Canon

Mobile Camera Viewer

Operation Guide

How to Read This Manual

This manual contains instructions on Mobile Camera Viewer operations.

For details on camera settings, camera precautions and limitations, refer to the camera Operation Guide. Available functions will differ depending on the camera. Some operations will not be available on unsupported cameras even when functions are mentioned in this manual.

The following icons are used to represent tap gestures in this manual.

Tap   Touch and hold

The screen images used in this manual are samples used for explanation purposes. They may differ from the actual screens that are displayed.
Screens from iOS are used as an example.

Be sure to read this Operation Guide before using the network camera.

ENGLISH

Table of Contents

About Mobile Camera Viewer

Mobile Camera Viewer is a viewer for Canon network cameras that runs on mobile devices. Note that some functions may not be available depending on your user privileges. For details, consult the camera's administrator.

Operating Environment

Surface, iPad, iPhone, Nexus, and Galaxy devices are supported.
For information on tested mobile devices, please refer to the camera's Operation Guide.

🗒 Note

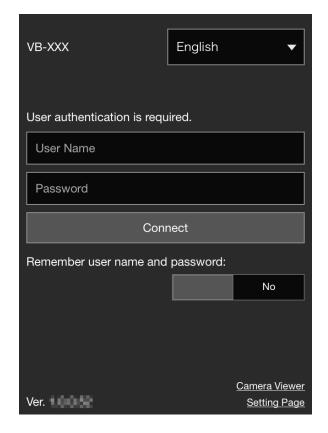**3D Touch on iOS devices is not supported.**

Trademarks

● Surface is a trademark or a registered trademark of Microsoft Corporation in the United States and other countries.

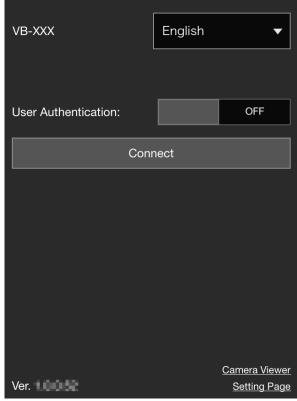● iPad and iPhone are trademarks of Apple Inc.

Connecting to the Camera

Use the device's web browser to connect to the camera and launch Mobile Camera Viewer.
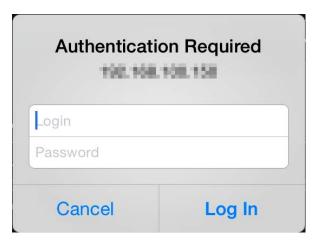
1 Launch browser and enter the camera's IP address.

One of the following screens appears. To log into an account that requires user authentication (left screen), enter the user name and password.

VB-XXX	English ▼
User authentication is required.	
User Name	
Password	
Connect	
Remember user name and password:	No
Ver. ▮▮▮▮▮	Camera Viewer / Setting Page

VB-XXX	English ▼
User Authentication:	OFF
Connect	
Ver. ▮▮▮▮▮	Camera Viewer / Setting Page

🗨 Note

● **The following authentication dialog box appears when the camera's [Settings Page] > [Basic] > [Viewer] > [Default Page] is set to [Display Settings Page]. Consult the camera's administrator and verify whether [Default Page] is set to [Display Viewer].**

● **Even if the screen on the right of the previous page appears, you can connect as an account that requires user authentication by setting [User Authentication] to [ON] and entering the user name and password.**
● **Set [Remember user name and password] to [Yes] to remember the user name and password.**
● **When you tap [Camera Viewer], the camera viewer appears. When you tap [Settings Page], the camera setting page appears.**
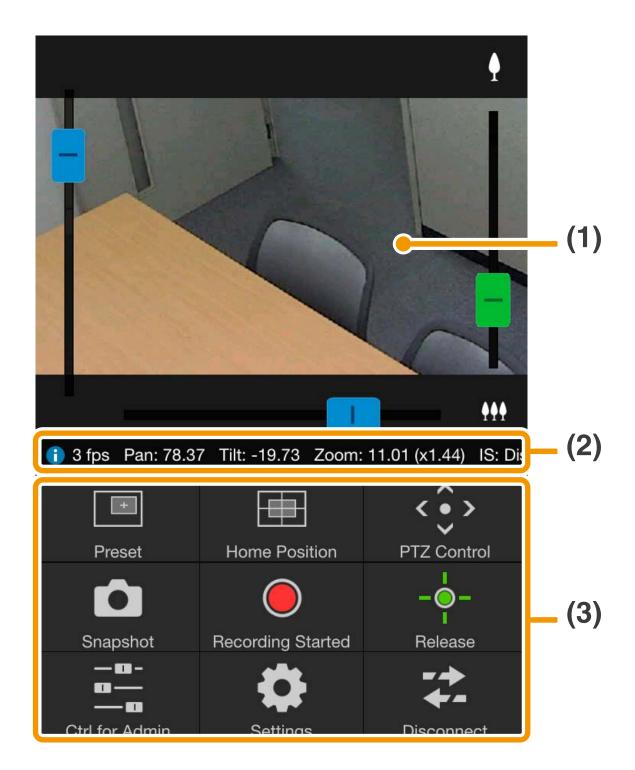
2 Tap [Connect].

The main screen will appear.

🗨 Note

● **To disconnect from the camera, tap the Disconnect button 🔃 (P. 19).**

● **If you open another window or tab to access the camera while an authenticated web page is displayed, the authentication information of the displayed web page may be discarded. In this case, enter the authentication information again.**

Main Screen

			(1)

(1) Video Display Area

Displays video received from the camera.

(2) Information bar

Displays information, warnings, and error messages.

(3) Control panel (P. 13)

Displays buttons for controlling the camera.

🗨 Note

The Mobile Camera Viewer's video cannot rotate even when the camera's [Settings Page] > [Basic] > [Viewer] > [Rotate Video Display] is set to [Rotate clockwise 90 degrees] or [Rotate counterclockwise 90 degrees]. If you want to display video in portrait orientation, turn off your mobile device's auto rotate function, and then rotate your device.
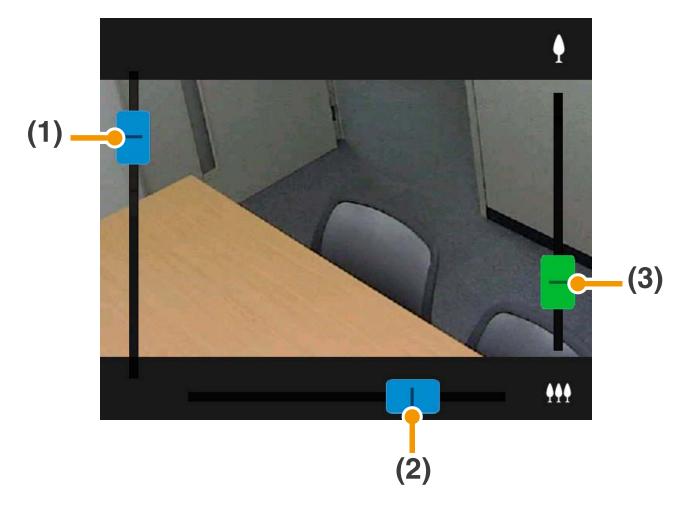
Operating the Camera

Camera control privileges are required to operate the camera.

⊡ You have camera control privileges when [Release] is displayed.

⊡ When [Control] is displayed, tap it to obtain camera control privileges.

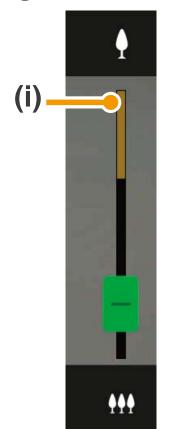## Operations in the Video Display Area

●**Scroll Bar Controls**

(1)   Scroll bar for tilt
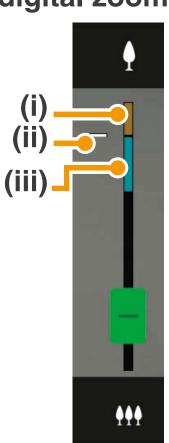
(2)   Scroll bar for pan

(3)   Scroll bar for zoom

Digital Zoom

When a digital zoom range is available, the scroll bar for zooming will appear as follows.

Without an enhanced digital zoom range

With an enhanced digital zoom range
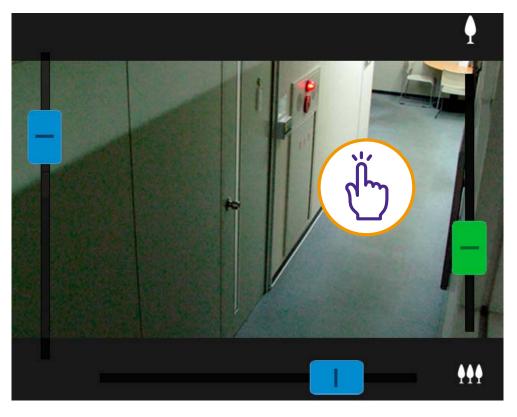
(i)
(i)
(ii)
(iii)

(i)   Digital zoom range

The higher the zoom ratio, the lower the video quality becomes.
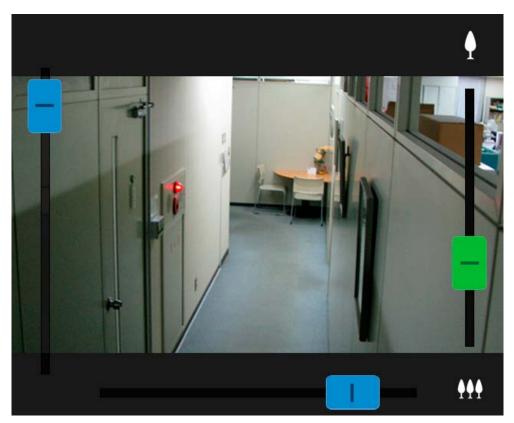
(ii) Position where zooming pauses

(iii) Enhanced digital zoom range

●**Screen Tap Operations**

When you tap the video display area, the camera will move so that the location that was tapped is centered in the screen.
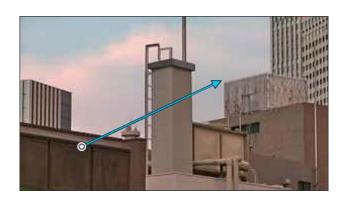
📝 Note

● **You can also operate the camera with the PTZ control panel (P. 17).**

● **If the video is not displayed, tap the video display area to try reconnecting to the camera.**

●Drag to Move

In the video display area, swipe in the direction you would like to change the camera angle. An arrow will appear and the camera angle will change in the direction of the arrow.

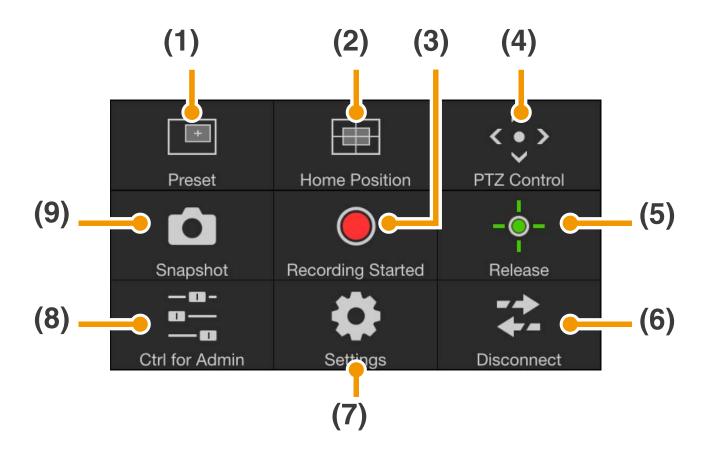Increasing the length of the arrow will increase the movement speed.

📋 Note

This function is not available while using Viewer PTZ (P. 12).

Magnify and Display Part of Video (Viewer PTZ)

● Double-tapping the video display area will magnify the video approximately 3x.

● In the video display area, pinch-out/pinch-in to zoom in/zoom out video.

● Dragging on the screen when zoomed in, moves the display position.

- Double-tapping while viewing magnified video cancels magnified display.
- 🔲 will appear in the upper part of the video display area while viewing magnified video.

Main Screen Control Panel

(1)   (2)   (3)   (4)

(9)

(5)

(8)

(6)

(7)

(1) Preset button (P. 15)

Camera settings, such as the camera angle or exposure, are changed to presets registered in advance.

(2) Home Position button (P. 15)

Camera settings, such as the camera angle or exposure, are returned to the home position registered in advance.

13

(3)   Recording Started/Stopped button (P. 16)

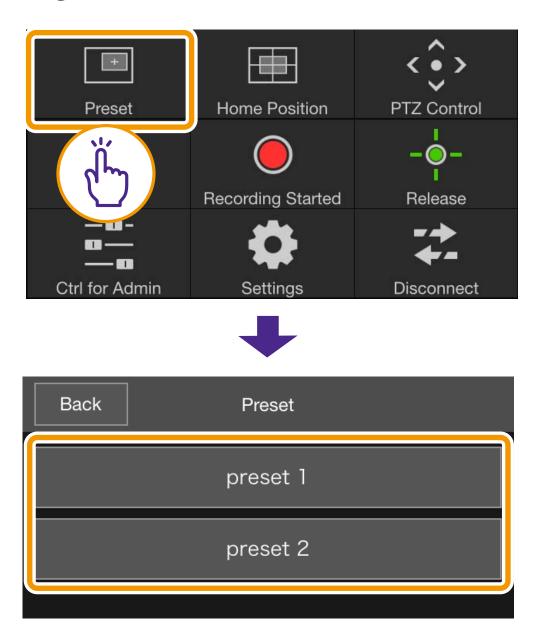Starts or stops recording.

(4)   PTZ Control button (P. 17)

Displays the PTZ Control panel.

(5)   Control/Release button (P. 19)

Enables or disables camera control privileges.

(6)   Disconnect button (P. 19)

Disconnects from the camera.

(7)   Settings button (P. 20)

Allows you to configure preset, video capture size, and maximum frame rate settings.

(8)   Control for Admin button (P. 24)

Allows you to configure focus, exposure, Clear IR Mode, day/night, and external device output settings.

(9)   Snapshot button (P. 28)

Captures a snapshot.

📝 **Note**

Some functions may not be available depending on your user privileges.

(1) Preset button

Camera settings, such as the camera angle or exposure, are changed to presets registered in advance.
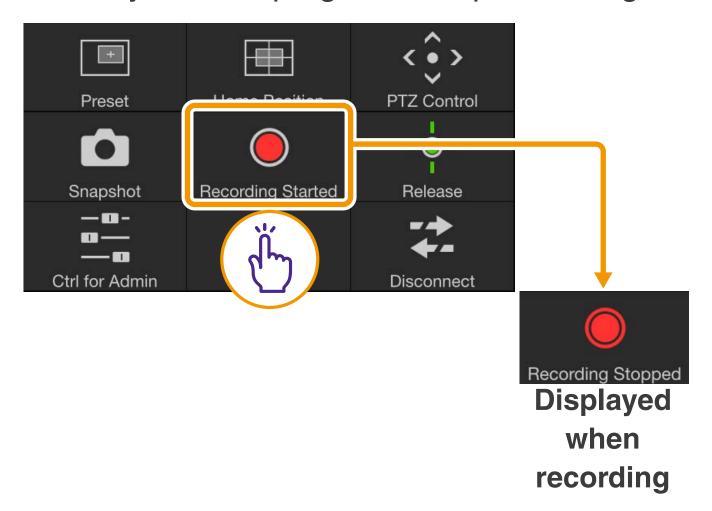

(2) Home Position button

Camera settings, such as the camera angle or exposure, are returned to the home position registered in advance.

📝 Note

Register the preset or home position beforehand using [Register Preset] (P. 21).

(3) Recording Started/Stopped button

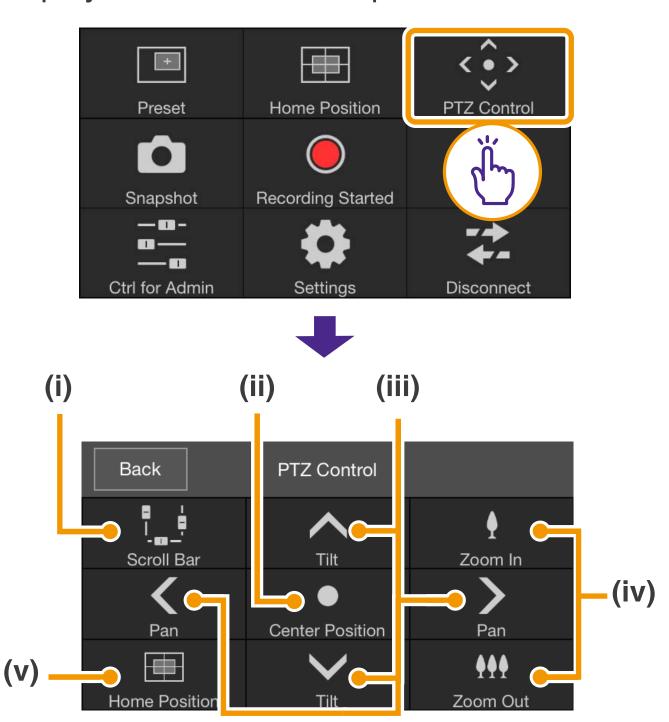Tap the button to start recording to the memory card. Tap again to stop recording.

Displayed when recording

📝 Note

● **When there is 20 MB or less available space on a memory card, a message appears and recording stops.**
● **The recorded video cannot be viewed in Mobile Camera Viewer. To view the video, use the Recorded Video Utility.**

(4) PTZ Control button

Displays the PTZ Control panel.

(i)   Scroll Bar button

Displays/hides scroll bars in the video display area for controlling pan, tilt, and zoom operations (P. 9).

(ii)   Center Position button

Moves the camera position to the center of the pan and tilt range.

(iii) Pan/Tilt control button

Touch and hold ◀ ▶ to pan in that direction. Release your finger to stop. Touch and hold ∧ ∨ to tilt in that direction. Release your finger to stop.

(iv) Zoom control button

Touch and hold [⚲] to zoom in (telephoto), and touch and hold [♣♣♣] to zoom out (wide angle). Release your finger to stop.
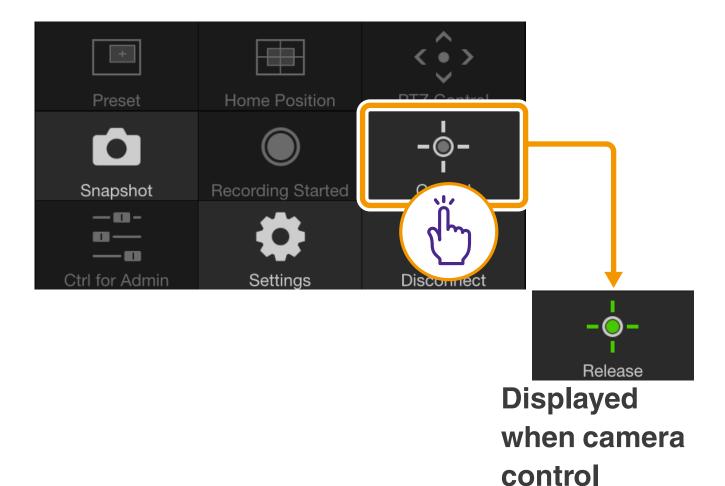
(v) Home Position button

Moves to the position set as the Home Position (P. 21).

🗦 Note

The Pan/Tilt and Zoom control buttons cannot be used when the camera's [Settings Page] > [Security] > [SSL/TLS] > [HTTPS Connection Policy] is set to use [HTTPS] or [HTTP and HTTPS], and an HTTPS connection is established. Use the pan/tilt/zoom scroll bars that appear in the video display area.

(5) Control/Release button

Tap to obtain control. Tap again to release control.

Displayed when camera control privileges have been obtained

📋 Note

The camera cannot be controlled by multiple users simultaneously. Only the user with control privileges can control the camera.
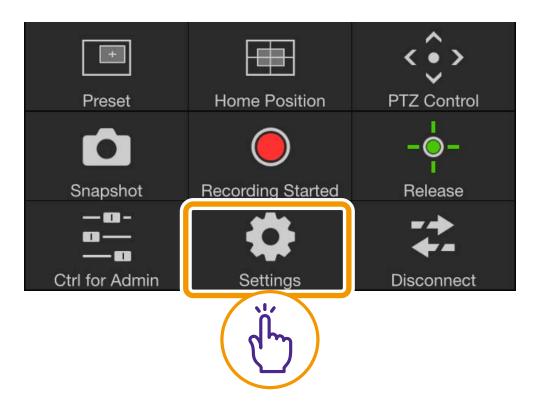
(6) Disconnect button

Disconnects from the camera.
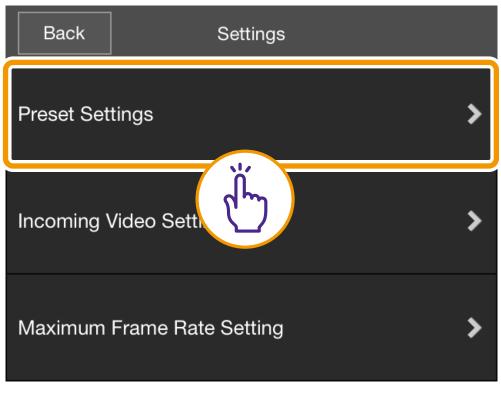
The login screen will appear when you disconnect.

(7) Settings button

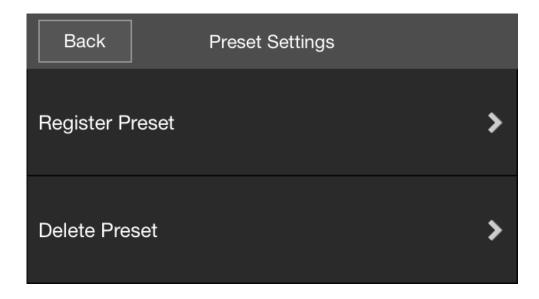Allows you to configure preset, incoming video size, and maximum frame rate settings.

●Preset Settings

You can register current camera settings, such as the camera angle or exposure, as presets. Presets can also be deleted.
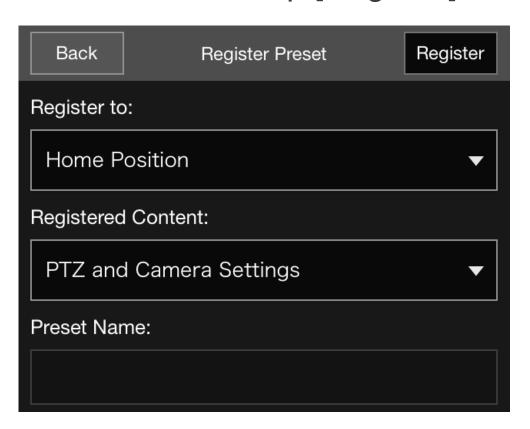
Back	Preset Settings	
Register Preset		**›**
Delete Preset		**›**

[Register Preset]

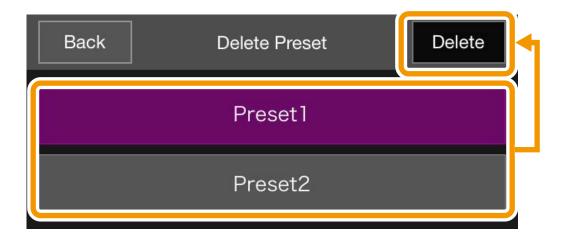Select a preset number from [Register to], select [Registered Content], enter a preset name, and then tap [Register].

Back	Register Preset	Register

Register to:

Home Position ▼

Registered Content:

PTZ and Camera Settings ▼

Preset Name:

📋 Note

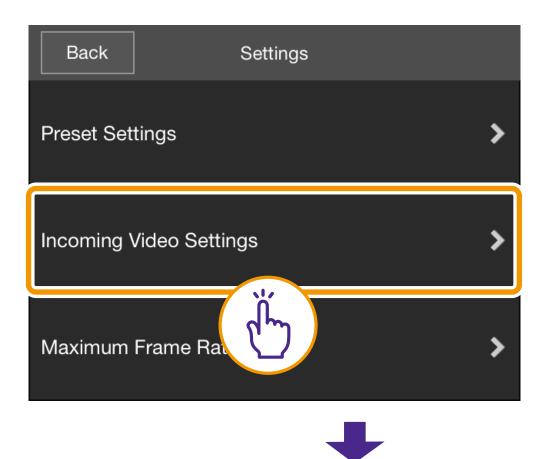**If you select [Home Position] in [Register to], you can set the home position.**
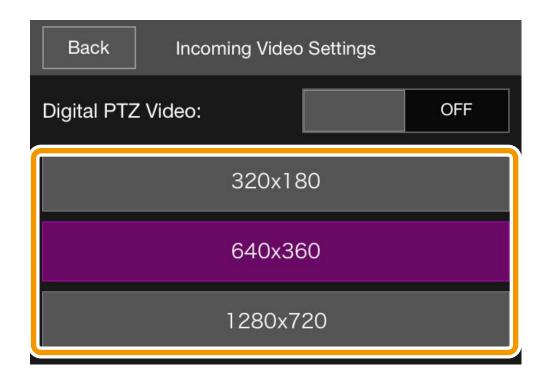
[Delete Preset]

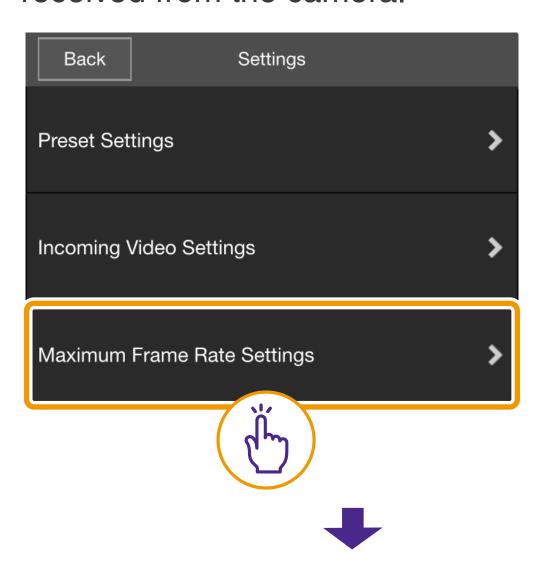Select a preset to delete and then tap [Delete].

●Incoming Video Settings

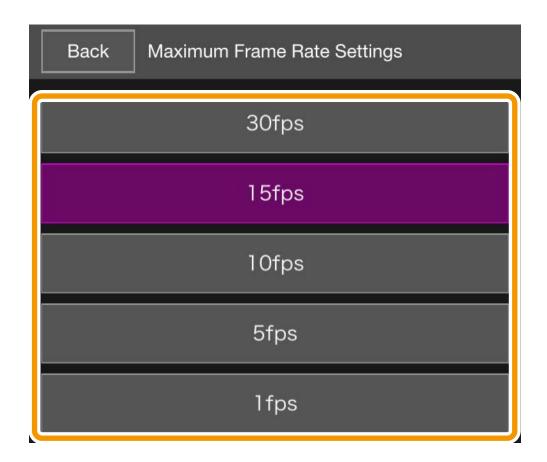Select whether to receive digital PTZ cropped video and select the size of the received video.
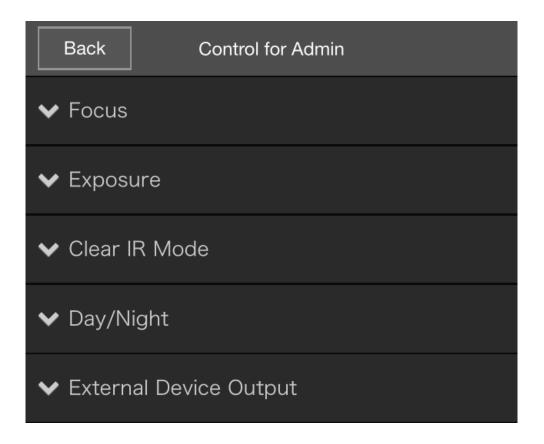
●Maximum Frame Rate Settings

You can set a maximum frame rate for video received from the camera.

Back	Maximum Frame Rate Settings

30fps
15fps
10fps
5fps
1fps

(8) Control for Admin button

Allows you to configure focus, exposure, Clear IR Mode, day/night, and external device output settings.

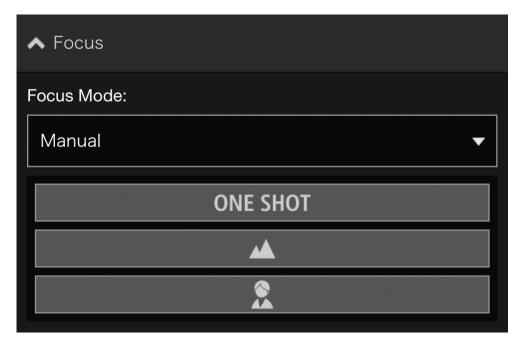| Back	Control for Admin
⌄ Focus
⌄ Exposure
⌄ Clear IR Mode
⌄ Day/Night
⌄ External Device Output

●Focus

[Auto]

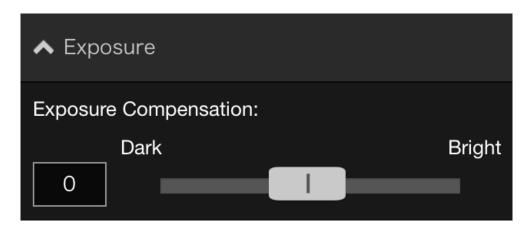Automatically focuses on the subject.

[Manual]

Tapping the `ONE SHOT` button automatically adjusts the focus once, and then switches to the manual mode.

You can touch and hold the ⛰ (Far) and 👤 (Near) buttons to adjust the focus position in the far and near directions, respectively.

[Fixed at infinity]

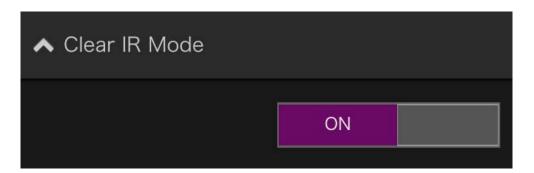Fixes the focus at infinity, where camera focus adjustment is not required.

●Exposure

To darken the video, set a negative value. To brighten the video, set a positive value.
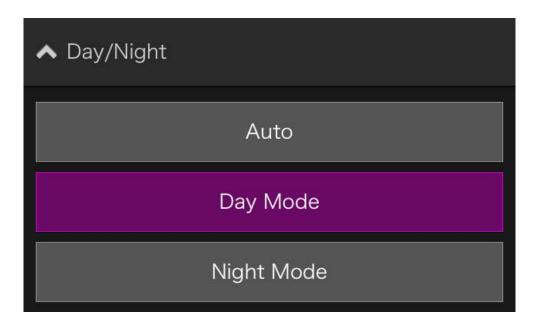
📝 Note

This cannot be configured when [Settings Page] > [Camera] > [Initial Settings] > [Exposure] is set to [Manual] or [Smart Shade Control] is set to [Auto].

●Clear IR Mode

Select whether to use Clear IR Mode. Selecting [ON] changes the video to monochrome and reduces distant haze or shimmering of hot air.

●Day/Night

[Auto]

Automatically switches between [Day Mode] or [Night Mode] to match the brightness.

[Day Mode]

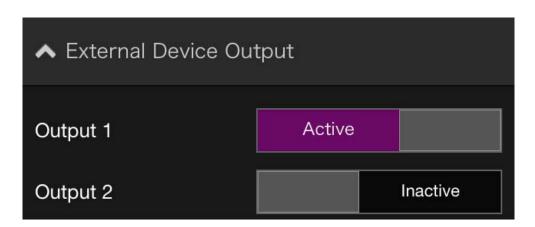Color video can be viewed in the normal mode.

[Night Mode]

Video is shown in black and white, due to the disabling of the infrared filter.

📝 Note

This can only be configured when [Clear IR Mode] is set to [OFF].
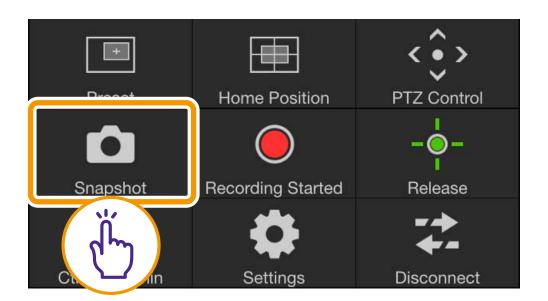
●External Device Output

You can control the output to an external device connected to the camera.

(9) Snapshot button

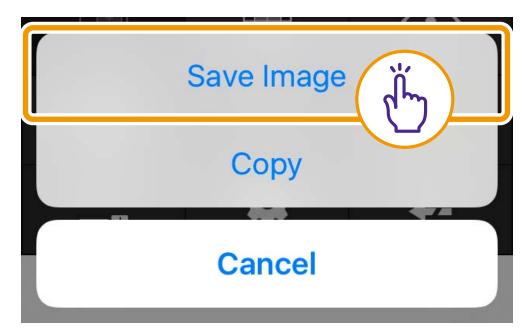Captures the image in the video display area, and saves the still image to the device.

Snapshot panel

●Saving a Snapshot

●Closing the Snapshot Panel

Tap ⊗.

Troubleshooting

Cannot connect to camera

- Check to make sure the user name and password are correct.
- Check to make sure upper-case letters have not been used in place of lower-case letters.
- Restart the web browser and connect again.
- When the browser authentication screen appears, select [Cancel], and then connect to the camera again.
- Reboot the device and connect.

Cannot control the camera

- Multiple users cannot obtain control privileges simultaneously.
- Control privileges may be revoked by users connecting with elevated privileges, such as administrators. Check with the camera's administrator for details on privilege settings.

Viewer disconnects

- If the video is not displayed, tap the video display area to try reconnecting to the camera.
- Connections from authorized users and guest users are disconnected while creating a panorama image.
- Check the camera, network and device for any abnormality.
- Reboot the device and connect.

Cannot register settings

- Only the admin user can register settings.
- Relaunch the web browser, reconnect to the camera, and register again.

Auto lock is activated or the screen has turned off.

- Even when using the viewer, the mobile device's auto lock or auto screen timeout settings are still active. To deactivate these features, change the device's settings.

Display is slow

- The display may be slow for approximately the first minute using an SSL connection.