

[FAQ]

GV-Eye and GV-Eye HD for iOS

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Applied to

GV-Eye and GV-Eye HD for iOS

Q1 Why does it show a “Connection Fail” message even if I have followed the setup procedure?

1. Check if the domain name, IP address, port ID and password are entered correctly.
2. Check the Internet connection of your mobile device.
3. Your current bandwidth may be low. Change your connection mode (4G, 3G or WiFi) to see if the bandwidth increases.
4. If you are connecting to the network through 3G:
 - Make sure you enter a public IP address or a domain name on the setup page.
 - If you are using DDNS server to obtain a domain name, check the functioning of DDNS server on another device with Internet connection.
 - Log in the GV-IP device’s Web interface to check if the live view is accessible.
5. For details on how to connect to your GV-IP device to the Internet, see http://pd.geovision.tw/faq/Remote_Mobile/How_to_access_GV-IP_camera_through_broadband_modem.pdf

Q2 How come I could not detect the installed GV-IP device?

Check if the GV-IP device is under the same LAN with your mobile device.

Q3 How come GV-Eye / GV-Eye HD doesn't work properly after I updated the operating system of my mobile device?

The operating system of your mobile device may not be supported by the app. For the supported operating system version, see https://s3.amazonaws.com/geovision_downloads/Manual/GV-Eye/GV-Eye-Installation-Guide.pdf

Q4 Why can't I connect to the GV-IP devices when I switch the connection from WiFi to 3G?

You can only access the WiFi network when the GV-IP device and your mobile device are under the same local area network and your mobile device is within the range limit of the wireless router. To switch to a 3G network, your GV-IP device needs a public IP address or domain name. We suggest:

1. Make sure you enter a public IP address or domain name of your GV-IP device. For details on how to connect your GV-IP device to the Internet, see http://pd.geovision.tw/faq/Remote_Mobile/How_to_access_GV-IP_camera_through_broadband_modem.pdf
2. Connection may fail when the bandwidth is low. Change the connection mode (4G or WiFi) to see if the bandwidth increases and connect again.
3. If you still can't connect to your GV-IP device, connect to this demo site established by GeoVision to check the network connection:

Name: GvIPCam Demo

Domain/IP: Gvipcam.dipmap.com

Port: 10000

ID: guest

Password: guest

4. If you can't connect to the demo site through 3G, the 3G service of your mobile phone may not have been enabled or some ports are blocked by your ISP provider. Contact your local network service provider for further assistance.


Q5 How come I can't connect to GV-FE520?

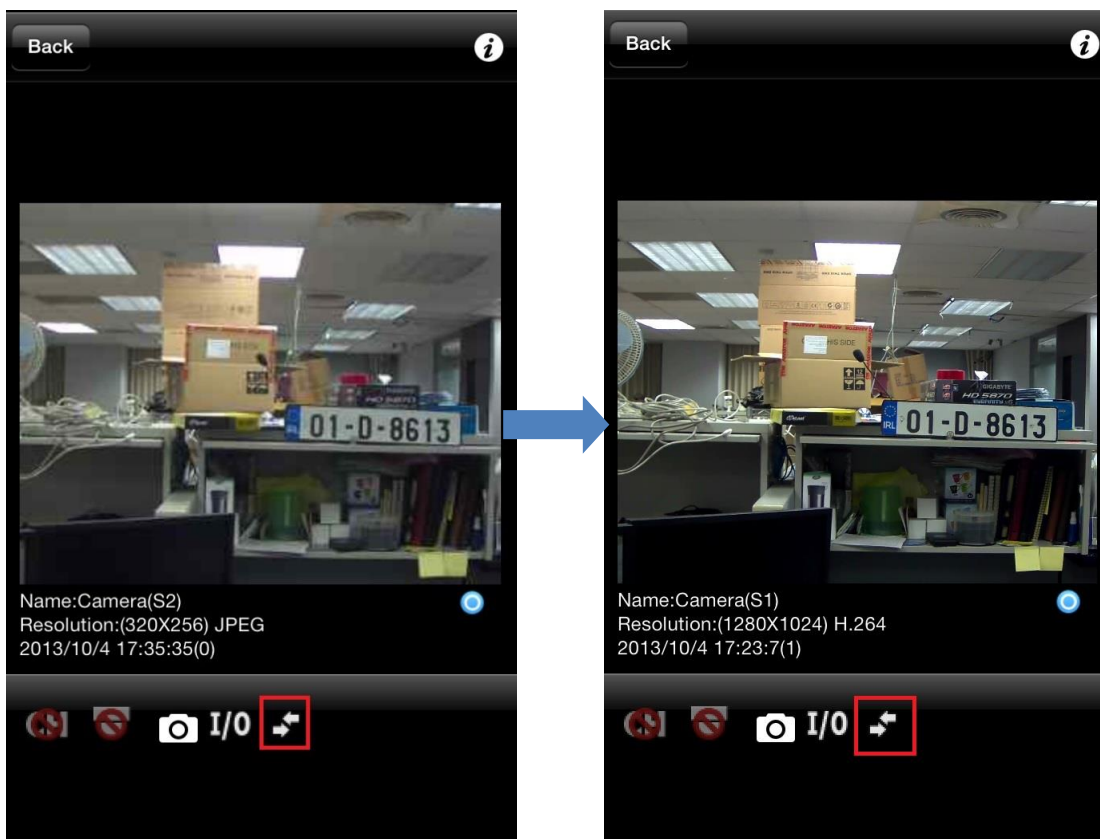
GV-Eye (version 1.2.1) can only display live view of up to 1920 x 1080. We advise that you change the resolution to 1920 x 1080 or lower from GV-FE520's Web interface.

Q6 How come I can connect to GV-BX520 but not GV-FE520?

GV-Eye can only display live views of up to 1920 x 1080 and by default, it accesses stream 2 of a GV-IP device. GV-Eye can access the live view of GV-BX520 because it is a dual-stream device and GV-Eye connects to stream 2 (normally set at a lower resolution) by default. However, for GV-FE520, the resolution 2560 x 1920 is not supported and stream 2 is not available either. You may lower the resolution as a workaround.

Q7 Why is the live view fuzzier on my mobile device?

For dual-stream IP devices, stream 1 is usually set at a higher resolution and stream 2 at lower resolution. By default, the GV-Eye displays the stream 2 live view when the connection is established. For a higher resolution display, tap this button  to switch the live view to stream 1.



Stream2

Stream1

Q8 How come the PTZ function doesn't work when I try to connect to live view from GV-Video Server / GV-Compact DVR?

GV-Eye only supports the PTZ function for cameras that adhere to Pelco P and Pelco D. Please check if your PTZ camera supports any of these two protocols.