DMSS
Mobile App

INSTALLATION, SETUP, AND USER GUIDE

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INSTALLATION AND CONFIGURATION

The following steps will outline the app setup process for an Android phone or tablet and, though the iPhone version of the app has slightly different steps, most of this process is identical and easy.

**IMPORTANT ** *For best results, your phone or tablet should be connected to your local (home/office) Wi-Fi network. Most camera systems include a new Mikrotik/Routerboard Wi-Fi router. Connect your phone or tablet to the Cameras Wi-Fi network for best performance.*
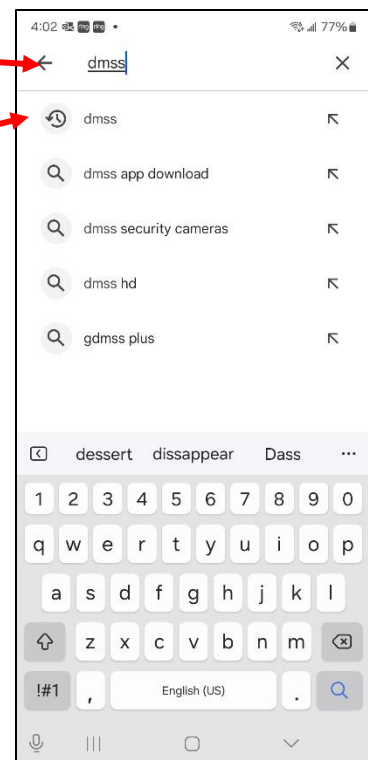
1. On your Android device, locate and open the Play Store.

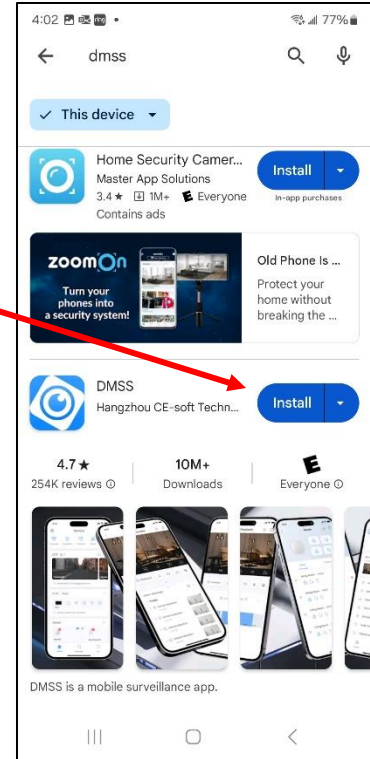   *Note: on iOS devices (iPhone, iPad), find and open the App Store to locate and download new apps.*
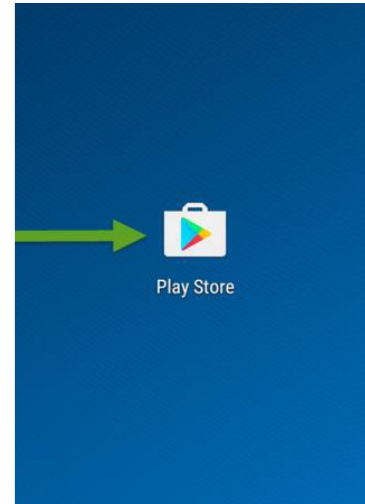
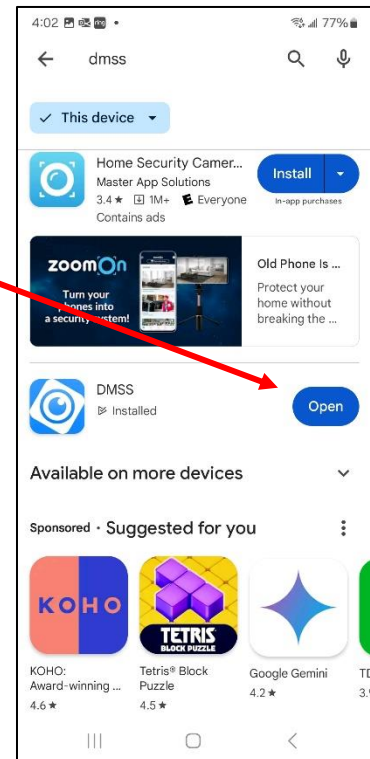2. Type **DMSS** in the search bar.

3. Tap **DMSS**.

4. Tap Install to begin download and installation. BE SURE to install the **DMSS** app, and not a different app by accident.

5. When finished installing, tap **Open** to launch the app.

6. A series of several "benefits" screens will display. Simply swipe left to move through the screens, until you reach the last page, with a Start button. Tap this Start button to continue.
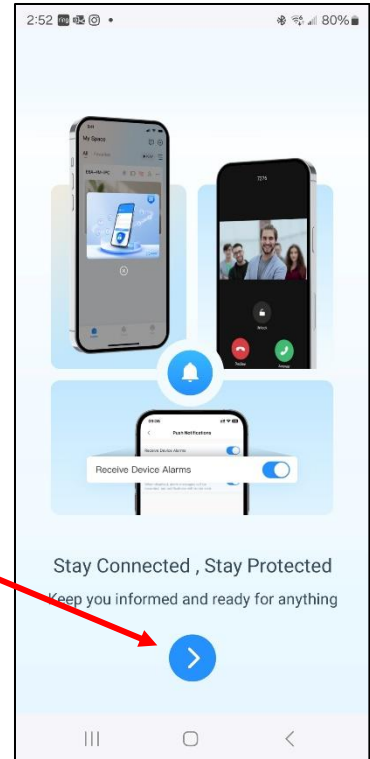
7. A warning message will be displayed, warning to carefully select the correct region. Tap OK to move past this screen, then scroll down the page to find "**Canada**" (or "**USA** if you live in the United States), and then tap the "**OK**" icon at the top right corner of the screen.
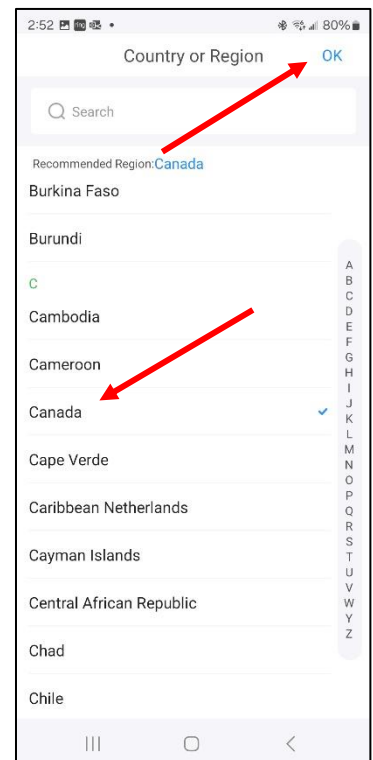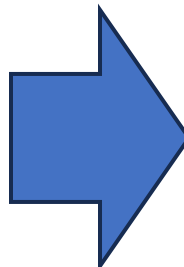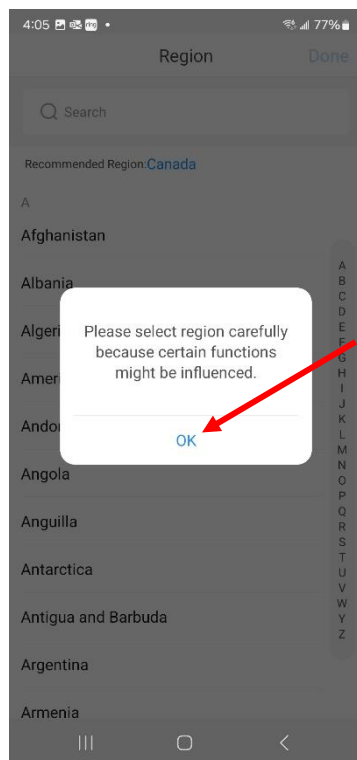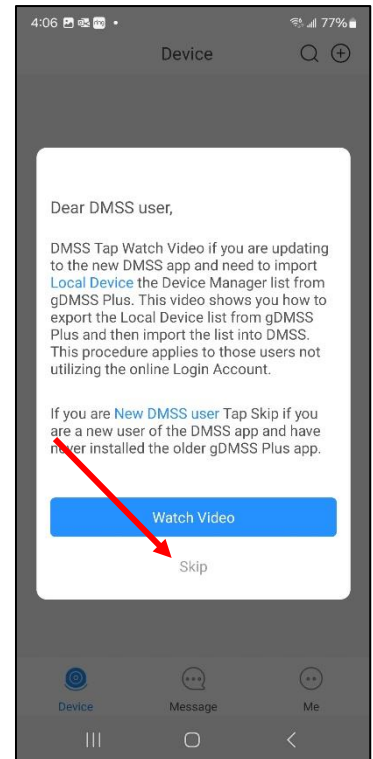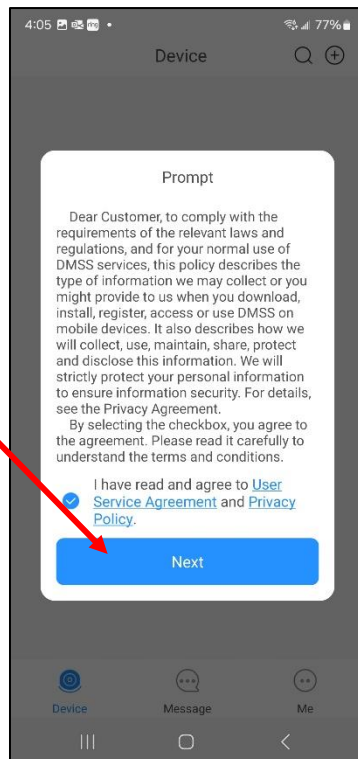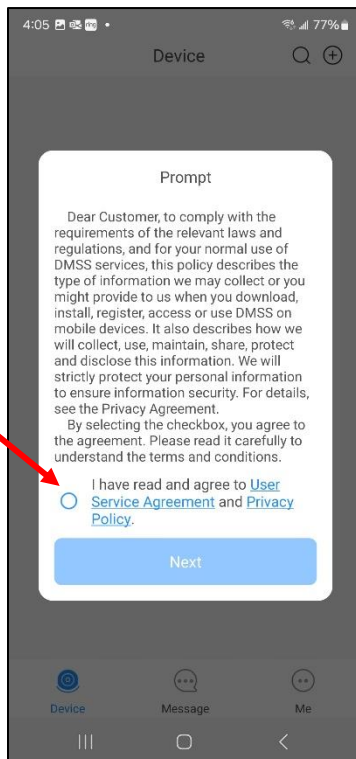
8. Tap **Allow** to allow the app to send you notifications.

   WARNING: The DMSS app may not perform properly (or work at all) without this setting being allowed.
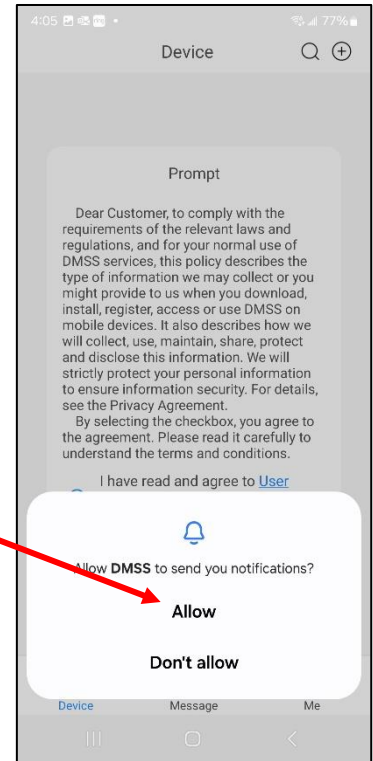


9. A data collection screen appears. Tap the radio button to the left of "I have read and agree to…", then tap the **Next** button.   At the following screen, "Dear DMSS user…", tap the **Skip** button to continue.

10. You **DO NOT** require a DMSS user account to use your Viper VCAM camera system. Tap the **plus (+)** icon at the top right-hand corner of the screen to add your camera system to your app. If prompted, click **OK** to allow the app access to the phone's camera, and tap **Scan** to scan your camera system's QR code into the DMSS app.
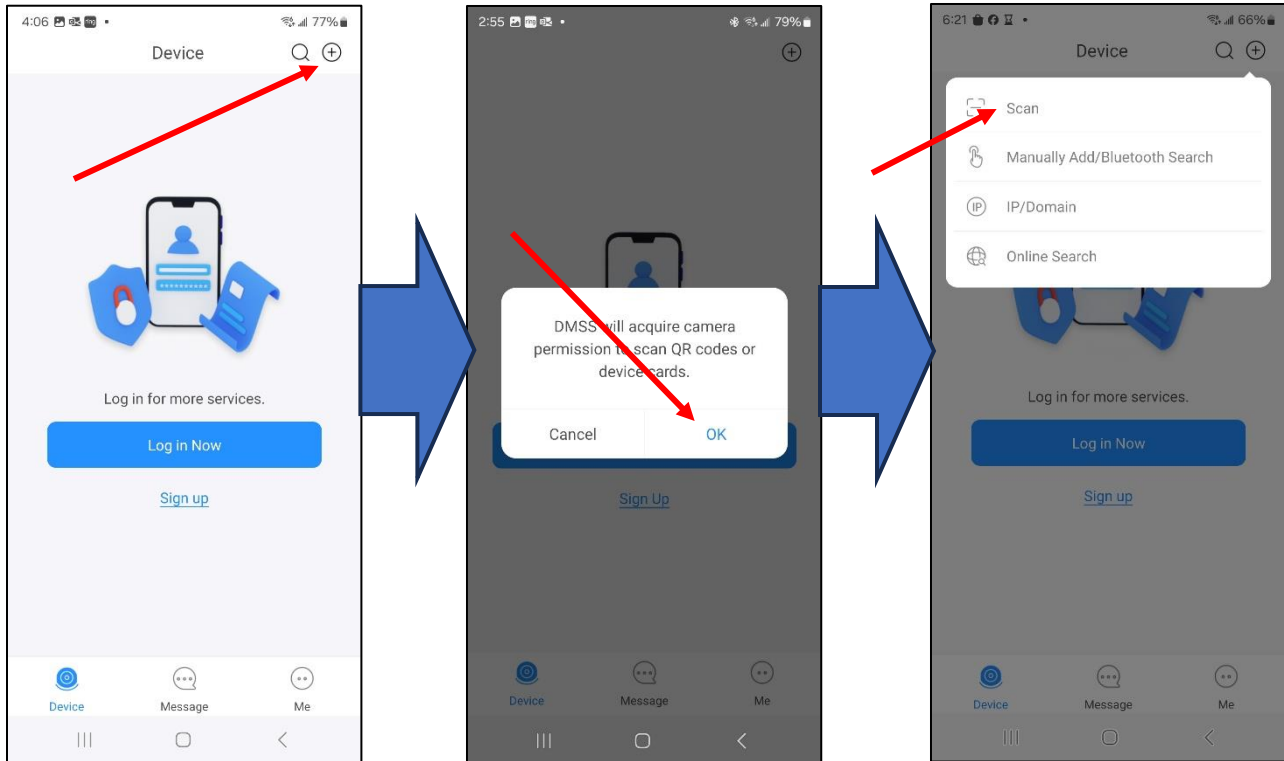
11. If your device shows you another prompt, tap **While using the app** button to continue. Your device's camera will open, and will scan your camera system's QR code to enter the system serial number into the app. The QR code can be found on your system's build sheet, included with every camera system.
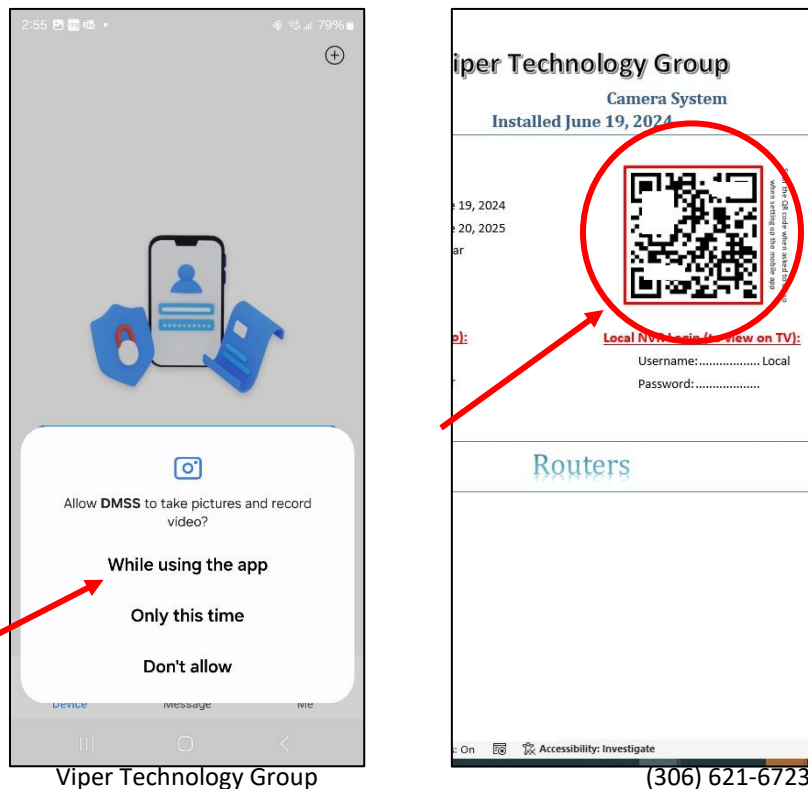
12. Once the serial number is scanned into the app, tap Next.

Camera system NVR serial number will appear here.
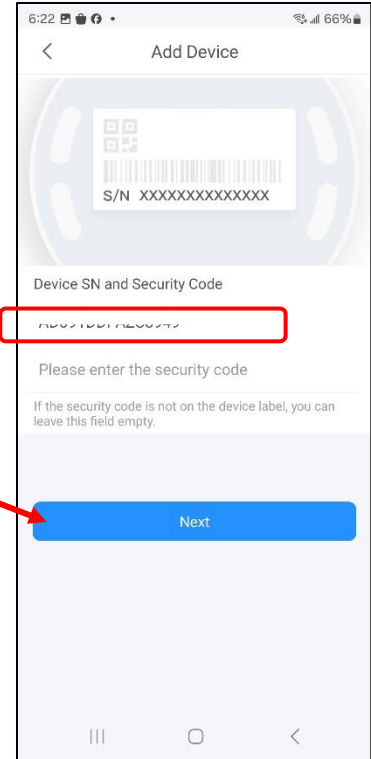
13. On the next screen, Tap NVR/XVR on the side panel, then tap NVR.

14. Fill in three important fields on the following page:

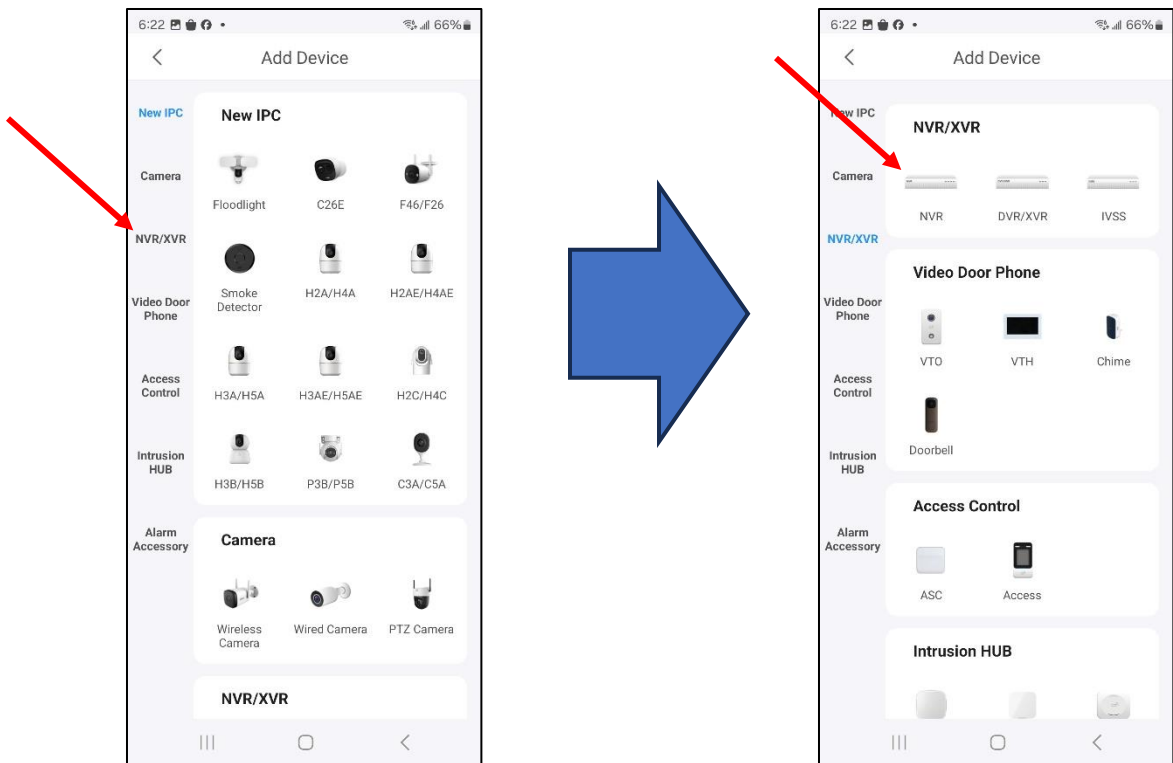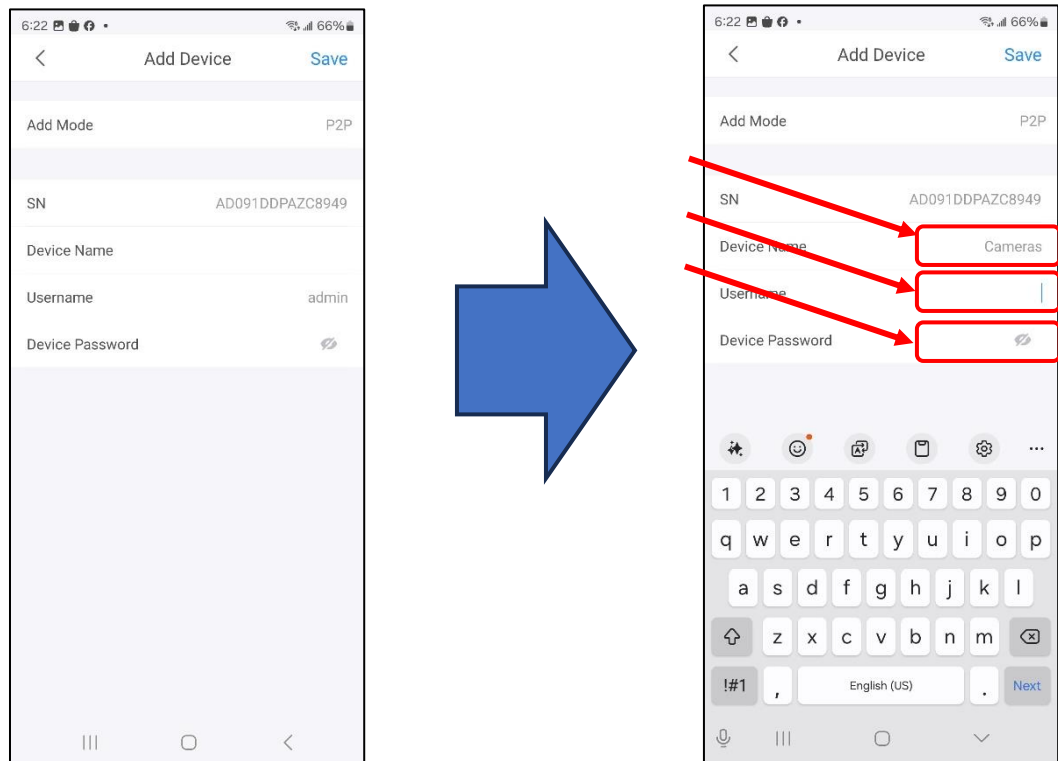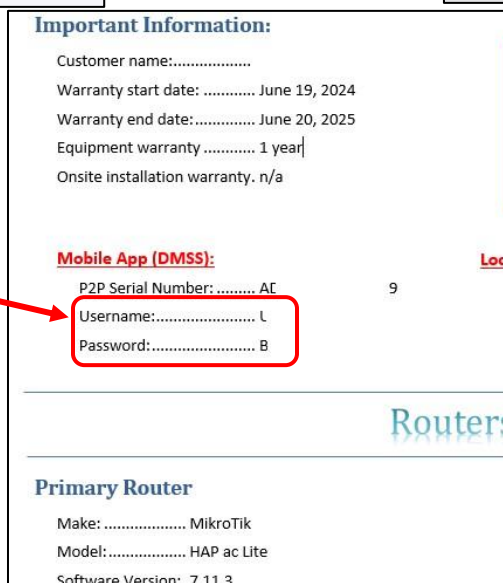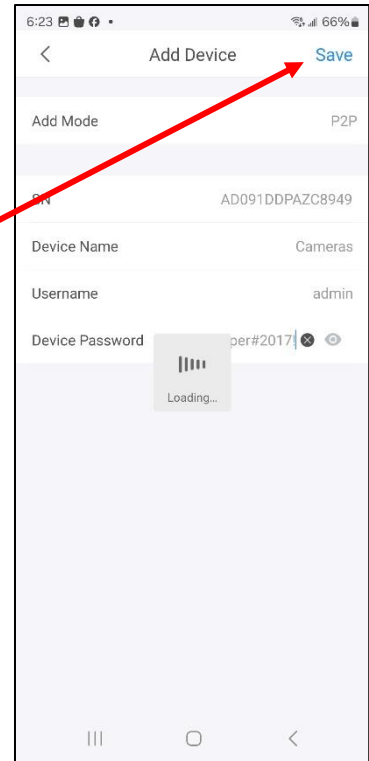   a. **Device Name**: can be anything you want the camera system to be called. i.e." Cameras", "Home", "Farmyard", etc. You must give your system a name.

    b. **Username**: enter the username provided to you on the system build sheet (same sheet you found the QR code to scan in step 11). This must be entered exactly as documented on the build sheet.

    c. **Password**: enter the password provided to you on the system build sheet (same sheet you found the QR code to scan in step 11). **BE CAREFUL** when entering, as this MUST be entered precise, or your app will not work.

Camera system app user credentials will be here on your system build sheet

Important Information:

Customer name:.................

Warranty start date: .... June 19, 2024

Warranty end date:.............. June 20, 2025

Equipment warranty .... 1 year

Onsite installation warranty. n/a

Mobile App (DMSS):   Loca

P2P Serial Number: .... AD   9

Username:...................... L

Password:...................... B

Routers

Primary Router

Make: .... MikroTik

Model:................... HAP ac Lite

Software Version:. 7.11.3

15. Tap the **Save** button at the top left-hand corner of the screen.

16. If all goes well, you'll get a screen with a green circle and a check-mark inside, indicating you have all the required information entered. If you have an incorrect username and/or password entered, the app will notify you, and will allow you to re-enter the credentials.

Ensure the **UPnP** slider is turned on/enabled, and tap the **Done** icon at the bottom of the screen.
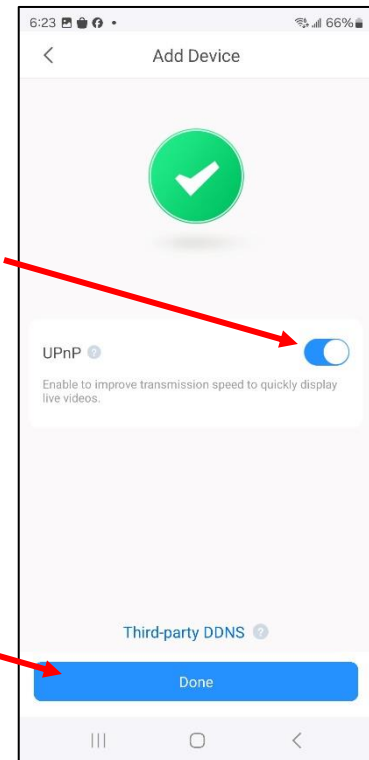
17. The next screen should open your camera(s) video feeds.
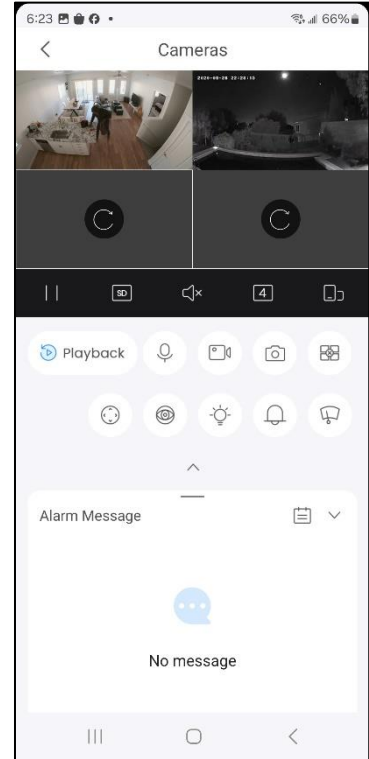
IMPORTANT! Please DO NOT tap any of the icons or settings until you read the User Guide.   Failure to do so can easily disable settings, features, turn your cameras off, or worse.

Now that you've downloaded, installed, and set up your DMSS app on your device, let's see how to use it!

** IMPORTANT ** *For best results, your phone or tablet should be connected to your local (home/office) Wi-Fi network when you are at home. Most camera systems include a new Mikrotik/Routerboard Wi-Fi router. Connect your phone or tablet to the* **Cameras** *Wi-Fi network for best performance.*

INTRODUCTION

When your DMSS app opens, here is a typical view, with live video streams from your camera(s) at the top third of the screen, along with some controls and other icons:

Live video streams from camera(s). You are able to view 1, 4, 9, or 16 cameras at any one time.
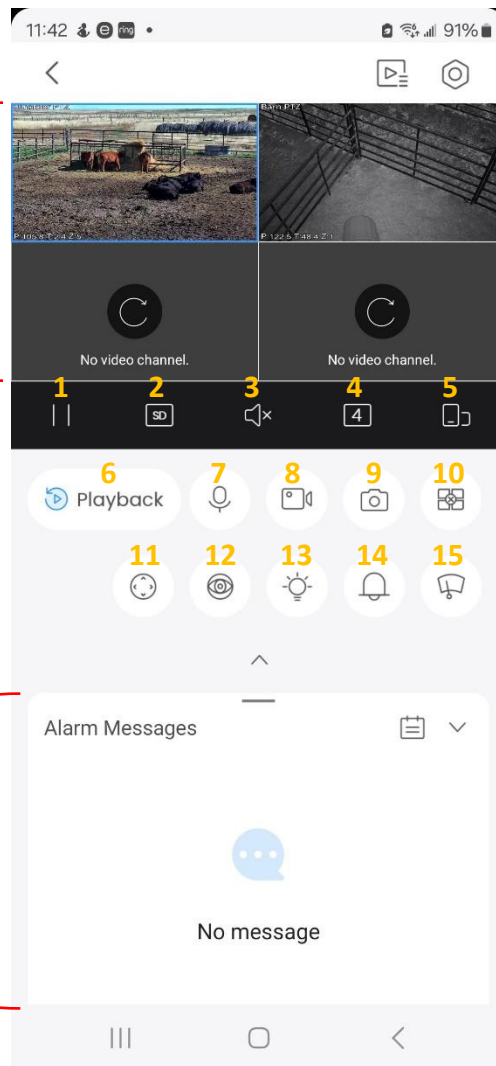
Functions of these icons are covered on the following page

Tap on (select) any camera to view any pertinent alarms or motion detection alerts (if enabled).

Here is a description of the icons shown on the previous page:

1. ❚❚/▷ Play/pause: tap this icon once to pause live video; tap it again to resume video feed.

2. HD/SD Video stream quality: this icon toggles between standard definition + reduced frame rates (better performance while away from home, utilizing internet), and high definition + higher frame rates (only recommended for use at your home, or with very fast internet speeds at both ends).

3. ◁×/◁» Mute/unmute (if equipped): if your camera has the optional audio feature built-in, tapping this icon will turn on that camera's audio stream, so you can listen to what the camera "hears". Tap the icon again to turn the audio stream off.

4. 4 /9/16 Split view: you are able to view 1, 4, 9, or 16 cameras on your screen at any one time. Tapping this icon will rotate through the 4, 9, or 16 camera views; to view a single camera on the screen at any one time, simply double-tap the desired camera on the video streams (double-tap to return to multi-camera view).

5. ⌂ Change display to landscape. Click the back icon to return to portrait display.

6. ⏵ Playback Video playback. See the "Video Playback" section for more details.

7. ⎕ Two-way audio (if equipped): if your camera has the optional 2-way audio feature built-in, tapping this icon will turn on that camera's audio stream, so you can listen to what the camera "hears", and at the same time, speak into your phone, which will play that audio through the camera's speaker. Tap the icon again to turn the audio stream off.

8. ⎚◁ Take a recording of the current video feed from the selected camera and save to your phone.

9. ⎙ Take a snapshot of the current video feed from the selected camera and save to your phone.

10. ⊞ Stop/Start: Tap this icon to temporarily stop video feeds on your phone; tap it again to resume live video.

11. ◌ PTZ controls. See the "PTZ Controls" section for more details.

    12, 13, 14, 15: These buttons are NOT supported with VCAM camera systems.

PTZ CONTROLS

Many of Viper's VCAM cameras feature Pan, Tilt, and Zoom (PTZ) controls that you have access to at the touch of a button. Tap the PTZ control icon to open the control panel.

Tap this icon to exit the PTZ control and return to the live video stream panel.

Remember!
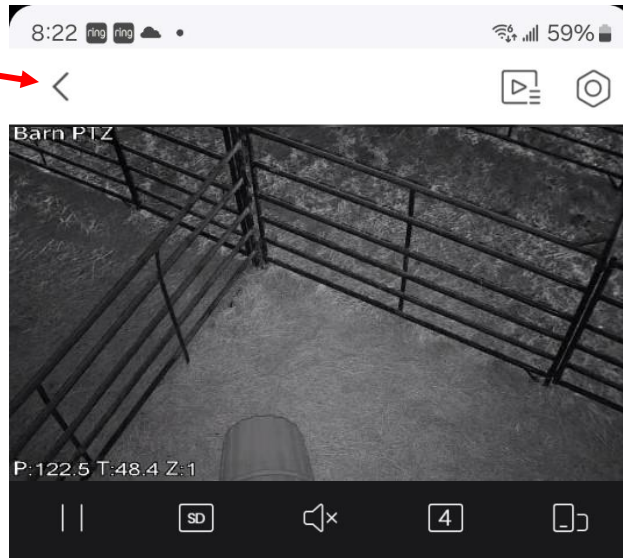
Be especially patient if you are controlling your camera(s) off site as your control and video feed are now being sent through the internet, which can be as much as 100 times slower than when you are at home!

8:22 ring ring ☁ ·   📶 59% 🔋

Barn PTZ

P:122.5 T:48.4 Z:1

| | SD   ◁×   4   ▯

PTZ   Frequently Used Locations   ✕

Pan (rotate) and tilt control: hold your finger on the blue circle and slide it in the direction that you want the camera to move. Release the circle when you want the camera to stop moving.

Zoom: tap this icon to open the zoom+ and zoom– control. Tap or hold the zoom+ button to zoom the camera's video in on an object; tap or hold the zoom- button to zoom out.
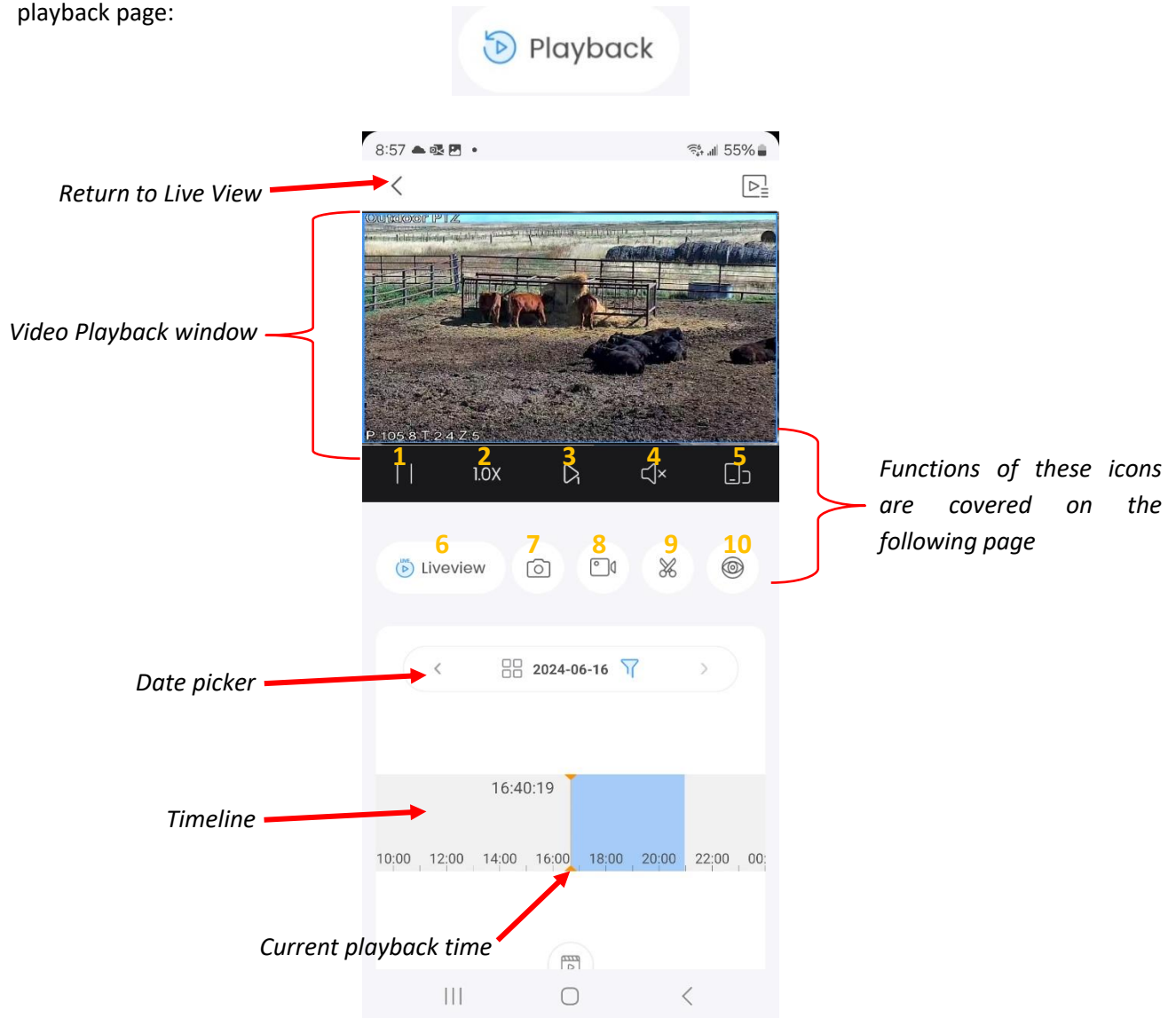
🔍 Zoom
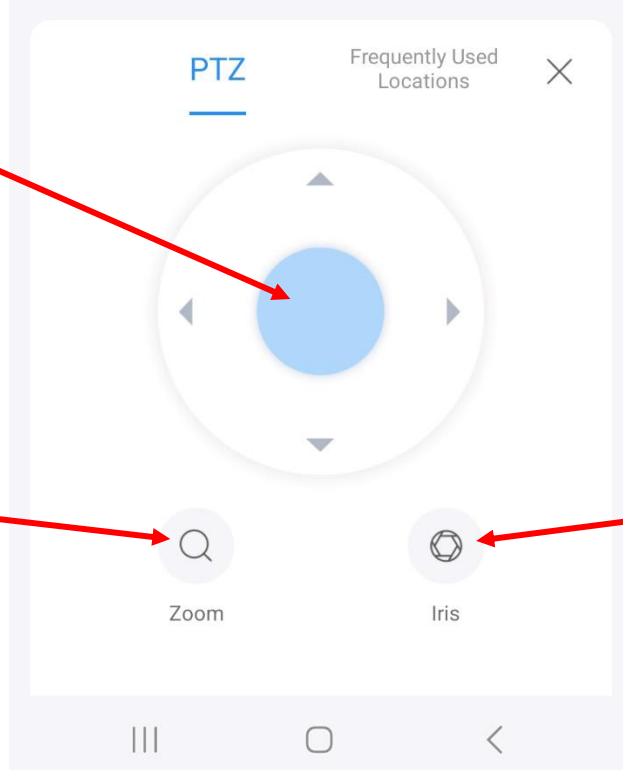
⬡ Iris

Iris: your camera will have auto iris adjustment (the amount of light the camera lens allows in), so this icon will have no function on your cameras.

VIDEO PLAYBACK

If your NVR has the optional hard drive upgrade, video from specified cameras is being continuously recorded to your NVR. When the storage drive in your NVR is full, the system automatically begins to record over the oldest recordings to make room for new recordings.

Depending upon how many and what type of cameras you have, as well as the size of the internal storage drive in the NVR, you will get anywhere from 4 to 30 days of recording time before old recordings are erased. There is no user intervention required during this entire normal operation of a recording NVR.

On the Live View display, first tap on the camera that you wish to view recorded video of, and then tap the Playback button to access and play back the video that has been recorded. This takes you to the video playback page:

Return to Live View

Video Playback window

Functions of these icons are covered on the following page

Date picker

Timeline

Current playback time

Here is a description of the icons shown on the previous page:

1. ⏸ Play/pause: tap this icon once to pause video playback; tap it again to resume video playback.

2. 1.0X Video playback speed: tap this icon to choose video playback speed. Available options are 0.125x, 0.25x, 0.5x (slow motion), 1.0x (regular speed), 2.0x, 4.0x, and 8.0x (fast forward).

3. ▷ Play frame by frame. Tap this to stop playback, and advance the video forward by one frame per tap of the icon (remember, video playback varies from 15 to 30 frames per second of video).

4. 🔇 Mute/unmute (if equipped): if your camera has the optional audio feature built-in, tapping this icon will turn on that camera's audio stream, so you can listen to what the camera "hears". Tap the icon again to turn the audio stream off.

5. ⬓ Change display to landscape. Click the back icon to return to portrait display.

6. ⏵ Liveview Stop video playback and return to the Live View page.

7. ⊡ Take a snapshot of the current video feed from the selected camera and save to your phone.

8. ⊡ Take a recording of the current video feed from the selected camera and save to your phone.

9. ✂ Takes a "clipping" of your recorded video for storage on your mobile device (phone/tablet).

10. ◎ Not used.

11. Date Picker: used to select which date from which you want to play back recorded video.

12. Timeline: colored areas of the timeline show recorded video. Simply drag the timeline left or right to choose the desired video playback time of day.