

IVSEC FAQ

1. Q: How to setup the IVSEC X app on my Smartphone
A: Please refer to YouTube link: <https://youtu.be/71mvg5QdsfY>
Scan the appropriate QR code below to download the IVSEC X app



For IOS



For Android



2. How to reduce camera buffering when accessing IVSEC cameras on the mobile app
A: Please refer to YouTube link: <https://youtu.be/fPismrsE3q8>
3. Q: Where can I download the IVSEC X-Range NVR User manual
A: [Click here to download IVSEC X User Manual](#)
4. Q: Where can I download the IVSEC X NVR / Camera Quick User Guide
A: [Click here to download IVSEC X NVR Quick User Guide](#)
[Click here to download IVSEC X Camera Quick User Guide](#)
5. Q: How to setup motion detection on an IVSEC X-Range NVR
A: Please refer to YouTube link: <https://www.youtube.com/watch?v=HpR8Jvz2iD8>
6. Q: How to configure Event Triggered Recording
A: [Click here to download ETR Instructions](#)
7. Q: How to export footage from an IVSEC X-Range NVR
A: Please refer to YouTube link: <https://www.youtube.com/watch?v=NYxL970aR6E>
8. Q: How to factory default an IVSEC X-Range NVR
A: Please refer to YouTube link: <https://www.youtube.com/watch?v=JJdXepypFI>
9. Q: How to login to an IVSEC NVR or camera using Internet Explorer or Chrome
A: Please refer to YouTube link: <https://youtu.be/H-3uULjk0Lk>
[Click here to download Chrome IE Tab Extension \(Windows\)](#)
10. Q: How can I search for IVSEC devices on a network or change an IP address
A: Please refer to YouTube link: <https://youtu.be/2mVoYhTRmRo>
[Click here to download device config tool for Windows](#)
11. Q: How to install the VMS application for Windows
A: Please refer to YouTube link: <https://youtu.be/jy5cYr93bUY>
[Click here to download VMS \(Windows\)](#)
12. Q: How to remotely access your NVR / cameras using the Windows VMS application
A: Please refer to YouTube link: <https://youtu.be/GIbMN6PiAJc>
[Click here to download VMS \(Windows\)](#)

13. Q: How to add 2N IP Verso Intercom camera to an IVSEC NVR:
A: Please refer to YouTube link: https://youtu.be/bS47s8fYx_o
14. Q: How to Setup 3rd Party cameras onto an IVSEC X-Range NVR
A: Please refer to YouTube link: <https://www.youtube.com/watch?v=bUwHHjlbZWg>
[Click here to download Device manager tool](#)
[Click here to download IVSEC PTZ Search Tool](#)
15. Q: Where can I download the previous version of Surveillance Client for Windows
[Click here for Surveillance client \(Win 32-bit\)](#)
[Click here for Surveillance client \(Win 64-bit\)](#)
16. Q: How to setup the surveillance client on Windows
A: Please refer to YouTube link: <https://youtu.be/tbakdNGsKsw>
17. Q: Where can I download the Surveillance client, device config tool & video player for MAC
[Click here for Surveillance client \(MAC\)](#)
[Click here for Device Config Tool \(MAC\)](#)
[Click here to download video player \(MAC\)](#)
18. Q: How to setup the surveillance client on MAC
A: Please refer to YouTube link: https://youtu.be/_sJovaT-oD8
19. Q: How to playback and export footage from surveillance client on a MAC
A: Please refer to YouTube link: <https://youtu.be/gOwoQZA9CRY>
20. Q: How to reset my NVR password?
A: [Click here to download IVSEC Password Reset Procedure](#)
21. Q: Where can I find additional support
A: Scan the QR code below or go to www.ivsecurity.com.au/FAQ



Please note that the first point of contact should be your original System Installer
Alternatively, email service@ivsecurity.com.au for Technical Support or call 1300 368 348.

Note: When emailing or calling for Technical Support please provide:

- Model and serial number of your IVSEC product
- Where was the equipment purchased from (Business name and contact number)
- Description of the issue you are experiencing