How To View Your DVR From a Web Enabled Device

Remotely view your cameras from any computer or smartphone.

This guide will show you how to connect to your new DVR to view your cameras from a computer at home or remotely from any computer in the world. We will also show you how to setup your smartphone to remotely view your cameras from anywhere you take your smartphone.
A Note to Our Customers

Thank you for choosing IHT. We are a small business and we really appreciate your business.

We are happy to provide you with our expertise and quality service. We hope you are completely satisfied with our services and products and continue to think of us for your security needs.

If you ever have any questions please feel free contact us. No question is too big or too small.
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How to Access Your Cameras From a Computer Where Your DVR is Installed
**Local Access:** (This means viewing the DVR from a computer that is at the same location as where the DVR is installed. The computer will be on the same network as the DVR.)

1. Open your IE (Internet Explorer) web browser (See Figure 1) and type in your DVR’s local IP Address and PORT NUMBER into the address bar using the following format:

   http://XXX.XXX.XXX.XXX.:80 (See Figure 2) and depress the ENTER key.

   *** Note: XXX.XXX.XXX.XXX and port number can be found in the “Quick guide-View your DVR on a web enabled device”. This information will be provided to you by the installation technician once the security camera system installation has been completed. ***

   *** Note: The only compatible internet browser is Internet Explorer. Other browsers may not be compatible. ***

![Figure 1. Open Internet Explorer.](image1)

![Figure 2. Enter your IP Address and port number.](image2)
2. If a pop up bar appears asking you to allow or install an add-on “WebClient-exe” (This is an Active X Control) then left click “YES”, “OK” ”INSTALL” or “ALLOW”. (See Figure 3)

***Note: If you have trouble activating your Active X Control please see “How to enable Active X in IE” on page 28 or click here. ***

![Figure 3. Installing WebClient.exe.](image)

3. A small window may pop up asking you permission to install WebClient.exe. Left click “Install” and allow the Active X to install. (See Figure 4)

![Figure 4. Allowing WebClient.exe to install.](image)

4. Once the ACTIVE X control is finished installing your LOGIN SCREEN will appear. At this time you can enter your username and password. This was also provided for you in the Quick Start Guide. (See Figure 5)
4. Left click “LOGIN” and you will then be logged into your DVR. (See Figure 6)
How to Remotely Access Your Cameras From Any Computer
Remote Access: (This means viewing the DVR from a computer that is at a different location than where the DVR is installed.)

1. Open your IE (Internet Explorer) web browser (See Figure 7) and type in your DOMAIN NAME and PORT NUMBER into the address bar using the following format:

http://yourdomainname.easterndns.com:80 (See Figure 8) and depress the ENTER key.

*** Note: your domain name and port number can be found in the “Quick guide- View your DVR on a web enabled device”. This information will be provided to you by the installation technician once the security camera system installation has been completed. ***

*** Note: The only compatible internet browser is Internet Explorer. Other browsers may not be compatible. ***

2. If a pop up bar appears asking you to allow or install an add-on “WebClient-exe” (This is an Active X Control) then left click “YES”, “OK” ”INSTALL” or “ALLOW”. (See Figure 9)

***Note: If you have trouble activating your Active X Control please see “How to enable Active X in IE” on page 28 or click here. ***
3. A small window may pop up asking you permission to install WebClient.exe. Left click “Install” and allow the Active X to install. (See Figure 10)

4. Once the ACTIVE X control is finished installing your LOGIN SCREEN will appear. At this time you can enter your username and password. This was also provided for you in the Quick Start Guide. (See Figure 11)
4. Left click “LOGIN” and you will then be logged into your DVR. (See Figure 12)
Instruction of the Safari Client Installation

NOTE: For **ED6900HE** and **ED6900FD**, the firmware version must be 3.1.75 or higher. If not, please contact with us.

1) Since the current client plug-in can only be run in 32-bit, so the Safari browser needs to be set to run in 32-bit. Please follow below steps:

1. Right click on Safari, click “Show in Finder”

2. Right click on Safari in Finder, and click “Get Info” in the menu.
3. Then the Safari’s info window will pop up, please check the option for “Open in 32-bit mode”.

2) Please follow below steps to download and install the plug-in:

1. Open Safari browser, input the device’s IP address, it will display the download interface of the plug-in when visit the DVR for the first time or the firmware version has been changed.
2. Click the icon to download the installation package.

3. If the download window didn’t pop up automatically, you can click the “Downloads” in the “Window” menu of the browser.
4. Double click the downloaded package, click "Continue", keep clicking on "Next" with the default settings.

5. It will ask you to input the administrator’s username and password in the installation.
6 - Installation completed.

7 - Right click on Safari, click “Exit”

Notice: The plug-in will get to work only when you exit the browser and run again.
3) Run, please follow below steps:

1. Open Safari, input the device’s IP address, username and password.

2. Login succeeded, then you can do the operations just the same as in IE.

Testing Environment: Mac OS 10.5 and 10.6, Safari 4.x and 5.x
How to View Your Cameras Remotely From Any Compatible Smartphone
**iPhone or iPad**

1. Download the app “SUPER LIVE PRO” from the apple store. Follow the steps below.

   **Step 1.** Select App Store.
   **Step 2.** Search for Super Live Pro.
   **Step 3.** Select the “FREE” button.
   **Step 4.** Select “INSTALL APP” button.
Step 5. Enter your Apple ID Password.

Step 6. Select the “OPEN” button.

Step 7. Enter your information.

Note: your domain name and port number can be found in the “Quick guide- View your DVR on a web enabled device”. This information will be provided to you by the installation technician once the security camera system installation has been completed.
Device list interface

The next time you want to view your cameras open the app SUPER LIVE PRO and click on the triangle on the right side of the “Server” input field. This will bring up a list. Click on your DVR and click “Return” or “Close” on the top left. This will now bring you back to the Login screen and all your DVR information will appear in the fields. Click the Login button to access your cameras.
2. Live View Interface (See Figure 12)

After logged in, user will enter the live interface, in this interface; user can tap different keys to implement different function. Click on the “LIVE” button and the following will appear:

![Figure 12](image)

Figure 12

![Figure 13. NavBar Instruction:](image)

Figure 13. NavBar Instruction:

![Figure 14. Quick Launch Bar Instructions:](image)

Figure 14. Quick Launch Bar Instructions:
**Gestures instructions:**

1.) Tap to select the current channel, double tap the live image to switch to single channel or multi-channel displaying.

2.) Long pressing and drag to swap the position of the live channel.

3.) Tap to get back to normal mode when in full screen.
Android Smartphone or Android Tablet

1. Download the app “SUPER LIVE PRO” from Google Play. Follow the steps below.

   Step 1. After you download the app click the open button.

   Step 2. Enter your information.

   Note: your domain name and port number can be found in the “Quick guide- View your DVR on a web enabled device”. This information will be provided to you by the installation technician once the security camera system installation has been completed.
Step 3. Click on the “Live” button

Step 4. You can now view your cameras live.
Installation instruction for SuperCam2.1.0 (BlackBerry)

1. Open the browser of BlackBerry phone and enter server address

2. Click “SuperCam” to link

3. Click “Download” button on the popup interface and the download progress will be shown.

5. Finished downloading, the software will be installed automatically.
If the software fails to download, please check in accordance with the following steps:
1. check whether the network of mobile phone is normal or not
2. check whether DVR server connect network normally or not
3. Modify the option of Browser Configuration.
   1) Enter into Menu->Option->Browser Configuration; configure referring to the following figure.
   ![Browser Configuration](image)
   2) Enter into Menu->Option->Cache Operations, clear up browser cache.
   ![Cache Operations](image)

If the SuperCam software is used in mobile phone with touch screen, there will be compatible problem.
Solution:
Enter into Options Menu->Advance options->Applications->SuperCam and click “Disable Compatibility” button. This problem will be solved.

1. Login
Enter server’s IP address (or domain name), user’s ID and password. Click “Remember server” to save the setting; click ▼ button can quick input saved server address, user name and password.

2. Main interface

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>[Log]</td>
<td>log record</td>
<td>[Server List]</td>
<td>device list</td>
<td>[Settings]</td>
<td>software setting</td>
</tr>
<tr>
<td>[Information]</td>
<td>device information view</td>
<td>[Help]</td>
<td>software help center</td>
<td>[Logout]</td>
<td>logoff and return to login interface</td>
</tr>
</tbody>
</table>

3. Live view
<table>
<thead>
<tr>
<th>Mark 1</th>
<th>Mark 2</th>
<th>Channel status</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Switch channels" /></td>
<td><img src="image2" alt="Switch channels" /></td>
<td>PTZ, click to switch to Fig 2 interface</td>
</tr>
<tr>
<td><img src="image3" alt="Snap" /></td>
<td><img src="image4" alt="Snap" /></td>
<td>Full screen</td>
</tr>
<tr>
<td><img src="image5" alt="Background alarm" /></td>
<td><img src="image6" alt="Background alarm" /></td>
<td>Stop rotates the PTZ</td>
</tr>
<tr>
<td><img src="image7" alt="Upward rotates the PTZ" /></td>
<td><img src="image8" alt="Upward rotates the PTZ" /></td>
<td>Downward rotates the PTZ</td>
</tr>
<tr>
<td><img src="image9" alt="Upward rotates the PTZ" /></td>
<td><img src="image10" alt="Upward rotates the PTZ" /></td>
<td>Downward rotates the PTZ</td>
</tr>
<tr>
<td><img src="image11" alt="Zoom In/Focus In/Iris Add" /></td>
<td><img src="image12" alt="Zoom Out/Focus Out/Iris Sub" /></td>
<td>Zoom Out/Focus Out/Iris Sub</td>
</tr>
<tr>
<td>Preset</td>
<td>Select the preset point</td>
<td>Group</td>
</tr>
</tbody>
</table>

3. Server list

![Server list](image13)

【Add】 Add a server list
Modify a server list
delete a server list

4. Software configuration

![SuperCam interface]

**Alarm type:** Setup the type of background alarm (Video Loss/Sensor/Motion)
**Alarm output type:** Setup prompt type of background alarm (sound alarm/vibrate alarm)

6. Information view

![SuperCam interface]

**Device:**
Device Name: name of the current device.
Device ID: the current connection device ID
Software version: The current connection device software version
Build date: the current connection device build date

**Phone:**
Software version: The current use of mobile phone software version
Software build date: the current use of mobile phone software version
How to enable ActiveX in IE

After finish the setting of DVR, you also need to enable ActiveX in IE for remote viewing.

Here is the instruction to enable ActiveX.

1. Select [Tools / Internet Options ] on the menu bar in IE
2. Find the [Security] tab in Internet Options, select [Custom Level] in Security level for this zone box
3. Scroll down the side bar to ActiveX controls and plug-ins and [Enable] all the ActiveX function.
4. After enable all ActiveX functions, click [Yes] in the pop-up window.
NOTE: Next time when you click IE, it will show as the following page but it is normal.
For more information:

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