

BOSCH BT-SC-ETP-MKP Video Security Client User Guide

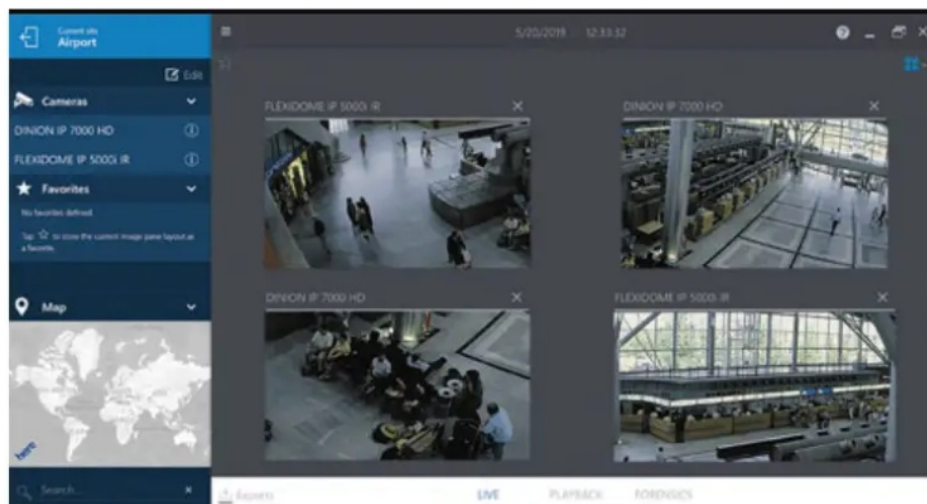
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BOSCH BT-SC-ETP-MKP Video Security Client



Product Information

Specifications

- **Product:** Video Security Client
- **Version:** 3.4.0.42
- **Supported Platforms:** Android, iOS, Windows 8
- **Concurrent views of live cameras:**
 - **Android:** 4
 - **iOS:** 4
 - **Windows 8:** 128
- **MP4 export to HDD:** Not supported
- **Max # of manually created (non-cloud) sites:** 128

Product Usage Instructions

Camera Configuration

To configure the camera name:

1. Open the BVMS Configuration Client.
2. Locate the camera settings section.
3. Enter the desired camera name.

Communication Setup

The VSC (Video Security Client) and cameras need to communicate via the Bosch Video Recording Manager (VRM). Ensure the following:

- The VSC and camera must not be in the same LAN (Local Area Network).
- Long camera names are only supported for Bosch cameras. ONVIF cameras via VSG are not supported

Frequently Asked Questions (FAQ)

1. **Q: What platforms are supported by the Video Security Client?**

A: The Video Security Client is supported on Android, iOS, and Windows 8.

2. **Q: How many live cameras can be viewed concurrently?**

A: On Android and iOS, up to 4 live cameras can be viewed concurrently. On Windows 8, up to 128 live cameras can be viewed concurrently.

3. **Q: Can I export videos in MP4 format to an HDD?**

A: No, MP4 export to HDD is not supported.

4. **Q: What is the maximum number of manually created (non-cloud) sites?**

A: The maximum number of manually created sites is 128.

Security Systems

- From
 - BT-SC/ETP-MKP
- Product Management

- **Nuremberg**

- 06.09.2023

Release Letter

| | |
|-----------------|-----------------------|
| Product: | Video Security Client |
| Version: | 3.4.0.42 |

This letter contains latest information about the above mentioned software.

General

- Video Security Client is the market's easy to use video surveillance application provided by Bosch for local and remote monitoring of IP cameras and appliances. The software supports small systems with up to 256 cameras each and is the perfect choice for loss monitoring in supermarkets, boutiques, offices, and hotels. By connecting to one of the Bosch Recording solutions of the DIVAR IP Family all channels provided by the DIVAR IP are supported. Cameras attached to a larger BVMS systems can be accessed as well, if all cameras are managed by a single VRM system. Video Security Client comes with a selection dialogue, to define a maximum of 256 out of the total amount of cameras.
- Video Security Client allows to live-monitor and replay IP surveillance cameras anywhere network connection is available. The application supports standalone network cameras or any DIVAR IP family device. As the Video Security Client directly connects to the Bosch devices, no local configuration is needed. For a better overview and individual organization, devices are represented as remote sites.
- BOSCH and the symbol are registered trademarks of Robert Bosch GmbH, Germany

New Features

- Improved GUI for cloud account handling
- New cloud account type Alarm Management
- Event list for Alarm Management accounts
- Push notifications for Alarm Management events (iOS, Android)

Changes / Bug Fixes

Fixed line crossing search issue with camera firmware >= 8.80

Restrictions, known issues

- In case of remote connection without service user rights the relay and the PTZ button are not available
- Pre-view images might not be displayed on Android in case of remote connection
- In case of SSL connection instant one-click recording for H.264/H.265 live video to local disk is currently not supported for FW Version 6.43 and for MIC 9000 with FW Version 6.42
- HTTP/RCP+ connections (including auto update) through HTTP(S) proxies are currently not supported
- Connections to devices of the DIVAR IP Family with VRM Version 3.0 support only transcoded connections
- Audio-Playback is currently not available
- Only BiCom-protocol is for PTZ-commands

- Local MP4-Video Export does not contain Audio
- Secondary VRM is currently not supported
- On iOS and Android the maximum number of video streams is limited to 4
- Limited transcoding options on HiSilicon Kirin 950 SOC
- Limited decoding options on Mediatek MT8161
- Maps can only be cached for no more than thirty (30) days
- For displaying long camera names with more than 32 characters via mouse over (Windows only)
 - The camera name needs to be configured via BVMS Configuration Client
 - VSC and cameras need to communicate via the Bosch Video Recording Manager (VRM)
 - No direct connection between VSC and the camera (VSC and camera must not be in the same LAN)
 - Long camera names are only supported for Bosch cameras; ONVIF cameras via VSG are not supported
- E-PTZ controlling of individual sectors from panoramic cameras is only possible for client-side dewarping (not on-board dewarping).
- If VSC is accessed via remote desktop connection, smooth video streaming cannot be ensured.
- In BVMS version 12 or later the “Mobile access by Video Security Client” option needs to be enabled under “Application permissions”, in order to allow access using VSC.
- **Remote portal site limitations:**
 - Remote Portal cameras within a (leaf) group are treated as a single site
 - Remote Portal cameras without a group assignment are collected in the “Remote Portal” site
 - Recommendation is to keep cameras per group < 64, otherwise login times are very long
 - Only a single site can be connected at a time (with up to 256 cameras)
 - For larger sites a selection dialogue will be shown, to define a maximum of 256 out of the total amount of cameras.
 - The total number of cameras per Remote Portal account must not exceed 10000.
 - VSC can support up to 10000 cameras per Remote Portal or Alarm Management account, which can be organized in up to 10000 groups/sites.

| platform | Android | iOS | Windows |
|---|---------|-----|---------|
| concurrent views of live cameras | 4 | 4 | 8 |
| mp4 export to HDD | no | no | yes |
| max # of manually created (non-cloud) sites | 128 | 128 | 128 |

Features and Changes / Bug Fixes with former versions

New Features with 3.3.5

General

- **Company ID:** Remote Portal account login via external identity provider
- **Note:** This option is currently only applicable for a limited number of corporate customers
- **iOS**
 - Fixed issue which prevents device login using passwords that include special characters
 - Improved stability for larger Remote Portal sites

Changes / Bug Fixes with 3.3.4 General

Fixed issue which restricts the total number of accessible cameras to 2000 per remote portal account

- **Windows**

- Fixed timing issue of certificate handling which may prevent loading of cloud-connected cameras in case proxy server is used

- **iOS**

- Fixed issue which prevents the app from entering landscape mode on new OS versions

- **Android**

- Fixed issue which prevents snapshot saving to local storage on new OS versions

Changes / Bug Fixes with 3.3.3

- **General**

- Fixed URL configuration issue for manually added cameras
- Fixed save password issue of newly created sites
- Fixed potential crash after remote portal account removal
- Fixed app-to-app link issue if called from site monitor app

- **Android**

- Fixed on-screen-keyboard issue on specific devices

- **Changes / Bug Fixes with 3.3.2**

General

- Fixed potential crash in site overview

- **iOS**

- Fixed a GUI-problem in the EULA window
- Changes / Bug Fixes with 3.3.1

- **General**

- Fixed live viewing issue of remote portal sites with user customer.

- **Android**

- Fixed stability issue on Android platform
- New Features with 3.3.0

- **General**

- Large BVMS systems – Camera selection for Bosch Video Management System (BVMS) setups with more than 256 cameras.
- Map improvements – Higher responsiveness and lower latency in map control due to backend improvements
- Style adoptions – Modernized user interface style, for dialogs, alerts, core elements and icons

- **Windows**

- Increased site limit – Windows version of Video Security Client now allows up to 128 sites
- Changes / Bug Fixes with 3.3.0

- **General**

- Fixed issue which restricted the total number of accessible cameras to 1000 per remote portalaccount

- **Windows**

- Fixed live export of HEVC/h.265 video streams as mp4 – the files are now playable in VLC media player. (Windows only)
- The HTML5 playback page, that was generated for video exports, has been removed due to restrictions in current web browsers.
- Changes / Bug Fixes with 3.2.4

- **General**

- EULA update
- Improved security
- New Features with 3.2.3

- **General**

- **Cloud VMS integration**: VSC can be opened through Site Monitor App
- Changes / Bug Fixes with 3.2.3

- **General**

- Improved camera preview timeout behavior
- Imprint update
- Icon update

Changes / Bug Fixes with 3.2.2.85

- **Windows**

- Improved security and stability
- New Features with 3.2.1

General

- Increased UI responsiveness
- Changes / Bug Fixes with 3.2.1

General

- Improved connectivity to Remote Portal sites with many cameras
- Minor bug fixes

New Features with 3.2.0.63

- **General**

- Up to 256 cameras per site are now supported
- Login to Bosch Video Management System (Plus and Lite, version 10.0 and higher) without the need of a hardware transcoder is now supported
- The new clear structure of the navigation side bar allows fast and easy selecting of and switching between camera views

- **Windows**

- For VSC on Windows access via a proxy server to cameras, DIVAR IPs and unmanaged sites is now supported
- Displaying long camera names with up to 255 characters via mouse over is now supported for VSC on Windows for Bosch cameras.
- Changes / Bug Fixes with 3.2.0.63
- **General**
 - Transcoded dewarping is no longer supported
 - Changes / Bug Fixes with 3.1.1.74
- **Windows**
 - Improved compatibility with Windows 10 Version 2004 and higher
 - New Features with 3.1.0.68
- Modern and easy to use video security client for up to 16 sites on Windows and up to 128 sites iOS and Android with up to 128 cameras per site.
- **General**
 - Number of supported sites increased from 16 to 128 on iOS and Android
 - Faster and better connectivity because of improved transcoder handling
 - Enhanced usability of the navigation sidebar including camera previews
 - Faster and easier switching between video views
 - Increased usability of the drag and drop function to open videos
 - New functionality for remote site editing and configuration
 - New option to show and hide the map on the start screen
 - What's new pop-up dialog including link to Bosch knowledge base
 - Enhanced editing of pan-tilt-zoom (PTZ) pre-positions
 - Changes / Bug Fixes with 3.1.0.68
- **General**
 - Better visibility of toolbar and PTZ controls
 - Easier legibility of toolbar controls
 - Fixed talkback to camera through remote portal connection
- **Android**
 - Improved rotation handling
 - New Features with 3.0.4.100
- **General**
 - Modern and easy to use video security client for up to 16 sites (managed or unmanaged) with up to 128 cameras each.
 - Changes / Bug Fixes with 3.0.4.100
- **General**
 - Number of supported cameras increased from 16 to 128 cameras for unmanaged sites
 - Enhanced linking to knowledge base
 - Improved responsiveness of PTZ controls
 - Changes / Bug Fixes with 3.0.3.83
- **General**
 - Usability improvements in the certificate-checking dialog.
 - Changes / Bug Fixes with 3.0.2.76

- **iOS**

- This release addresses a remote access issue occurring when connecting to DIVAR IP 3000/7000 systems via the internet, after updating from version 2.3 to 3.x (iOS only).
- Changes / Bug Fixes with 3.0.1.75

- **General**

- This release fixes internet connection issues with DIVAR IP 3000/7000 systems associated with version 3.0.0.74.
- New Features with 3.0.0.74

- **General**

- New modern user interface

- The following well-known VSC features are now also available on Android:

- Support for HEVC/H.265
- Hardware accelerated decoding
- Watch up to 4 video streams simultaneously
- Supports the Bosch Remote Portal for easy access to DIVAR IP systems and individual cameras
- Launch app directly via website of supporting devices
- Responsive client-side dewarping for FLEXIDOME IP panoramic cameras
- Manage, view and navigate cameras using build in geographic maps
- View georeferenced VCA tracking data on maps
- Support for talkback
- Support for MIC IP Fusion 9000i cameras
- Support for BOSCH DIVAR IP all-in-one
- Share video snapshots via e-mail, Dropbox or your preferred messenger service
- Directly access and manage all your IP cameras with firmware 5.60 and better
- Improved connection handling
- Improved stability and security

- **Changes / Bug Fixes with 3.0.0.74**

- Minor bug fixes.

- **Changes / Bug Fixes with 2.2.1.43**

- Fixed crash with long host names

Changes / Bug Fixes with 2.2.0.36

- **Maintenance release**

- Based on your customer feedback, we did some bug fixing and further improved the stability of the client to improve your user experience.

- **New Features with 2.1**

- Build in geographic maps for managing, viewing and navigating cameras
- Viewing Option of georeferenced VCA tracking data on maps
- Hardware accelerated H.265 support
- Support for MIC IP Fusion 9000i cameras
- Viewing option for single cameras connected to the Bosch Remote Portal without the need of a DIVAR IP
- Instant one-click recording for H.264/H.265 live video to local disk (mp4)

- Changes / Bug Fixes with 2.1
- Fixed displayed time string in HTML export




- **New Features with 1.1**

- Modern and Easy to use video security client for 1 to 16 standalone-cameras and up to 16 sites.
- Connecting to a DIVAR IP all channels are displayed. Due to the fact of screen
- layout a max. of eight SW windows (cameos) can be opened at the same time.
- Client-site dewarping for FLEXIDOME IP panoramic devices
- Flexible Window-Layout
- Advanced Forensics search-capabilities with detailed activity graph
- Support of mouse and touch gestures
- Scales from Desktop to mobile devices

System Requirements

- The Video Security Client is available for Android 8.0 or higher with OpenGL ES 3.0 or higher, iOS 13 or higher, Windows 11, Windows 10.1607 “Anniversary Update” (64 bit) or higher. The layout of the Video Security Client automatically adjusts to the size of the display and thus scales seamlessly from phones to tablets to desktop PCs.
 - It supports all Bosch IP cameras with FW 6.0 and higher.
 - Automatic update checks for new releases on the <https://downloadstore.boschsecurity.com> are available for Windows. For iOS and Android, the version management is done via the Apple App Store and the Google Play Store, respectively, which will inform the user about or automatically install updates according to user settings.
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Documents / Resources

| | |
|---|---|
|  | <p><u>BOSCH BT-SC-ETP-MKP Video Security Client</u> [pdf] User Guide BT-SC-ETP-MKP Video Security Client, BT-SC-ETP-MKP, Video Security Client, Security Client, Client</p> |
|  | <p><u>BOSCH BT-SC-ETP-MKP Video Security Client</u> [pdf] Instructions BT-SC-ETP-MKP, BT-SC-ETP-MKP Video Security Client, Video Security Client, Security Client, Client</p> |
|  | <p><u>BOSCH BT-SC-ETP-MKP Video Security Client</u> [pdf] User Guide BT-SC-ETP-MKP Video Security Client, BT-SC-ETP-MKP, Video Security Client, Security Client, Client</p> |

References

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- [!\[\]\(e097ab4c08b8186dd0908330bbc2dc28_img.jpg\) Download Area | Bosch Security and Safety Systems](#)
- [!\[\]\(1e9d865c5de095f8e3304757c49e79d7_img.jpg\) Bosch Video Security on the App Store](#)
- [User Manual](#)