

iFreedomVMS Mobile App User Guide

[Home](#) » [FREEDOM](#) » iFreedomVMS Mobile App User Guide 



**iFreedomVMS – mobile app
User Guide**

Contents

- [1 Requirements to view cameras off-site using iFreedom](#)
- [2 Live View Interface](#)
- [3 Playback Interface](#)
- [4 Adding a Device](#)
- [5 Exporting devices to another User](#)
- [6 Re-synchronizing the camera list](#)
- [7 Identifying the current TCP & transcode port](#)
- [8 How to View Cameras Live](#)
- [9 How to Playback recorded Video](#)
- [10 Troubleshooting issues](#)
- [11 Documents / Resources](#)
- [12 Related Posts](#)

Requirements to view cameras off-site using iFreedom

To remotely access a Freedom Server over the internet from iFreedom you need the following:

- Freedom Server Pro or Lite version

- An internet connection at the Freedom Server recorder.
- A Public Static IP address, or DDNS name.
- 'Port forwarding' configured in the router for each Freedom Recorders TCP and Transcode ports.

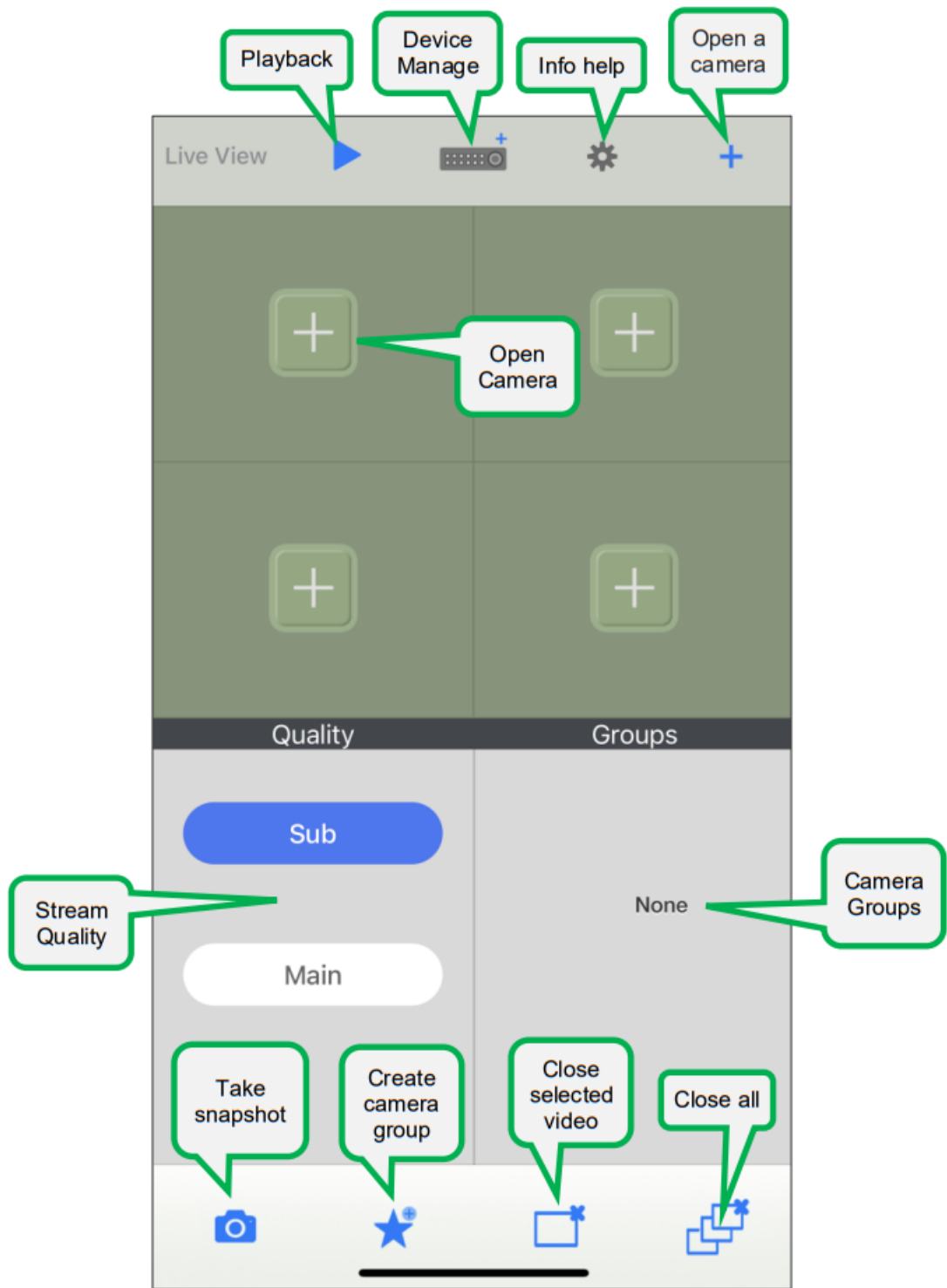
Installing the App

Either click on the link from the device you wish to install the app, or go to your respective 'App store', and search for the name listed below.

Platform	Name	Link
Android	iFreedomvms	https://play.google.com/store/apps/details?id=au.com.FreedomVMS.iFreedomVMS
iPhone	iFreedomvmspro	https://apps.apple.com/app/ifreedomvmspro/id1504444170
iPad	iFreedomvmsPad	https://apps.apple.com/app/ifreedomvmspad/id6462580150

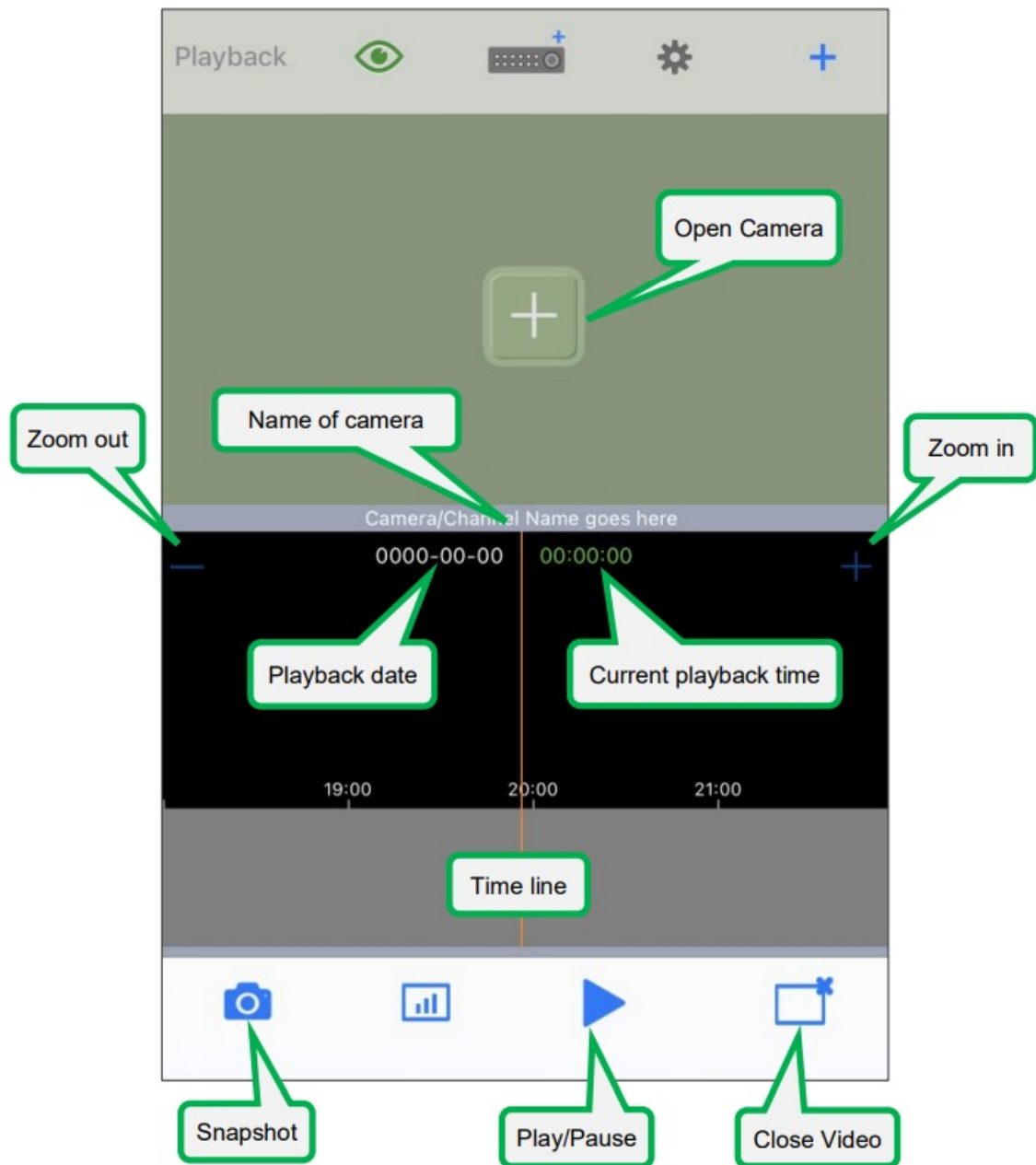
Live View Interface

This is where you can view cameras live.



Playback Interface

This is where you can review video footage.

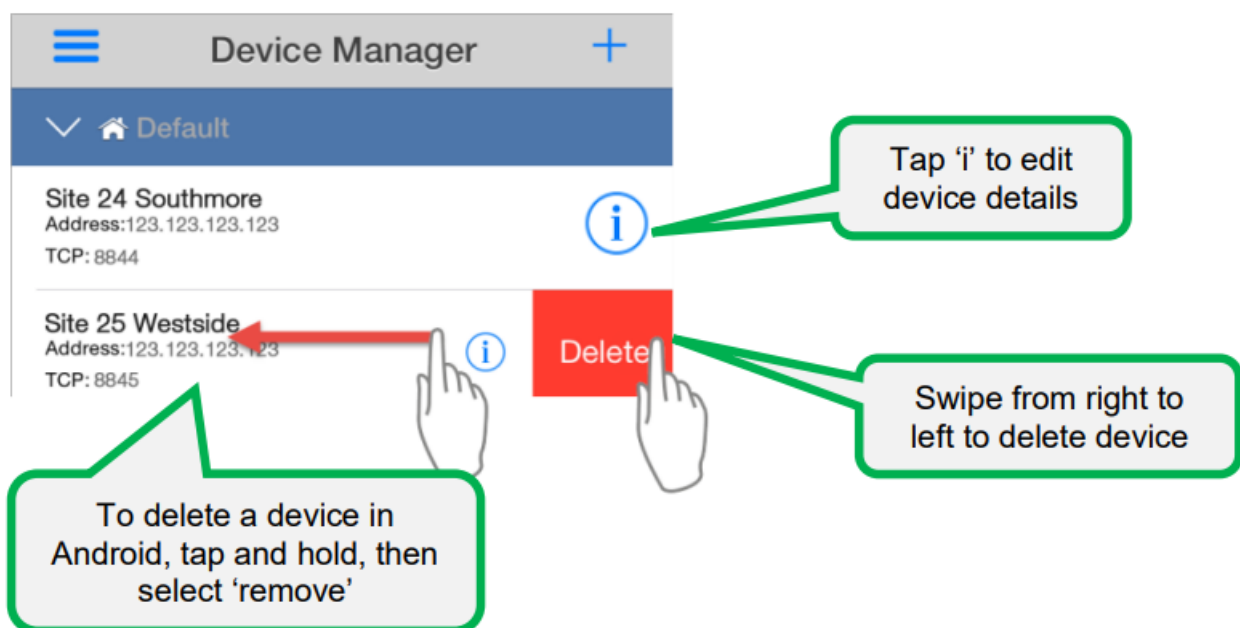


Adding a Device

To add a device, follow the steps below.

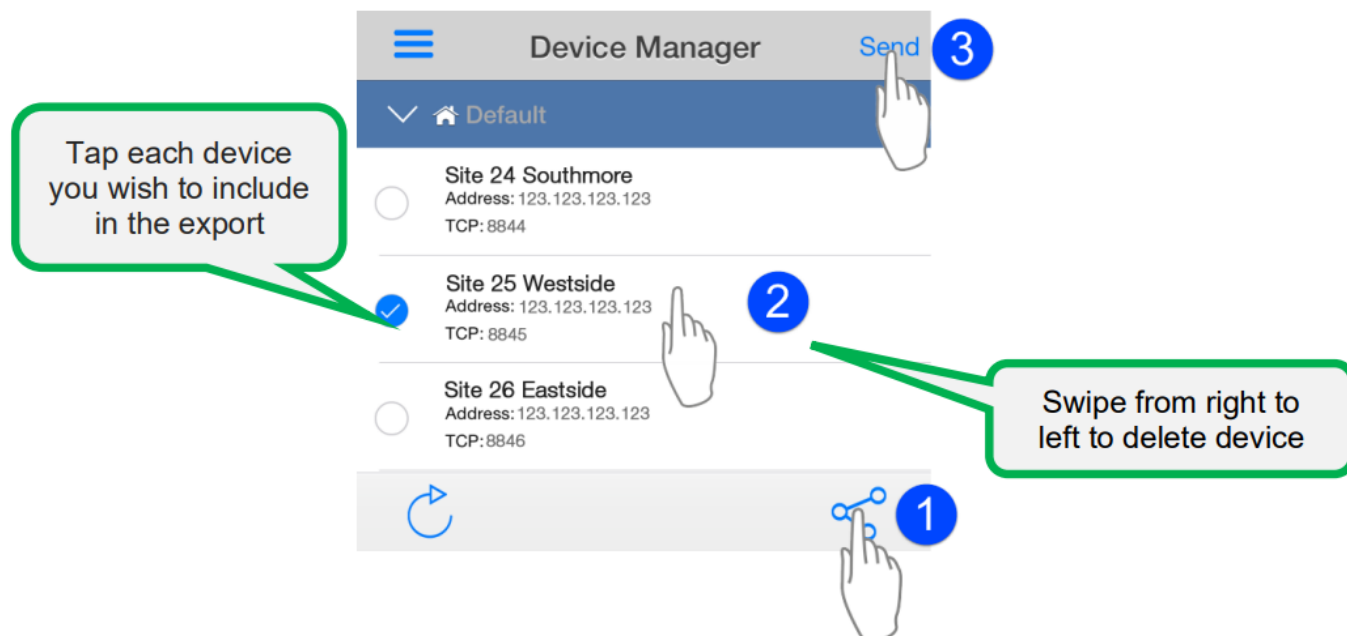


Editing and deleting a device



Exporting devices to another User

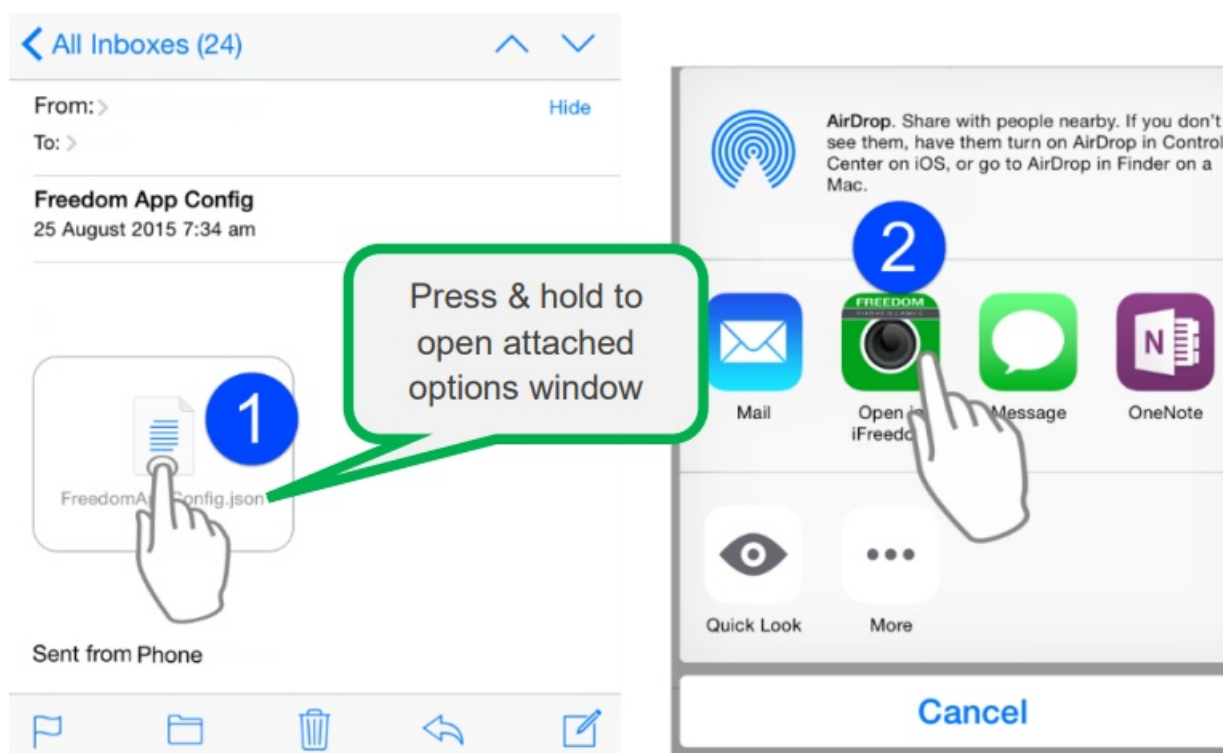
You can export devices from your device list to another iFreedom User, which attaches a configuration file to an email, the User receiving the email can then 'import' the configuration into their device list. To do this, tap on the menu bar, then the 'Device Manager' icon. Once in Device Manager follow the steps below.



Importing a Config File into an iPhone or iPad

If someone has sent you an existing iFreedom configuration by email, open the email on your device, then long press (touch and hold your finger down) on the attachment icon, after which you will be presented with a list of applications to open the attachment with, then select (tap) the iFreedom icon.

Warning! Importing a configuration will overwrite and remove any existing devices



Importing a Config File into an Android device

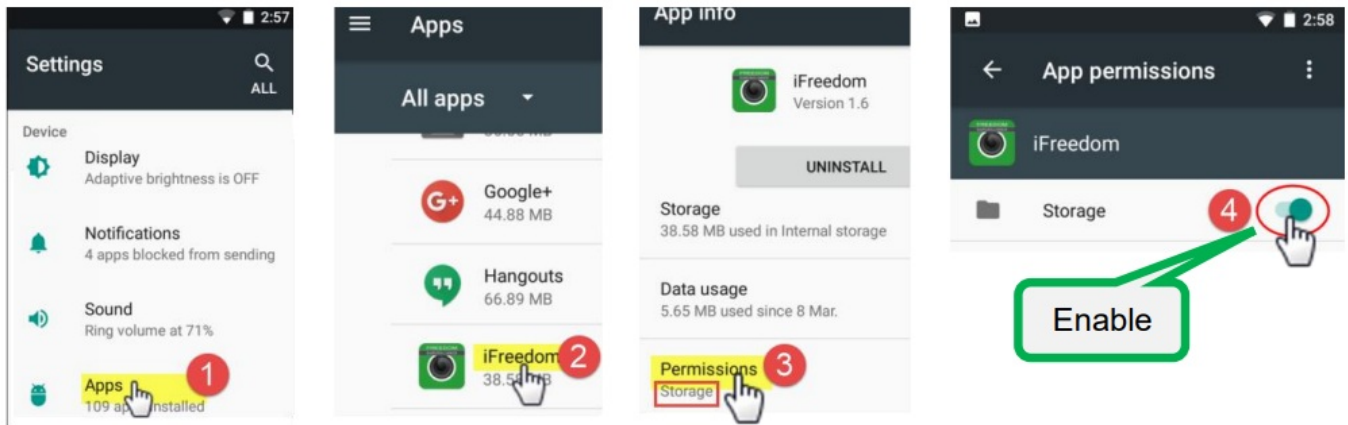
The following screenshots were taken from an Android Nexus device, running Android version 7.1, the images may differ on your device, depending on manufacturer, Android version, email client and the File manager app you use. In the example below I will be using the free 'Amaze File Manager' app to copy the saved file.

Steps to import an iFreedom config into an Android device:

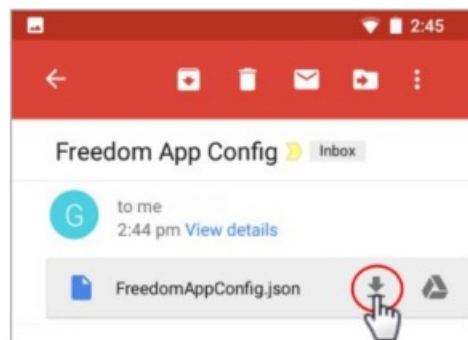
1. Give the iFreedom app 'Storage' permissions.
2. Completely exit the iFreedom application.
3. From your email client i.e (Gmail) save the 'FreedomAppConfig' file. (by default, usually saved to the 'downloads' folder.)
4. Using a File Manager app, copy the 'FreedomAppConfig.json' file to the root folder of the 'Storage' folder.
5. Re-open the iFreedom app and under 'Device Manager' you should now see the new device/s listed.

Assigning 'Storage' permissions to iFreedom

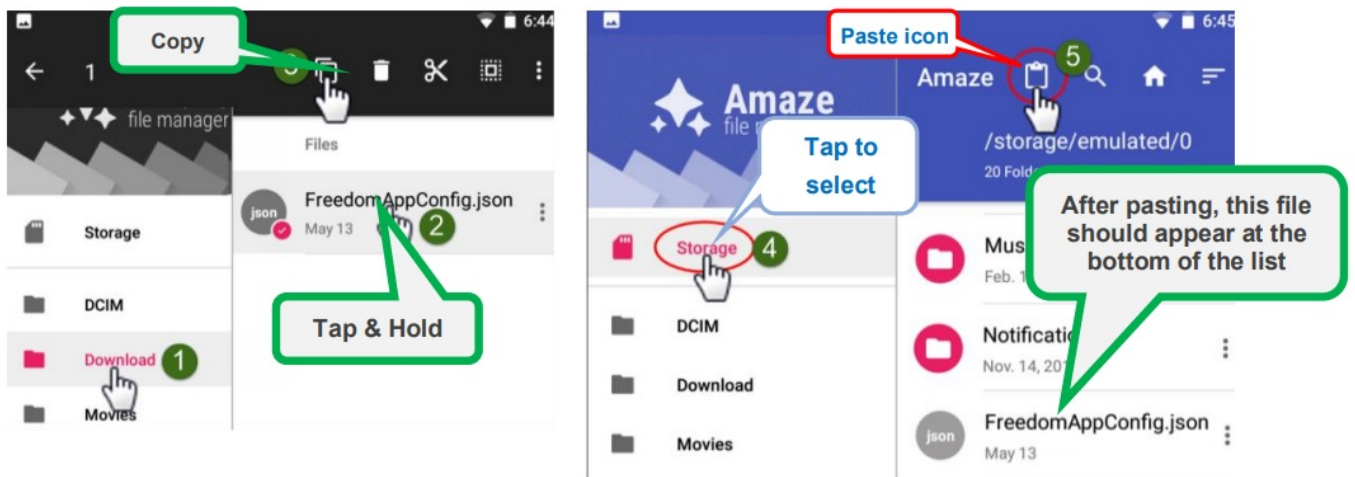
Swipe down from the top of the screen and tap the 'Settings' option, then scroll down and tap the Apps option.



Open your email client app (i.e. Gmail), locate & open the email that has the subject of 'Freedom App Config', then tap the download option (see example below) which usually saves the file to your default 'Download' folder.



Now you need to copy the downloaded file from the previous step and paste it into the root of your storage or SD card folder. The example below uses the Amaze File Manager app




After the 'FreedomAppConfig' file has been copied to the storage root, re-open the iFreedom app and navigate to the 'Device Manager' window as seen below and the device/s should now be visible.




Re-synchronizing the camera list

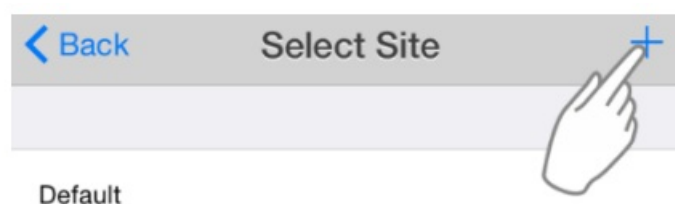
If cameras have been added or modified at sites associated with your recording devices you may have to re-synchronize your device camera list, which is like a refresh to make sure any new cameras that you have permissions for are made available to you for selection. To do this, while in the 'Device Manager' window, tap on the device you want to refresh then tap the re-synchronize button at the bottom of the current window. Image right:

the re-synchronize button  .

Creating a site

A 'site' is a logical named entity where devices can be grouped under, this can be helpful when you have multiple sites and need to group the associated devices for each site under a particular site(name). Sites are created from 'Device Manager' either when adding a device or by editing an existing device. To add a new 'site' navigate to

'Device Manager' and tap the edit button corresponding to an existing device, then tap the edit button  to the right of the 'Site Name', from here tap the '+' button to add a new site, give your site a name. After a site has been created you need to edit each device and change its 'Site Name' to the new site.



Identifying the current TCP & transcode port

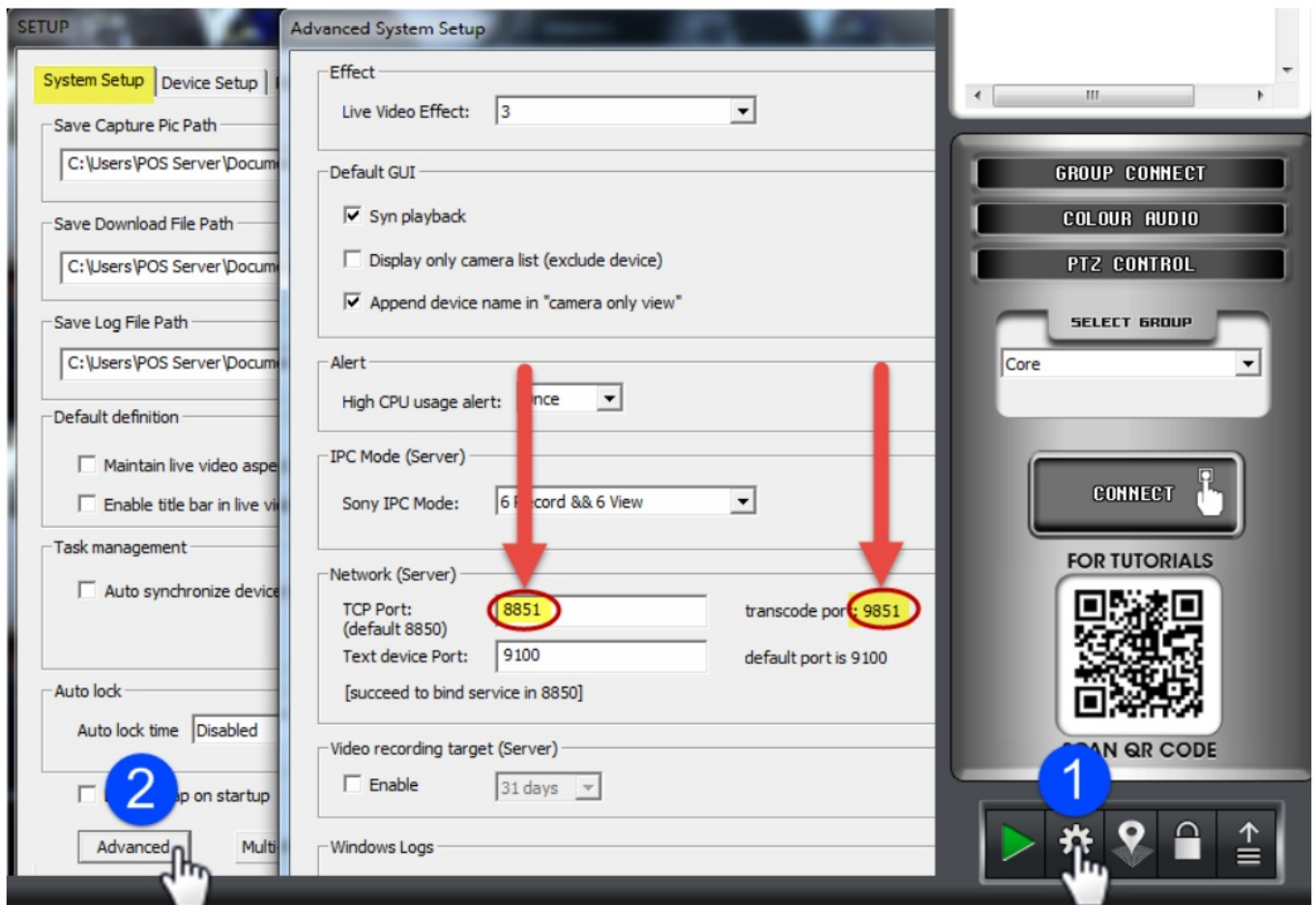
The steps below identify where on the Freedom Server recorder the TCP port is displayed.

Note: 'setup' rights are required to view this screen.

The image below shows you how to get to the TCP/Transcode port configuration page in the Freedom Server recorder to see what the TCP and transcode ports are currently set to.

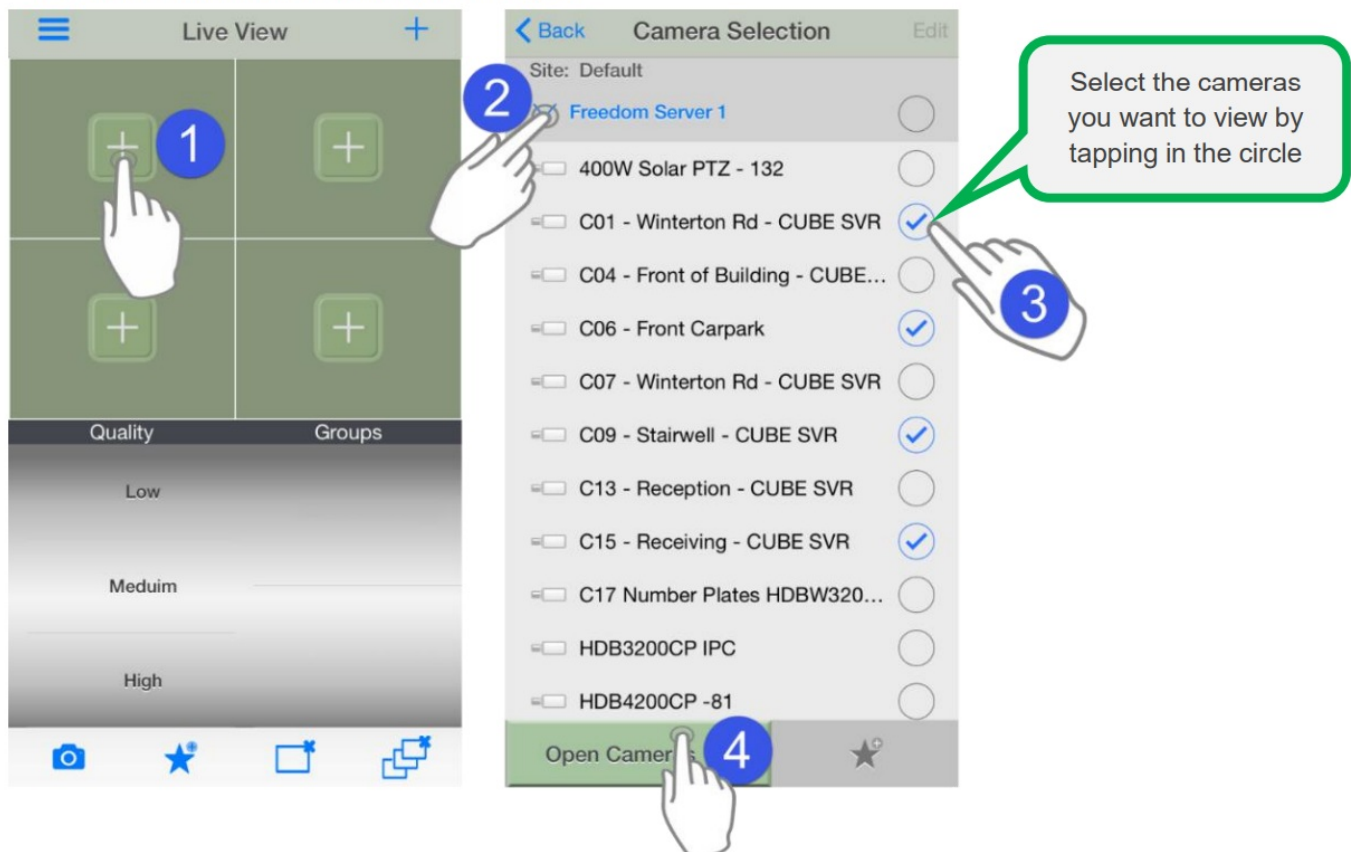
These 2 ports are the ports that need to be 'port-forwarded' by your I.T administrator/contractor.

Note: the ports shown below may be different for your system.



How to View Cameras Live

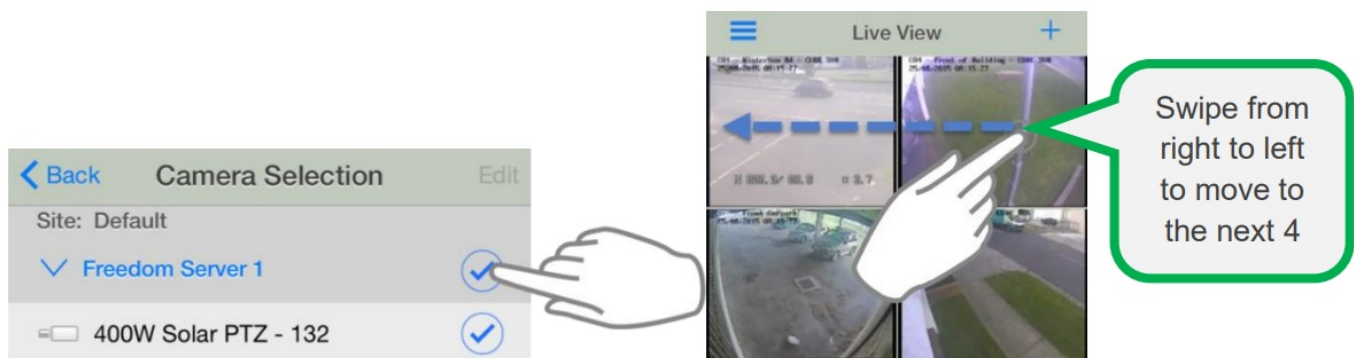
To view cameras, follow these steps;



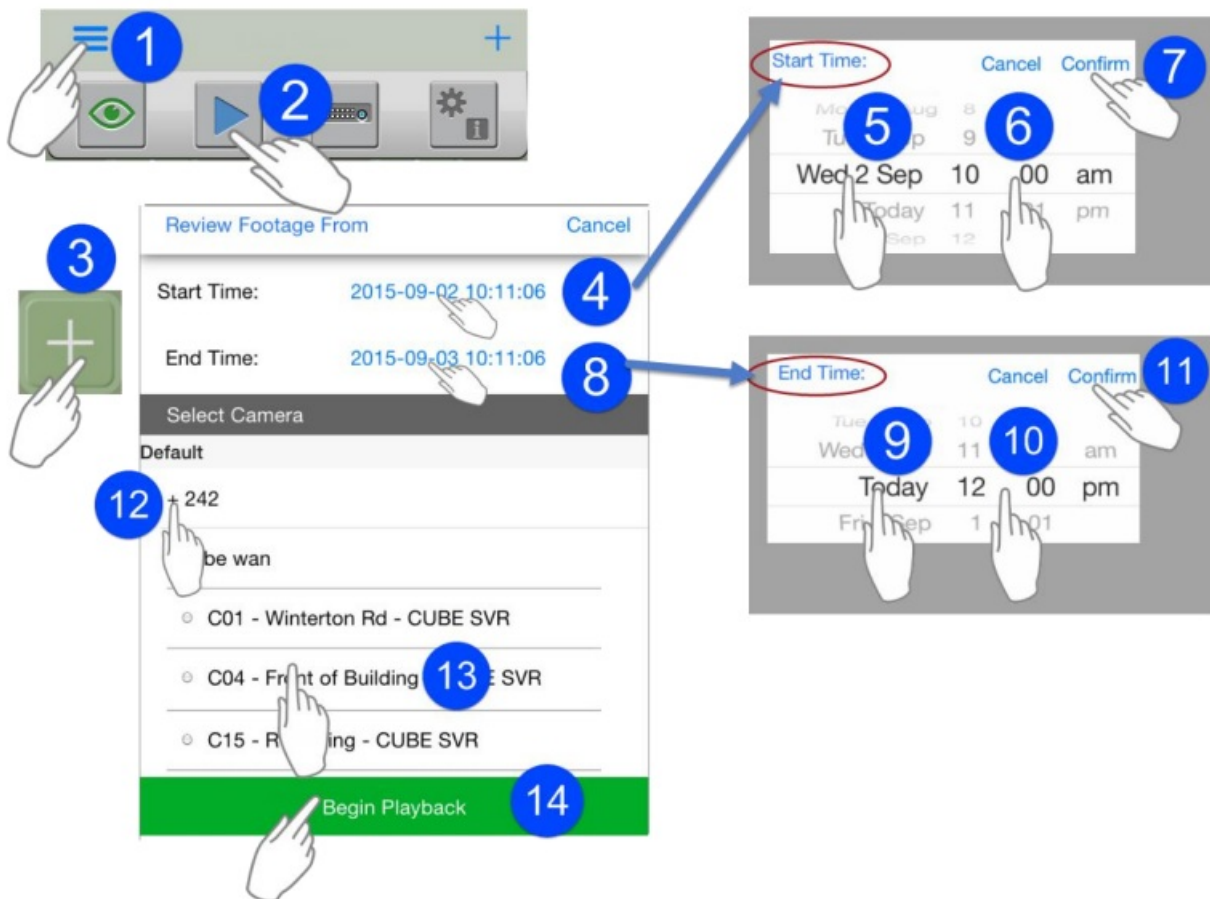
Browsing 'All' cameras from 1 device

You can select all cameras from a device by tapping the top most circle on the right side of the recorder name (blue text), this selects (ticks) all camera from a device.

Once the first 4 cameras are open, to move to the next set of 4 cameras swipe from right to left.

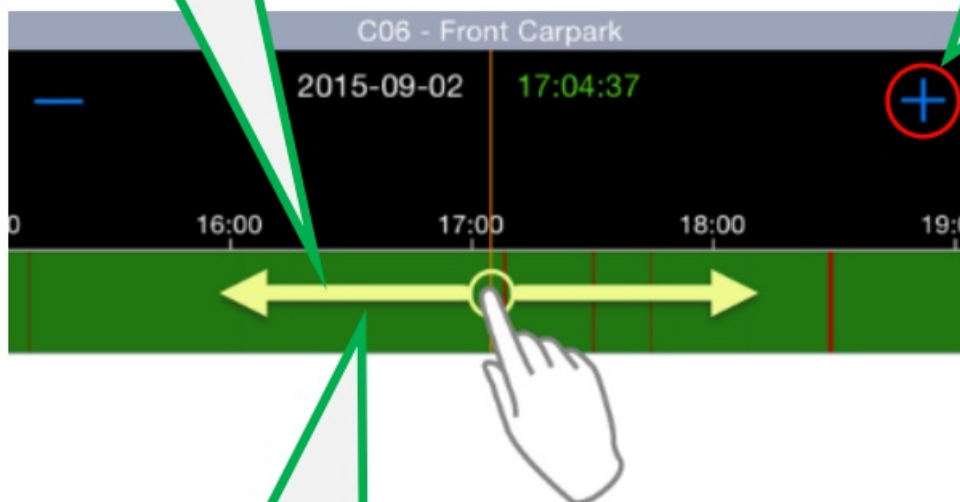


How to Playback recorded Video



Swipe left or right to move to a different time

Tap '+' to zoom into timeline for greater control



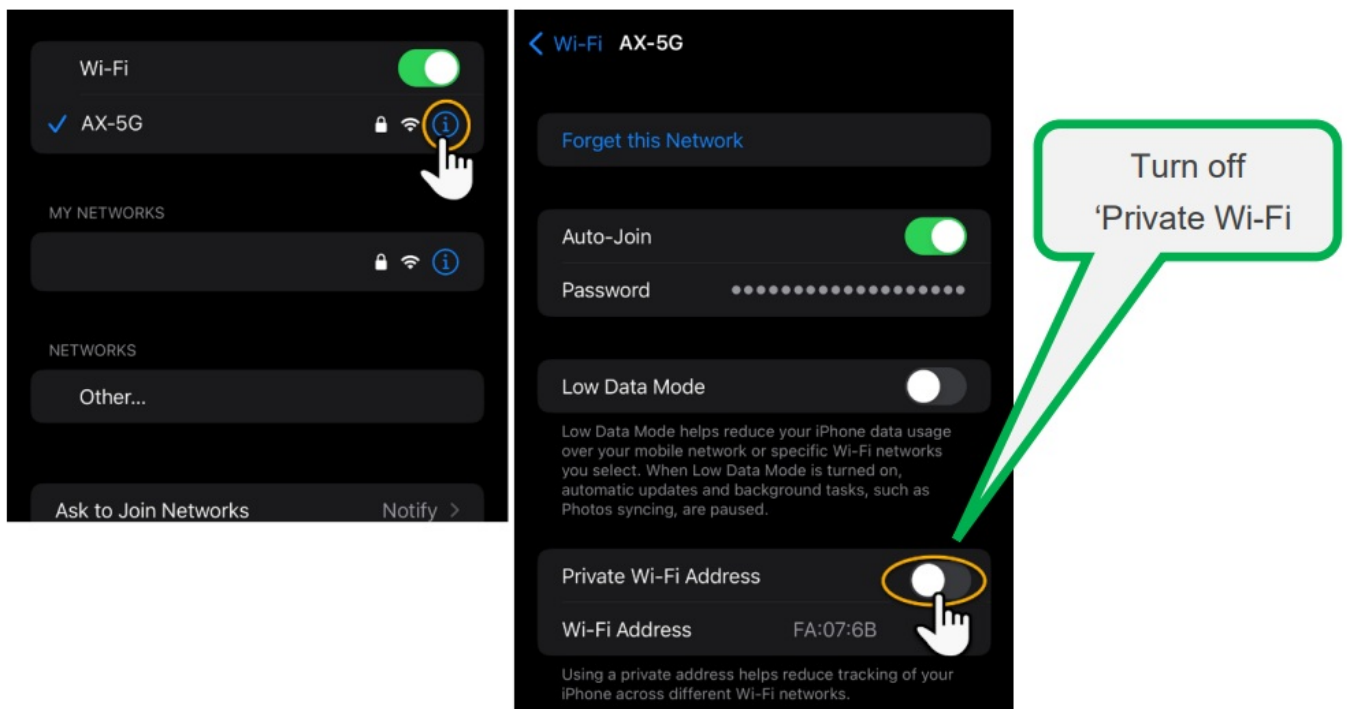
Different colours in the timeline indicate different types of recordings

Timeline colour legend	
Green	Normal recording
Red	Motion Recording
White	Text/POS Exception recording
Yellow	Alarm recording


Troubleshooting issues

Connection issues

- Confirm port-forwarding has been complete, for TCP port and the port is open
- On the Freedom Server, check DNS and Gateway settings are correct, try 1.1.1.1, or 8.8.8.8
- If your remote site is using a cellular internet connection, make sure it is using a 'routable' IP address/SIM, i.e. Telstra 'Extranet'. Normal 'Carrier-grade NAT' will not route correctly.
- Make sure you have the latest version of the app.
- If you have an iPhone/iPad and the cameras only appear when Wifi is OFF on the phone, navigate to Settings → Wifi and try turning off 'Private Wi-Fi Address' then restart phone.



Documents / Resources

iFreedomVMS – mobile app User Guide		
Contents		
Requirements to use version of this user guide	2	
Use the toolbar	2	
Platform features	2	
Using iFreedom	2	
Basic understanding about	2	
Support iFreedom user guide	2	
Reporting a Glitch/Problem or Feature or Bug	2	
Security iFreedom for the user guide	2	
No user interface for user guide	2	
Installing the user guide PDF or User Guide PDF	2	
How to Download PDF	2	
How to Upload content Files	2	
Understanding iFreedom	2	