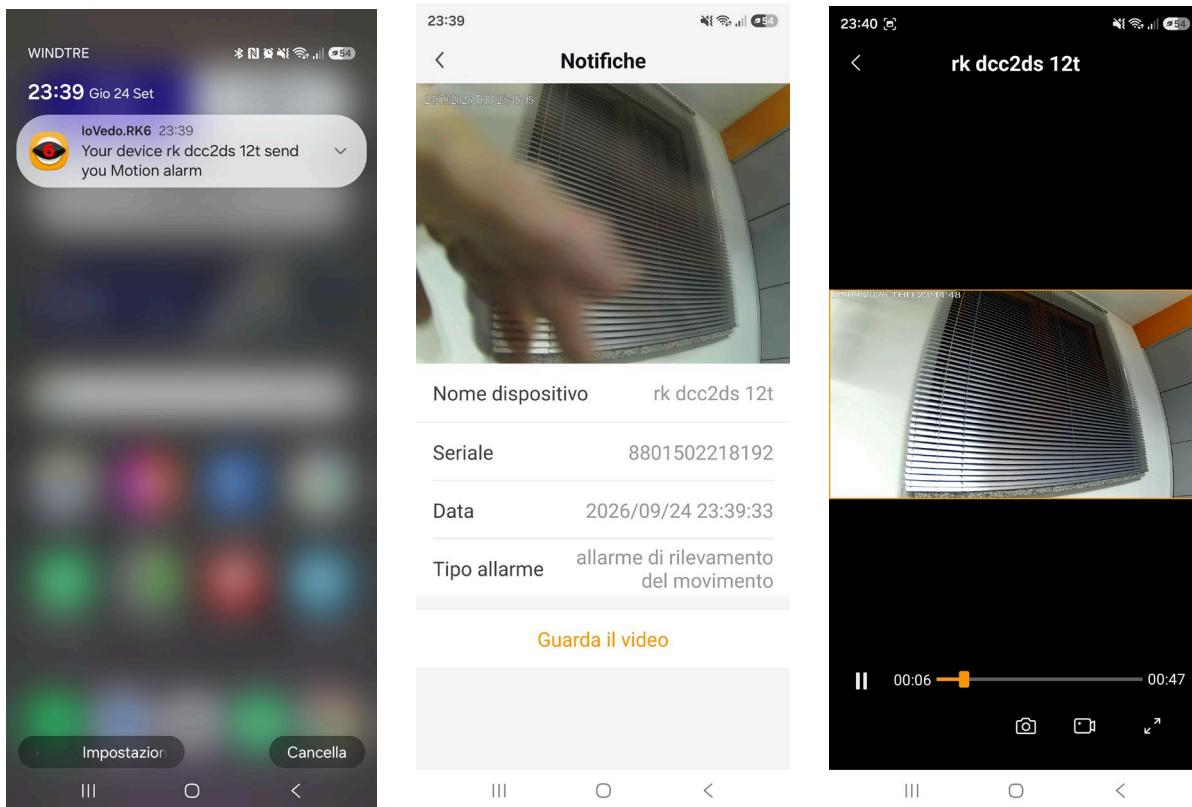
- 1 - In the menu of the NVR whose password you forgot, press Recover Password
- 2 - Choose Recovery Method: Verify with Email, a QR code will appear on the screen
- 3 - Using the app, scan the QR code on the screen. A code will be sent to your email.  
recovery set in the NVR
- 4 - Retrieve the unlock code in your email inbox and enter it into the NVR
- 5 - Now you can set a new password

Please note that password recovery via email with the app is only one of the password recovery methods.  
password for our NVRs. You can choose others, such as Dynamic Password, in the window  
NVR Password Recovery.

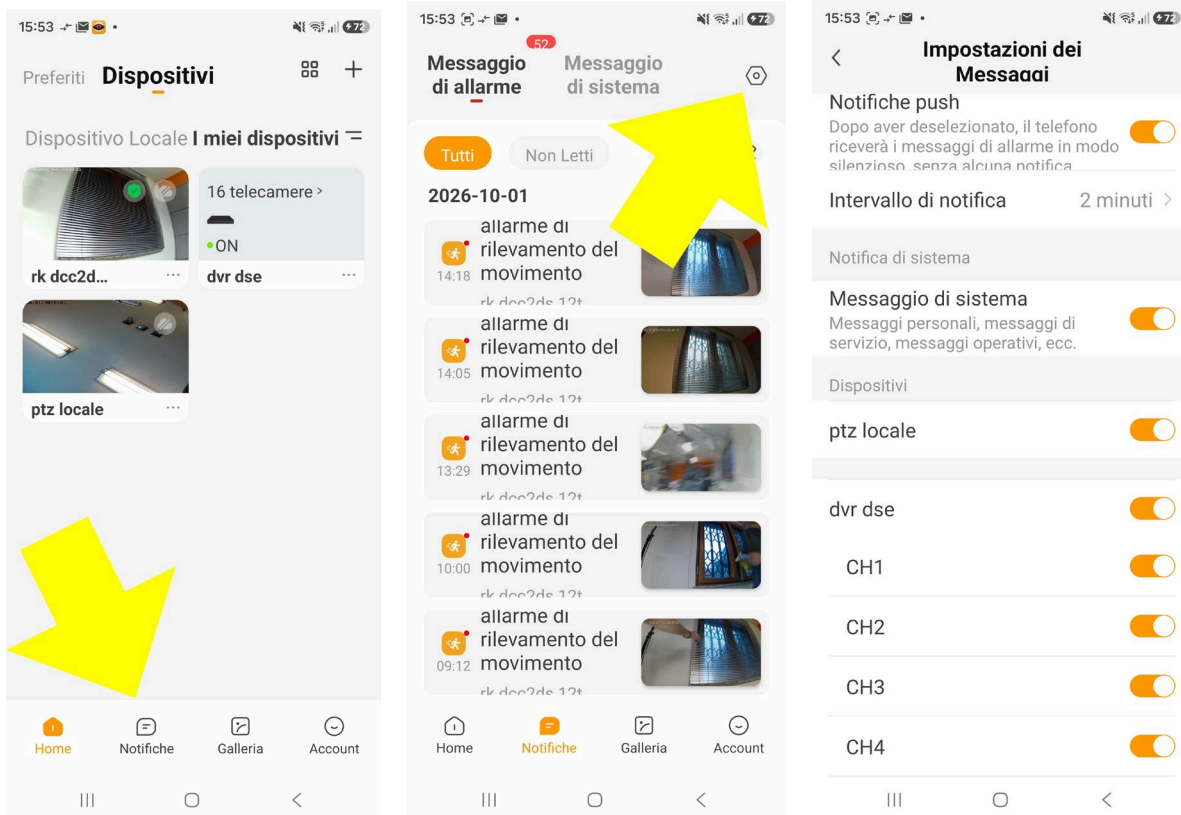
## Push notifications

Our RK series cameras, NVRs and DVRs have the ability to send notifications on mobile devices in the event of an alarm event such as motion detection or human detection. To send notifications you don't have to enable anything on your device, because every event, normal or smart, normally sends a push notification to the app. Obviously, however, to receive notifications, you need to configure the detections in the device and Make sure you find the alarm events in the device's event log. It is important to do this. Please check because obviously, if the alarm doesn't go off, you won't receive any notification.

Notifications are received in real time on your phone and you can open them by tapping the message



Notifications received from your devices are stored in the Notifications section where you can view notification history and a settings section is also available.



**PUSH NOTIFICATIONS** – With this selector you disable all real-time notifications. Notifications they will not appear on the screen when they arrive, but will still be stored in the app for to be consulted later.

**NOTIFICATION INTERVAL** – To avoid receiving an excessive number of notifications in case of events close together in time, IoVedo.RK6 provides a delay between two consecutive notifications, from 1 to 30 minutes, which you can set in this section

**DEVICES** – In this section you will find all the devices that can be changed in the app and you can disable them. push notifications for each individual camera.

Remember that in order to receive notifications the app must always be running in background and not completely closed. For this you must include the IoVedo.RK6 app among those allowed to run in the background of your phone. This setting is different from depending on the type of phone. Look online to see how your phone handles this function and Allow the app so that it is not automatically suspended from your phone when you close it. Here for example you see the Samsung Galaxy settings



### NOTE

To receive notifications, your phone must be connected to the internet.

communicate with cloud servers. You won't receive notifications if you're connected to the device via a network-only connection. local.

### DAILY NOTIFICATION LIMIT

There is a maximum number of 100 notifications you can send per day for each camera.

DVR, NVR and KIT the limit is 100 notifications for each channel per day.

Be careful to adjust the motion or smart detection so that it does not intervene too much often because otherwise, after the first 100 notifications, you will not receive anything else until the day next. For example, it is quite common for cameras shooting outdoors to take pictures often at night due to insects or other things if adjusted with excessive sensitivity. If the camera Send 100 notifications overnight, then you won't receive anything during the day. In this case It is advisable to intervene in the detection settings to avoid untimely interventions.