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## **AN\_How to use iPhone with Surveon VMS/SMR/NVR?**

**Application Notes**

**Version <1.1>**



Technical Support Team

## 1 Prerequisites.

If you install VMS on the PC, and you want to test the iPhone access, please refer to the **A. For PC-VMS server** section.

If you want to test the iPhone access on the SMR/NVR, please refer to the **B. For SMR/NVR server** section.

### A. For PC-VMS server:

i. Visit our Surveon web site to download the latest VMS version. (If you have already downloaded, you can move to step ii)

<http://www.surveon.com/support/firmware.asp>

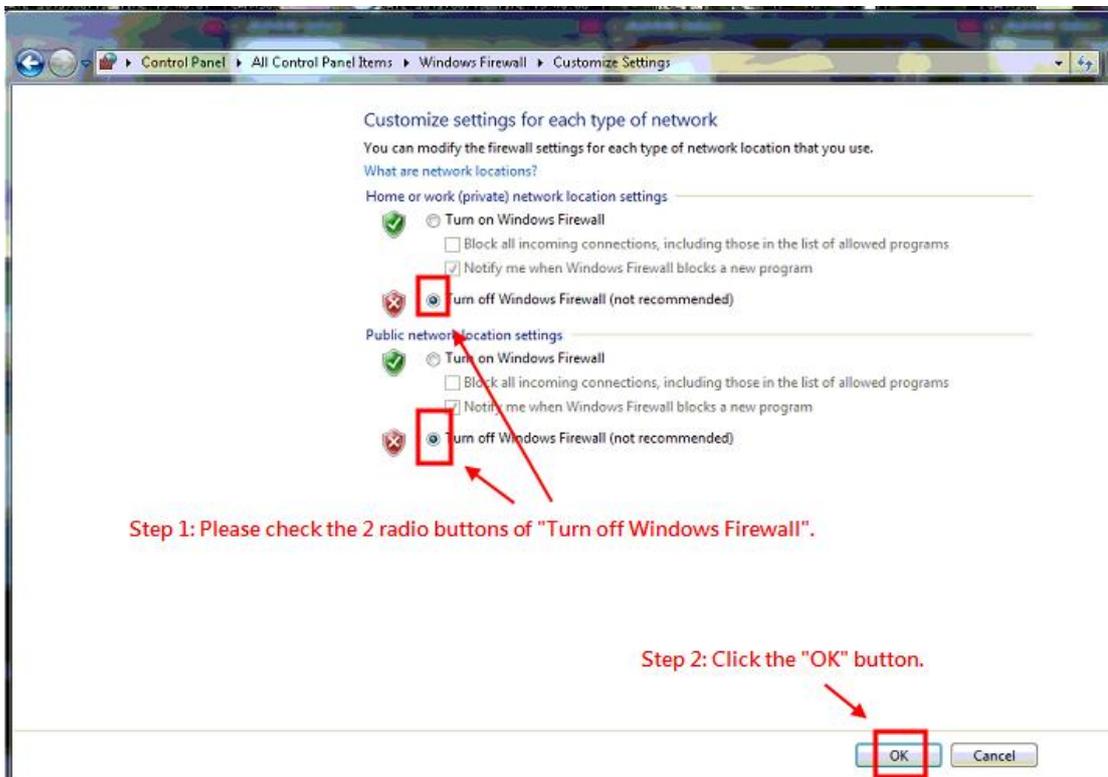
### Video Management Software (VMS)

Model	Version	File size	Download	Note
VMS	2.4.7.A09	204M		Release Note*
VMS Remote Client	2.4.7.A09	85M		Release Note*

\* Download [VMS Release Note.](#)

a. Install PC VMS version, after download, extract the zip file and go the sub folder to run **autorun.exe**, and then select **VMS Suite**.

ii. Close the Firewall of the PC-VMS server or else the iPhone app or remote Client machines won't be able to access the PC-VMS server via web server.



### Note:

If your operation system is of 64bits, please do the below steps to enable the 32-bit compatibility feature.

1. Log in the PC with Administrator ID.

2. Launch command line windows.
3. Key in following command. Then enter.

"cscript C:\\Inetpub\\AdminScripts\\adsutil.vbs SET W3SVC/AppPools/Enable32bitAppOnWin64 1"

```
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\tony.wang>cscript C:\\Inetpub\\AdminScripts\\adsutil.vbs SET W3SVC/AppP
ools/Enable32bitAppOnWin64 1
Microsoft (R) Windows Script Host Version 5.8
Copyright (C) Microsoft Corporation 1996-2001. All rights reserved.

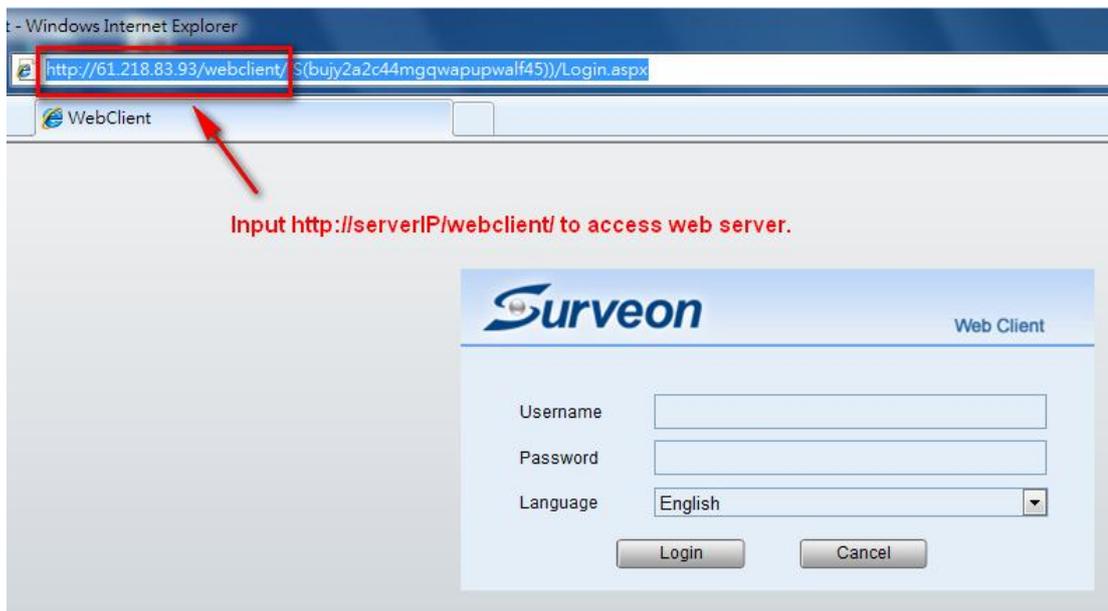
Enable32bitAppOnWin64           : <BOOLEAN> True

C:\Users\tony.wang>
```

4. Then 32-bit compatibility feature is enabled.

iii. To make sure you can use IE to access the PC web server, follow below steps.

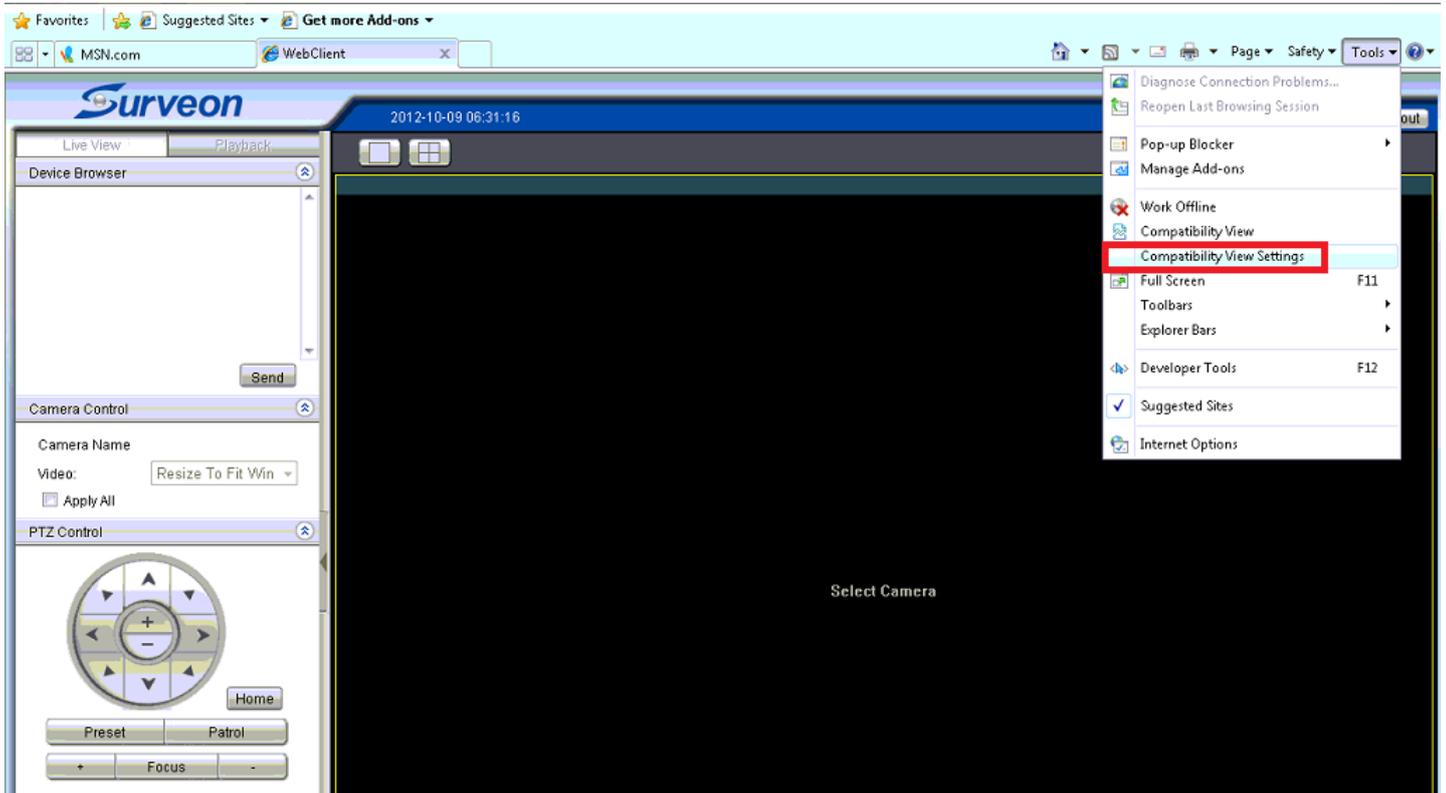
iv. Launch Internet Explorer 8 or earlier versions then input <http://serverIP/webclient/> to access the PC server. Input the username and password then login.



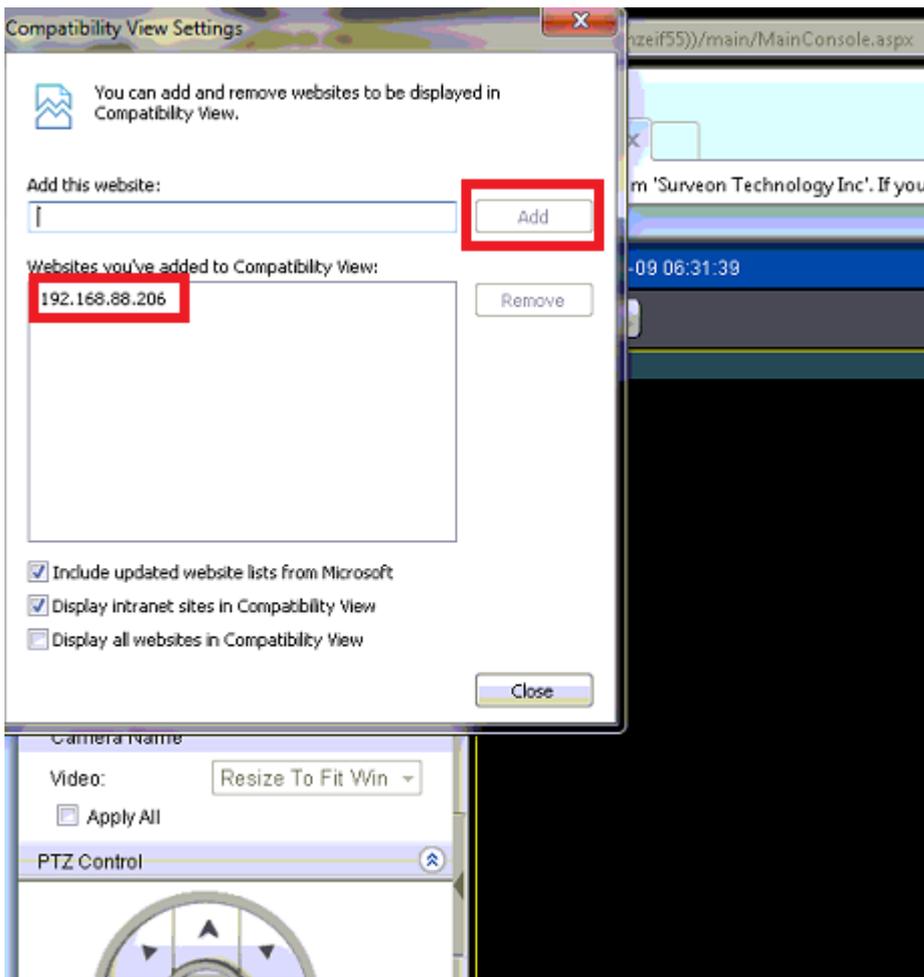
**Note:**

If the web browser is IE9 or above, please do the below steps to enable the "Compatibility View Setting".

1. Go to Tools->Compatibility View Setting.

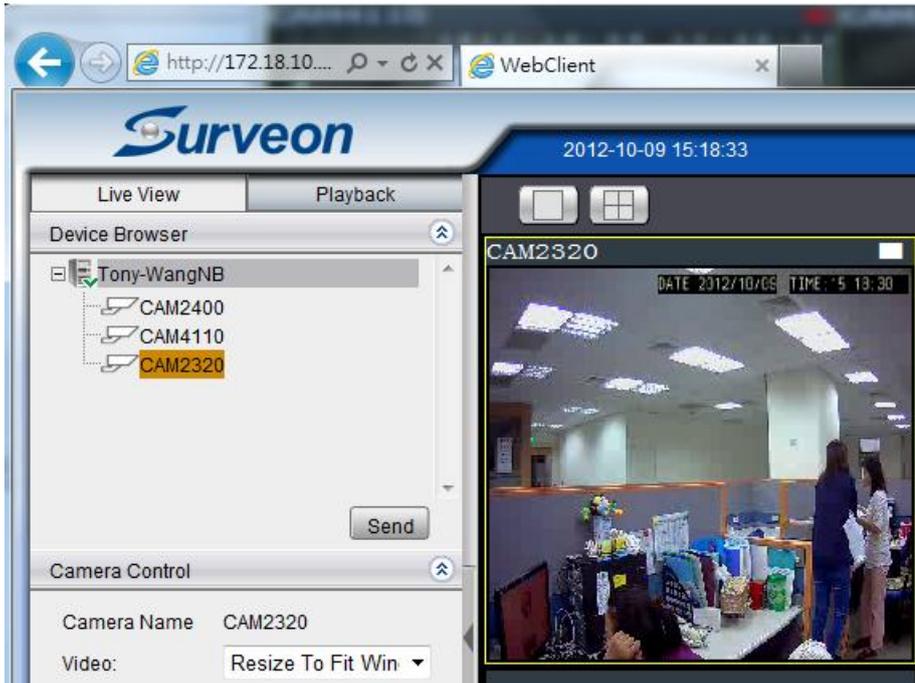


2. Add the web server IP address.



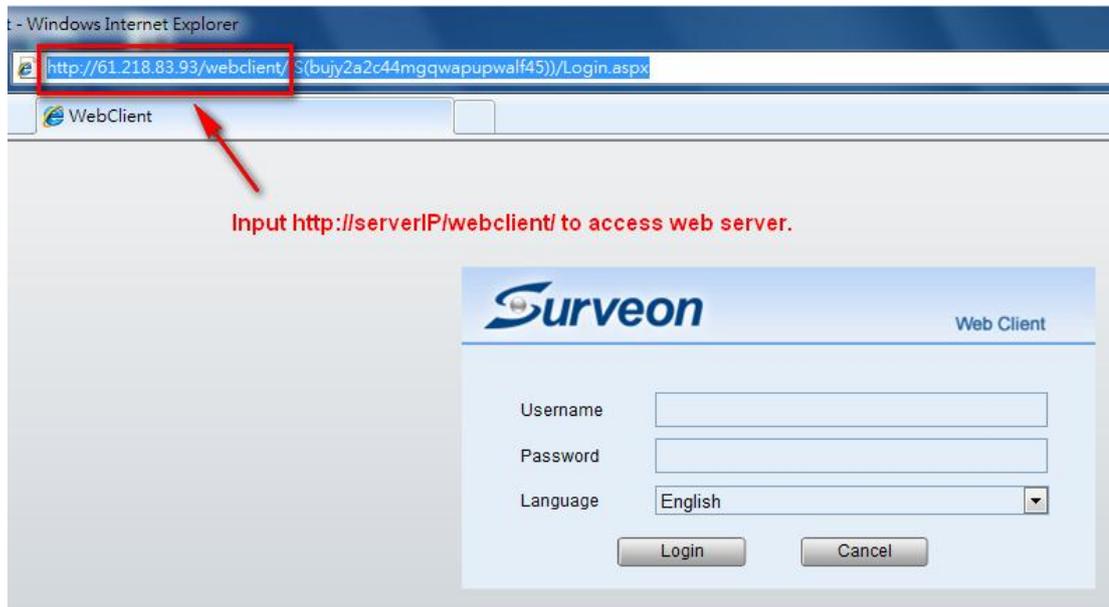
3. After that, you will see the liveview in the web client.

- v. Click a view layout on the right side. Select a camera then click “Send” button.  
If you can log in and see the view, that means you can access the PC web server.

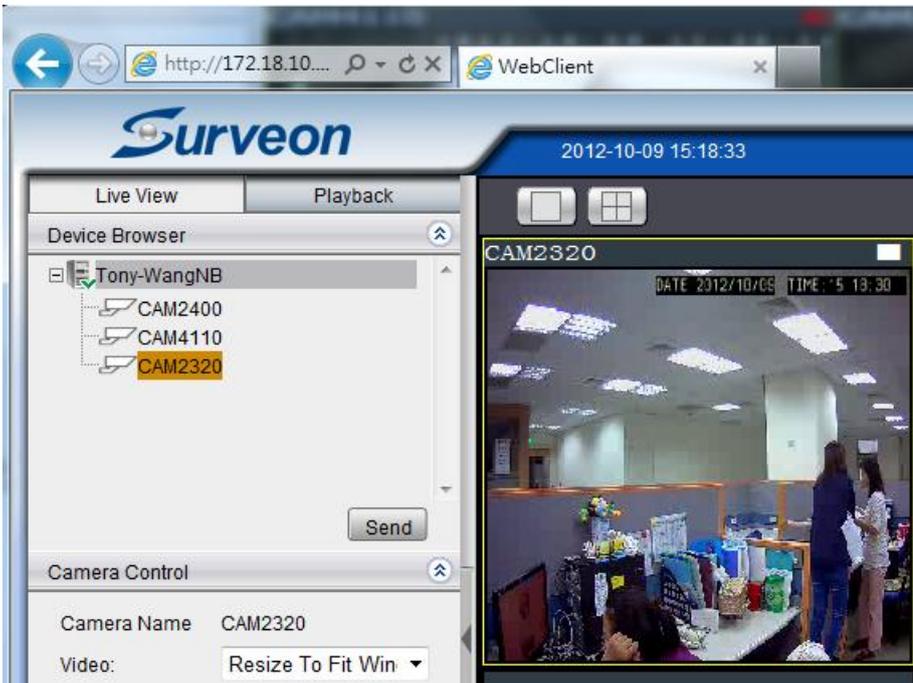


**B. For SMR/NVR server:**

- i. Launch Internet Explorer 8 or earlier versions then input <http://serverIP/webclient/> to access the SMR/NVR web server. Input the username and password then login.



- ii. Click a view layout on the right side. Select a camera then click “Send” button.  
If you can log in and see the view that means you can access the SMR/NVR web server.



**Note:**

**Port Forwarding**

Port forwarding is used to allow the remote client to access private LAN VMS system. So if your SMR/NVR/PC web server and iPhone are under the same local LAN area or the SMR/NVR/PC web server has public IP address, you can skip port forwarding setup. Otherwise, please follow below setting to setup the port forwarding function.

**Port Forwarding setup steps**

Here we use D-Link DIR-615 Router for example.

Open 2 ports on the Router.

- i. Use IE to connect to the Router.
- ii. Go to the **Port Forwarding** section of the Router.



iii. Open a **Web Server Port** and a **Web Stream Server Port** on your router.

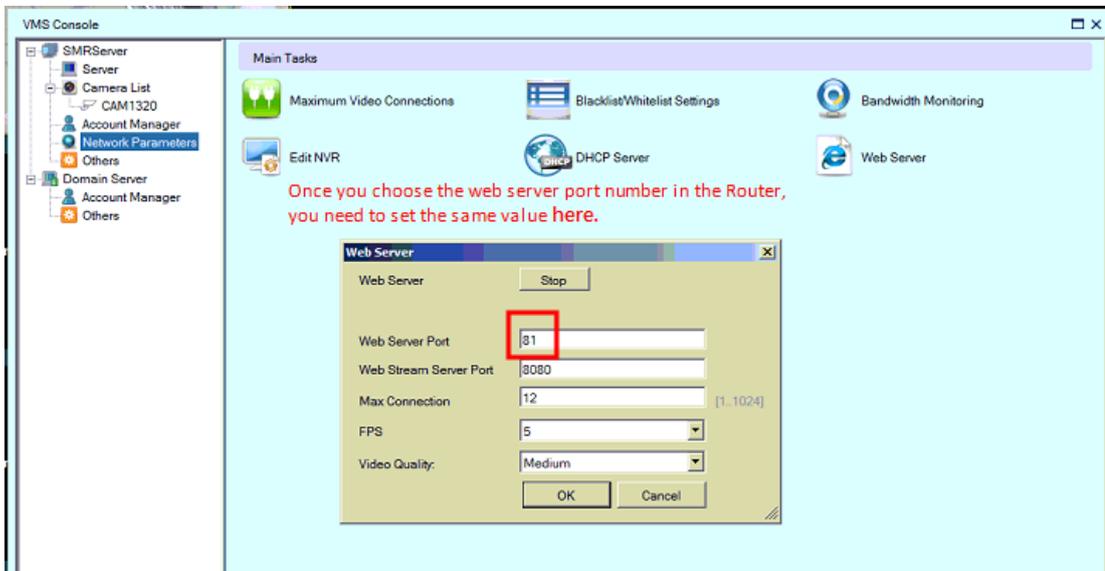
Port	Protocol	Port Number
Web Server Port	TCP	81
Web Stream Server Port	TCP	8080

You may choose your

own port number for **Web Server** port. Do not use the port numbers in the below table. They are for remote VMS client usage. And better not to use the default 80 port, for it may already be used by your company website.

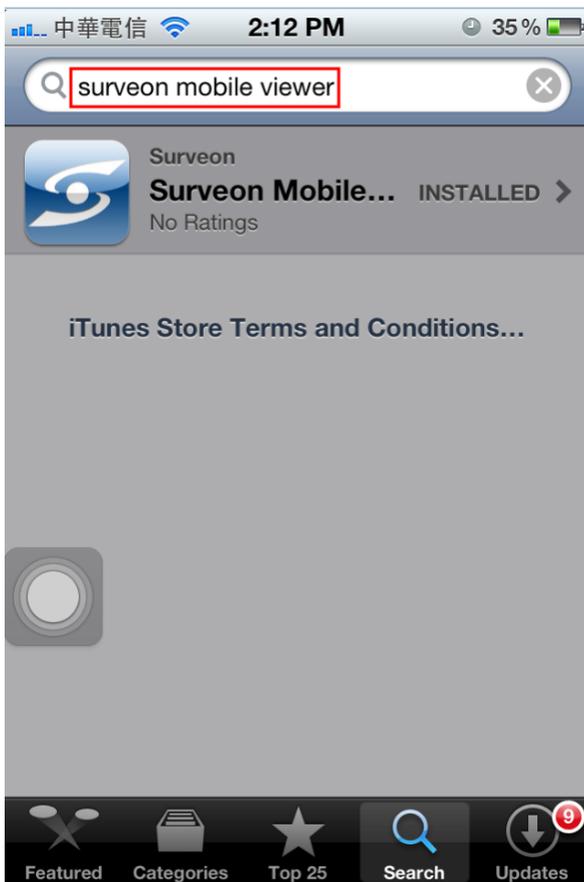
Port	Protocol	Port Number
Domain Message Port	UDP	9050
Domain Data Port	TCP	9060
Login Port	TCP	2809
Stream Port	TCP	9090
Log Download Message Port	TCP	15507
Log Download Data Port	TCP	9080

Once you choose the web server port number in the Router, you need to set the same value in the **Web Server Port** in the **Setup > Network Parameters > Web Server**.

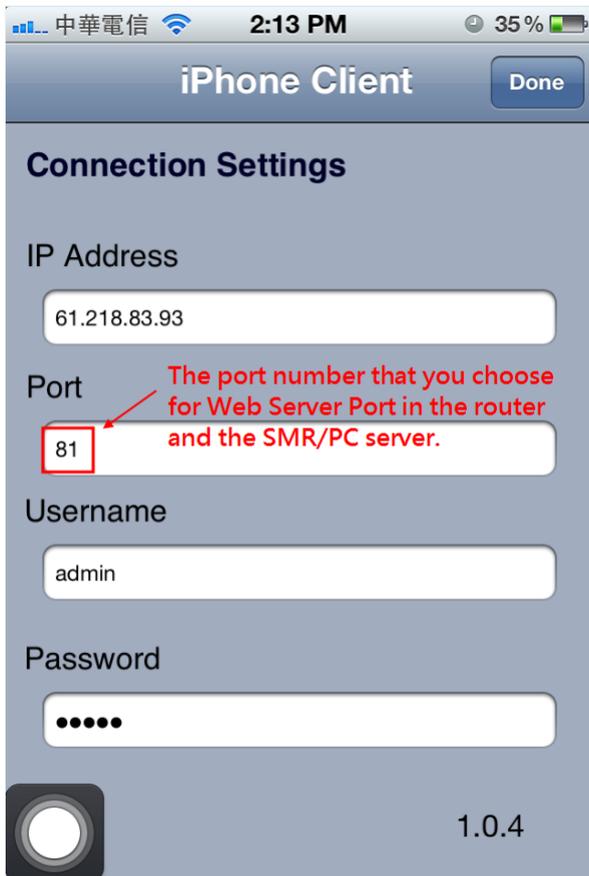


## 2 Use iPhone to monitor the live view.

- i. Use iPhone (Requires iOS 3.0 or later), launch iTunes.
- ii. Search “surveon mobile viewer”.



- iii. Input IP Address, Port, Username, Password, then click “Done” button.



iv. Then you will see the “Camera List” via iPhone.



v. Double click the camera you want to view. Now you can use iPhone to monitor the live view.

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