GV-Mobile VPN

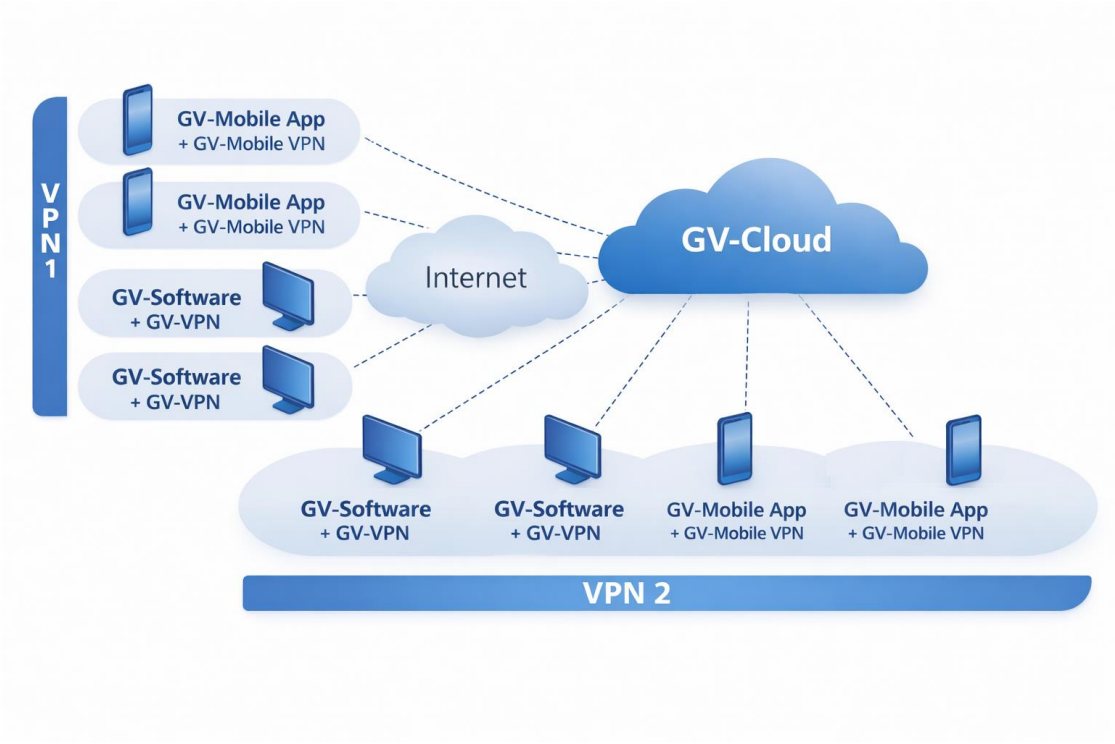
Contents

Supported OS 4
License 4
Getting Started 5
1. Signing up on GV-Cloud 5
2. Creating a VPN on GV-Cloud 6
3. Installing and Configuring GV-Mobile VPN 8
4. Testing the Connection Between Mobile Device and PC 11
How to Connect GV-Eye to GV-VMS Using GV-Mobile VPN and GV-VPN 13

GV-Mobile VPN

The **GV-Mobile VPN mobile app**, together with the cloud-based platform GV-Cloud, enables GeoVision mobile apps on separate mobile devices to connect to a virtual private network (VPN). You can **create multiple VPNs** on the **GV-Cloud platform**, allowing flexible deployment across different teams or locations.

PCs can also join the same VPN by installing the **GV-VPN desktop utility**, allowing GeoVision desktop software to connect. By linking PCs and mobile devices through a unified VPN, GV-VPN and GV-Mobile VPN eliminate the need for complicated router configurations.



Terminology

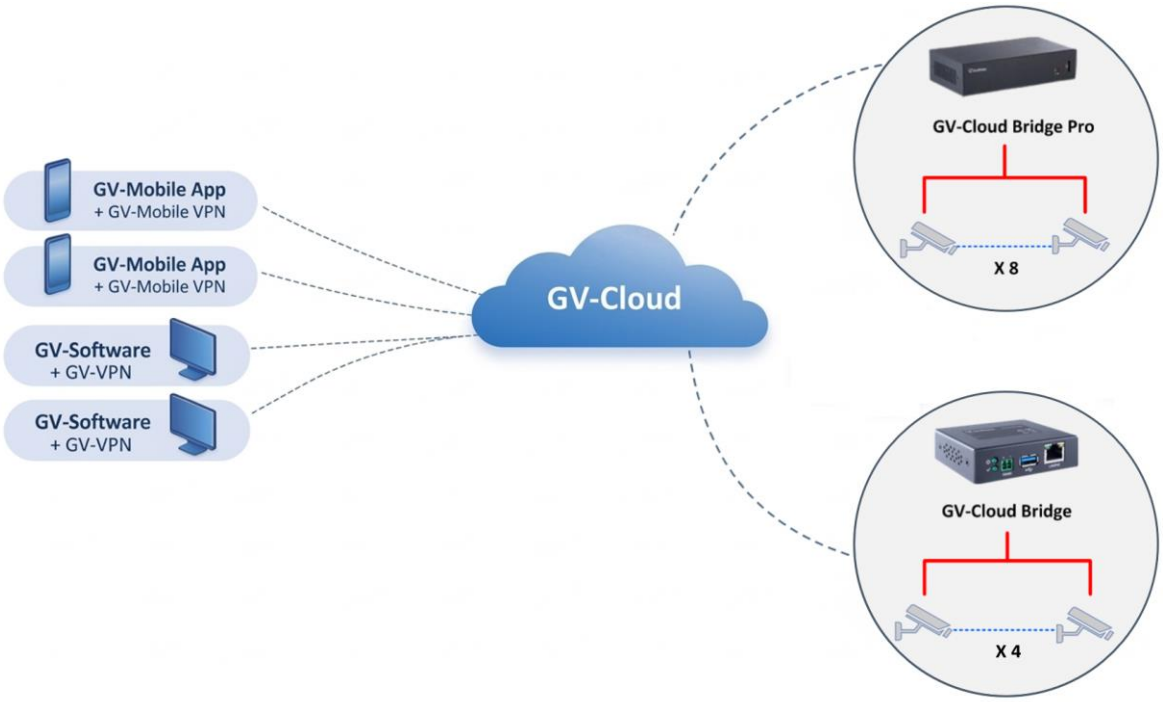
- **GV-Mobile Apps**: GeoVision mobile applications such as **GV-Eye**, **GV-Face**, etc.
- **GV-Software**: GeoVision desktop software including **GV-VMS**, **GV-Recording Server**, and related applications.

Note:

1. The GV-Mobile VPN mobile app supports all GV-Mobile Apps.
2. The GV-Mobile VPN mobile app does not support symmetric or UDP broadcast-disabled networks.

VPN Hardware Options: GV-Cloud Bridge Series

Advanced users can purchase GV-Cloud Bridge Pro or GV-Cloud Bridge, both of which include built-in VPN functionality. The two devices can increase the utility of VPN by enabling GV-Software and GV-Mobile Apps to connect to IP cameras in VPN environments.



Note: For details on GV-Cloud Bridge Pro and GV-Cloud Bridge, see *GV-Cloud Bridge Pro Installation Guide* and *GV-Cloud Bridge Installation Guide*, respectively. To enable GV-Mobile Apps to connect to IP cameras via GV-Cloud Bridge Pro or GV-Cloud Bridge, use the same VPN ID and password created on GV-Cloud.

Supported OS

- iOS 15 ~ 18.7 and 26; Android 12 ~ 15

License

Free License	10 hosts
License Option	128 hosts, 256 hosts

Note:

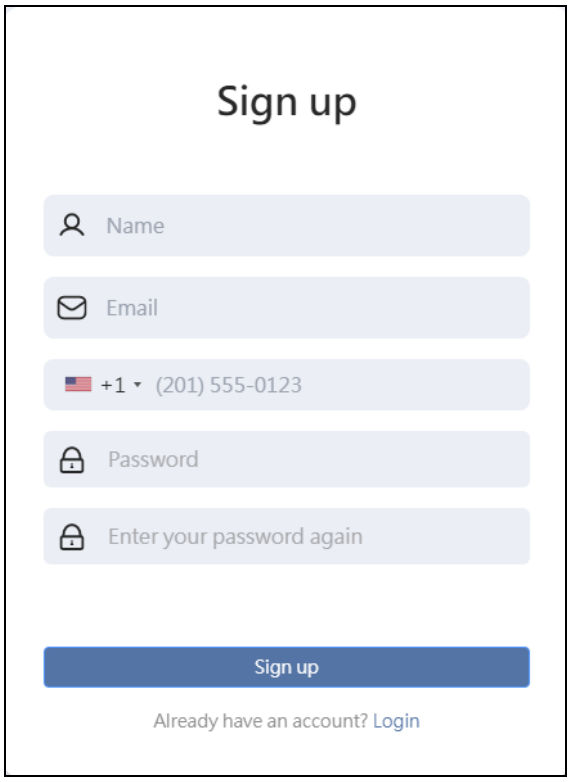
1. For over 256 hosts, the increment for each license is 128 hosts.
2. Contact our sales representatives directly to purchase the license.
3. You will receive e-mail reminders 15 days before the license expires. If the license is not renewed, partial hosts will be disabled.

Getting Started

1. Signing up on GV-Cloud

It is required to create a VPN on GV-Cloud first for the configurations on the GV-Mobile VPN mobile app later. To create a VPN on GV-Cloud, follow the instructions below to sign up on GV-Cloud first.

1. On the Web browser, visit the GV-Cloud webpage at https://www.gvaicloud.com/.
2. Click **Sign Up**. This page appears.

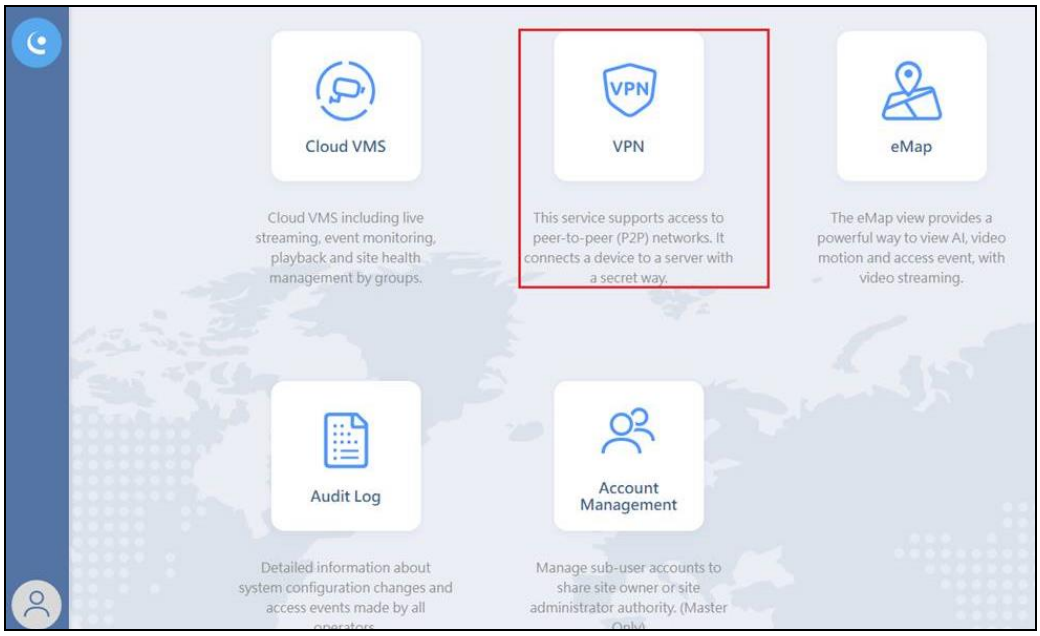


3. Type the user's Name, E-mail, Password, type the password again, and click **Sign up**. You will receive a confirmation e-mail.
4. To confirm the e-mail account, click the activation link in the confirmation e-mail. You will receive an additional e-mail confirming the success of GV-Cloud registration, along with an account ID number. Keep the information for logging in GV-Cloud later.

2. Creating a VPN on GV-Cloud

After successfully signing up on GV-Cloud, follow the instructions below to log in to GV-Cloud and create a VPN.

1. On the Web browser, visit the GV-Cloud webpage at https://www.gvaicloud.com/.
2. Fill in the ID, E-mail, and password created at *Step 3, 1. Signing up on GV-Cloud.*
3. This page appears. Select **VPN** to access the VPN setup page.



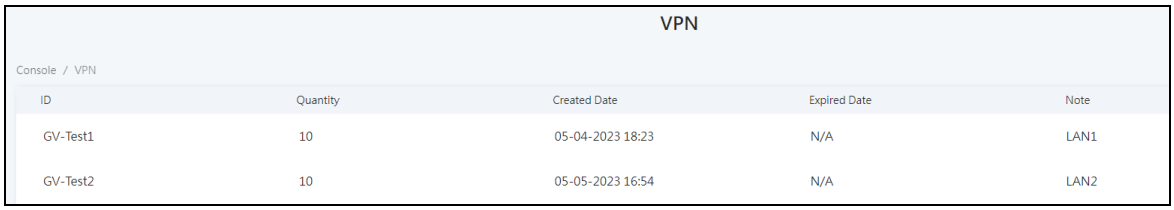
4. On the VPN setup page, click the **Add** + icon on the upper right corner to create a VPN.

5. Type the ID, Password, Confirmation Password, optionally the Note for the VPN, and verify the VPN ID in case it's already in use. Keep the information for the configurations on the GV-Mobile VPN mobile app later.



6. Click **Send.**

The VPNs created will be displayed on the home page as shown below.



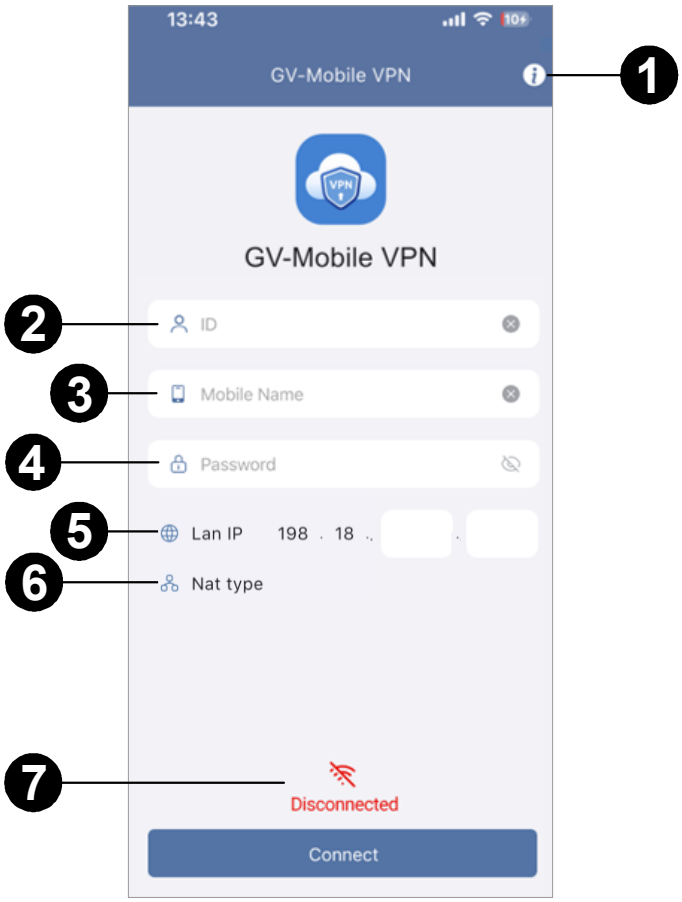
Name	Description
ID	The VPN ID created at *Step 5.*
Quantity	The available number of hosts for the connection.
Created Date	The date the specified VPN is created.
Expired Date	The expiration date for the license.
Note	The note added at *Step 5.*

Note:

1. You can optionally click the VPN on the list to modify its note and password.
2. For details on the license options, see the *License* section.

3. Installing and Configuring GV-Mobile VPN

After creating VPNs on GV-Cloud, download the GV-Mobile VPN mobile app from the **App Store** or **Google Play** and install the application. Once the installation is complete, run the app. On the GV-Mobile VPN main page, fill in the information created and acquired in the previous steps.



No.	Name	Description
1	Info	Click to display the version number and technical support contact information.
2	LAN ID	The VPN ID created on GV-Cloud at *Step 5, 2. Creating a VPN on GV-Cloud*.
3	Mobile Name	The desired host name for your GV-Mobile App.
4	Password	The VPN password created on GV-Cloud at *Step 5, 2. Creating a VPN on GV-Cloud*.
5	LAN IP	The desired IP address (198.18.x.x) for your GV-Mobile App. 198.18.0.1 ~ 198.18.255.254 is available.

Note: If the network connection changes while GV-Mobile VPN is running (for example, switching between Wi-Fi and mobile data), disconnect and reconnect GV-Mobile VPN for the change to take effect.

After filling in the information above, click **Connect.** The following information will be displayed for No. 6 ~ No. 7.

No.	Name	Description
6	NAT Type	One of the following word strings will be displayed for different connection NAT types: ■ **Moderate:** The network environment is applicable for running GV-Mobile VPN. ■ **Restrict:** The network environment is not applicable for running GV-Mobile VPN and may lead to an unstable connection. ■ **Unknown:** The connection is undetectable. Make sure to click **Connect** or check if the network environment is detectable.
7	Status	One of the following word strings will be displayed for different connection statuses: ■ **Disconnect:** The connection is not yet set up. ■ **Connecting:** The connection is in process. ■ **Connected:** The connection is set up. ■ **Login failed:** You typed the incorrect LAN ID / Password. ■ **IP address is already in use:** The IP address is already occupied. Change the last two digits of LAN IP and try again. ■ **Exceed limit:** The number of hosts exceeds the system threshold. ■ **Temporarily locked out:** After three attempts of incorrect password key-in, the system will be automatically locked out for 5 minutes.

Note:

1. Different NAT types across separate mobile devices may affect the connection. See the table below:

NAT Type Client \ Server	Restrict (Symmetric)	Moderate (Asymmetric)
Restrict (Symmetric)	Not Support	Possible
Moderate (Asymmetric)	Possible	Pass

2. When encountering connection issues, check the network connection (Wi-Fi or mobile data) first.

4. Testing the Connection Between Mobile Device and PC

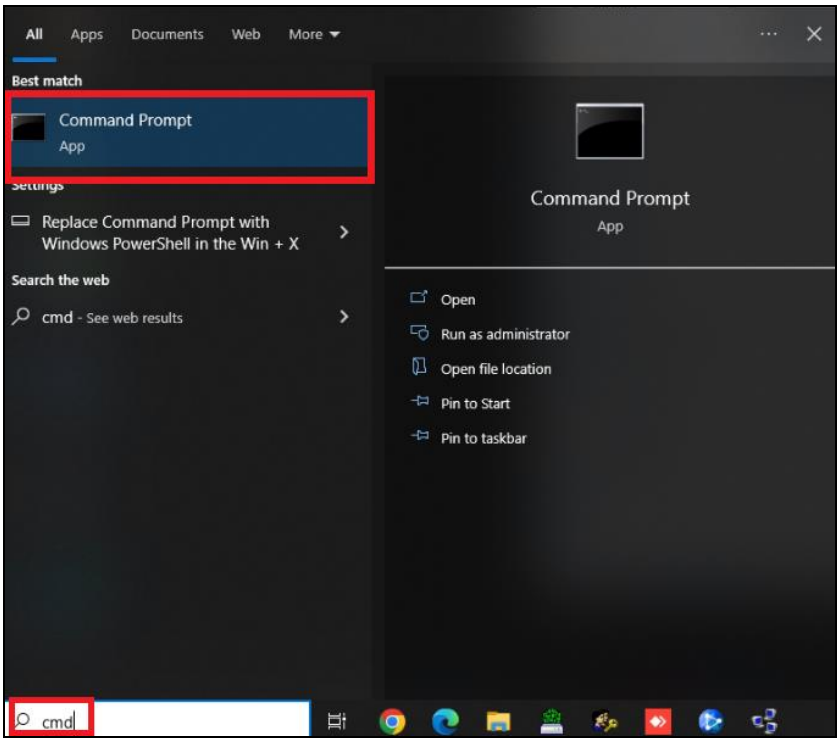
When the **GV-Mobile VPN mobile app** is configured and running on different mobile devices for different GV-Mobile Apps, and the **GV-VPN desktop utility** is configured and running on different PCs for different GV-Software, verify if the GV-Mobile Apps and GV-Software can connect to each other through the VPN created on GV-Cloud.

You can test the connection using Command Prompt (on a PC) or a Web browser (on a PC or mobile device) to check if another GV-Software or GV-Mobile App is accessible within the VPN.

The following example demonstrates testing between a mobile device and a PC.

[Command Prompt on PC]

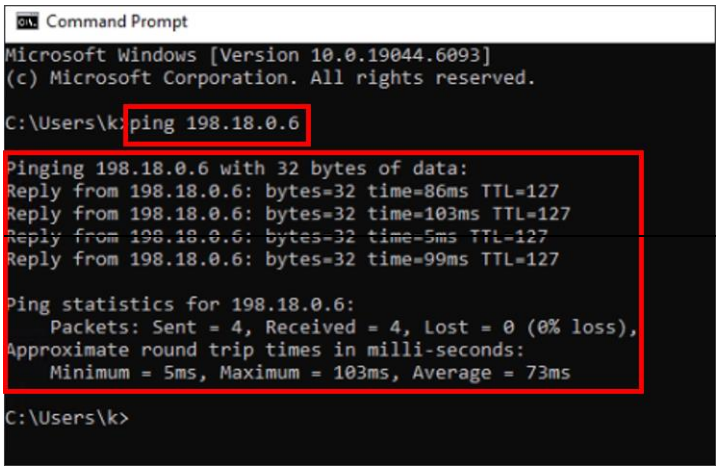
1. On the PC, type **cmd** in the search bar, and run the **Command Prompt** application.



2. Use one of the following methods to test the connection:
   - **LAN IP:** In Command Prompt, type “ping <LAN IP>” using the IP address assigned to the GV-Mobile App in GV-Mobile VPN on the same mobile device, and press **Enter**.

- **Host Name**: In Command Prompt, type “ping <Host Name>” using the host name assigned to the GV-Mobile App in GV-Mobile VPN on the same mobile device, and press **Enter**.

If the connection to the mobile device is successful, ping results will appear below the command.

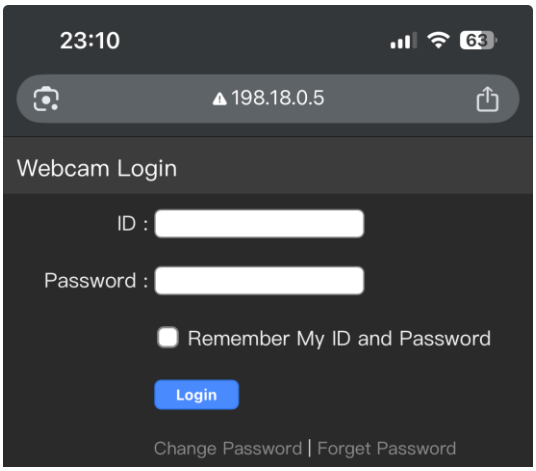


[Web Browser on Mobile Device]

1. On the mobile device, open a Web browser.
2. In the address bar, type the LAN IP assigned to the GV-Software in the GV-VPN desktop utility on the same PC. For details, see *3. Installing and Configuring the GV-VPN Desktop Utility* in the *GV-VPN Guide*.



If the connection to the PC is successful, the GV-Software login page will appear.



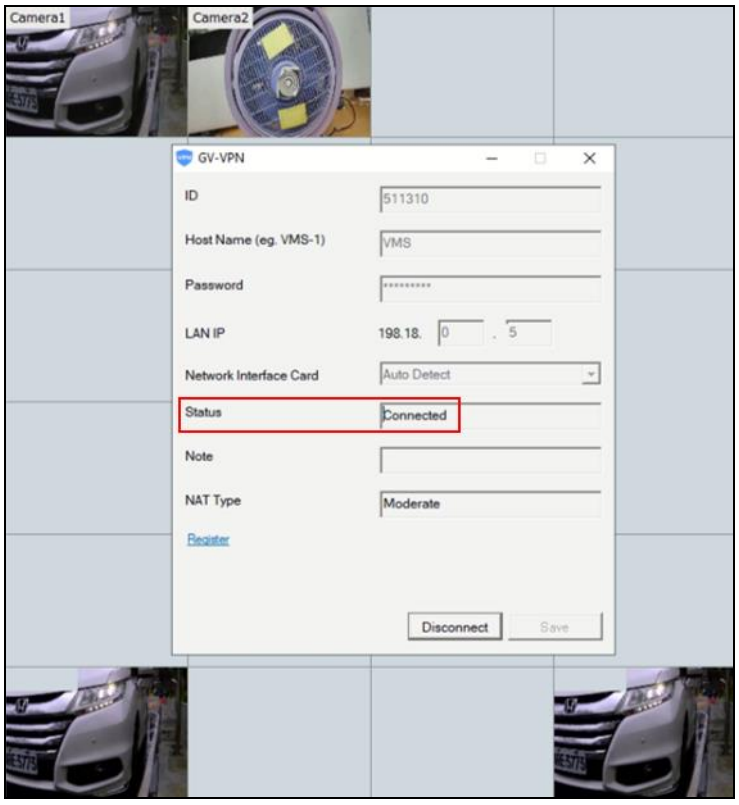
How to Connect GV-Eye to GV-VMS Using GV-Mobile VPN and GV-VPN

To better demonstrate how to connect GV-Mobile Apps to GV-Software using the **GV-Mobile VPN mobile app** and the **GV-VPN desktop utility**, the following steps illustrate detailed information involved in the setup process. Before proceeding, make sure you have signed up for GV-Cloud and created a VPN on it. For details, see *1. Signing up on GV-Cloud* and *2. Creating a VPN on GV-Cloud.*

1. On the **GV-VPN desktop utility** installed on the PC that runs GV-VMS, fill in the following information:

LAN ID	*511310* (VPN ID created on GV-Cloud)
Host Name	*VMS* (customizable host name for GV-VMS)
Password	*[Password]* (VPN password created on GV-Cloud)
LAN IP	*198.18.0.5* (desired IP address (198.18.x.x) for your GV-Software)

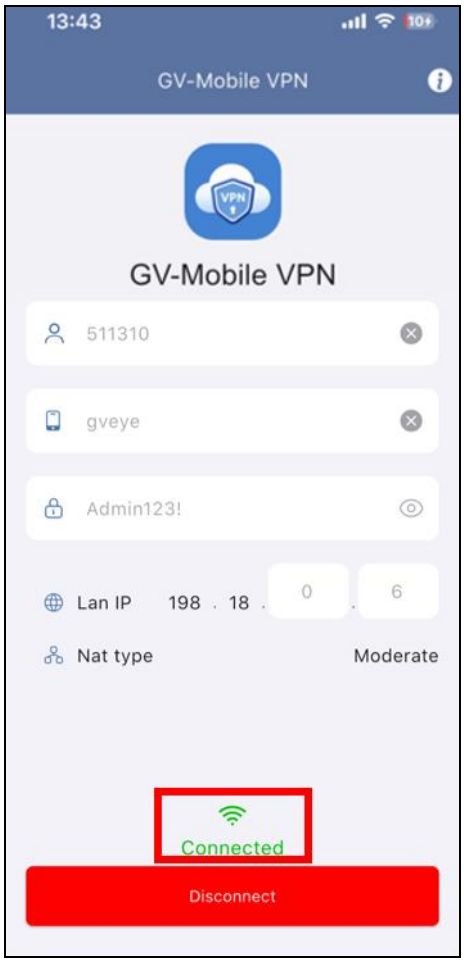
2. Click **Save**. After a successful connection, the **Status** field changes to **Connected**.



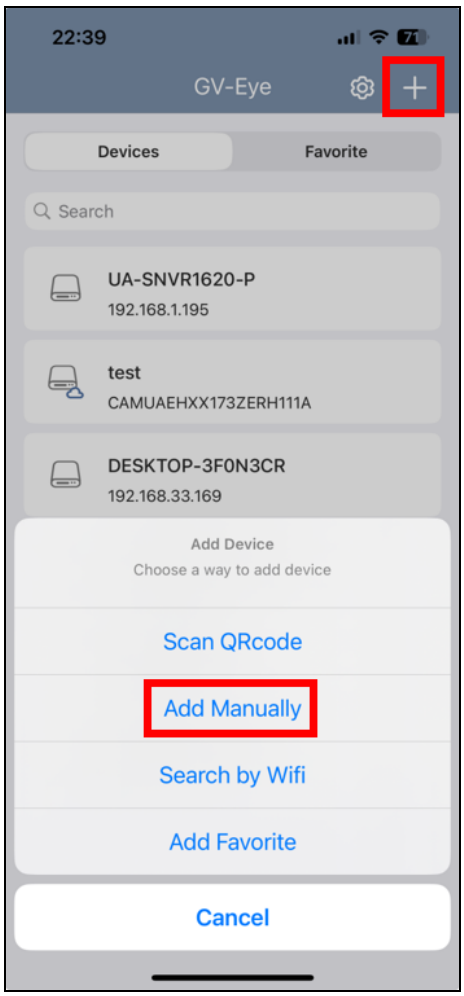
3. On the **GV-Mobile VPN mobile app** installed on the mobile device that runs GV-Eye, fill in the following information:

LAN ID	*511310* (VPN ID created on GV-Cloud)
Host Name	*gveye* (customizable host name for GV-Eye)
Password	*[Password]* (VPN password created on GV-Cloud)
LAN IP	*198.18.0.6* (desired IP address (198.18.x.x) for your GV-Mobile App)

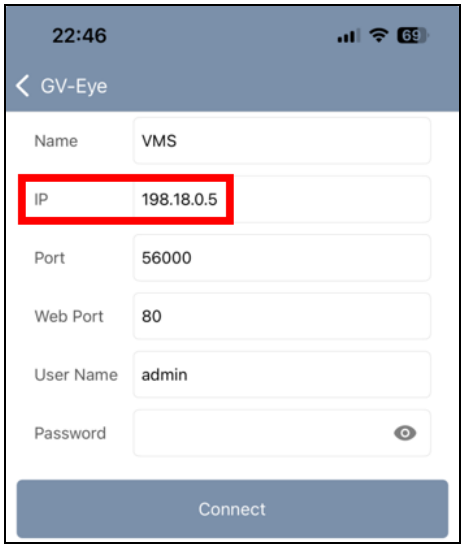
4. Click **Save**. After a successful connection, the **Status** message changes to **Connected**.



5. On GV-Eye, click **Add Device** > **Add Manually** to add GV-VMS to the host list.



6. On the Add Device page, fill in the LAN IP assigned to GV-VMS (198.18.0.5) in the **IP** field, as configured in *Step 1*.



7. Click **Connect**.

If the connection to GV-VMS is successful, the live view images of GV-VMS will appear on GV-Eye.

