# [FAQ]

# GV-iView and GV-iView HD for iOS

**Article ID: GV2-11-01-c**

**Release Date: 11/01/2013**
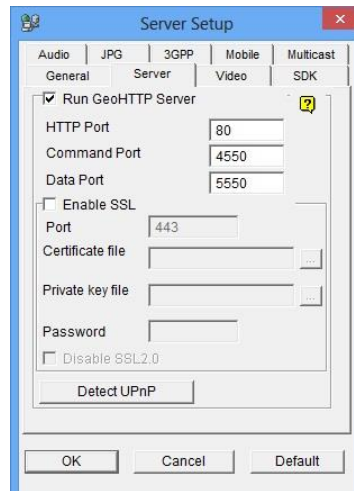
## Applied to

GV-iView and GV-iView HD

**Q1** **Why can't I access the live view even if I have followed the setup steps?**

1. Check the Internet connection of the computer installed with GV-DVR/NVR.

2. Check if the IP address, Port ID and password settings under the RPB View and NVR/DVR View tabs are entered correctly.

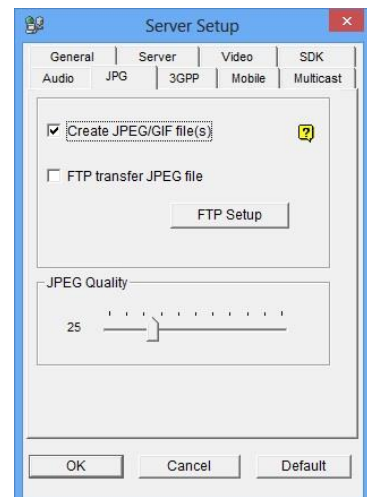3. Make sure the Webcam Server and the following functions are enabled:
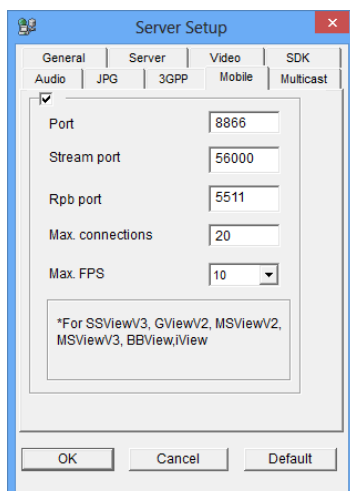
| Mobile | Run GeoHTTP Server | Create JPEG/GIF file(s) |
|---|---|---|

4. If there is a router or firewall installed for GV-DVR/NVR, ensure these communication ports required by Webcam Server are open:

- Mobile Port: 8866

- Stream Port: 56000

- RPB Port: 5511

- HTTP Port: 80

- HTTPS Port: 443 (if SSL is enabled)

- Command Port: 4550

- Data Port: 5550

5. Your current bandwidth may be low. Change your connection mode (4G, 3G or WiFi) on your mobile device to see if the bandwidth increases.

6. If you are connecting to the network through 3G:

- Mare sure you enter a public IP address or a domain name on the setup page.

- If you are using a domain name, check the functioning of DDNS server on another device with Internet connection.


**Q2   Why can't I connect to the GV-DVR/NVR when I switched the connection from WiFi to 3G?**

You can only access the WiFi network when the computer (installed with GV-DVR/NVR) 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 computer needs a public IP address or domain name. We suggest:

1. Make sure you enter a public IP address or domain name of your computer. 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. If you still can't connect to GV-DVR/NVR, connect to this demo site established by GeoVision to check the network connection:

**Name:** Demosite

**IP:** webcam.geovision.com.tw

**Port:** 8866

**ID:** test

**Password:** test

3. If you still can't connect to the demo site through 3G, some ports may have been blocked by your ISP provider. Contact your local network service provider for further assistance.

**Q3  How come GV-iView / GV-iView 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 http://pd.geovision.tw/faq/Remote_Mobile/GV-iViewV232_iViewHDV122-InstallationGuide-20131011.pdf

**Q4  Why is the resolution much lower on mobile devices?**

1. You may be using an older version of GV-DVR/NVR and GV-iView / GV-iView HD. We advise that you upgrade your GV-DVR/NVR to V8.5.7 or later with which the resolution is supported up to 640 x 480. Download the latest version from our website:

- GV-DVR/NVR: http://www.geovision.com.tw/download/product/ (Video Management Software tab)

   - GV-iView and GV-iView HD: http://pd.geovision.tw/faq/Remote_Mobile/GV-iViewV232_iViewHDV122-InstallationGuide-20131011.pdf

2. You can adjust the resolution setting in your GV-iView / GV-iView HD. On the Live View page, tap the **Image Setting** and select **Good** (640x480).

3. You can adjust the resolution. Follow the steps below.

   A. On the Webcam Server, select the **JPG** tab. This dialog box appears.
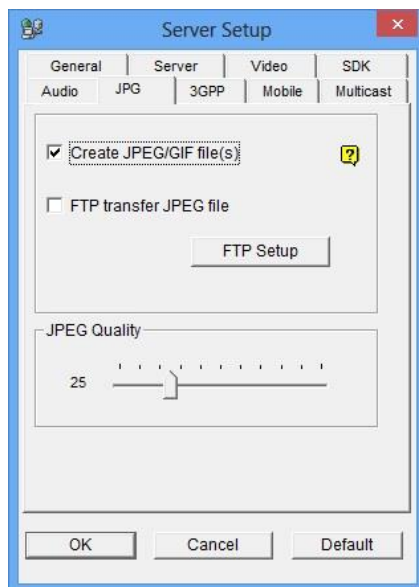


   B. Under JPEG Quality, adjust the video quality using the slider.

4. For higher resolution qualities, you can also download the GV-Eye (for iPhone and iPod Touch) or GV-Eye HD (for iPad) application from the App Store or iTune store. The GV-Eye supports live views of up to 1920 x 1080 by directly connecting to your GV-IP device. Download this app from:

   - GV-Eye (for iPhone and iPod Touch)
     https://itunes.apple.com/app/gv-iview/id314532692?mt=8

   - GV-Eye HD (for iPad)
     https://itunes.apple.com/tw/app/gv-iview-hd/id422804041?mt=8

**Q5    How come the PTZ control panel doesn't respond?**

1.  Test the functions of the PTZ panel from the Web interface of the Webcam Server first. If the PTZ panel functions normally on the Web interface, kindly mail us via Support@geovision.com.tw. We need more information to further assist you.
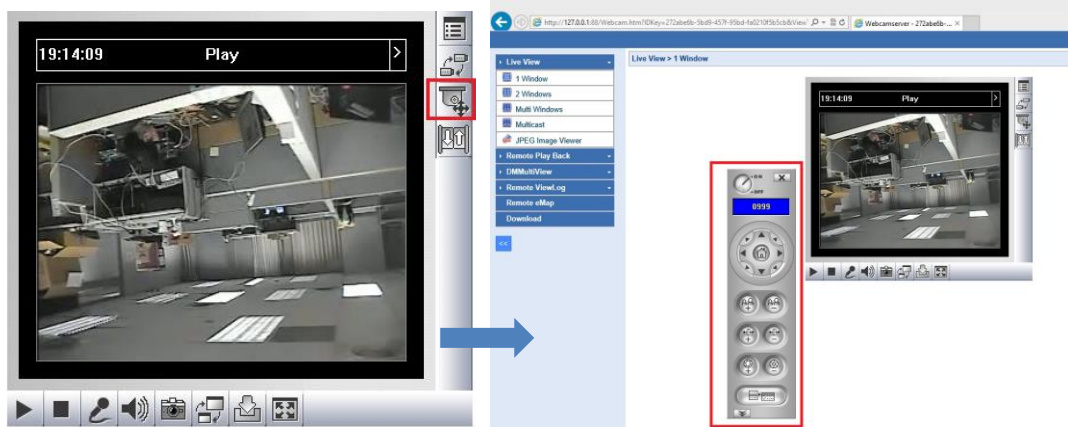


2.  However, if the PTZ panel does not work on the Web interface, showing a "No PTZ device found" message, follow the steps below to add the allowed PTZ cameras:

    A.  On your GV-DVR/NVR's Webcam Server setting, select the **Video** tab. This dialog box appears.

B.  Click the **Allowed PTZ camera** button and add all the PTZ cameras to the right column. These cameras are now allowed for PTZ control.



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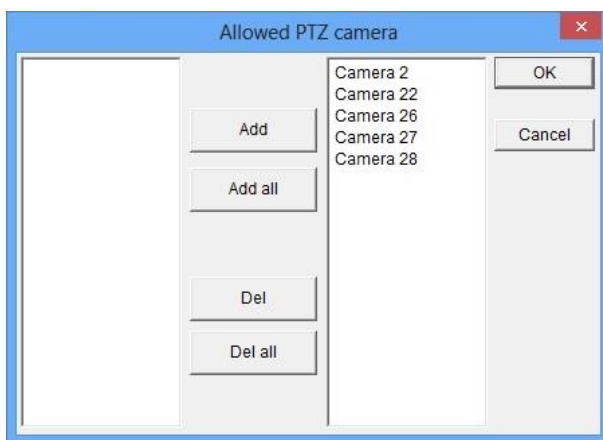
Q6    **How come the I/O device isn't triggered when I tried to trigger it from my mobile device?**

1.  Make sure you have established the output module. On the Web interface of the Webcam Server, click the **I/O Control Panel** button. An established module should appear on the module tree:
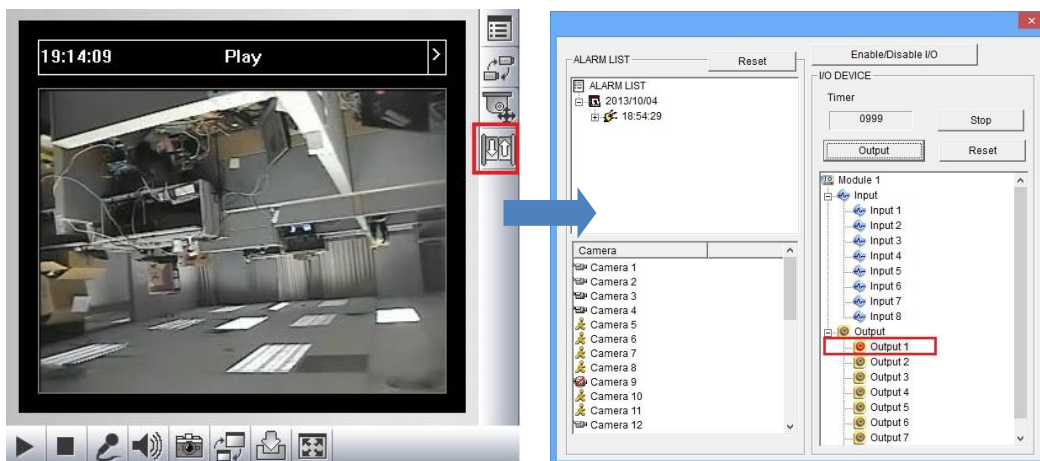


If, however, you have established the module, and that the I/O functions normally from the Web interface, contact us via Support@geovision.com.tw. We need more information to further assist you.

2. If the module column is empty, please establish the module first on your GV-DVR/NVR. Any established module should appear on the left of the main screen.
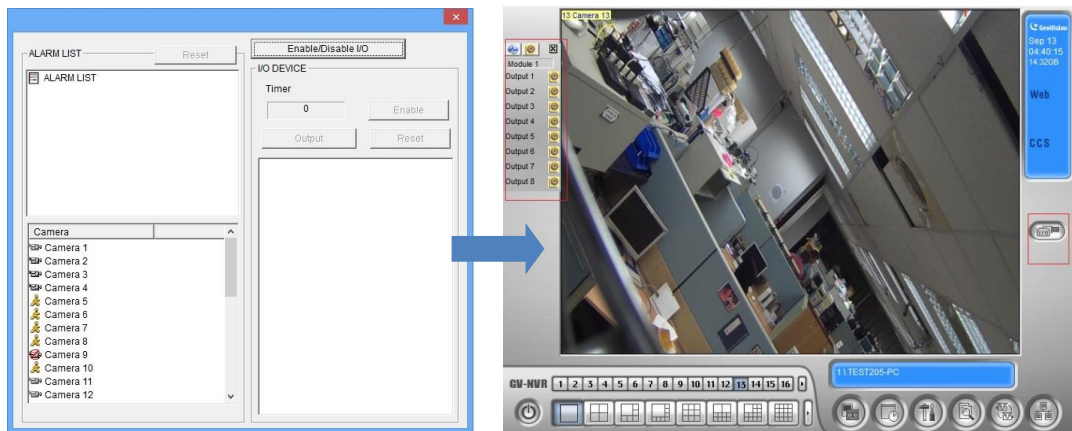


**Q7    How come the RPB page doesn't show any recording file when my GV-DVR/NVR has actually been enabled for recording?**

By default, the RPB page lists the recordings from GV-DVR/NVR's Camera 1. And, if there wasn't any recording, it is indicated with "No more data". To switch cameras, tap **Change Camera** from the top right corner of the RPB page, and select a camera from the list.