

Helix Pro iOS & Android App
User Manual

Version 1.0.0

Contents

Overview 3
Installing the App 3
Home 4
Live 5
Playback 6
File 7
Device Settings 7
Events 16
Settings 16

helix

Welcome

This document is designed to be a reference tool for the operation and overview of the Helix Pro app.

Overview

Experience peace of mind and total control with the **Helix Pro** mobile app, the premier companion for your Helix brand IP devices. Designed for both **iOS and Android**, Helix Pro provides a seamless method to bridge the gap between your mobile device and your Helix security system.

Whether you are checking in on a sleeping pet or monitoring your storefront after hours, the Helix Pro app delivers crystal-clear live video streaming, instant motion-activated alerts, and intuitive playback tools directly to your pocket. Th Helix Pro app focuses on reliability and ease of use, ensuring that high-definition surveillance is always accessible, secure, and responsive, no matter where your day takes you.

Before connecting your device to the Helix Pro app please make sure the Helix device is powered on, receiving data, and on the same network as your mobile device. If you are adding an NVR, please make sure your device is **initialized first**, has a device password, and ready to add to the app.

Installing the App

The Helix Pro app is available on both iOS & Android devices. Visit the App Store or Play Store on your phone, search for Helix Pro to download the latest version of the app to your mobile device. After installing the app to your phone, please allow all app permissions such as push notifications, audio, etc. then review and accept the user license agreement provided in the app.

The app will then be available for use. To begin adding a device into the Helix Pro app, tap the **Add Device** option and select a set up method. Below is a description of all the set-up methods provided in the Helix Pro app.

Scan QR Code P2P

The **Scan QR Code P2P** option allows you to connect your Helix device to the Helix Pro app using a secure P2P connection. The QR code for your device can be found on the physical device or using the device's web user interface using a web browser. For more information on how to access the web user interface, please visit helixsecurity.com/support.

Once you have located the QR code for your device, tap the **Scan QR Code P2P** option and allow the app to access your mobile device's camera. This will allow your phone to scan the QR code for your device. Scan the QR code for your device.

Note: If you are having trouble scanning the QR code, tap the Manually Enter QR Code option and enter the QR Code details for your device manually. The QR code details will typically be the device's serial number and can be found on the physical device or in the information menu of the device's web user interface. If entering in manually, give the device a name and enter the QR Code details in the QR code field. Enter the default password of the device, which is admin, and tap **Apply**.

After you have scanned the QR code for your device, provide a name for your device and enter the default password, which is **admin**, and tap **Apply**. Enter a password for your device and confirm it to complete setup.

IP/Domain/DDNS

The **IP/Domain/DDNS** option allows you to manually connect your Helix device to the Helix Pro app by entering its specific network address or a registered hostname, ensuring a direct connection even if your home IP address changes. To add using IP/Domain/DDNS, tap **Add Device** and select IP/Domain/DDNS.

Note: If adding a remote device, please ensure the device's control port, 30001, is also port forwarded on your network before adding it to the Helix Pro app.

Enter a name for your device in the app and enter the IP address/DDNS information. Enter the password for your device and tap **Apply**.

Search Device

The **Search Device** option automatically scans your local network to identify and link compatible Helix devices, eliminating the need for manual IP entry, or scanning QR codes, during the initial setup.

Note: If using the search device option, please make sure your phone is connected to the same network as the devices you are trying to add into the Helix Pro app.

To add using the search device option, tap **Add Device** and select **Search Device**. The app will then locate the Helix devices currently on your network. Select a device from the provided list to begin adding it into the app.

For more information on adding a device into the Helix Pro app please visit helixsecurity.com/support

Home

The **Home** menu is the main menu of the Helix Pro app. It acts as the central location to view all the connected devices that you have on your Helix Pro app and provides quick links to main features such as playback, events, files, app settings, etc.

Item	Description
	**List View:** View connected devices in a list or original view.
Add Device	**Add Device:** Add new devices to the Helix Pro app.
	**Live:** Provides quick access to the live view of the first device listed in the app.
	**Playback:** Provides quick access to the playback menu of the first device listed in the app.
	**Favorite:** Provides quick access to add or remove favorite devices in the app.
	File: Provides quick access to files such as manual snapshots or videos captured in the app.
	**Camera:** Displays that the device is an IP camera.
	**NVR:** Displays that the device is an NVR. Connected devices on the NVR will be displayed below.
	**Play:** Opens the NVR and all connected channels associated with the NVR.
	Settings: Provides quick access to device settings such as the live view, playback, and device settings. Tap the "Top" arrow to set the device as the first in the list.
	**Device Sharing:** Generate a QR code for a selected device. This will allow you to share your device with other users using the Helix mobile app.
Home	**Home:** Tap this option to return to the
Events	**Events:** Provides quick access to the events menu for each device.
Settings	**Settings:** Provides access to general app settings, video downloads, help, etc.

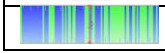
Live

The **Live** menu allows you to view the live feed of your device as well as view and manage other basic options associated with your device.

<table>
<tr><th>Item</th><th>Description</th></tr>
<tr><td></td><td>Home: Tap this icon to return to the home screen.</td></tr>
<tr><td></td><td>Settings: Quick access to device settings such as push notifications, config center, etc.</td></tr>
<tr><td></td><td>Camera List: Quick access to your connected and favorite devices.</td></tr>
<tr><td></td><td>Play/Stop: Play or stop live stream.</td></tr>
<tr><td></td><td>SD/HD: View main (HD) or substream (SD) of the device.</td></tr>
<tr><td></td><td>Audio: Listen to the audio from the device’s microphone.</td></tr>
<tr><td></td><td>Layout: Change how many channels are visible on the screen.</td></tr>
<tr><td></td><td>Full Screen: Set the live view to full screen. Tap the back arrow to exit full screen.</td></tr>
<tr><td></td><td>Playback: Quick access to the playback menu for that device.</td></tr>
<tr><td></td><td>Snapshot: Manually take a snapshot of the live view screen.</td></tr>
<tr><td></td><td>Talk: Enable or disable the ability to</td></tr>
<tr><td></td><td>Record: Manually record a video of the live view screen.</td></tr>
<tr><td></td><td>Favorite: Add new or view favorite devices.</td></tr>
<tr><td></td><td>Fisheye: Use the in-app “fisheye” features.
<table>
<tr><th>Ceiling Mount</th><th>Wall Mount</th><th>EPTZ</th></tr>
<tr><td>Optimized for a 360° overhead "bird's eye" view.</td><td>Optimized for a 180° panoramic view, correcting the horizon so it doesn't look curved.</td><td>Optimized for ceiling or wall mount view to auto rotate through the image.</td></tr>
<tr><th>Original Fisheye</th><th>180° / Single Panorama</th><th>Quad-View</th></tr>
<tr><td>Displays the raw 360° circular view. This is usually the only mode where the camera’s built-in intelligent analytics (like line crossings) are visually overlaid.</td><td>Flattens the circular image into a wide rectangular strip, ideal for wall-mounted cameras covering a hallway or parking lot.</td><td>Splits the screen into four independent, dewarped rectangular windows. You can move each window to a different area of interest within the 360° field.</td></tr>
<tr><th>Double Panorama</th><th>Wide Angle View</th><th>Exit</th></tr>
<tr><td>Splits the 360° view into two 180° strips (top and bottom), allowing you to see "front and back" simultaneously.</td><td>While in wall mounted mode, it provides larger viewing angle of original fisheye view.</td><td>Exit and close fisheye menu.</td></tr>
</table></td></tr>
<tr><td></td><td>Image: Manually adjust the image brightness, contrast, etc.
<table>
<tr><th>Brightness</th><th>Exposure/Highlights</th><th>Saturation/Filter</th></tr>
<tr><td>Adjusts the overall light level. Useful if the scene is naturally dim.</td><td>Adjust and manage light intensity or specific tonal ranges.</td><td>Adjust the color intensity or the application of an image overlay.</td></tr>
<tr><th>Contrast</th><th>Reset</th><th>Exit</th></tr>
<tr><td>Adjust the difference between the light and dark areas of the image.</td><td>Reset the image adjustments made back to default.</td><td>Exit and close the image menu.</td></tr>
</table></td></tr>
<tr><td></td><td>Close: Manually exit or open the live stream.</td></tr>
</table>

Playback

The **Playback** menu provides a user-friendly interface which allows you to search footage by calendar, drag a color-coded timeline (green for schedule, blue for events) and control up to four channels of simultaneous video (NVR) with variable speed and audio options.

<table>
<tr><th>Item</th><th>Description</th></tr>
<tr><td>▷/ ▯▯</td><td>Play/Pause: Play or pause the recording you are viewing in the timeline.</td></tr>
<tr><td>SD</td><td>Stream: Switch between mainstream and substream while viewing playback.</td></tr>
<tr><td>1X</td><td>Speed: View the recordings at a faster or slower speed.</td></tr>
<tr><td>▷|</td><td>Next Frame: View a recording frame by frame.</td></tr>
<tr><td>🔇</td><td>Audio: Listen to the audio captured in the recording.</td></tr>
<tr><td>⛶</td><td>Full Screen: Set the recording to full screen mode.</td></tr>
<tr><td>▶</td><td>Live: Quick access back to the live view menu of the device.</td></tr>
<tr><td>📷</td><td>Snapshot: Take a manual snapshot of the event you are viewing.</td></tr>
<tr><td>⏺</td><td>Record: Record a manual recording of the event you are viewing.</td></tr>
<tr><td>⬇</td><td>Video Download: Download a recording from the app to your mobile device.
To download a recording, enter the start and end time of the event you would like to download and tap Start Download. The event will start to download, to check the status of the download click Check download progress. The event will be downloaded to your mobile device.</td></tr>
<tr><td>☆</td><td>Favorite: Add new or view favorite devices.</td></tr>
<tr><td>👁</td><td>Fisheye: Use the in-app “fisheye” features.
<table>
<tr><th>Ceiling Mount</th><th>Wall Mount</th><th>EPTZ</th></tr>
<tr><td>Optimized for a 360° overhead "bird's eye" view.</td><td>Optimized for a 180° panoramic view, correcting the horizon so it doesn't look curved.</td><td>Optimized for ceiling or wall mount view to auto rotate through the image.</td></tr>
<tr><th>Original Fisheye</th><th>180° / Single Panorama</th><th>Quad-View</th></tr>
<tr><td>Displays the raw 360° circular view. This is usually the only mode where the camera’s built-in intelligent analytics (like line crossings) are visually overlaid.</td><td>Flattens the circular image into a wide rectangular strip, ideal for wall-mounted cameras covering a hallway or parking lot.</td><td>Splits the screen into four independent, dewarped rectangular windows. You can move each window to a different area of interest within the 360° field.</td></tr>
<tr><th>Double Panorama</th><th>Wide Angle View</th><th>Exit</th></tr>
<tr><td>Splits the 360° view into two 180° strips (top and bottom), allowing you to see "front and back" simultaneously.</td><td>While in wall mounted mode, it provides larger viewing angle of original fisheye view.</td><td>Exit and close fisheye menu.</td></tr>
</table></td></tr>
<tr><td>📅</td><td>Calendar: Use the provided calendar to view recordings on different dates & times. If a recording is present, it will have a green dot under the date</td></tr>
<tr><td>⊠</td><td>Close: Manually exit or open the stream.</td></tr>
<tr><td></td><td>Timeline: Scroll through the timeline to view events in playback.</td></tr>
</table>

Favorites

The **Favorites** menu allows users to save specific devices for quick access, enabling them to start a live view of their most important feeds with a single tap. By default, the app will provide a folder “My Favorites” which you can begin adding your favorite devices, however, if you would like to add multiple folders, tap the “+” icon, enter a

name for the folder or folders and begin adding devices. To add devices to a favorite folder, swipe left on the folder and tap **Edit**. This will display a list of all devices connected to the Helix Pro app. Select a device you would like to favorite and tap **Apply**. The device will then be added to that folder. To view all devices in that folder, tap the folder. To delete a favorite folder, swipe left and tap **Delete**.

File

The **File** menu allows users to view and download manual snapshots or recordings from the app to your mobile device. After taking a manual snapshot or manual recording it will automatically save to this menu. To view an event, tap the recording or image to view or play the file in the interface.

Item	Description
	**Share:** Share or email the event from the Helix Pro app.
	**Download:** Instantly download the image or recording to your mobile device.
	**Delete:** Delete the event from the File menu.

Device Settings

To access the device's settings, tap the settings icon (• • •) found in the home menu for your device or you can select your device from the home menu and tap the gear wheel icon (⚙) to be taken to the device's settings options.

Edit Device

The **Edit Device** allows you to change the name of the device, view device QR code details, port, as well as edit the username and password for the device. To access this menu, tap the edit icon (✎).

Item	Description
Add mode	Displays the method in which the device was added into the app.
Device Type	Displays which type of device you are viewing.
Device Name	Displays the current name for the device. To edit, tap the X icon and enter a new name for the device. Tap Apply to finish editing the name.
QR Code	Displays the Device ID or serial number of the device.
Port	Displays the current control port assigned to the device. Default is 30001.
Username	The current username for the device. To change the username, tap the X icon and enter a new username, tap Apply to set the new password.
Password	The current password for the device. To change the password, tap the X icon and enter a new password, tap Apply to set the new password.
QR Code	Displays a scannable QR code that can be used to allow other Helix users to easily share or add your device into their Helix Pro apps.

Push Notifications

The **Push Notifications** menu allows you to enable or disable push notifications that are sent to your phone after an event has been triggered. This one toggle switch applies to all push types associated with your device including IVS, human/vehicle detection, etc. Use the provided toggle switch to enable or disable push notifications from the app.

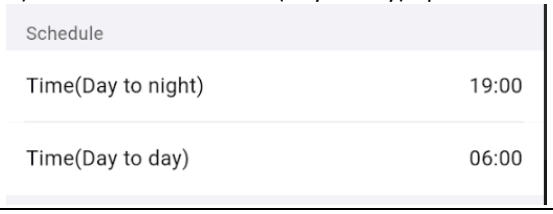
Video Stream

The **Video Stream** menu allows you to manage how video data is transmitted from the camera to your device. This menu is essential for balancing high-definition visual quality with smooth playback, or when viewing over different network conditions.

Item	Description
Live	Set the app to view either the sub stream or mainstream of the device after it is opened. **Main Stream:** The highest resolution and bitrate available. This stream is typically used for local recording and full-screen live viewing when a strong connection is available. It provides the most detail for digital zooming. **Sub Stream:** A lower-resolution, lower-bandwidth alternative. This is designed for multi-camera grid views or remote viewing on mobile devices to prevent lagging and reduce data consumption.
Playback	Set the app to view either the sub stream or mainstream of the device when viewing playback. **Main Stream:** The highest resolution and bitrate available. This stream is typically used for local recording and full-screen live viewing when a strong connection is available. It provides the most detail for digital zooming. **Sub Stream:** A lower-resolution, lower-bandwidth alternative. This is designed for multi-camera grid views or remote viewing on mobile devices to prevent lagging and reduce data consumption.

Night Vision

The **Night Vision** menu allows you to change or switch between different night modes associated with your device. These include night vision modes like Smart Illumination, IR mode, etc.

Item	Description
Smart Illumination	Automatically switches the camera from infrared black-and-white mode to full-color video by activating white LED lights only when the system detects a person or vehicle.
White Light	Forces the device to activate its built-in white light LEDs to provide constant illumination, ensuring the system captures full-color video even in total darkness.
IR Mode	Captures clear black-and-white video by using infrared LEDs to illuminate the scene, providing high-contrast visibility in total darkness without emitting visible light.
Schedule	Allows you to set specific times for the camera to switch between color and infrared, ensuring the image settings automatically align with your daylight hours. For instance, if you want the night vision options to only apply between 7pm and 6am, set the Time(Day to night) to 19:00 and the Time(Day to day) option to 06:00 and tap Save. 

Configuration Center

The **Configuration Center** acts as the primary administrative hub, allowing you to manage your hardware settings and system preferences for your Helix device. From this menu, you can modify channel or camera settings, network, system, event, or storage (for NVR) settings.

Channel

The **Channel** option allows you to adjust image settings for a device that is connected to your NVR right from the Helix Pro app. Tap the image adjustment option, select a channel, and use the slider to begin modifying the following settings.

Item	Description
	Brightness: Adjusts the overall light level. Useful if the scene is naturally dim.
	Exposure/Highlights: Adjust and manage light intensity or specific tonal ranges.
	Saturation/Filter: Adjust the color intensity or the application of an image overlay.
	Contrast: Adjust the difference between the light and dark areas of the image.
	Reset: Reset the image adjustments made back to default.
	Exit: Exit and close the image menu.

Camera

The **Camera** menu allows you to adjust or modify settings for a camera that has been directly added not the Helix Pro app. This includes options such as privacy masking, image adjustments, and night vision.

Privacy Masking

The **Privacy Masking** option can be used as a security feature that allows you to black out or "shield" specific areas within a camera's field of view. This ensures that sensitive regions, such as license plates, neighboring windows, or private property are not visible during live viewing and are not recorded in the saved footage.

To create a privacy block, use your fingers on the interface to draw privacy blocks. Set a block onto the interface and tap **Add**.



To delete a block, select the block from the interface and tap **Delete Zone**.

Image Adjustment

The **Image Adjustment** menu provides tools to fine-tune the visual output of your camera to ensure clarity across different lighting environments. These settings allow you to correct overexposure, shadows, and color imbalances without needing to physically adjust the lens.

Item	Description
	Brightness: Adjusts the overall light level. Useful if the scene is naturally dim.
	Exposure/Highlights: Adjust and manage light intensity or specific tonal ranges.

	Saturation/Filter: Adjust the color intensity or the application of an image overlay.
	Contrast: Adjust the difference between the light and dark areas of the image.
	Reset: Reset the image adjustments made back to default.
×	**Exit:** Exit and close the image menu.

Night Vision

The **Night Vision** menu allows you to change or switch between different night modes associated with your device. These include night vision modes like Smart Illumination, IR mode, etc.

Item	Description
Smart Illumination	Automatically switches the camera from infrared black-and-white mode to full-color video by activating white LED lights only when the system detects a person or vehicle.
White Light	Forces the device to activate its built-in white light LEDs to provide constant illumination, ensuring the system captures full-color video even in total darkness.
IR Mode	Captures clear black-and-white video by using infrared LEDs to illuminate the scene, providing high-contrast visibility in total darkness without emitting visible light.
Schedule	Allows you to set specific times for the camera to switch between color and infrared, ensuring the image settings automatically align with your daylight hours. For instance, if you want the night vision options to only apply between 7pm and 6am, set the Time(Day to night) to 19:00 and the Time(Day to day) option to 06:00 and tap Save.

Network

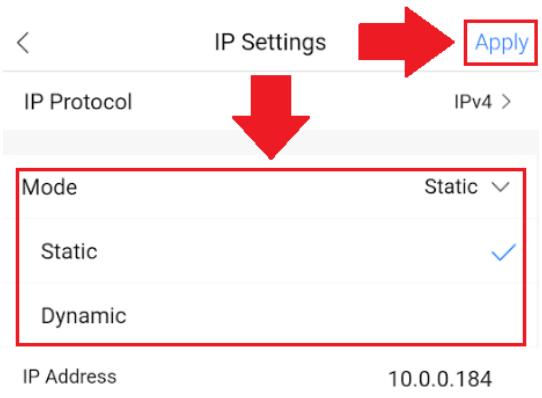
The **Network** menu allows you to manage the connectivity and internet settings for your cameras and NVRs right from the Helix Pro app.

IP Settings

The **IP Settings** option allows the user to switch between a dynamic (DHCP) or static IP as well as view other important network details including IP address, subnet masks, default gateway information, etc. Please note, it is highly recommended to change the device's IP setting from dynamic to static, this way if your device resets due to a power failure or for other reasons, the device's IP will remain the same.

How To Set a Static IP

Tap **Mode** and choose between a dynamic IP or a static IP for your device. Tap **Apply.**



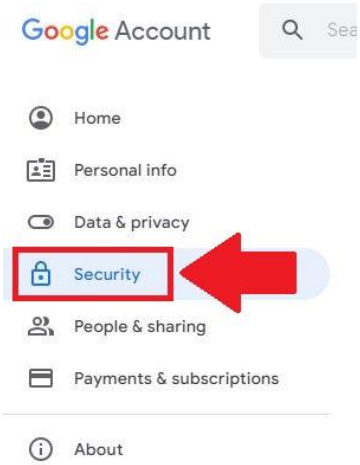
Email

The **Email** menu allows you to set up email alerts using the Helix Pro app. Email setup will be dependent on your specific email provider. In the example provided in this manual, we will be using Gmail. Setting up email alerts will allow your device to send email notifications once a motion detection or other event is detected by the device.

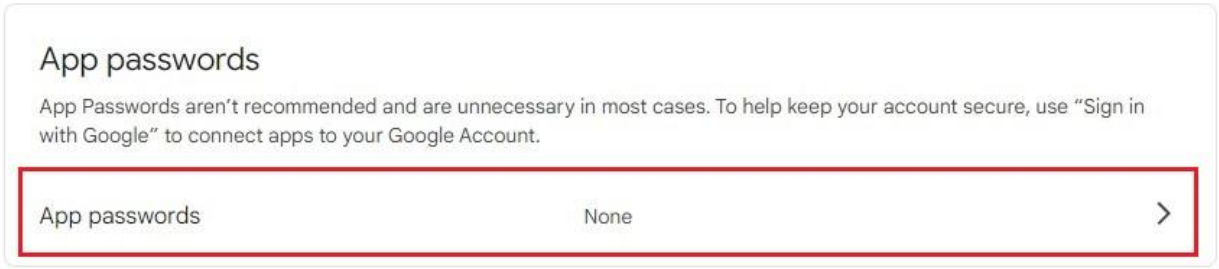
Enter the SMTP server address (if using Gmail it is smtp.gmail.com) and port number. For instance, if you use the TLS as an encryption protocol you will enter 587. If you use SSL, it will be port 465.
Enter your email address into the User Email field. Enter the password provided by Gmail into the **Password** field. Please note, the "Password" should be the Gmail generated app password provided.

Allowing Less Secure Apps

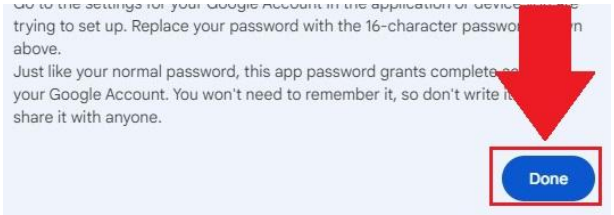
- In Gmail, using a web browser, click the account avatar/icon picture located in the upper right of the window.
- Click the blue button that says "**Manage Your Google Account**"
- Once on the account setting page please click "**Security**"



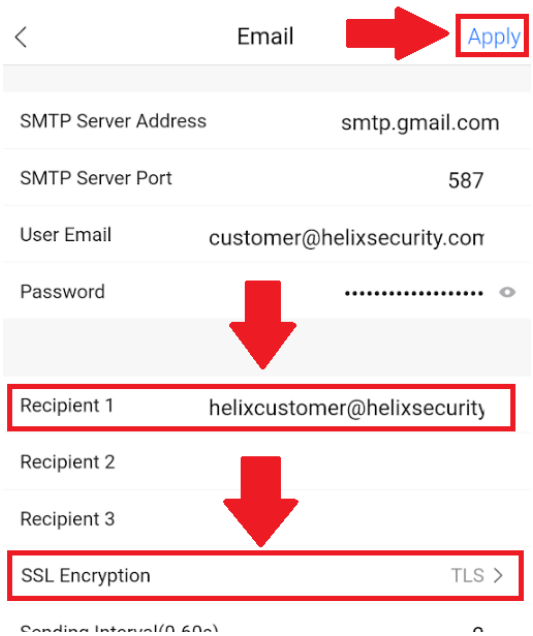
- Click on ensure 2-step verification is enabled. In the 2-step verification menu, scroll down and locate **App passwords**



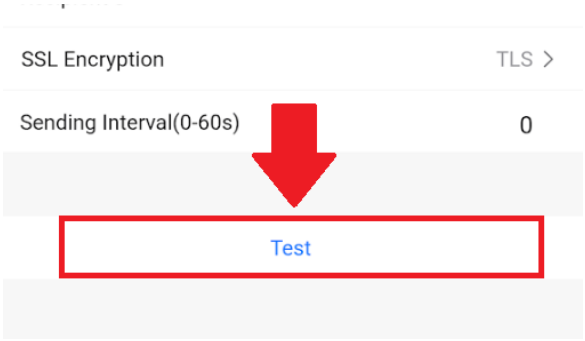
- Enter a name for the authentication and click **Create**.
- Google will generate an app password which must be entered into the Password field in the app.



Enter the recipient's email into the **Recipients** field. Multiple recipients can be entered if needed. Select the correct SSL Encryption, for instance since we are using port 587 we will choose TLS. Click **Apply**.



Tap **Test** to test the alerts. A confirmation email will be sent to the user email entered in the app.



System

The **System** menu provides essential information for your camera or NVR including device information, date & time settings, time zones, etc.

Device Information

The **Device Information** option displays important details for your camera or NVR including the MAC address, device name, device type, product model, as well as the current firmware version you are using on your device.

System

If using an NVR, the system details will be provided with this menu which include the current name of applied to the NVR as well as the output resolution of the HDMI or video output source. Please note, if changing the output resolution the NVR will restart.

Date & Time

The **Date & Time** menu allows you to adjust date & time settings or to sync the date & time of the device to the mobile device's date & time. To sync your device to your phone's date & time settings, tap the Sync Phone option then click **Apply** to save the settings.

Time Zone

The **Time Zone** menu allows you to synchronize your devices with local time and configure daylight saving settings, ensuring that all video recordings and event logs are accurately time-stamped for easy retrieval. To change time zone settings, tap time zone and select your current time zone from the provided list. Click **Apply** to save the setting.

DST

The **DST** option allows you to modify or set any daylight savings time settings for your device. Enable this option if needed, the default start and end times for DST will be applied as well as the current offset time for this option. Tap **Apply** to save these settings.

Password Management

The **Password Management** menu allows you to modify the current password associated with your NVR. To modify the password, enter the current password for your NVR into the "Old Password" field. After the current password has been entered, enter the updated password into the "New Password" field and confirm it. Tap **Save** to apply the new password to your NVR.

Since the password has been modified, the password for the NVR will need to be changed in the app. To update the password, navigate back to settings screen and select the Edit icon ()for the NVR. Enter the new password into the **Password** field and click **Apply**. The device will come back online in the app.

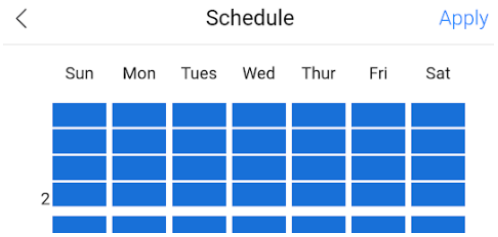
Events

The **Events** menu allows the user to set or adjust motion detection, intrusion, tripwire and other detection settings for your device.

Motion Detection

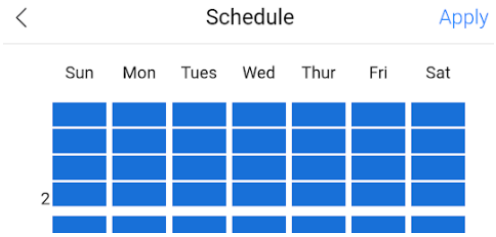
The **Motion Detection** menu allows you to modify general motion detection settings for your device or a selected channel if using an NVR.

Item	Description
Channel	If you use an NVR, select a connected device that you want to modify.
Enable	Enable or disable motion detection on the device.
Sensitivity	Determines the threshold of pixel change required to trigger an alert, where a higher value detects subtle movements and a lower value ignores smaller objects like swaying branches or insects. Select between a low, medium, or high option if needed.
Detection Area	Allows you to define specific zones within the camera's field of view to monitor for movement, ensuring alerts are only triggered by activity in designated regions while ignoring irrelevant background motion. By default, it will be set to detect the entire area.

	Use your finger on the interface to set or exclude areas on the screen. To remove all areas, tap clear and set the detection areas as needed. Tap **Apply**.
Schedule	Allows you to set a schedule that will allow motion detection to only apply during specific days and times. The hours a day will be represented on the left of the interface the days of the week at the top.  Use your finger to set a schedule. For instance, if you want motion to only apply between 6pm - 6am throughout the week, make sure to enable the areas between 6 and 18 and tap **Apply** to save the schedule.

Intrusion

The **Intrusion** menu allows you to define virtual boundaries on a camera's feed and configure real-time alerts or recordings that trigger whenever a person or vehicle enters and stays within that specified zone.

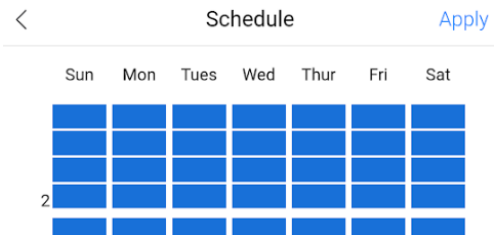
Item	Description
Enable	Enable or disable the intrusion feature.
Detection Area	Tap delete to remove the default detection area. Use your finger to set points on the screen to create the area. Double tap on the screen to set the intrusion rule. Click Apply.
Schedule	Allows you to set a schedule that will allow the rule to only apply during specific days and times. The hours a day will be represented on the left of the interface the days of the week at the top.  Use your finger to set a schedule. For instance, if you want the rule to only apply between 6pm - 6am throughout the week, make sure to enable the areas between 6 and 18 and tap **Apply** to save the schedule.

For more information on how to set up an intrusion rule please visit helixsecurity.com/support

Tripwire

The **Tripwire** menu allows you to create a virtual line drawn within a camera's field of view that triggers an automated alert or recording whenever an object crosses it in a specified direction.

Item	Description
Enable	Enable or disable the tripwire feature.

Detection Area	Use your finger to draw a detection line on the screen. Select a direction in which the object will be detected, B->A (right to left), A->B (right to left), A <->B (both directions). Tap **Apply**.
Schedule	Allows you to set a schedule that will allow the rule to only apply during specific days and times. The hours a day will be represented on the left of the interface the days of the week at the top.  Use your finger to set a schedule. For instance, if you want the rule to only apply between 6pm - 6am throughout the week, make sure to enable the areas between 6 and 18 and tap **Apply** to save the schedule.

For more information on how to set up an intrusion rule please visit helixsecurity.com/support

Storage

The **Storage** menu allows you to view or modify NVR recording settings as well as disk management. This allows you to check the status or format a connected hard drive.

Record

The **Record** menu allows you to view or modify record settings for a connected device on your NVR. Select a channel and use the provided options to edit any recording settings.

Item	Description
Channel	Select a channel that you want to modify.
Record	Enable or disable the ability for the NVR to record to a local hard drive.
Record Audio	Enable or disable the ability for the NVR to record audio of the recording to a hard drive.
Schedule	Set a schedule for all recordings associated with the NVR. Use your finger to set the schedule times and days and tap Apply to save the schedule.
Copy Settings	Tap this option to set the modified recording settings to other channels on the NVR.

Disk Management

The **Disk Management** menu allows you to view a connected hard drive's detail as well as provides an option to format the hard drive if needed.

Item	Description
Disk	If multiple hard drives are connected to the hard drive, select which hard drive you would like to view or format.
Disk Status	Shows the status of the hard drive. If the status says "Need to Format" make sure to format the hard drive until the status says Normal. If it is normal it is functioning properly.
Disk Serial Number	Displays the serial number of the connected hard drive.

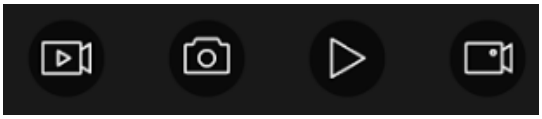
Used Space	Displays how much space has been used on the hard drive.
Recording Loop	Allows the system to continuously record by automatically overwriting the oldest footage on the storage disk once it reaches full capacity.
Expiration time (days)	Allows you to set a specific number of days for footage to be stored before it is automatically deleted, ensuring the system complies with data retention policies regardless of remaining disk space.

Events

The **Events** menu serves as a centralized hub where you can receive real-time push notifications, search for historical event logs, and instantly review video clips or snapshots that are saved to local storage.

Item	Description
	**Alarm Search:** Search and filter events for specific devices. To use this interface, select your device from the **Device** menu. Enter a start and end time of the event or events and use the **Alarm Type** menu to filter and view specific event types. Tap **OK** and **Search** to view the results. Select the event to be taken to the playback timeline in which the event occurred.
	**Setting:** Use the provided options to view push notification settings or clear events in this menu.
Device	**Device:** Use this option to select and view events on specific devices.
Type	**Type:** Use the filter options to view only specific event types for specific devices. Select a filter and tap **OK** to view the events to view all events tap **Reset**.
Date	**Date:** Use this option to view events from different days. Tap **Reset** to view all current events.

Select an event from the list to view the event.



Item	Description
	**Playback:** View the recording as it is viewed in the playback timeline.
	**Manual Snapshot:** Take a snapshot of the event. (It will be retained in the File folder)
	**Play/Pause:** View or pause the event in the interface.
	**Manual Record:** Take a clip of the event. (It will be retained in the File folder)
Device	**Device:** Use this option to select and view events on specific devices.
Type	**Type:** Use the filter options to view only specific event types for specific devices. Select a filter and tap **OK** to view the events to view all events tap **Reset**.
Date	**Date:** Use this option to view events from different days. Tap **Reset** to view all current events.

Settings

The **Settings** menu allows users to view general app settings cloud, downloads, as well as direct access to the Helix support page.

General

The **General** menu allows the user to view app related settings such as language, app-based notifications, clearing app cache, etc.

Language: Tap this option to set the app into different languages including English, Espanol, French, etc.

App Notifications: Enable or disable in app notifications including alert sounds and banner notifications.

Banner: Enable or disable the ability to prompt in app banner notifications.

Red Dot Notifications: These are notifications that indicate if an unread event or option is available.

Alert Sounds: Allow the app to send audible notifications if an alert or alarm is triggered.

Vibrate: Allow the app to vibrate your phone when an alert or alarm is triggered.

Voice Type: Select which sound will trigger once an alert or alarm is triggered noise. Voice broadcast will be the default sound associated with your mobile device.

Hard Decoding: Offloads video processing from the app's software to your phone's dedicated hardware (GPU) to provide smoother high-definition playback while reducing battery consumption and CPU strain.

Auto play favorite devices: Enable or disable the app's ability to auto play favorite devices.

Show Bitrate: Allow the app to display the current bit rate of the device in the live view interface.

Touch Identification: Enable or disable the ability to allow the app to use fingerprint identification.

Video ratio: Select between different aspect ratios of the stream.

Default: The default app aspect ratio.

Full Screen/Stretch: Removes black bars by stretching the image to fit your phone's screen, which can make people or objects appear wider or taller than they are.

Original/Adaptive: Displays the exact field of view the camera captures without distortion, though it may leave empty space on the sides of your phone screen.

Clear Cache: Deletes temporary files, such as image thumbnails and buffered data, stored by the app to free up storage space and resolve minor performance glitches or loading errors.

About: Displays the current app version you are using as well as direct access to the user license agreement.

Cloud Access

The **Cloud Access** menu provided quick access to your cloud storage account. For more information on how to set up an optional cloud storage account for your device please visit helixsecurity.com/support

Video Download

The **Video Download** menu allows you to view and check the status of any downloaded files from the app to your mobile device. To clear the queue, tap the **Delete** icon.

Help

The **Help** menu provides you with quick access to the Helix support page at helixsecurity.com/support