Homeowner Manual

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Luma Surveillance

Luma Surveillance™
Mobile App

Owner's Guide

Version 180503-1035

Getting Started

The Luma Surveillance™ app allows you to view live and recorded video from your system. With internet access, you can review footage on your compatible Android or iOS device from anywhere in the world. The app is available on both the Google Play store and the Apple App store.

When you launch your app, it opens into the **live view**. From here you can monitor all of your surveillance cameras via the internet, no matter where they are. If your installer did not set up your Luma app for you, see "Adding Devices" on page 9.

Providing Video to Law Enforcement

US courts require a digital watermark to ensure that a surveillance video has not been tampered with. Only videos with this watermark are admissible as evidence in a court of law.

Surveillance videos recorded by and exported directly from your Luma recorder (using the Export or Clip tools) are the only files that have the digital watermark.

Videos recorded through the Luma mobile app do not have this watermark. Yes, you can show them to law enforcement, but they are not admissible in court as evidence.

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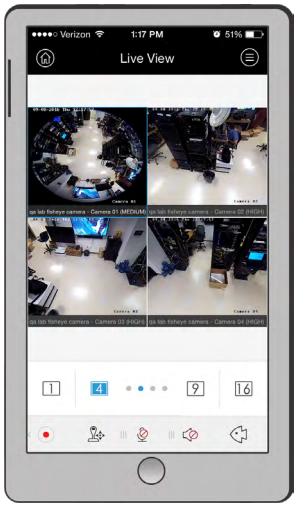
Using the Live View

Although you'll spend most of your time here, you can tap to get to the main menu or to view the device list.

One camera always has a blue border. This is the active camera, and is the one that tools affect (e.g., snapshot).



Grid Settings

Your app can show multiple cameras at once by using a grid view. Below the camera screens, the 1 4 9 and 16 icons set the grid view to show 1, 4, 9, or 16 cameras. The box a camera is in is called a **channel**.

The dots in between the grid view icons (● ● ● ●) show the different pages you can view, based on your current grid settings. The blue dot indicates your current page; gray dots are other available pages.

Swipe the camera grid (not the dots) left or right to move to another page.

Double tap on a given channel to zoom in on a single-channel view of that camera. Double-tapping a second time returns you to the previous grid view.

Control Icons

At the bottom of the screen is a toolbar with nine control icons. Only five are visible at a time in portrait mode, but you can swipe the toolbar left or right to reveal the rest of the icons. In order, the tools are:

Zoom: Tap for digital zoom. When this is active (it turns blue and switches you to single-channel mode), you can pinch and splay your fingers (or double-tap) on the screen to zoom in and out. Tap again to close digital zoom and return to your previous view mode.

Playback: Tap to switch to playback mode. See "Playing Recorded Video" on page 6.

Resolution: When you are in single-channel mode, tap to toggle the app's resolution between medium and high (the blue text indicates which resolution is active). Tap the icon again to close resolution mode. High resolution is disabled when viewing multiple cameras simultaneously.

Snapshot: Tapping takes a photo of the active camera on your screen (the one with the blue border). This is not a screen shot. The image is saved, but the toolbars, etc., are not included. The snapshot is saved in the app's Picture & Video section, and can be viewed there.

Record: The icon starts a recording of the active camera (the one with the blue border). While recording, a R appears in the top left corner of the channel. The recording is of just the camera; toolbars are not included. The video is saved in the app's Picture & Video section, and can be viewed from there. Recorded videos have a minimum length of 5 seconds.

PTZ: The allows pan/tilt/zoom control of a PTZ-enabled camera. See "PTZ Controls" on page 5 for complete details.

Microphone: Tap the / icon to enable you to speak through your mobile device to the active camera's speaker (if it has one). Combined with the speaker feature (next icon), this allows two-way audio communication.

Speaker: The icon activates audio from the active camera, if it is audio enabled. Press to mute the camera's audio feed again. If multiple cameras have this active, the app only plays audio from the active channel.

Fisheye: Tap to open the fish-eye controls for the active camera. See "Fisheye Controls" on page 5 for more details.

Landscape Mode

Rotate your smartphone or tablet to view the cameras in landscape mode. The controls operate the same as in portrait mode.

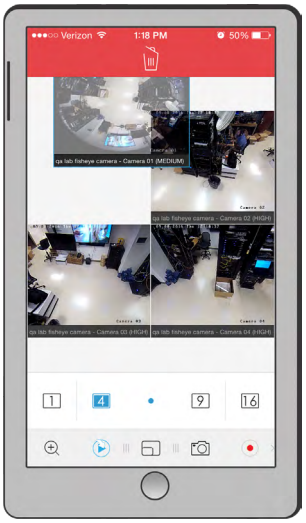
Note that inactivity, as well as rearranging the camera channels, makes the controls disappear. Tap the screen to make them reappear.

The page dots are shown across the top, while the grid view settings are shown to the right. Swipe the camera screen left or right to move to another page.

All nine control icons are visible across the bottom.

Note that the home and device list buttons are not available in landscape mode; you must switch to portrait.

Customizing Your View



You can rearrange your cameras in your grid by dragging a camera first either up or down (the top of the screen turns green), then moving it over another channel, whether that channel has a camera assigned to it or not. The two cameras switch channels.

Removing a Camera

You can completely remove a camera from the view by dragging it up to the top of the screen. The top of the screen turns red (as shown at right) and the trash can icon opens to indicate that the camera's view will be removed from the grid. That channel remains empty. This does not affect the camera itself, nor does it remove the camera from your list of devices; it just detaches it from that particular channel in your app.

Adding a Camera

Click the icon in an empty channel to choose a camera to fill that channel on your screen. Choosing a given camera removes that camera from any other channel to which it has been assigned.

Tapping in the live view takes you to the camera list. From the camera list, you select which cameras to view in your app. Your app can view up to 16 cameras at once, drawn from any device in your list. You can mix and match analog and digital cameras from different locations.

You can tap the icon to the right of a recorder to select all of its cameras. Tap again (or) to deselect all cameras. Tap the icon by one of your devices to open up its list of cameras so you can select them individually. Each camera that is selected shows a blue by it; you can also tap that icon to select or deselect the camera.

You can refresh the list by pulling the list down, and then releasing it.

Tap **Start Live View** at the bottom to start the live view with these settings, or to return to the live view without making the changes you just specified.

Marking Favorites

When one or more cameras are selected, you can tap to mark those cameras as favorites. Whenever you mark cameras as favorites, the app creates a group for that batch. This group behaves like a recorder with its own set of cameras. A single camera can be part of more than one favorites grouping.

To make them easy to find, your favorites always show at the top of your camera list. You can delete a device from the favorites list by dragging the group (not the camera) to the left or right, then tapping **Delete**. This does not remove the camera from its recorder, just from the favorites group.

Fisheye Controls

When you activate the fisheye button, you can use the following tools:

180° Field (use with ceiling or table mounts): This splits the view of the camera into two sections, each covering half of the camera's view. Within each field, the view angle cuts off at about 20° above the center of the camera to create two natural-looking panoramas that project the camera's entire field of view.

360° Field (ceiling, table): This operates like the 180° field above, but displays the entire view of the camera in one image. It is very distorted, and best viewed in landscape mode.

Panorama (wall mount): This creates a panoramic view for wall-mounted cameras.

Natural View: This button limits the camera view to roughly 60° wide, which gives the view a much more natural appearance. Swipe the expanded view to pan the view left or right as well as up and down. Pinch or splay your fingers on the screen to zoom in and out. These actions do not actually move the camera, but focuses on different parts of the lens.

PTZ Controls

Your Luma app includes five PTZ (pan/tilt/zoom) controls. You can access these by tapping the PTZ icon. Doing so turns the PTZ icon blue to show it's active, and switches you to single-channel mode. You cannot leave this single-channel mode until you deactivate the PTZ controls by tapping again.

While in PTZ control mode, you can drag your finger across the camera channel to pan the camera in that direction. You can also pinch or splay your fingers to zoom in and out.

The PTZ controls are:

Auto-scan: Tapping starts and stops auto-scan, if this command is supported by the camera.

Zoom: Tapping opens the zoom panel. You can zoom in to see distant objects (+) or zoom out for the whole picture (–). Tap again to close the panel.

Focus: opens the focus control panel. You can focus on near objects (+) or distant ones (–). Tap again to close the panel.

Iris: The opens the iris control panel. Opening the iris (+) makes the picture brighter, while closing it (–) makes it darker. Tap again to close the panel.

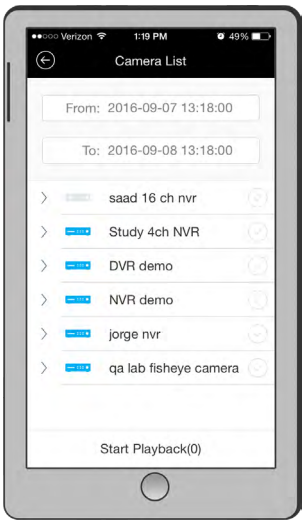
Presets: Tap to open the preset control panel, where you edit camera positions. Tap to close the panel. Within the preset control panel:

- To create a preset, move the camera to the desired position, scroll the digits to the preset number (from 1–256), and then tap **Set**. The preset is saved on the camera.
- To call a preset, scroll the digits to the preset number (from 1–256), and then tap **Call**.
- To delete a preset, scroll the digits to the preset number (from 1–256), and then tap **Delete**.

Playing Recorded Video

To review recorded files, tap the icon from the live view screen. Alternatively, tap the icon when in portrait mode to get to the home screen, then select **Remote Playback** from the menu.

Finding the Recording You Want



Tap the icon in the upper right (or the icon in a camera channel) to go to the device list.

This screen lets you locate recordings taken by your surveillance system. You can search and filter the recordings based on camera and time.

First, at the top, tap on the **From:** and **To:** boxes to set the start and end times for your search. Rolling selection boxes let you choose the exact date and time you wish to use. By default, the system selects the previous 24 hours.

Once you've set your times, choose the cameras you wish to use. The app automatically loads those cameras with events from the times specified, and begins playback with the first event recorded on any of the cameras.

You can view playback from several cameras at once, however the playback speed button only works if all cameras being played back have video recordings. Also, depending on your camera settings, high-speed playback may not work in grid mode due to the amount of data being transferred.

The Timeline

Below the camera view, the timeline shows the active camera's activity. Blue bars show when the active camera was recording by schedule, and red bars show when it was recording due to a trigger (e.g., motion detection).

The orange marker shows where in the timeline the playback is. It's always in the center of the display, and includes the time stamp of the current video frame.

You can swipe the timeline to the left and right to scan the events. If you swipe to a moment before that camera's first recording, the system corrects the timeline's position to the start of that camera's earliest recording (within the search parameters). If you swipe to a blank area where there are no recordings, the system starts playback at the beginning of the next available video.

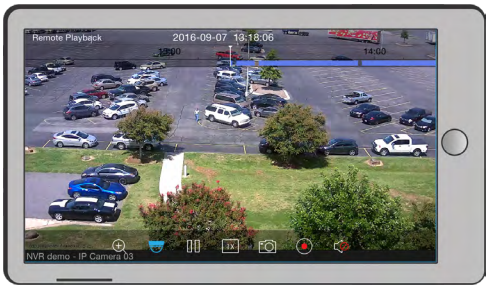
Moving the timeline only shifts the playback of the active camera. In this way, you can get asynchronous playback.

Landscape mode

You can rotate your device to view the playback in landscape mode. The controls operate the same as in portrait mode; they're just arranged differently.

The timeline is shown across the top. You can swipe the timeline as usual to search for recordings.

All seven control icons are visible across the bottom.



Control Icons

At the bottom of the screen is a toolbar with seven control icons. Only five are visible at a time in portrait mode, but you can swipe the toolbar left or right to reveal the rest of the icons. All seven are visible in landscape mode. In order, the tools are:

Zoom: Tap ⊕ for digital zoom. When this is active (it turns blue and switches you to single-channel mode), you can pinch and splay your fingers (or double-tap) on the screen to zoom in and out. Tap ⊕ again to close digital zoom.

Live View: Tap to leave playback and return to the live view mode.

Pause/Play: Tap ▯▯ to suspend playback, and ▷ to resume playback.

Speed: Tap 1X to open the playback options. Tap 1/4X 1/2X 1X 2X or 4X to set the playback time from 1/4 time to 4x. The icon changes to reflect the chosen speed. Your best high-speed playback performance occurs in single-channel mode.

Snapshot: Tapping takes a photo of the active camera on your screen (the one with the blue border). This is not a screen shot. The image is saved, but the toolbars, etc., are not included. The snapshot is saved in the app's Picture & Video section, and can be viewed there.

Record: The ● icon starts a recording of the active camera (the one with the blue border). While recording, a R appears in the top left corner of the channel. The recording is of just the camera; toolbars are not included. The video is saved in the app's Picture & Video section, and can be viewed from there. Recorded videos have a minimum length of 5 seconds.

Speaker: The activates audio from the active camera, if it is audio enabled. Press to mute the camera's audio feed again. If multiple cameras have this active, the app only plays audio from the active channel.

Working with Pictures and Videos

You can review and edit snapshots and recordings made by your Luma app on the Picture & Video page.

At the top, the icon takes you to the home page, while the button lets you edit files in large batches.

Viewing and Editing a Single File

Tap on the file's thumbnail. Tap the ← icon to return to the primary Picture & Video page.

From here, you can view individual photos and play videos. While viewing a video, the ▷ / ▯▯, , and / icons appear at the bottom and can be used.

Swipe the file left or right to review other files.

At the bottom, tap to send the current file to someone via email ( ), or to copy the file (if it's a photo) to your smartphone's or tablet's photo album; or else tap the icon to delete it permanently.

Managing Groups of Files

At the top of the Picture & Video page, tap the icon. You can then tap as many files as you like to select them. Each selected file is marked with a . You can then tap to send the selected files to someone via email ( ), or (if it's a photo) you can tap to copy the selected files to your smartphone's or tablet's photo album. You can also tap the icon to delete them permanently.

Tap ⊗ to leave batch edit mode and return to the primary Picture & Video page.

Important Notes Regarding Videos

Note that you cannot move videos to the photo album, but you can email them.

Videos are recorded in MP4 format, which is not natively playable on iOS platforms. You'll need to download VLC or another thrid-party video player to review these files.

Managing Recorders and Cameras

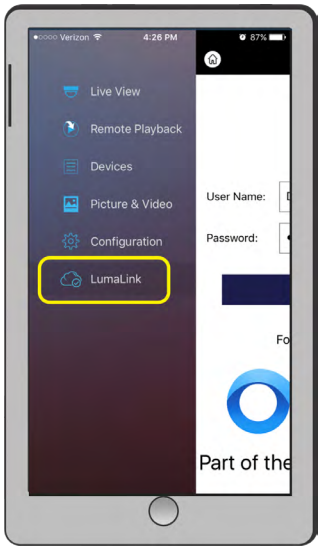
The devices page is where you manage the cameras and recorders that the app can access.

At the top, the ⌂ icon takes you to the home page, while the ⊕ button adds a new device to your app.

Adding Devices

There are 2 ways to add your surveillance recorders to the app, enumerated below.

Connect your smartphone or tablet to the internet before adding devices.



Method 1: LumaLink

Be sure you have the latest version of the mobile app:

- Android: Version 4.3.2_20180329 or later
- iOS: Version 4.5.1 Build 20180329 or later

Claim your recorder on OvrC, then log into LumaLink using your OvrC password. All your P2P enabled devices are automatically added to your device list.

The default name for a P2P device is a 28-character concatenation of the customer name, location, and device model. you can change the name as desired.

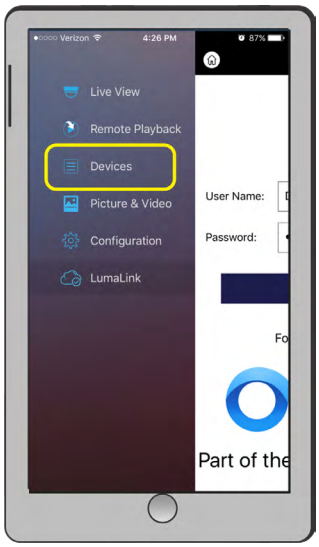
Method 2: Router

In order to add your surveillance recorders (each with all of its attached cameras) to your app, you must provide the following information for each one:

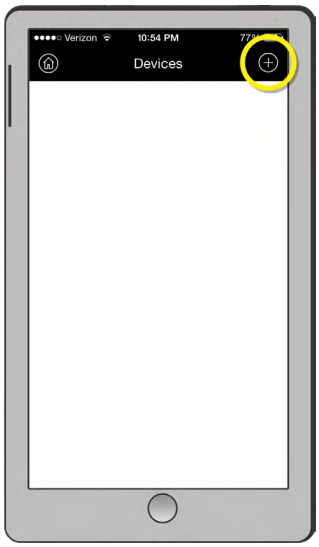
- The device's IP address or DDNS address
- Device server port number
- Device user name and password

You will also want an alias for the recorder: a name to help you remember exactly what it is (e.g., "lake house").

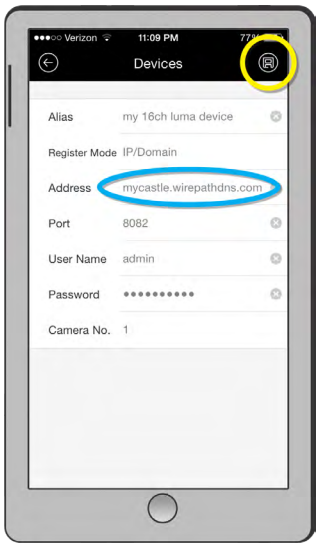
1. Tap the ⌂ icon to get to the home screen. Select **Devices** from the menu.



2. On the screen shown below, tap the ⊕ icon at the top to add a Luma device.



3. Enter the information and tap the ⎘ button. For address, use either the recorder's IP address or its DDNS URL.



The app queries the device to ensure that everything is accurate, then adds it to the list of devices on your app. When you add a recorder, the app adds all cameras controlled by that recorder. If the app cannot find your device, it gives you an error code and takes you to the editing dialog, explained below, with the new device already selected.

Repeat steps 2 and 3 for each Luma device that you wish to add. When you are finished, tap **Start Live View** at the bottom of the Devices screen (you may need to scroll down if you have a lot of devices).

Editing a Device

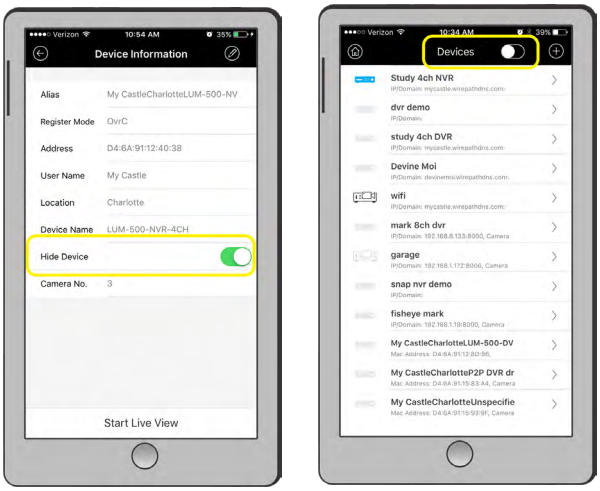
Within the devices page, tap on one of the devices. This opens a special dialog in which you can edit the devices that your app can access. Tap the icon to begin editing.

You can tap to cancel all your edits or to add the device with its new parameters. You cannot save edits without trying to add the device, not even a change to its alias.

Hiding a Device

You can also use the slider button on the P2P-enabled device page to hide the recorder from the device list (see near right).

On the device page the slider shows all devices, including the P2P devices you had previously hidden (see far right).



Removing a Device

If you want to remove a device from your app, swipe that device to the left and tap **Delete**. Note that you cannot remove individual cameras from a recorder.

Setting Up the Live View

At the top, takes you to the home screen. Select **Live View** from the menu.

Selecting Which Cameras to View

Tapping in the live view takes you to the camera list. From the camera list, you select which cameras to view in your app. Your app can view up to 16 cameras at once, drawn from any device in your list. You can mix and match analog and digital cameras from widely different locations.

You can tap the icon to the right of a recorder to select all of its cameras. Tap again (or) to deselect all cameras. Tap the icon by one of your devices to open up its list of cameras so you can select them individually. Each camera that is selected shows a blue by it; you can also tap that icon to select or deselect the camera.

You can refresh the list by pulling the list down, and then releasing it.

Tap **Start Live View** at the bottom, or at the top, to go to the live view.

Marking Favorites

When one or more cameras are selected, you can tap to mark those cameras as favorites. Whenever you mark cameras as favorites, the app creates a group for that batch. This group behaves like a recorder with its own set of cameras. A single camera can be part of more than one favorites grouping.

To make them easy to find, your favorites always show at the top of your camera list. You can delete a device from the favorites list by dragging the group (not the camera) to the left and tapping Delete. This does not remove the camera from its recorder, just from the favorites group.

Configuration

This page has a variety of useful utilities.

If necessary, tap the icon to get to the home screen. Select **Configuration** from the menu.

Tap to leave this page, or tap to leave any of its subpages.

Password Protection

This option keeps your application secure from casual use by others.

Tap the slider to activate or deactivate password protection.

The first time you activate password protection, you will be asked for a 4-digit password. Enter it, or tap to cancel password creation.

Once your password is created, you can tap **Modify Password** to change it.

Traffic Statistics

These show your app's data usage.

Mobile network refers to cellular data use, while Wi-Fi refers to wireless connectivity use.

Each section shows your usage for the day, the month, and all time.

Tap **Clear All** at the bottom of the window to reset all network statistics. There is no undo.

Hard-Decoding Preferred

This option can provide better performance and lower CPU use when viewing an HD feed. This requires iOS 8.0 or higher; if you do not have this software, then this option does not appear.

About

This gives you the version and build number of the Luma app.