GEUTEBRÜCK

G-View Mobile App User Manual

Version: 1.1.0

12.12.2023

Table Of Contents

About This Documentation **4**
Legal Notice **5**
Getting Started **6**
- Installation 6
  - System Requirements 6
    - G-Core 6
    - Smartphone 6
  - App Installation 6
  - Updates 7
- Login 7
- Menu Bar 8
- Analysis & Usage Data 10
  - Android 10
  - iOS 11

Operation **12**
- Configure Viewer 12
  - Select Camera 12
  - Select Layout 14
  - Viewer Settings 15
  - PTZ Settings 17
- View Stream Playback 18
  - View Live Stream 18
  - Maximize View 20
  - Use Digital Zoom 21
  - Control PTZ Camera 21
    - Start PTZ Control 22
    - Operate PTZ Control 22
    - End PTZ Control 23
- Control Stream Playback 23
  - Control Bar 23
    - Buttons 23
    - Timeline 24
  - Date Picker 24

Troubleshooting **26**
Error Messages 26
Warning Messages 27

About This Documentation

Current software version: G-View Mobile App 1.1.0.

The latest features and changes of the current software version are listed in the Release Notes.

Note that the illustrations in this documentation may not match those of your software version.

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Getting Started

Installation

System Requirements

G-Core

These are the system requirements for each G-Core server to be used by the G-View Mobile App:

- G-Core Version 7.0 or newer
- G-Core Web API Version 1.5 or newer

All current and new licenses from G-Core 7.0 are equipped with the necessary free Web API licenses. If you have a dongle without these features, generate a new license file (*.lic or *.slk) in your license portal or request a license file at options@geutebrueck.com. For more information, see Licensing in the Web API documentation.

A valid HTTPS certificate is required to use the mobile app. For information on how to create a valid HTTPS certificate, see HTTPS Certificate in the Web API documentation.

Smartphone

- iOS Version 15 or newer
- Android Version 12 or newer

App Installation

Install the G-View Mobile App via the Google Play Store or App Store, depending on your operating system:

- **Google Play Store** (Android)
- **App Store** (iOS)

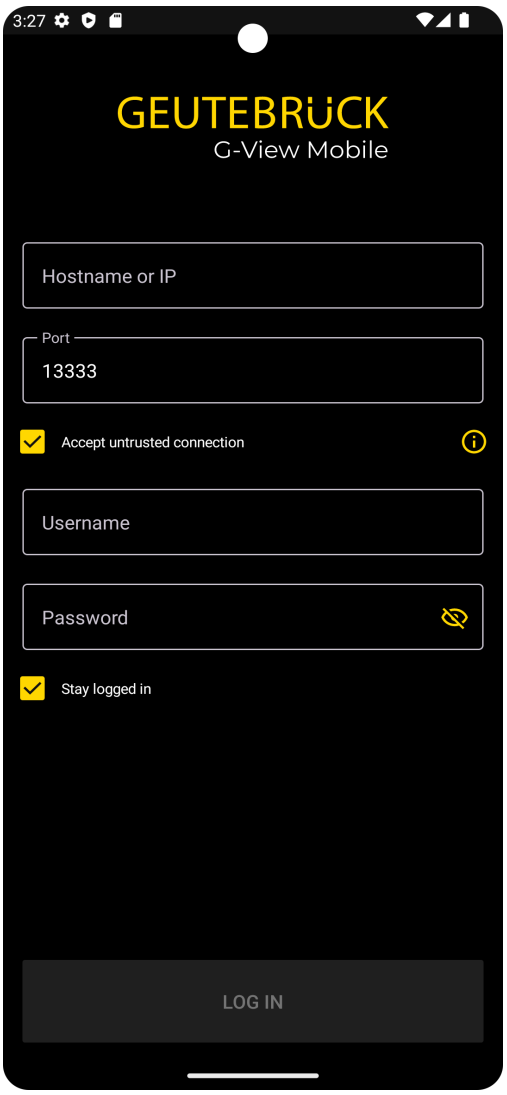
After the installation the G-View Mobile App icon appears on the screen of your smartphone. To run the app tab the app icon.

Updates

Whether the app updates automatically or you have to do it manually depends on the system settings of your smartphone.

Login

1. Tap the G-View Mobile App icon. The Login screen opens.



2. Enter the required login data:

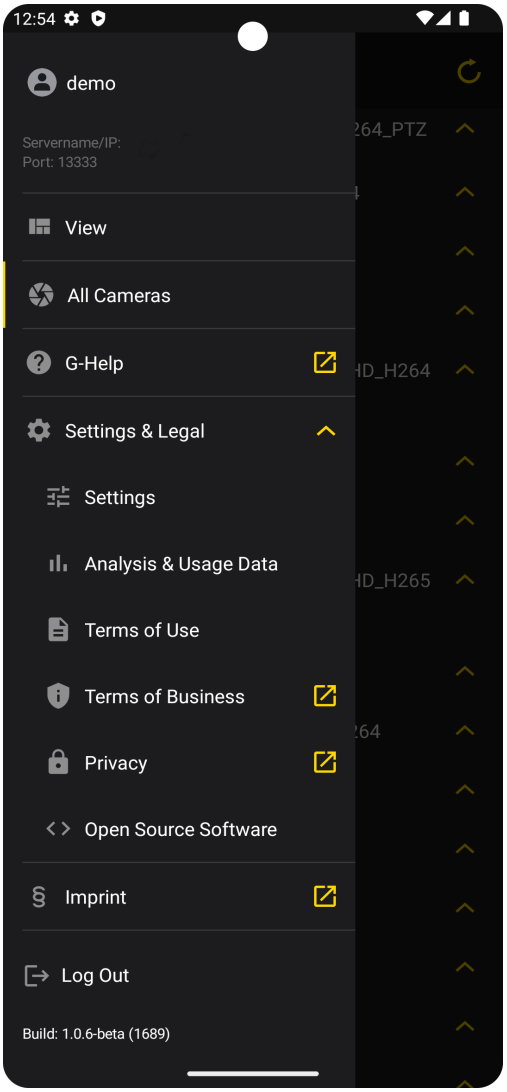
Name	Description
Hostname or IP	Enter the Hostname, IP address or FQDN of the G-Core server. **A valid HTTPS certificate is required to use the mobile app. For information on how to create a valid HTTPS certificate, see HTTPS Certificate in the Web API documentation.** If the HTTPS certificate is not supported, the error message **Unsupported Certificate - Hostname or IP cannot be verified. Please add the correct certificate (g-help).** appears.
Port	Enter the port of the G-Core server. The default port is 13333.
Accept untrusted connection	Enable this option to allow untrusted connections as well. If the error message **Certificate is not valid - cannot be checked. Please mark the checkbox.** appears, you must enable this option.
Username	Enter your G-Core username.
Password	Enter your G-Core password.
Stay logged in	Enable this option to automatically log in with the saved login data when you open the app.

3. Tap **Log In**.
4. When you log in for the first time, the **Terms of Use** screen opens. Tap **Accept**.

   The app opens. After the first login, an empty standard screen appears with the note **Add new camera**. For more information, see **Select Camera**.

Menu Bar

The menu bar contains the following menu items:



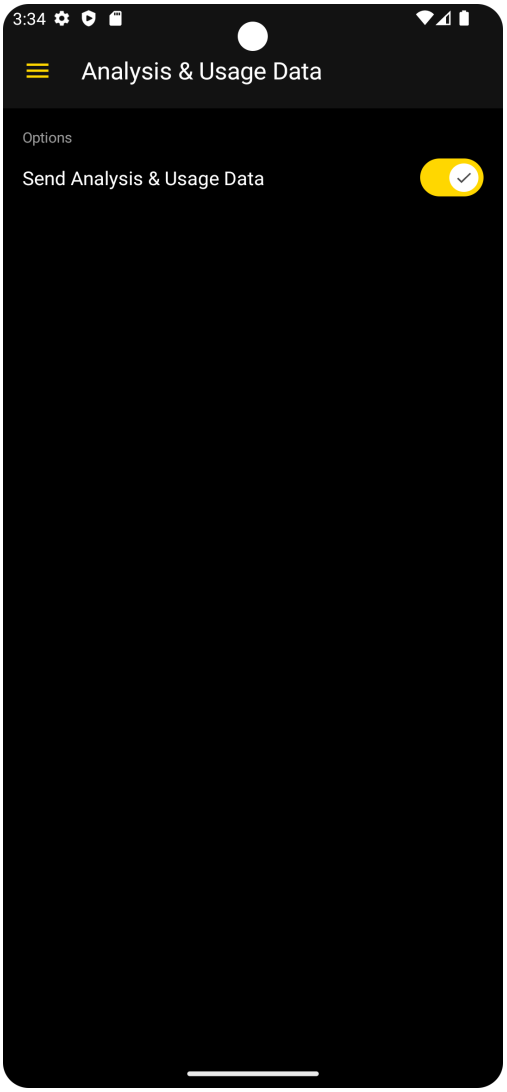
Icon	Name	Description
	User	Displays the currently logged in user.
	Servername/IP	Displays the servername or IP address of the G-Core server with which the user is currently logged in.
	Port	Displays the port of the G-Core server with which the user is currently logged in.
	View	Opens the view screen which displays the viewer.

Icon	Name	Description
	All Cameras	Opens the list with all cameras obtained from the connected G-Core server (see **Select Camera**).
	G-Help	Opens the G-View Mobile App help (external link).
	Settings & Legal	Opens the following menu items: Settings (see **PTZ Settings**) Analysis & Usage Data (see **Analysis & Usage Data**) Terms of Use Terms of Business (external link) Privacy (external link) Open Source Software
	Imprint	Opens the imprint (external link).
	Log Out	Log out of the app.

Analysis & Usage Data

Android

The slider Send Analysis & Usage Data allows you to enable or disable the sending of analysis and usage data.



iOS

The setting depends on your system settings. If you enable or disable the slider Send Analysis & Usage Data, you will be redirected to the system settings of your smartphone where you can enable or disable the app tracking.

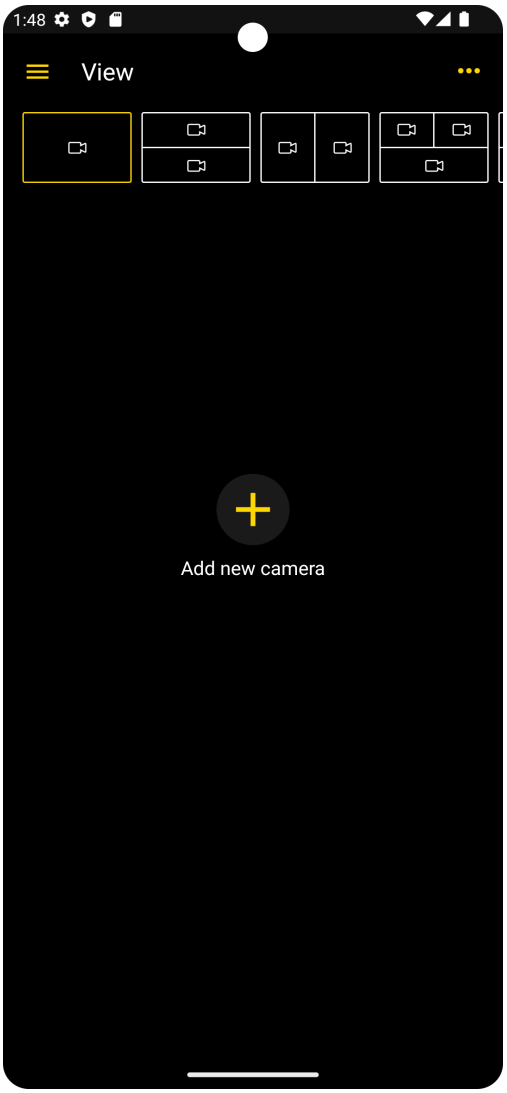
If you are using a company smartphone and do not have admin rights, you may not have the permission to enable this setting. The setting is then disabled by default.

Operation

Configure Viewer

Select Camera

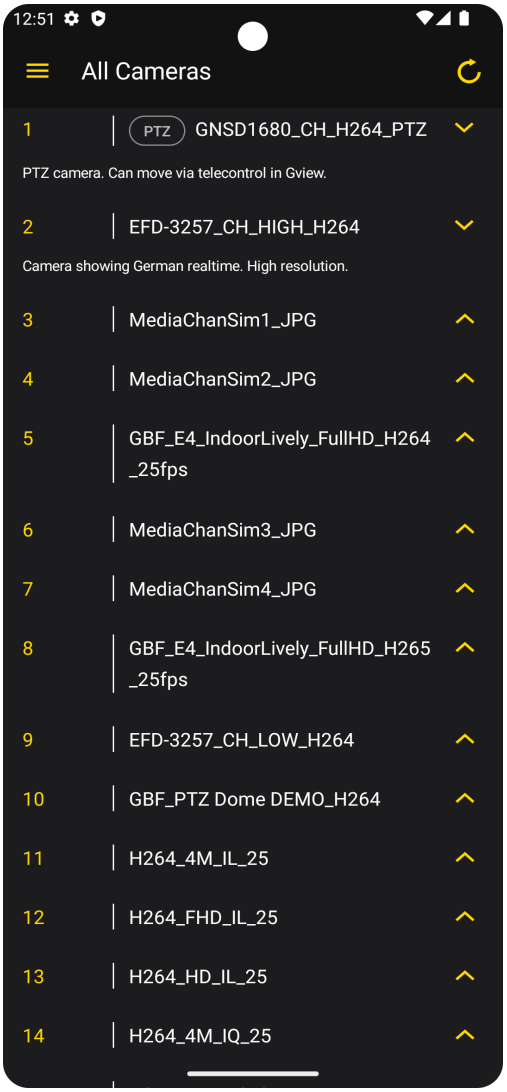
After the first login, an empty standard screen appears with the note **Add new camera**.



If you have selected a camera, the last open live stream is always displayed when you open the app. If this stream no longer exists and is empty, the error message **Some Streams could not be retrieved** appears. You need to select a new camera.

How to select a camera to change the content of the viewer:

1. Tap and hold on the current viewer until the **All Cameras** list appears. It lists all cameras obtained from the connected G-Core server.



2. The following information is displayed in the list:
    - Camera global ID
    - Camera name

- Camera description
- PTZ indicator

3. Select the required camera.

If the error message The connection failed, please retry appears, tap the button to refresh the All Cameras list.

Select Layout

To view multiple viewers at once, you can select a layout matrix in the top bar and select the camera for each viewer.

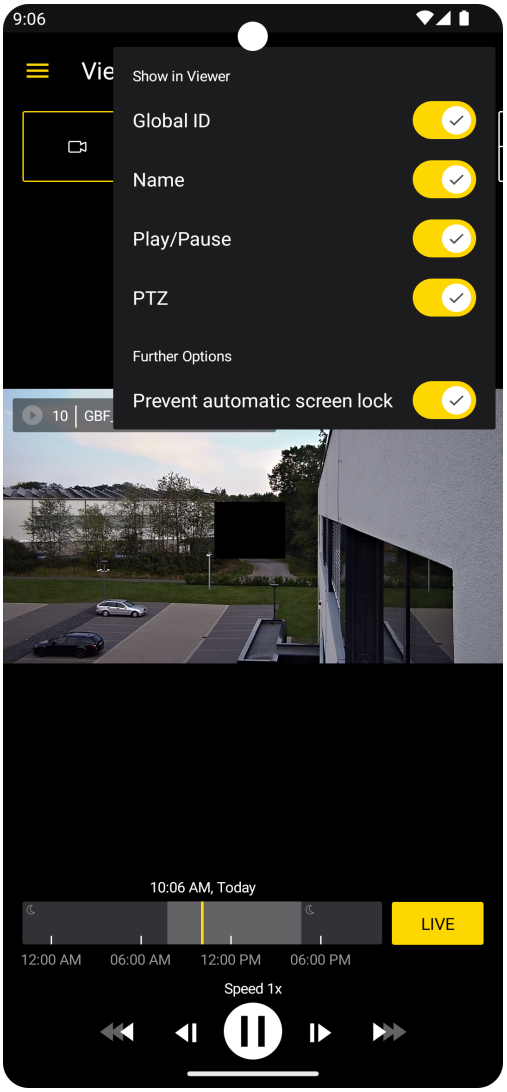
1. Select a layout matrix in the top bar.
2. Tap a viewer to select it. The buttons and the timeline of the selected viewer are displayed in the bottom bar.

3. To select or change the camera for a viewer, tap and hold the respective viewer until the **All Cameras** list appears.
4. Select the required camera.
5. Your selection for the respective layout remains. When you open the layout again, the last selected camera is displayed in the respective viewers.

Viewer Settings

In the viewer settings you can set further settings for the viewer configuration. The settings apply to all viewers.

Tap ••• in the **View** screen to open the viewer settings.



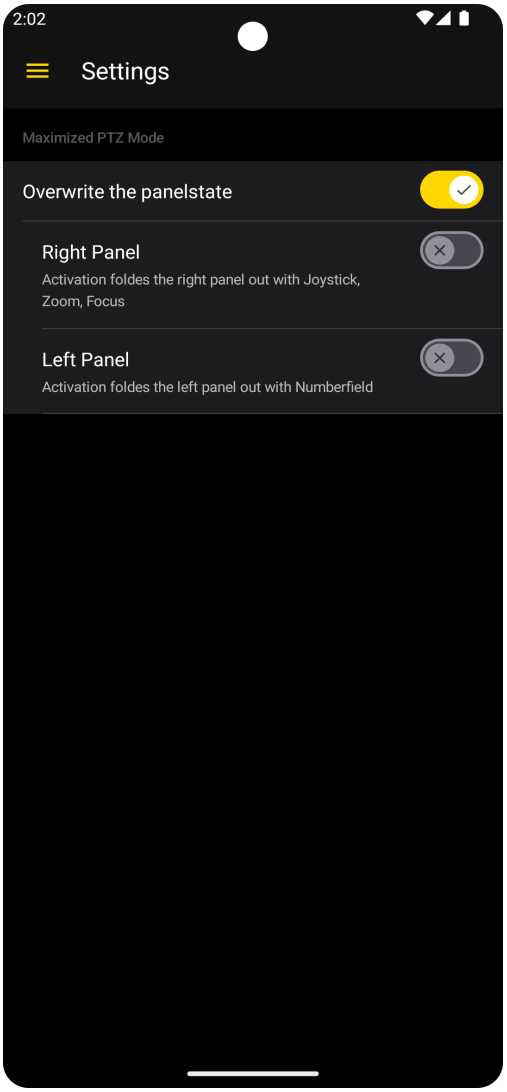
Option	Description
Global ID	Enable this slider to display the global ID of the camera in the respective viewer.
Name	Enable this slider to display the name of the camera in the respective viewer.
Play/Pause	Enable this slider to display whether the camera playback is running or paused .
PTZ	Enable this slider to display if the camera is a PTZ

Option	Description
	camera.
Prevent automatic screen lock	Enable this slider to prevent the smartphone from automatically dimming or locking.

PTZ Settings

Open the PTZ settings by selecting the menu item **Settings** in the menu bar.

For the **Maximized PTZ Mode** the following settings are available:

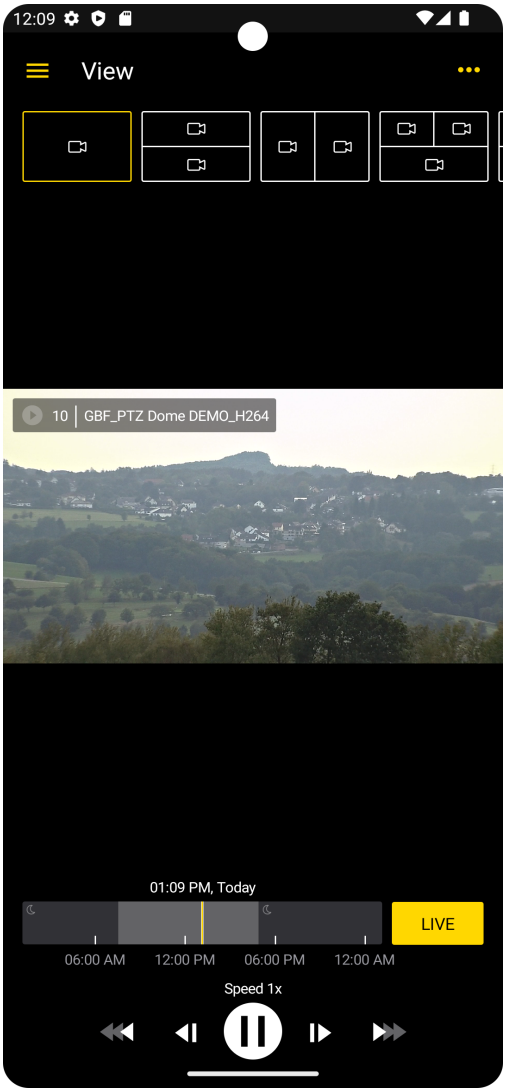


Setting	Description
Overwrite the panelstate	Enable this slider to hide the controls when operating in the PTZ mode and see the following two setting options. This slider is disabled by default. If this slider is disabled, your last setting of the slider for the right and left panel will be retained when you open the app again.
Right panel Activation foldes the right panel out with Joystick, Zoom, Focus	Enable this slider to show only the controls joystick, zoom and focus on the right panel when operating in the PTZ mode.
Left panel Activation foldes the left panel out with Numberfield	Enable this slider to show only the numberfield on the left panel when operating in the PTZ mode.

View Stream Playback

View Live Stream

The stream of the selected viewer is played in live mode by default.



If the stream is in live mode, the **Live** button is yellow. If the stream is not in live mode, the button is grayed out. Tap it to activate the live playback. The button changes to yellow. For more information on controlling the stream playback, see **Control Bar**.

The live stream runs continuously for a period of 8 hours if the smartphone screen is not locked during this time. Activate the viewer setting **Prevent automatic screen lock** to prevent the smartphone from dimming or locking automatically (see **Viewer Settings**).

If there is a bad connection, the live stream is no longer displayed correctly and the warning Some frames will be discarded to prevent the live stream. appears.

If the camera provides a not displayable stream, the error message The camera is not providing a compatible stream (Needs H264, H265). Please contact your administrator. appears.

Maximize View

You can view the viewer in portrait, landscape, and maximized view.

1. Double-tap the respective viewer. The name of the camera, the current playback status and the button appear in the top bar.

2. To display the viewer in the maximum width, tap .

Use Digital Zoom

In the following table you find the different operating options to use the digital zoom.

Gesture	Description
	Single tap to operate the buttons.
	Zooming the image in the viewer (the image can be positioned by swiping).
	Double tap to switch to the viewer full screen mode.
	Use these gestures to move around in zoomed images.

Control PTZ Camera

The PTZ control allows you to move, zoom or focus a PTZ camera.

Start PTZ Control

1. To start PTZ control, select a PTZ camera and maximize the view.
2. Change the view to the landscape orientation.

   PTZ control is not available in the portrait orientation.

3. Tap the button in the toggle switch which you can find on the bottom right. Now PTZ control is active.

Operate PTZ Control

The following controls are available for the left and right side of your screen:

- Numberfield
- Joystick
- Zoom
- Focus

Whether these controls are displayed or not can be adjusted in **Settings** (see **PTZ Settings**).

You can either use those controls or operate with your fingers. For more information see **Use Digital Zoom**.

End PTZ Control

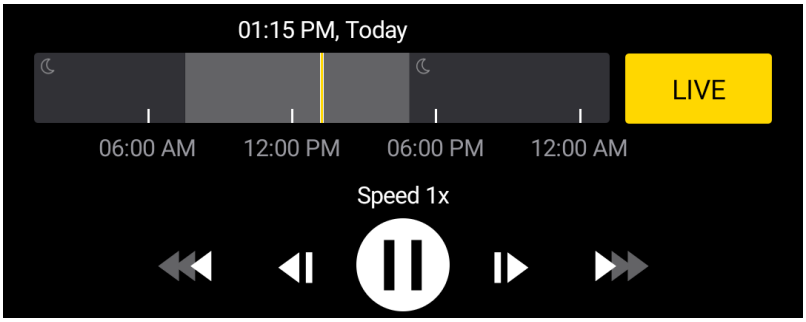
To end PTZ control, you can either change the view to portrait orientation or tap the button.

Control Stream Playback

Control Bar

You can use the control bar to control the stream playback of the selected viewer. You can activate the live mode or browse the recorded stream footage.

The control bar consists of buttons and a timeline.



Buttons

The following buttons are available:

Button	Function	Description
Live	Live mode	Tap the **Live** button to play the stream in live mode. If the stream is in live mode, the button is yellow. If the stream is not in live mode, the button is grayed out. Tap it to activate the live playback. The button changes to yellow.
❚❚	Pause	Tap this button to pause the stream playback.
▶	Play	Tap this button to continue the stream playback from the current position.

Button	Function	Description
	Forward picture by picture	Tap this button to jump forward one picture in the stream playback. The stream playback will be paused there.
	Rewind picture by picture	Tap this button to jump back one picture in the stream playback. The stream playback will be paused there.
	Fast forward	Tap this button to fast forward the stream playback.
	Rewind	Tap this button to rewind the stream playback.

Timeline

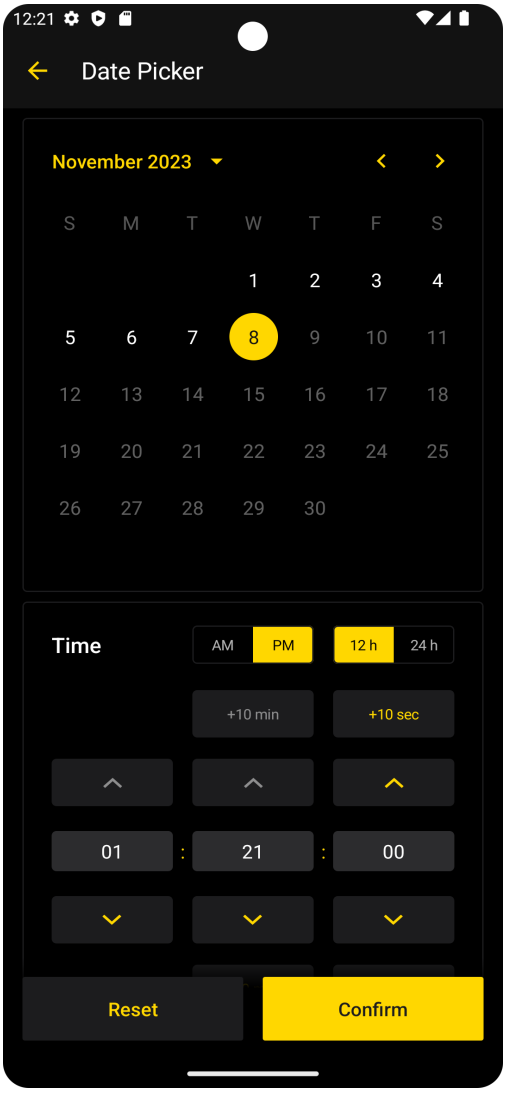
The timeline displays the time of the stream of the selected viewer. It consists of the following elements:

Element	Description
Yellow marker	Indicates the current time of the live stream.
White marker	Indicates the current time in the stream playback if you are not in live mode.
Date and time	Indicates the exact date and time of your current position in the stream playback.
	Indicates the dark or night hours of the selected stream.

Date Picker

The **Date Picker** allows you to jump to a specific time in the stream.

1. To open the **Date Picker**, tap the timeline.



2. Select the hour format **12h** or **24h**.

   If you select the hour format **12h**, the time is specified in 12 hours. You can use the **AM/PM** slider to specify the respective hour time. If you select the hour format **24h**, the **AM/PM** slider is hidden and the time is specified in 24 hours.

3. Select the date and time you want to jump to in the stream. To reset the date and time to the current time, tap the **Reset** button.

4. To confirm your selection, tap the **Confirm** button. The stream jumps to the selected date and time for playback.

Troubleshooting

Error Messages

Error Message	Description
Certificate is not valid - cannot be checked. Please mark the checkbox.	If no HTTPS SSL/TLS certificate from an official certificate authority is stored, the **Accept untrusted connection** checkbox must be enabled (see **Login**).
The connection failed.	Check if you can connect to the IP and port of the G-Core server.
The connection failed, please retry.	Check if you are connected to the G-Core server for the camera list. Are cameras currently being added or updated?
The username or password is not correct.	Check your username and password. Users who are allowed to access the G-Core server and have the privilege to also access it with the app can connect to the appropriate G-Core instance.
The camera is not providing a compatible stream (Needs H264, H265). Please contact your administrator.	Provide a streaming capability for the following codecs: H.264 or H.265. Your administrator can select H.264 or H.265 in the camera settings in G-Core.
Some Streams could not be retrieved.	The last selected live stream is always displayed. If this stream no longer exists, the stream is empty. Load a new stream by selecting a new camera (see **Select Camera**).
Invalid Request - No frames are available.	No video is available at the selected date or time because it contains no frames.
The connection to the channel failed.	The media channel of the camera is not available.
The channel is blocked by	The media channel of the camera is blocked by an

Error Message	Description
an administrator.	administrator. Contact your administrator.
Unsupported Certificate - Hostname or IP cannot be verified. Please add the correct certificate (g-help).	The HTTPS certificate is not supported and therefore a secure connection to the G-Core server cannot be established. An unsupported certificate (hostname or IP, e.g. from DNS server) cannot be verified. Add the correct certificate to the Web API. For information on how to create valid HTTPS certificate, see **HTTPS Certificate** in the Web API documentation.

Warning Messages

Warning Message	Description
Some frames will be discarded to prevent the live stream.	The connection is bad. Some images are temporarily skipped to not interfere with the live stream.

Technical alterations reserved.

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