Honeywell

Honeywell Smart Viewer

App

User Guide

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Revision

Issue	Date	Revisions
A	05/2022	New document.

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FIGURES

ABOUT THIS DOCUMENT

This document introduces the Honeywell Smart Viewer (HSV) App. It explains how to operate the HSV App. We will take the iOS and Android system for example.

The figures at following are snapshotted by iPhone 11.

This document is intended for installers and users.

Overview of Contents

This document contains the following chapters and appendixes:

Chapter 1 Introduction, provides an overview of the main features of the HSV App.

Chapter 2 Getting Started, describes how to use the App for the first time.

Chapter 3 Live View, describes how to view the real–time videos, play back videos, configure events and operate **Me** page.

Chapter 4 FAQ, describes Q&A for resolving issues that you may encounter when operating the App.

INTRODUCTION

Overview

The HSV App is used for users to manage the NVR remotely by mobile phone.

You can view the live view, play back the recording and check out event information.

In this document, iPhone 11 is used to snapshot all figures as examples, different cell phones have different displays, the actual product shall prevail.

Key Features

The key features in HSV App are:

• Supports Honeywell 35 Series Embedded NVRs

• Connection to NVR anytime anywhere

• Supports two way audio through 35S NVR with 35S cameras

• Auto streaming size to save decode and streaming bandwidth

• Supports receiving crowd detection/multi loitering/intrusion event from 35S camera through 35S NVR

• End to end HTTPs stream encryption

• Video recording and playback management

• Devices management

• Supports PTZ control

• Supports MFZ and digital zoom

• Supports fisheye de-warping

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GETTING STARTED

Installing HSV

1. Search HSV by the Apple Store or Google Play.

2. Download HSV.

3. Install the App and the App icon show on the mobile phone.
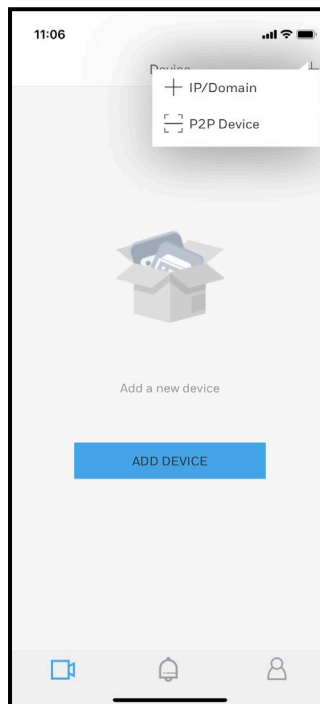
4. Tap the icon to open the App.

Figure 1 Add Device
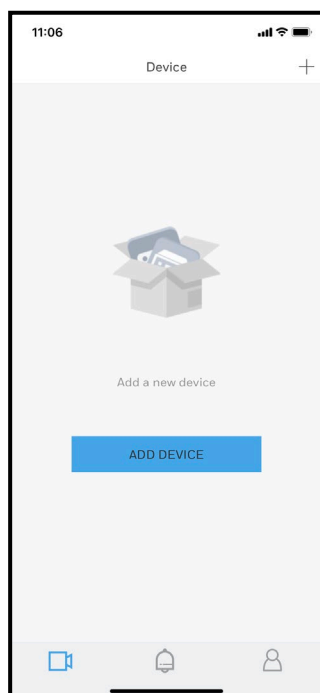
5. Tap ADD DEVICE to add device.

   Or tap + on the top right corner of the page to choose an adding type.

   - IP/Domain: manually add
   - P2P Device: Scan QR code

Figure 2 Adding Types

Adding by IP / Domain

1. Tap ＋ on the top right corner and choose IP/ Domain.

2. Input the parameters manually.

   Input nickname and choose protocol. Input IP address / DDNS, port, username, password and security code.
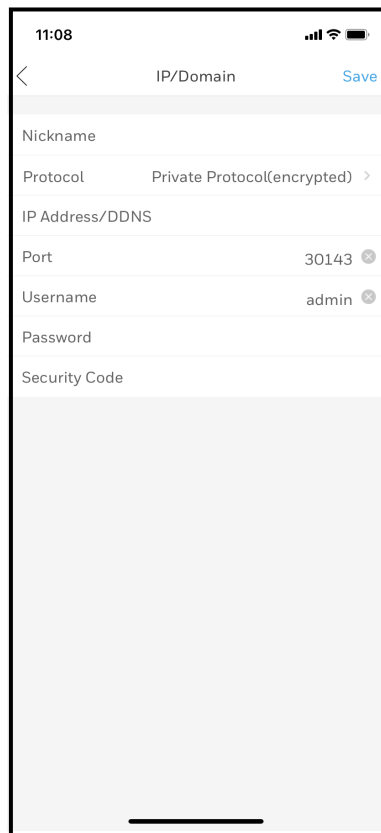
   - Nick name: You can set the nick name to manage quickly.

   - Protocol: Private Protocol and Private Protocol (encrypted)

     The Access Platform is enabled by NVR (Main Menu > Network > Access Platform) and encrypted type has been chosen.

   - IP Address / DDNS: the IP address of device

     If the NVR enable the DDNS (Main Menu > Network > DDNS), you can input the DDNS name.

   - Port: the default port is 30143

     If the NVR enable the Port Mapping, the port here should be the same as Control Port (Main Menu > Network > Port Mapping).

   - Username and Password: corresponding with the NVR / DDNS.

   - Security Code: If you enable the App verification (Main Menu > System > User Account > App Verification), you should input the security code in whitelist.

Note: *Support up to 10 security codes and each code can only correspond to one mobile*

phone user.
Security code is disabled by default and user don't need to input it by default.

Figure 3 IP / Domain

Adding by P2P Device

1. Tap ＋ on the top right corner and choose P2P Device.
2. Enter the scanning page to scan the QR code in NVR UI. Input nick name, password and security code manually.

   The QR code, protocol, port and username can be showed automatically.

Figure 4 Add Device

3.   Tap Save to save parameters.

If the parameters are input correctly, it will show "**Add successfully**".

If not, it will show "**Device connection failed, Continue to add**". Tap **Cancel** or tap **Add** to add offline device to App.
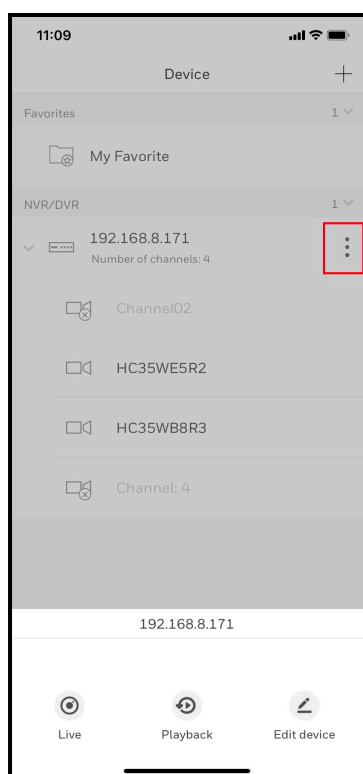
3 LIVE VIEW

Live View Operation

1. Tap ⋮ to choose operations such as Live, Playback or Edit device.

Note: *All operations are used for device, not for channels.*

2. Enter the detail operation interface, slide left or right on the screen to switch different channels.

Figure 5 Device List

3. For individual channel, you can unfold the channels list and choose the online channel to play live video.
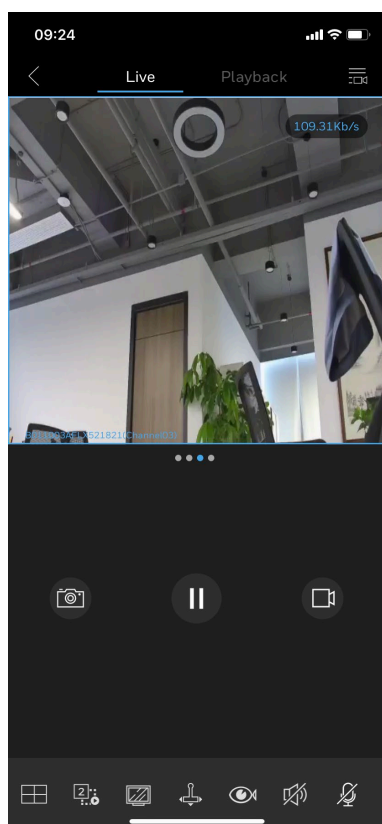
Live Video Operation

Figure 6 Live Video

Table 1 Live Video Toolbar Icons

Icon	Description
	Tap to choose the channels to play.
	Tap to capture and save video snapshot to **Images**.
	Tap to pause or play the video.
	Tap to start recording the current video. Tap again to end recording. The file will be saved to **Images**.
	Tap to play live video by four screen / single screen at the same time.
	Tap to switch the stream of channel to play live video.
	Tap to choose one mode to view live video according to the status of network.
	This function is applicable for PTZ cameras. Tap to adjust direction, operate cameras to zoom in / zoom out, focus + / focus –, iris+ / iris– on this page and set presets on next page (tap + to add).
	Tap to choose the fisheye mode to view live video.

Icon	Description
(microphone icon)	Tap to enable or disable two-way audio. If the channel is connected to a speaker, you can talk to IPC and the channel can hear the sound.
(speaker icon)	Tap to enable or disable voice. If the channel is connected to a speaker, you can hear the sound from the channel.
(star icon)	Tap to add the channel to your favorite. Then you can play the favorite channels quickly at device page.
(alarm icon)	When the NVR is connected to an alarm output device and you open the alarm output port(s), the alarm message will be sent to the alarm output device.
(full screen icon)	Tap to play live video on full screen mode. Touch the screen to unfold or fold the operation menu.

Figure 7 PTZ Page
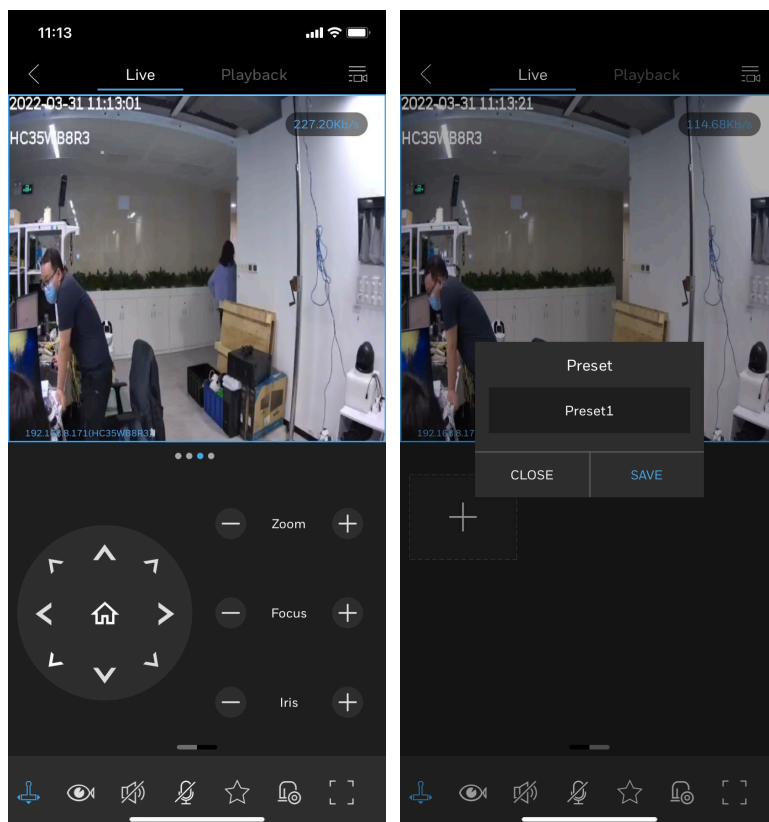
Playback Operation

Figure 8 Playback
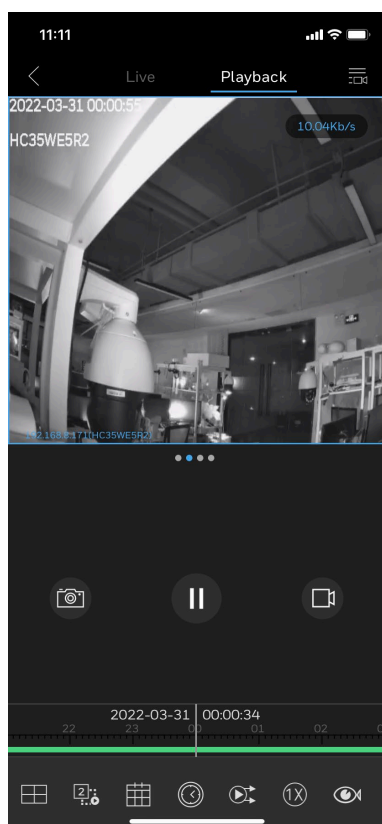
Table 2 Playback Toolbar Icons

Icon	Description
	Tap to play live video by four screen / single screen at the same time.
	Tap to switch the stream of channel to play live video.
	Tap to choose the date from the calendar.
	Tap to set the detail time to playback.
	Tap to choose to play synchronously or asynchronously.
	Tap to play recording video by Multi speed such as 1X or 2X.
	Tap to choose the fisheye mode to view live video.
	Tap to play audio or not if the recording videos have recorded audio.
	Tap to download the recording.
	Tap to set the phone playback recording on full screen mode. Touch the screen to unfold or fold the operation menu.

Figure 9 Download
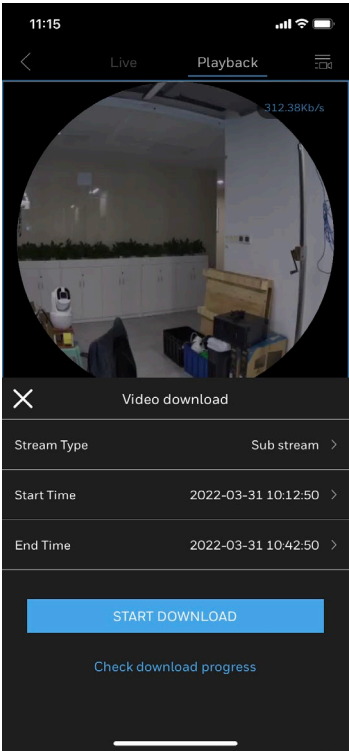
Edit Device

1. Tap ⋮ to choose Edit device to enter the Edit device page.

Figure 10 Edit Device
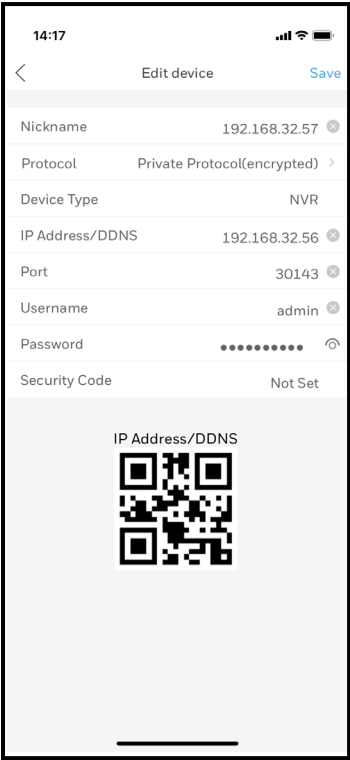
2. Edit the parameters of device. For detailed operations, refer to Adding by IP / Domain.

   Scan the QR code with the information of IP Address /DDNS by other mobile phones to add.

3. Tap Save.

Event Operation

The real-time events show on the **Event** page.

Figure 11 Event Page
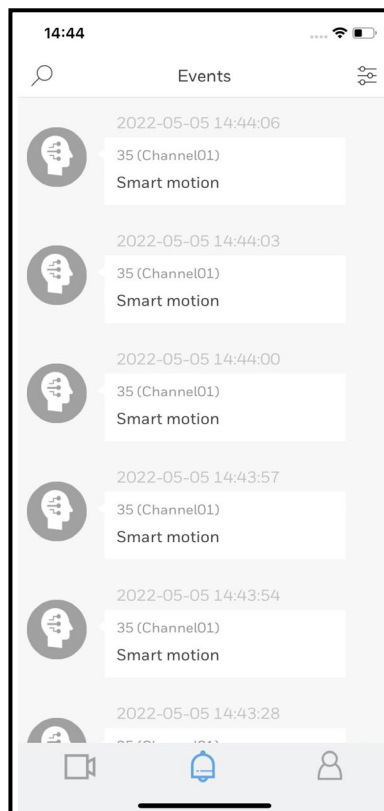
Tap the message to enter the playback page to view the event recording directly.

Tap ⚙ to operate event filter or clear message.

Operate **Event filter** to enable or disable master switch. You can choose some NVRs to filter event messages if you don't want to receive all event messages.

Me Operation

On **Me** page, you can view the **Images** and configure **Settings**.

Figure 12 Me Page
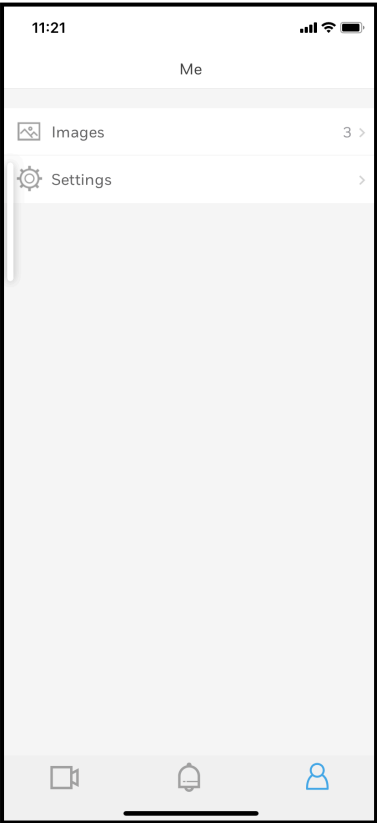
The snapshot images and recording videos can be reviewed on Image page.

Figure 13 Image Page

Tap to select images or video to delete.

On **Settings** page, you can set **Language** and **Event notification**, view the information about App.

Figure 14 Event Notification Page
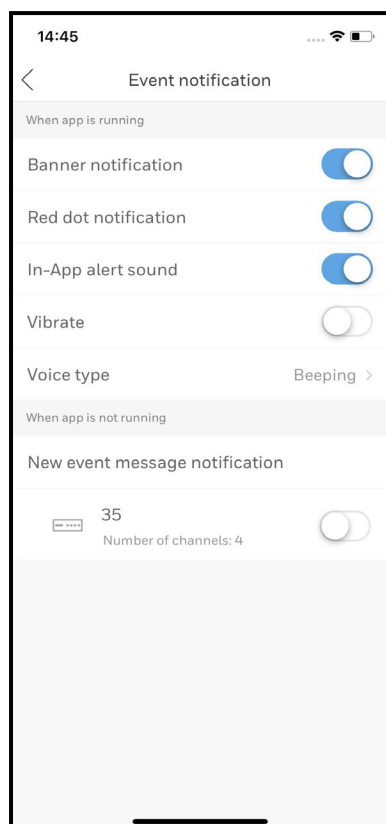
On **Event notification** page, you can set the modes for app receiving event message, such as banner notification, red dot notification, In-App alter sound, vibrate or voice type.

You can enable or disable event message when app is not running.

4 FAQ

Questions	Solutions
Add devices	• There are two modes to add devices, the local network and mobile network. The local network means the cell phone and devices are connected to the same local network. • Mobile network means the cell phone and connected NVR can access network.
Scan the QR code failed	• The cell phone is too close to QR code. Try to move further. • Tap **SKIP** to enter the manually input SN page.
Scan the QR code successfully, but the device is not online	• The Server of NVP P2P should be updated as the latest version.
The preview screen shows no data.	• The network environment is not stable. • The channel is offline. • The number of connectors is up to be connected.
Drag the time line of playback, but the video doesn't jump to the setting time	• If you want to activate the drag time actions, the playback video must be played, don't pause.
Drag the time line, but the video jump to the previous time.	• This action needs about 2 seconds to respond, if you drag the time line too often it will be back to the original time.
Some download playback recording tasks are always incomplete.	• The network is not stable • The usage of cell phone is not enough. • The chose time doesn't have recording.
Set the detail time to playback, but the recording's OSD doesn't correspond the time.	• If the set date and time have no recording, iOS will jump to the date and time that is close to the set time and has a recording; Android cannot be successfully set.

Honeywell Building Technologies – Security Americas (Head Office)
Honeywell Commercial Security
715 Peachtree St. NE
Atlanta, GA 30308
Tel: +1 800 323 4576

Honeywell Building Technologies – Security Mexico
Mexico: Av. Santa Fe 94, Torre A, Piso 1, Col.
Zedec,
CP 012010, CDMX, México.
Colombia: Edificio Punto 99, Carrera 11a.
98-50, Piso 7, Bogota, Colombia.
Tel: 01.800.083.59.25

Honeywell Building Technologies – Security Middle East/N. Africa
Emaar Business Park, Building No. 2, Sheikh Zayed Road
P.O. Box 232362
Dubai, United Arab Emirates
security_meta@honeywell.com
Tel: +971 4 450 5800

Honeywell Building Technologies – Security Europe/South Africa
140 Waterside Road, Hamilton Industrial Park
Leicester, LE5 1TN, United Kingdom
Tel: +44 (0) 1928 378005

Honeywell Building Technologies – Security Northern Europe
Stationsplein Z-W 961, 1117 CE Schiphol-Oost, Netherlands
Tel: +31 (0) 299 410 200

Honeywell Building Technologies – Security Deutschland
Johannes-Mauthe-Straße 14
D-72458 Albstadt
Germany
Tel: +49 (0) 7431 801-0

Honeywell Building Technologies – Security France
Immeuble Lavoisier
Parc de Haute Technologie
3-7 rue Georges Besse
92160 Antony, France
Tel: +33 (0) 1 40 96 20 50

Honeywell Building Technologies – Security Italia SpA
Via Achille Grandi 22,
20097 San Donato Milanese (MI), Italy

Honeywell Building Technologies – Security España
Josefa Valcárcel, 24
28027 – Madrid, España
Tel.: +34 902 667 800

Honeywell Building Technologies – Security Россия и СНГ
121059 Moscow,
UI, Kiev 7
Russia
Tel: +7 (495) 797-93-71

Honeywell Building Technologies – Security Asia Pacific
Building #1, 555 Huanke Road,
Zhang Jiang Hi-Tech Park Pudong New Area,
Shanghai, 201203, China
Tel: 400 840 2233

Honeywell Building Technologies – Security and Fire (ASEAN)
Honeywell International Sdn Bhd
Level 25, UOA Corp Tower, Lobby B
Avenue 10, The Vertical, Bangsar South City
59200, Kuala Lumpur, Malaysia
Email: buildings.asean@honeywell.com
Technical support (Small & Medium Business):

Vietnam: +84 4 4458 3369
Thailand: +66 2 0182439 Indonesia: +62 21 2188 9000
Malaysia: +60 3 7624 1530
Singapore: +65 3158 6830
Philippines: +63 2 231 3380

Honeywell Home and Building Technologies (India)
HBT India Buildings
Unitech Trade Centre, 5th Floor,
Sector – 43, Block C, Sushant Lok Phase – 1,
Gurgaon – 122002, Haryana, India
Email: HBT-IndiaBuildings@honeywell.com
Toll Free Number: 000 800 050 2167
Tel: +91 124 4975000

Honeywell Building Technologies – Security and Fire (Korea)
Honeywell Co., Ltd. (Korea)
5F SangAm IT Tower,
434, Worldcup Buk-ro, Mapo-gu,
Seoul 03922, Korea
Email: info.security@honeywell.com
Customer support: HSG-CS-KR@honeywell.com; +82 1522-8779
Tel: +82-2-799-6114

Honeywell Building Technologies – Security & Fire (Pacific)
Honeywell Ltd
9 Columbia Way
BAULKHAM HILLS NSW 2153
Email: hsf.comms.pacific@Honeywell.com
Technical support:
Australia: 1300 220 345
New Zealand: +64 9 623 5050