EZConnect
User Guide

The **EZConnect** utility is available through the Apple and Android App Stores. The EZConnect works with a server hosted by VIVOTEK for bridging and tunneling video requests between client devices and network cameras/CMS/NVR. The utility simplifies and facilitates network configuration for access across the Internet.

The prerequisites for using the EZConnect are as follows:

1. Download and install the EZConnect utility to your cell phone.
2. Both the NVR and your cell phone have access to the Internet.

With this utility, you do not need to configure IP port forwarding on router or set up a DDNS address for the NVR. You do not even need to know the IP address of the NVR. The EZConnect utility automatically manages the network parameters required for making the connection. The EZConnect comes with viewing and playback interfaces very similar to those in the iViewer utility.
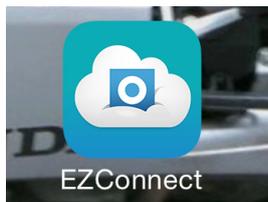
To connect the NVR from a cell phone using the EZConnect:

1. Click on the EZConnect button on the wizard. This is the Initial Configuration wizard for VIVOTEK's NVR. The same configuration page can also be found in Settings > System > EZConnect Service.
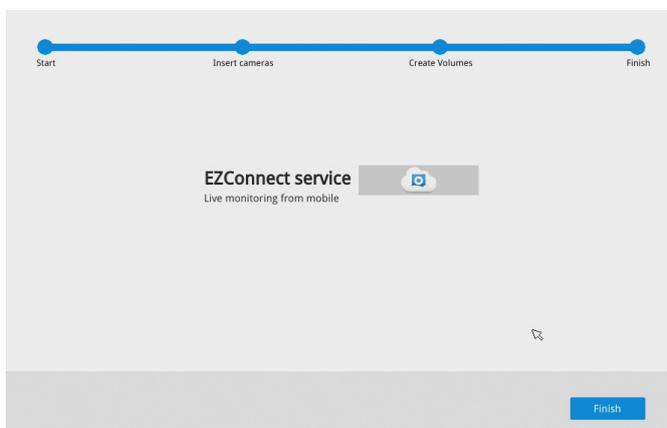
The NVR will try the connection to the bridging server. It takes about 1 minute.

2. The QR code will be generated.

3. Open the utility from your cell phone. If you already registered an account, tap **LOG IN**. If not, tap **SIGN UP** to register an account from a VIVOTEK server.
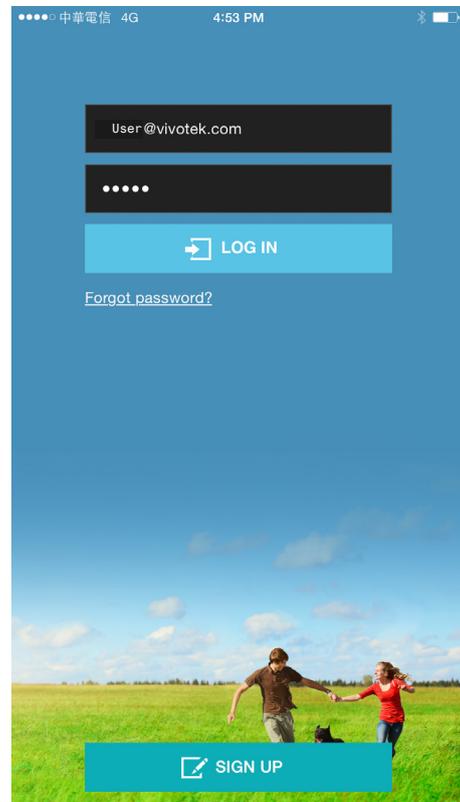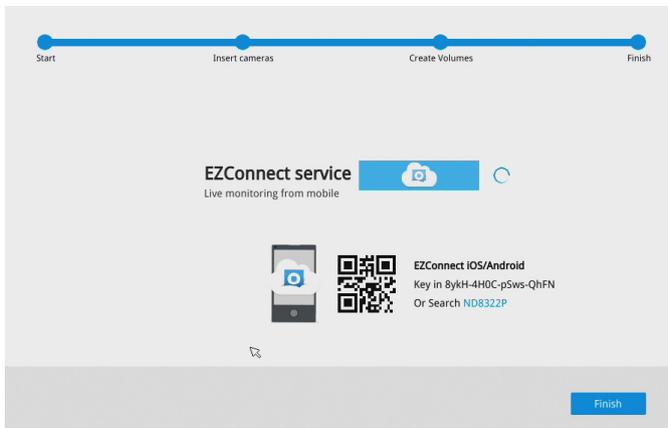
4. You can be defaulted to the Live view page. Tap the **Add** button below to add devices.
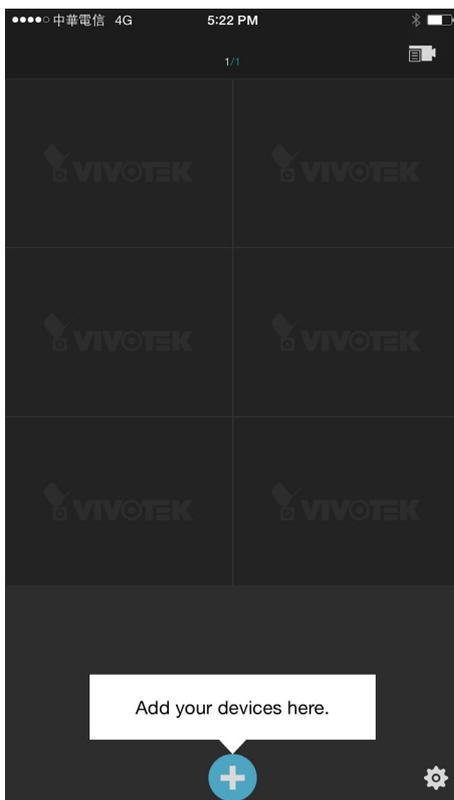
5. Tap the **ADD DEVICES MANUALLY** button.
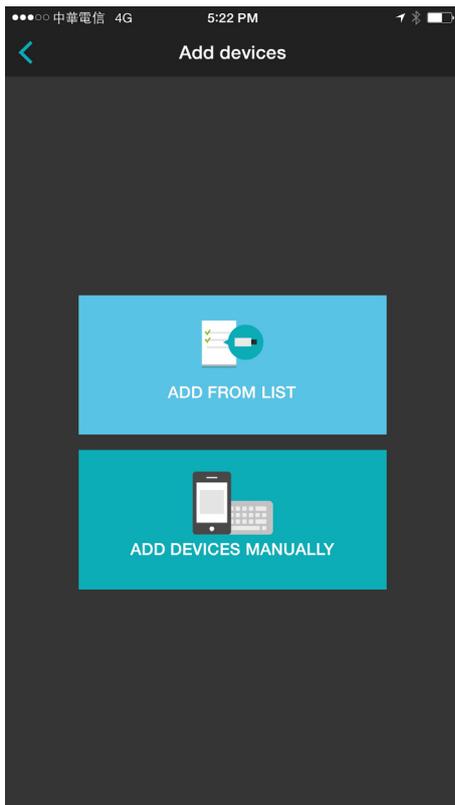
6. You can then point your cell phone lens at the NVR screen (Step 5-3.) and use the **SCAN QR CODES** function to establish the connection. You may also manually enter the device ID.
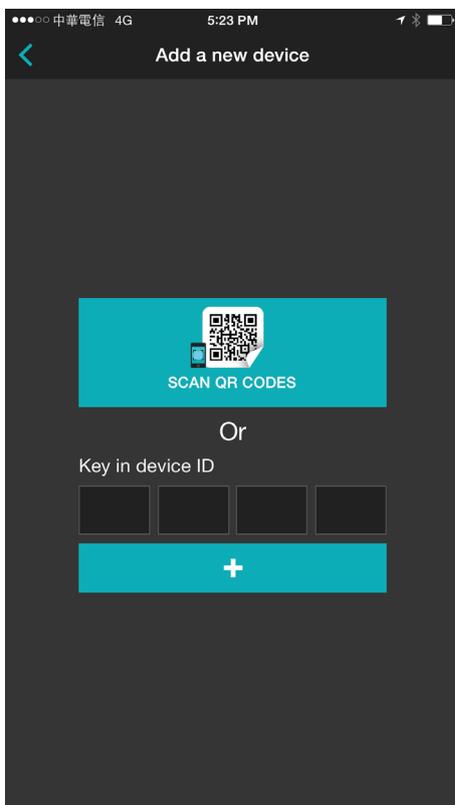
7. The process will take several seconds to complete.
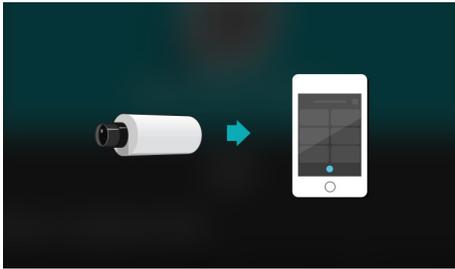
8. The NVR and the cameras under it will be ready for access.
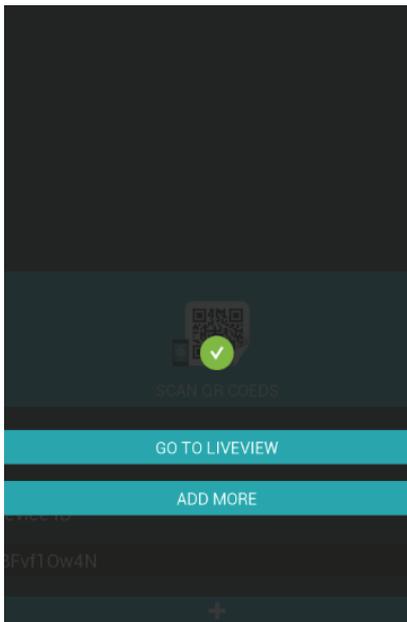
Limitations and Considerations:

1. You can create one user account for access through the EZConnect utility. You can access the NVR from a maximum of 3 handheld devices using the same account.

2. If you disable the EZConnect service, the NVR will be removed from the device list and you have to join the NVR to your device list later.
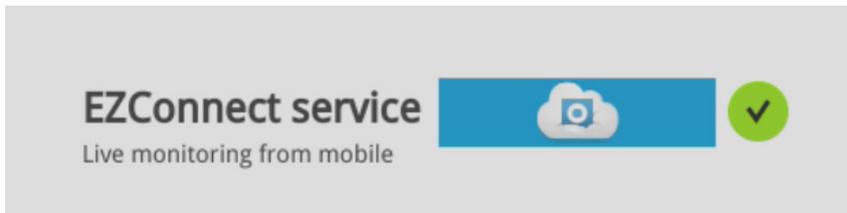
3. The EZConnect bridging server will manage to establish a PtoP connection between hand-held devices and the NVR. However, if your NVR is placed behind a complex network where the connection needs to go through multiple routers or firewalls, the connection will be established using the relay mode. The max. connection time using the relay mode is 3 minutes.

4. If a connection is successfully established in the PtoP mode, the max. connection time is 3 hours. Connection will be discontinued after 3 hours.

5. If a user fails to enter the correct user name and password for 5 times, he can only retry the access after 30 minutes. This is intended to prevent password retry attacks.

6. By default, the EZConnect utility establishes the connectivity with IP cameras' stream #3 (or one that has the smallest resolution). If the connection was established using the relay mode, the streaming will only acquire I frames with a bit rate limited to 256kbps.

7. On a 6-cell view, the max. streaming bandwidth is automatically limited to 256kbps.

8. The same limitation applies to playback connections using the relay mode.

This page is intentionally left blank.