1. Overview

Thank you for using our monitoring software.

This manual is designed to allow users to better prepared to use our monitoring platform, system installation manual is divided into Features, FAQ sections. Through the manual, you can learn how to use this monitoring platform.

1.1 Intellectual Property Rights

Company of the platform and related products, with completely independent intellectual property rights, without permission, any person or company for any reason the theft of the company's products or reproduced information document related to the company's products.

1.2 The main application

Teller machine, bank teller, supermarkets, factories, cafes and other network monitoring

Nursing homes, kindergartens, schools provide remote monitoring services

Intelligent Access Control System

Intelligent Building, Intelligent Community Management System

Electricity power stations, telecommunication base station unattended system

Outdoor equipment, monitoring and management

Bridges, tunnels and crossroad traffic monitoring system

Pipeline monitoring, warehouse monitoring

24-hour surveillance of the Road Traffic

Remote monitoring of forests, water, and river resources

....

1.3 Technical Support and Services

In the course, if you encounter any technical problems, you can contact your local dealer. If your problem can not be resolved immediately, he will refer the question to reflect the company technical department to ensure the fastest solution to your problem. You can also try to resolve the following ways:

1) Follow the prompts to download the latest version to upgrade.

2) in the Company's website "Frequently Asked Questions page to find your answer.

3) contact through the website of the Company's customer service phone company staff.

The installation wizard

1. Hardware installation instructions

To see if the device in the box accessories are complete, the accessories shown in Figure 1-1: user manual, stand, camera, antenna, cable, screws and fixed plastic disc, the power supply.
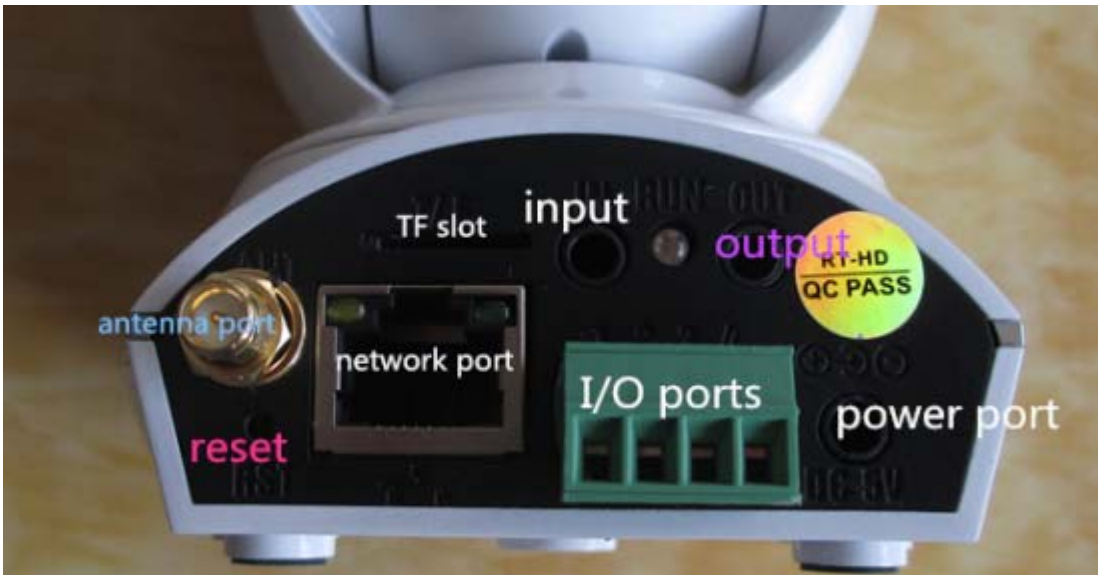
Picture 1-1

Complete view device accessories, equipment, accessories installation

(Hint: behind the camera port as shown in Figure 1-2):

(1) camera antenna is mounted at the antenna interface, and then a port of the network cable connected to the cable interface, a port of the network cable connected to the router port;

(2) For stored using the SD card, SD card inserted in the TF card slot; for the use of the audio output device, the audio cable plugged into the audio output port;

(3) Finally, the power cord is connected to the power of the camera back-end interface.

The router power cord, camera power cord plugged into the power plug on the power, then the power LED will light up; equipment green network indicator will light (if unchanged light can be re-insertednormal power supply, or check the switch or router). Then turn on the computer camera software installation
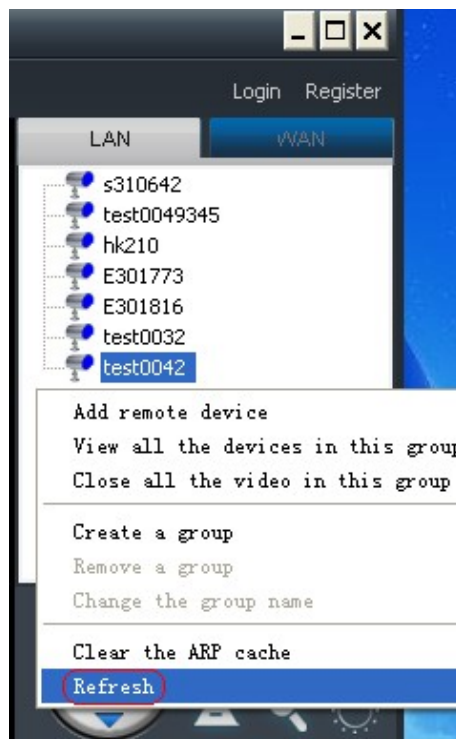
2 Getting Started

1.1 How do I view the local area network camera video?

Click on the right list area in the main LAN (see Figure 1), if the list area of the camera node, select the blank area to click the right mouse button in the pop-up menu, select "Refresh" menu (Figure 2) to help the camera fast on-line, if there is a camera node, double-click the camera ID.
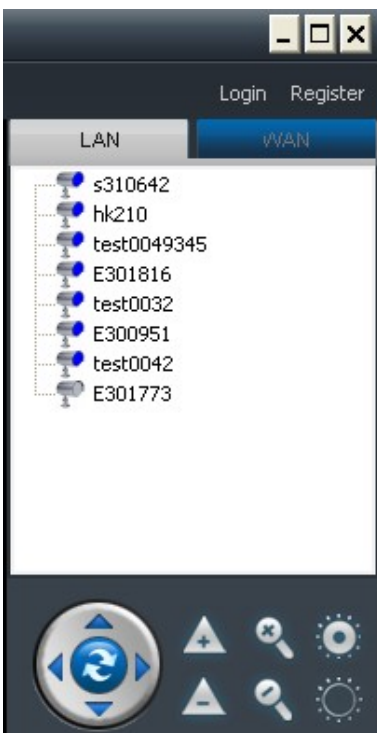
(Figure 1)

（Figure 2）

1.2 How to watch Internet video camera?

With the camera ID label to login in as follows:

Input account password on the label (Figure 3), login on to the Internet(Figure 4), double-click the camera ID.

<div style="display:flex; justify-content:space-between;">
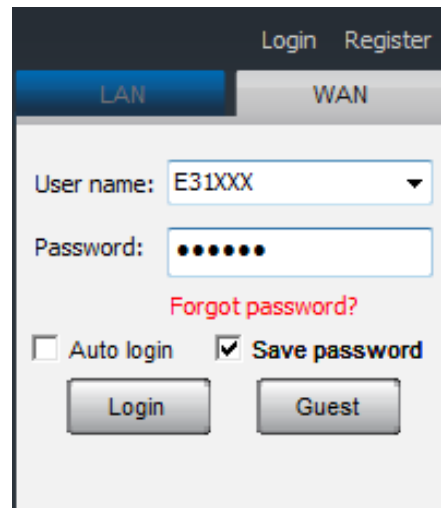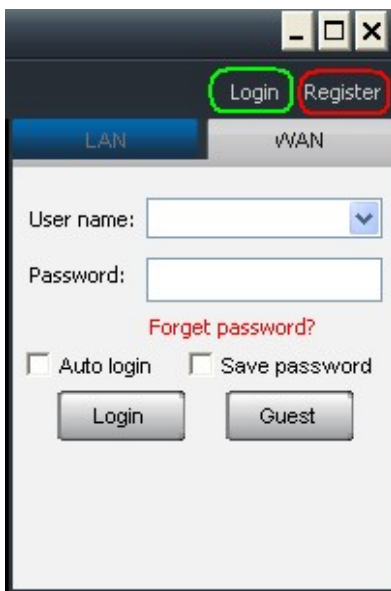Figure 3
Figure 4
</div>

Register account, add watch users as follows:

Click "Internet" in the area of the main list on the right (Figure 5), please click the upper right corner of the "Register" button pop-up application for the account dialog box (Figure 6), enter a custom user name and password, click "Register" button to complete the registration.

<div style="display:flex; justify-content:space-between;">
(Figure 5)
（Figure 6）
</div>

Login on to the Internet with register account, then right click in the empty area under Internet blank, choose "Add device" (Figure 7), enter "Device aliases" &"Device ID"& "Device Access Code" from the pop-up window(Figure 8).
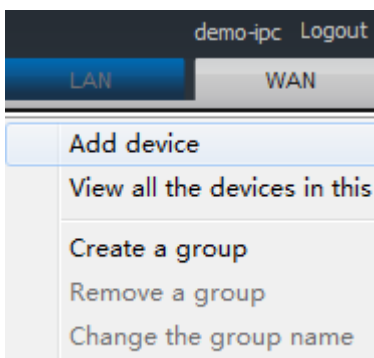

<div style="display:flex; justify-content:space-between;">
Figure 7
Figure 8
</div>

Double click camera ID to view((Figure 9).

Figure 9

Note: Said camera online, you can monitor;

That the camera is not on the line, not monitoring;

Said camera is being accessed to monitor.

2.1、Interface features

Click on the shortcut on the desktop pop-up monitoring software interface with below interface: click the upper right corner of the screen "Login" in the login box, enter the user name and password, click to sign in.. If there is no user name can click the "Register" and follow the prompts to apply.
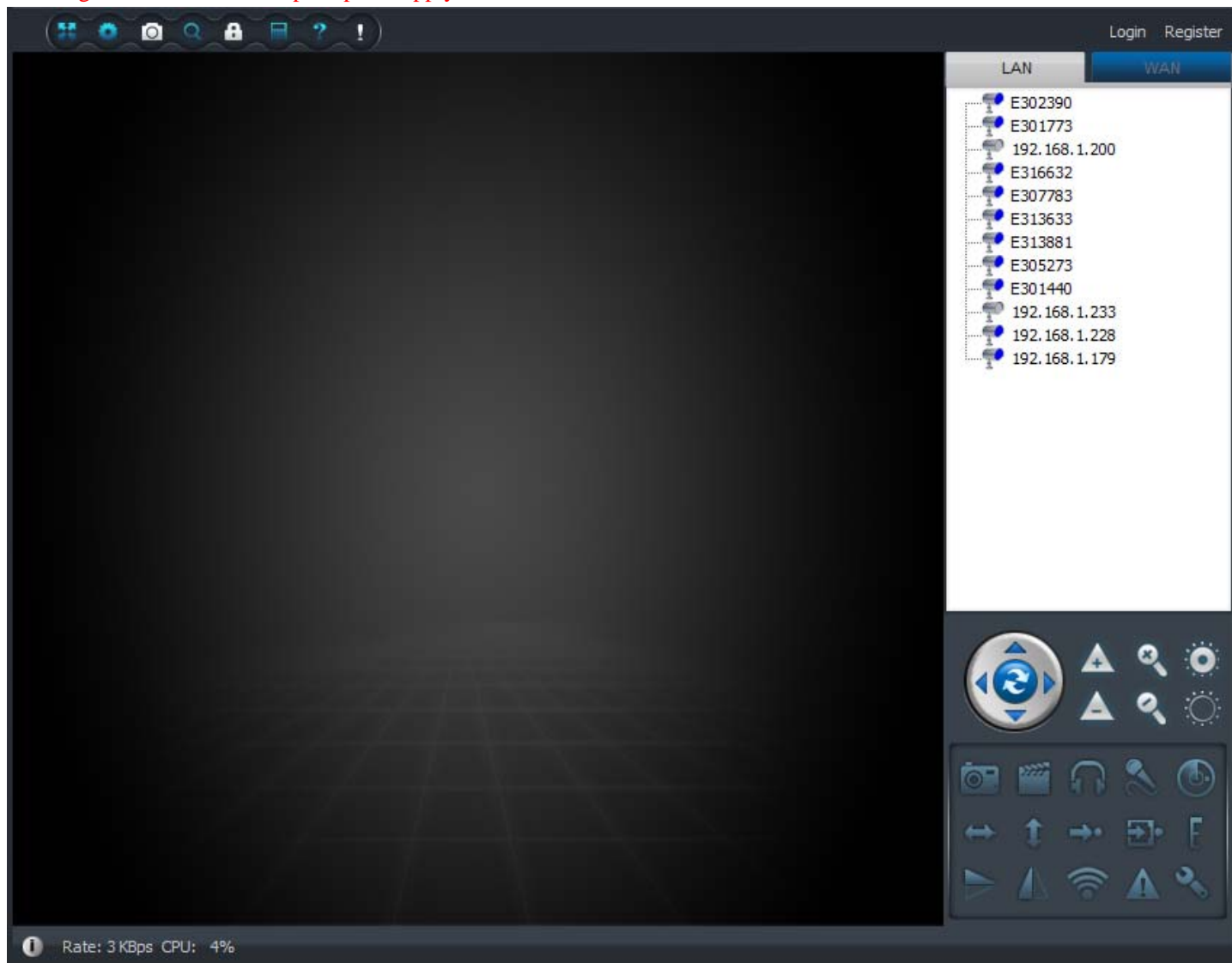
Menu bar induction

There are eight buttons in the upper left corner of the software, from left to right: full screen, Setting, set the camera management, query, modify password operation log query, help, equipment change notification. Click on the different function buttons can be set accordingly. Figure:

1) ⊞ Full screen. click to enter full screen monitor screen
2) ⚙ Settings: you can login to the system, monitoring and management-related settings
3) ⬛ Camera management：management camera on Internet（For details, see chapter 2.3 Internet settings)
4) ⬛ Query：View the video, alarm, check access records and other information(For details, see chapter 3.5 records query）
5) 🔒 Modify password：modify login password of the account（For details, see chapter 2.3 Internet setting).
6) ▦ The operation log query.
7) ⁇ Help: Click to pop up the help file, help to more quickly use the software.
8) ❗ Device change notification

Menu Introduction

Some function buttons such as: Listening to capture in the lower right corner of the software angle, to speak, to start recording, set, close, etc.. . Click on the different function buttons can be the corresponding function. Figure:

  Optical zoom

  Digital zoom

  Aperture switch

  Capture: capture pictures and browsing of video images can be saved.

  Beginning of the video: browsing video image recording and save.

  Listen: you can hear the sound of browsing video camera acquisition.

  Speech: You can talk through the microphone and camera on the computer next.

  Set motion detection area：please forward to chapter 3.2 alarm setting for details.

  Level cruise start and stop.

  Vertical cruise start and stop.

  Move to the preset position, and mobile surveillance camera to the specified preset number location.

  Set preset position, the current video current position as the corresponding preset number.

  Set the PTZ speed

  Flip Vertical

  Mirror

  Cruise line

  The alarm log

   Setting the parameters

Device list showing area

Monitoring software, the login is successful, the Internet will automatically display just installed the device ID, double click on device ID can browse the video image.
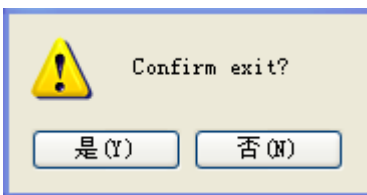

Note: Said camera online, you can monitor; That the camera is not on the line, not monitoring; Said camera is being accessed to monitor.

Status bar

**left corner showing currently cameras occupied bandwidth size and CPU usage**
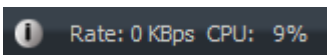
   Exit: To close this software, click on the top right corner of the Close button in the pop-up prompt box, choose "Yes" button

2.2、 local network camera setting

All the cameras in local network both can be setting, right click current camera ID and choose appropriate options from the pop-up box.(capture as below)
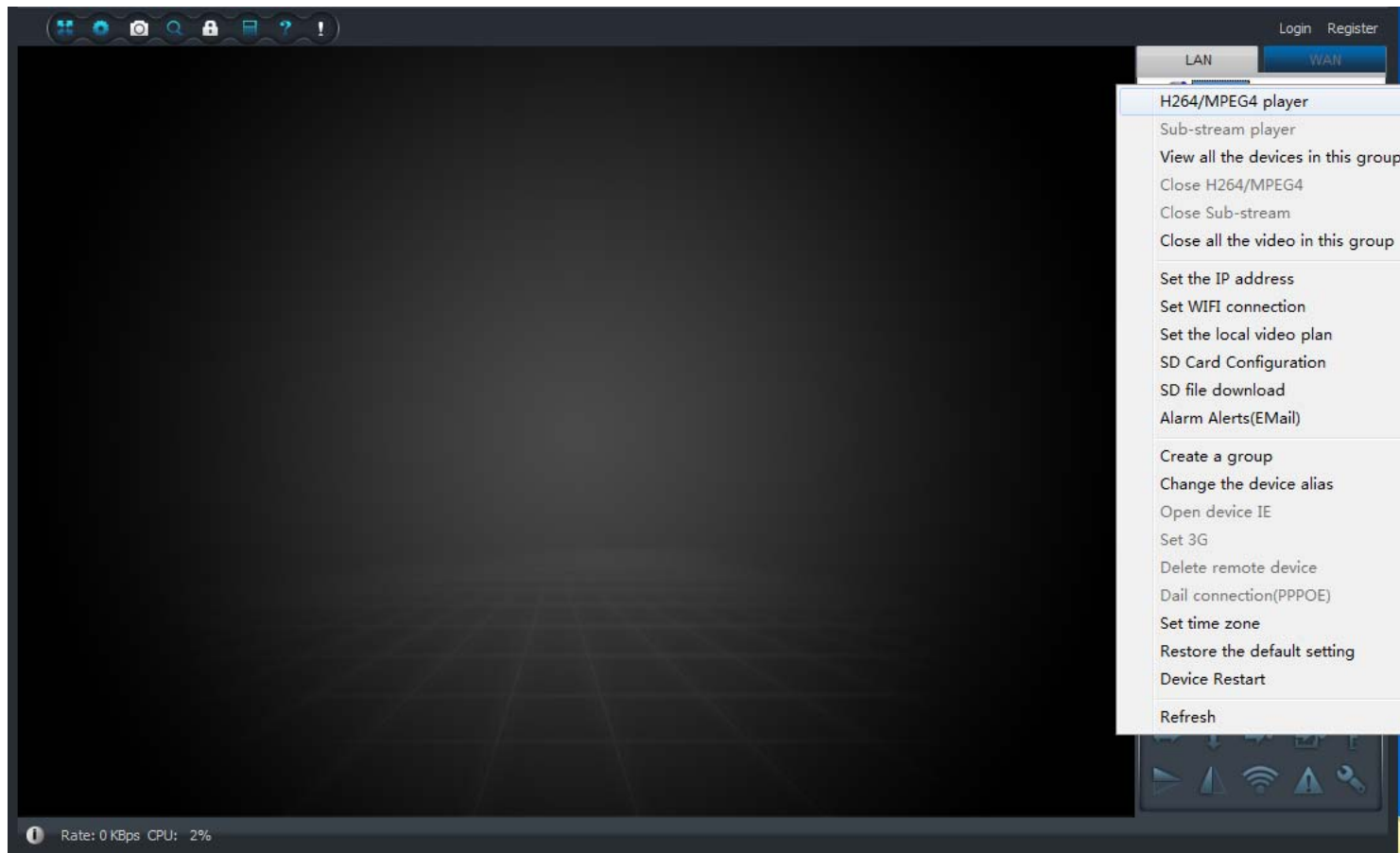
Including:

> **H264/MPEG4 playback、close H264/MPEG4：** main stream, suitable for computer port viewing
> **Sub-stream playback, close the sub-stream playback: mobile port viewing**
> **Open/close all the cameras video in the group: open/ close the group**
> **Add a new group:** Click to add grouping in the right-click menu, enter a suitable name for the group in the pop-up interface, you can. You want to delete the packet you can right-click the group name and click the "Delete group" to display the pop-up box.

Hint: to add the camera to the appropriate grouping: select the camera ID, hold down the left button of the camera to drag it to the packet, release the left mouse button.

> **Modify the camera alias**: set a friendly name for the local area network cameras. Figure as below

> **Set the camera IP**: specify a particular IP address for LAN cameras, or automatically re-assign IP addresses do

not need to set up, under normal circumstances. (You may tip "only use the device in the LAN" option if do not want external network access to the camera)


- ➢ **Set wifi:** make camera work under wifi condition(For details, see chapter 3.1 Wifi setting)
- ➢ **Set local video alarm plan**
- ➢ **SD card video setting, SD card video download:** (For details, see chapter 3.3 SD card video setting)
- ➢ **Linkage alarm:** means mail alarm, after alarm triggered then camera will automatically capture and send to specified mailbox (For details, see chapter 3.2 alarm setting)
- ➢ **Restore the default setting:** clear camera setting and data, restore to default values. such as password
- ➢ **Set time zone:** set camera working local time zone
- ➢ **Open device IE:** into the camera IE interface, need camera support built-in IE.
- ➢ **Device restart:** restart the camera
- ➢ **Refresh:** refresh camera list

Hint: software will auto search camera in local network after connection, double click camera ID to view the video otherwise please refresh camera list.

2.3. Internet setting(camera setting, device management, revise login password)
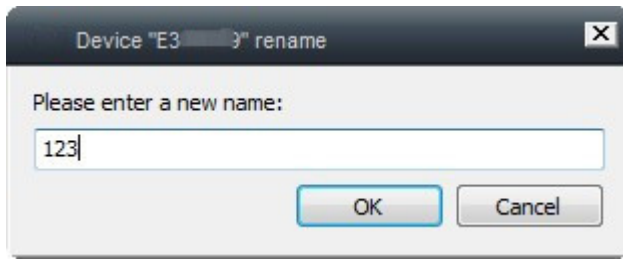
◆ **Camera setting**

All the cameras in Internet network both can be setting, right click current camera ID and choose appropriate options from the pop-up box.(capture as below)
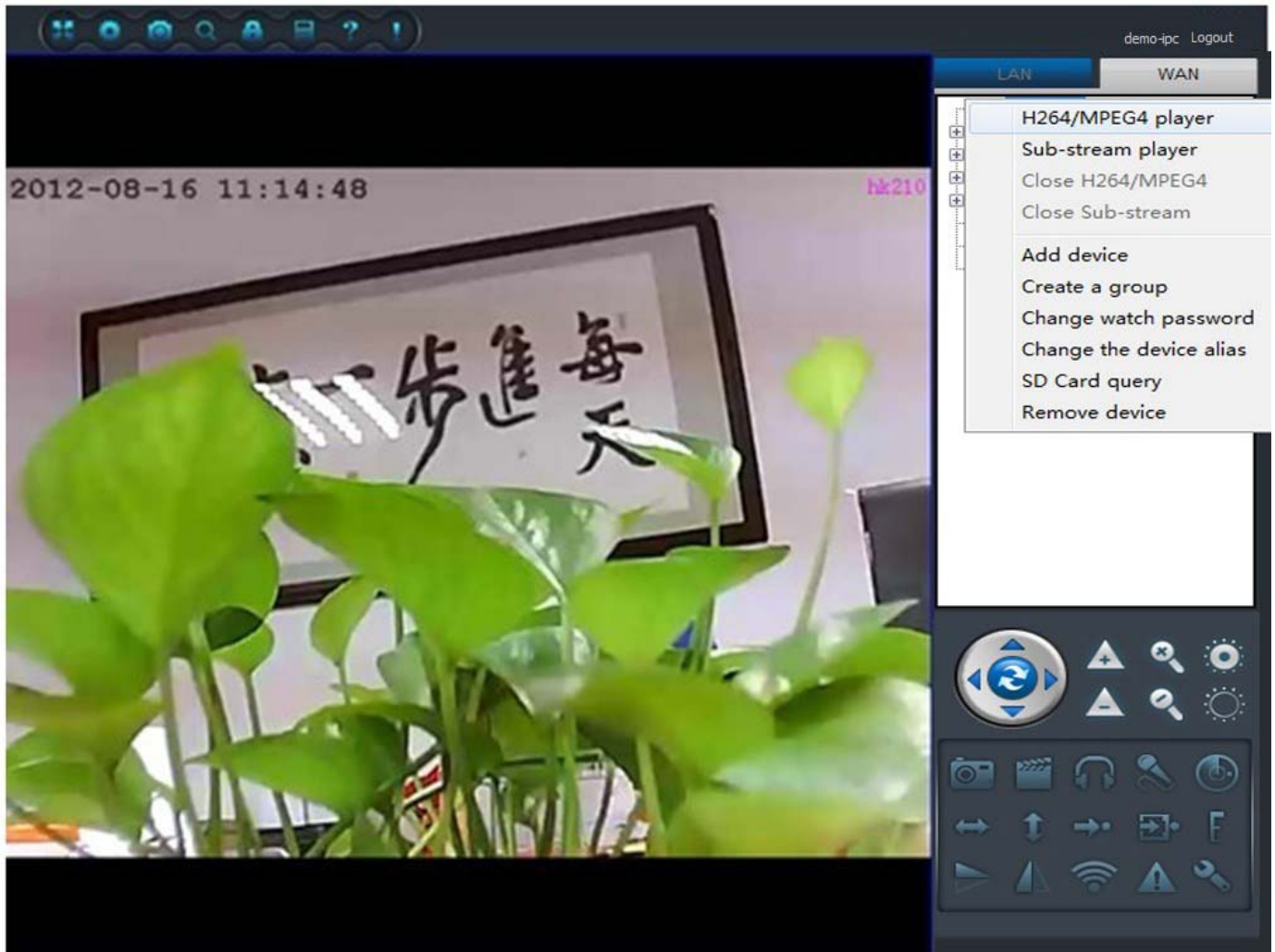
> **H264/MPEG4 playback、close H264/MPEG4：** main stream, suitable for computer port viewing
> **Sub-stream playback, close the sub-stream playback:** mobile port viewing
> **Change watch password:** revise device watch password

> **Change the device alias: find a friendly name for the camera. Capture as below**

- ➤ **Micro SD card query: query micro sd card video file**(For details, see chapter 3.3 SD card setting)
- ➤ **Remove device:** detect the added camera
  Hint: add camera only need right click empty area camera list (for details, see 1.2 quick installation)

◆ **Device management**
 **Click the third button on the top bar**(), capture as below:


Enter "Device management" option, as below:
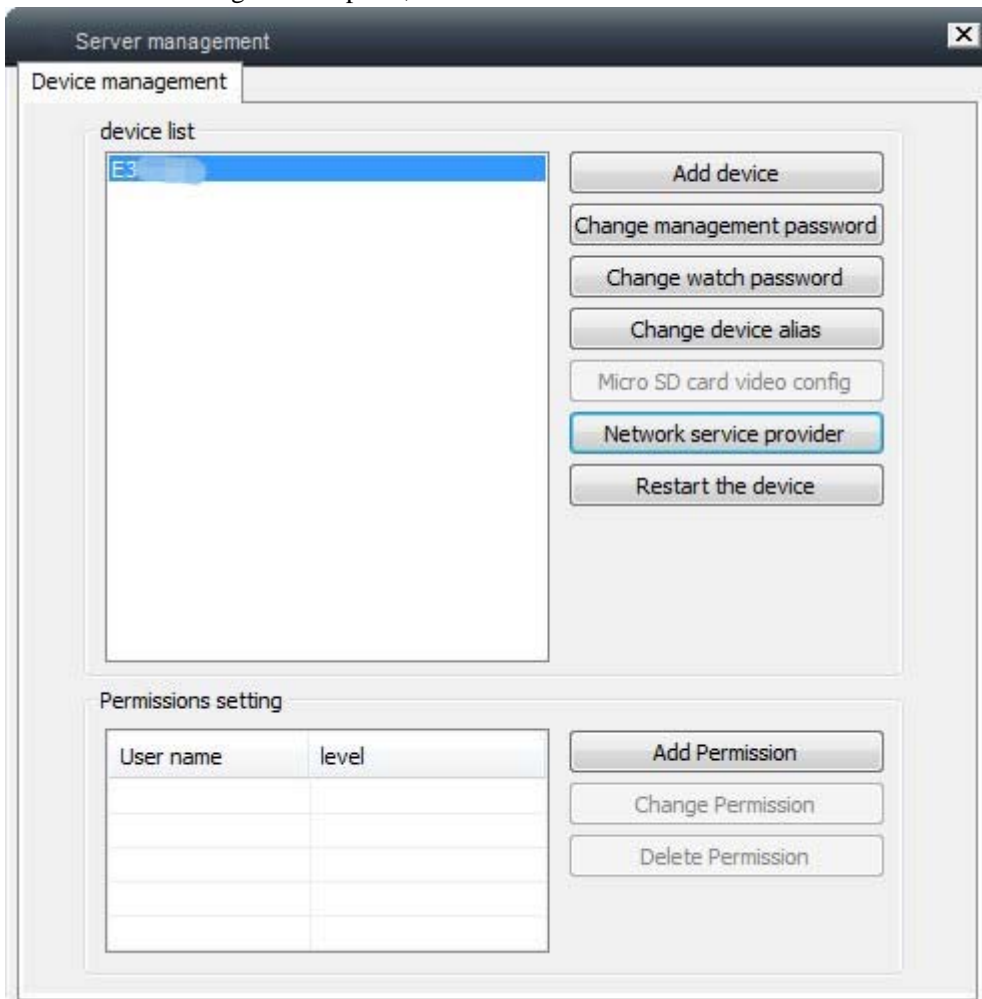
- ➤ **Add camera:** You can add the need to manage the camera（Right click to add camera in the device list under normal condition)
- ➤ **Change management password:** change device management password(Please do not change the password in normal condition)
- ➤ **Change watch password:** change device watch password, or you can also specify a different password
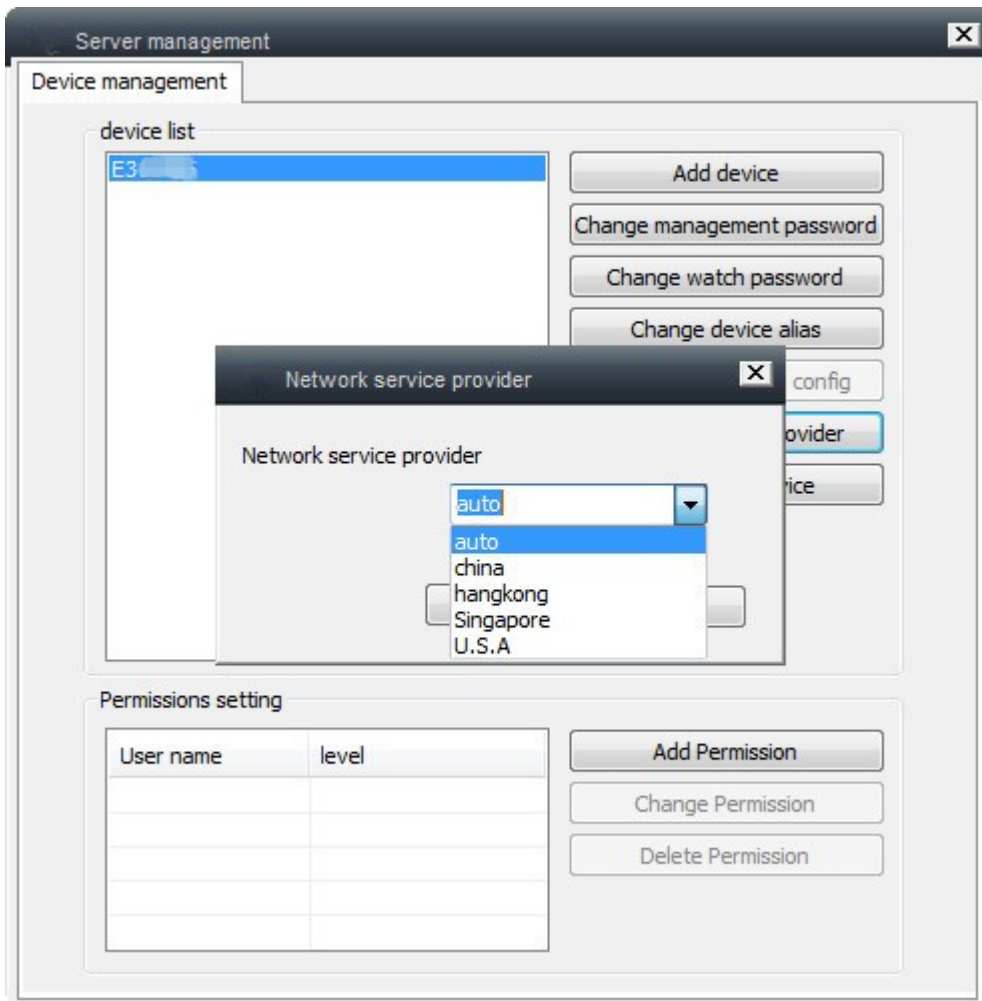
to the watch privileges.
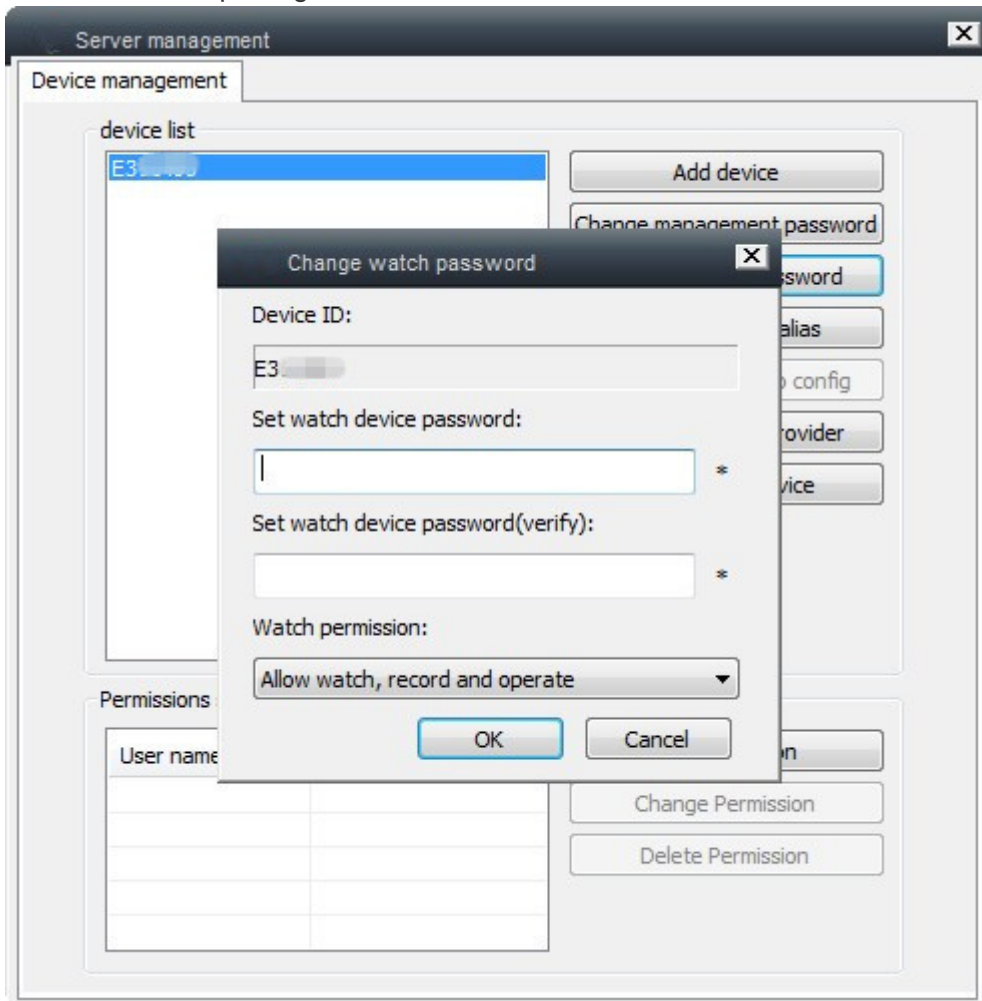
➢ **Modify the camera alias**: set a friendly name for the Internet network cameras. Figure as below
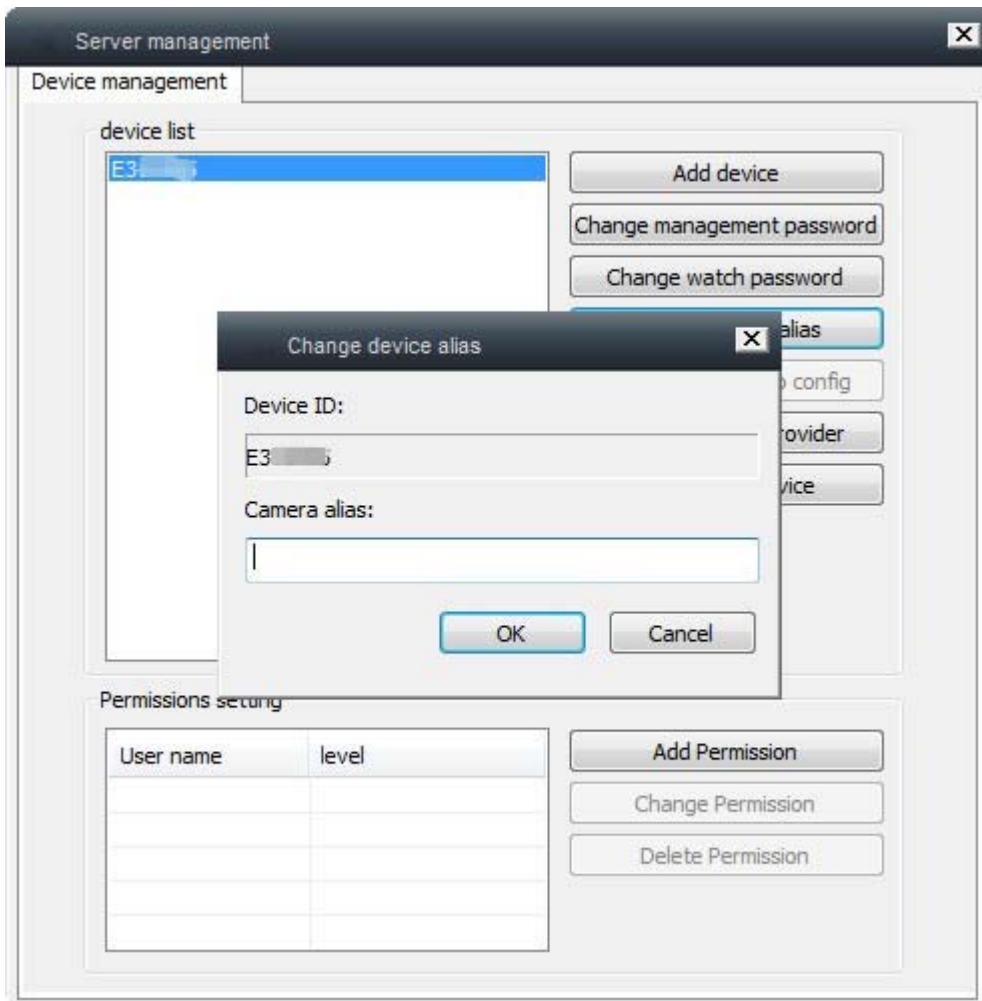
■ **Choose network service provider:** set camera working current network, default is automatic.

- ■ **Restart the device:** restart the camera
- ■ **Add permission, Modify the permissions, delete permissions :** directly to the designated account (already registered) to set different access rights to the camera.

➢ **Change login password**

Internet successful login, click "Change Password" button on the menu bar

pop-up window, enter the original logon password and new password to modify.

3.1 Wireless Configuration

1, connect the camera, it need connected to the computer with a wired LAN, so that our clients can see the device through the LAN. Equipment list area need to set the selected device name, click on the function menu WIFI settings button to open the WIFI settings, as shown below:
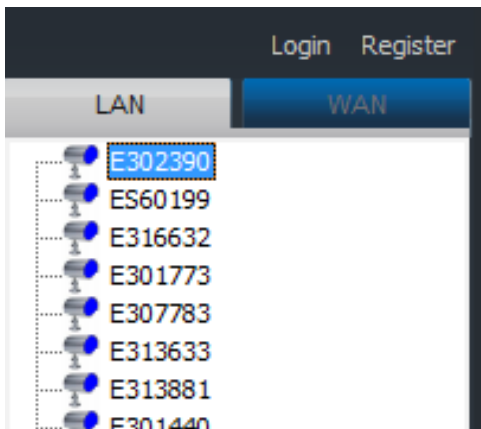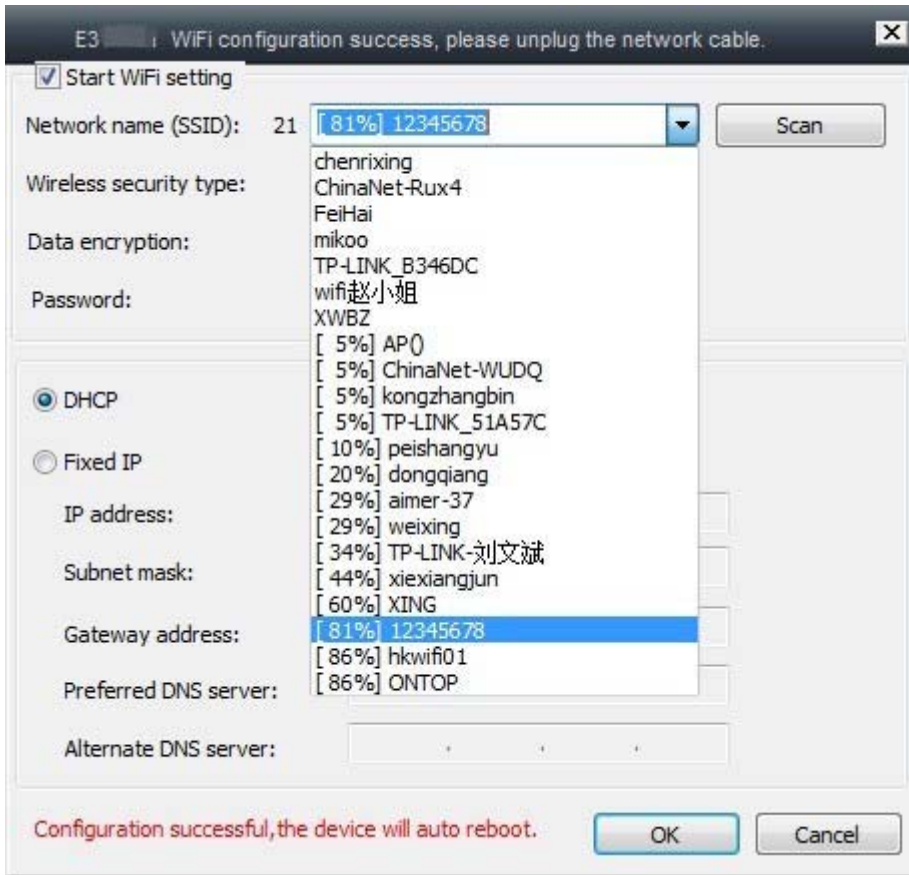

2, After open the Settings dialog box WIFI (right-click on the device name, select [Settings] wireless WIFI can also open the dialog box), as shown
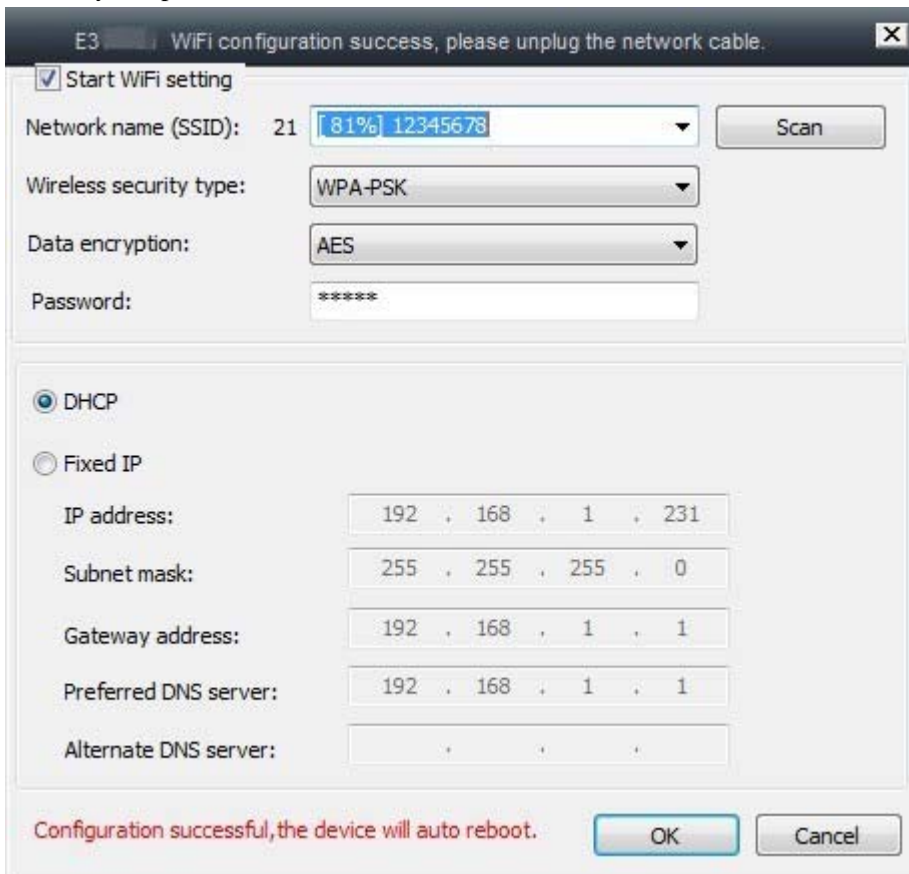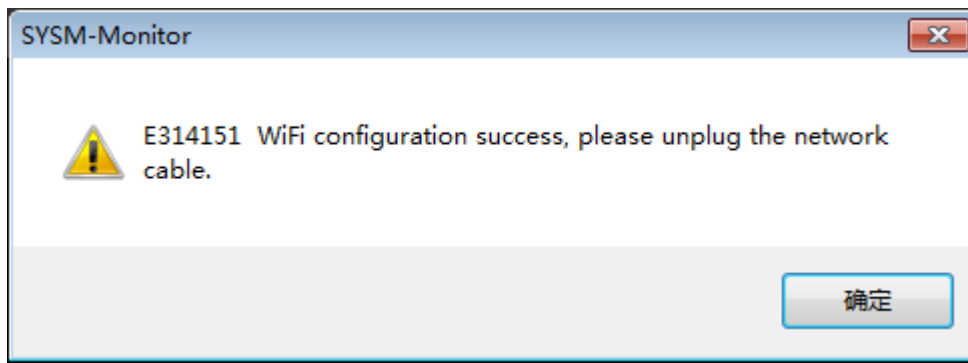
➢ Select [start WIFI settings]

➢ Click [Search] to select the desired WIFI Name (SSID)

> Enter the wireless password(Note: [wireless security type] and [data encryption] as automatic identification, no need to manually setup)

> Select OK to save the settings and unplug the network cable

Tip: When success wireless settings with a fail connect situation, you can try to change the wireless channel (As figure wireless basic settings in the channel), change the encryption type (wireless security settings), or re-plug the camera power supply (not unplugged network cable)
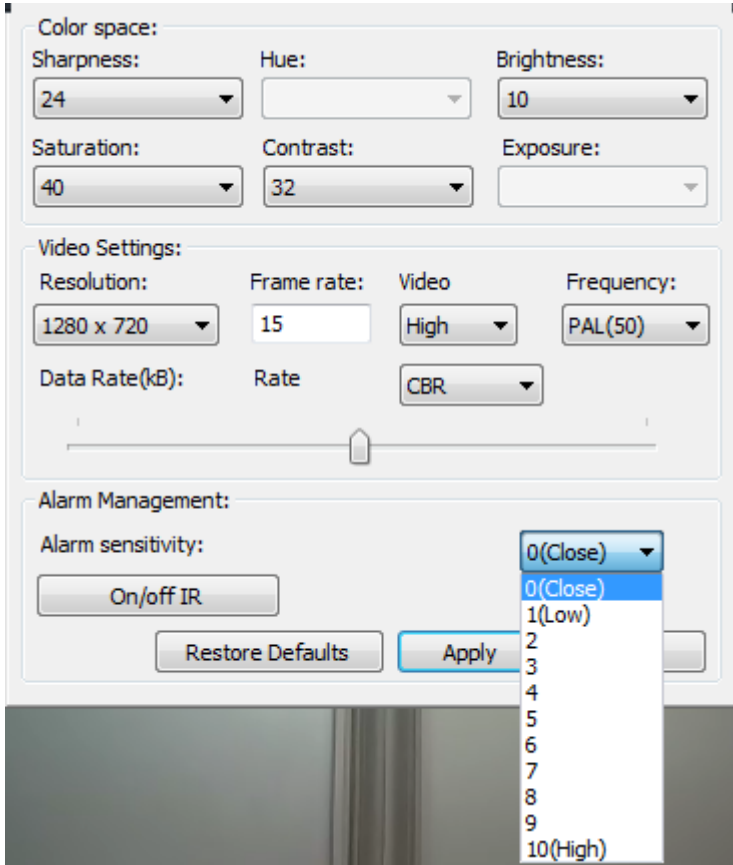
3.2 Alarm settings (motion detection, email alarm, regional alarm)
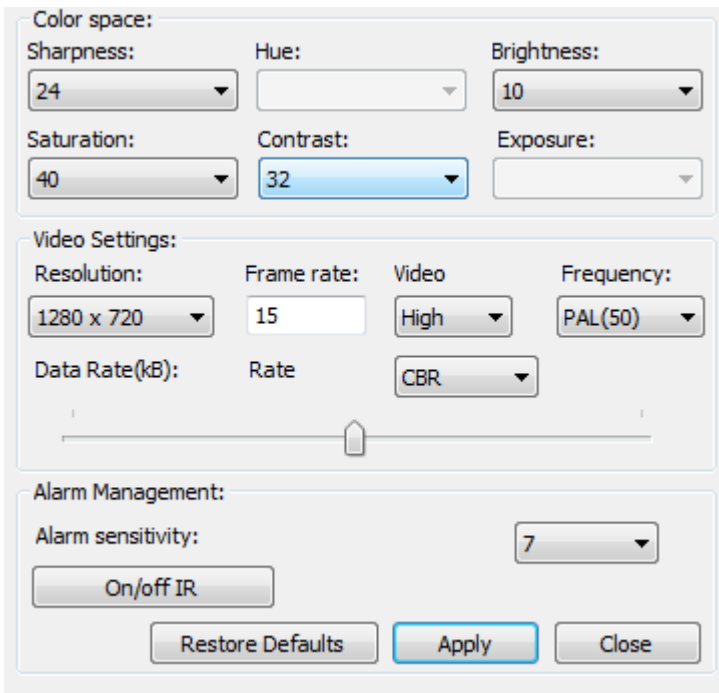
◆ **Motion detection alarm settings**

Right-click to watch the screen to select [More setting] or click right corner setting button, as shown:
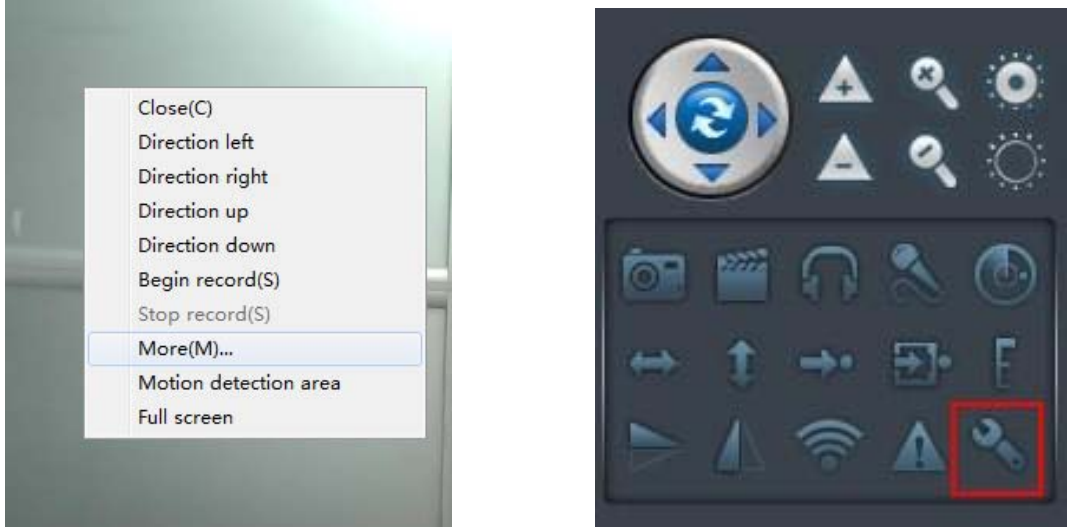

Enter [Modify device properties] option, select the motion detection sensitivity, as shown:

Note: 0 is off motion detection, motion detection sensitivity from low to high, the greater the value the greater sensitivity

Select the sensitivity, click [Application] to save the settings, as shown:
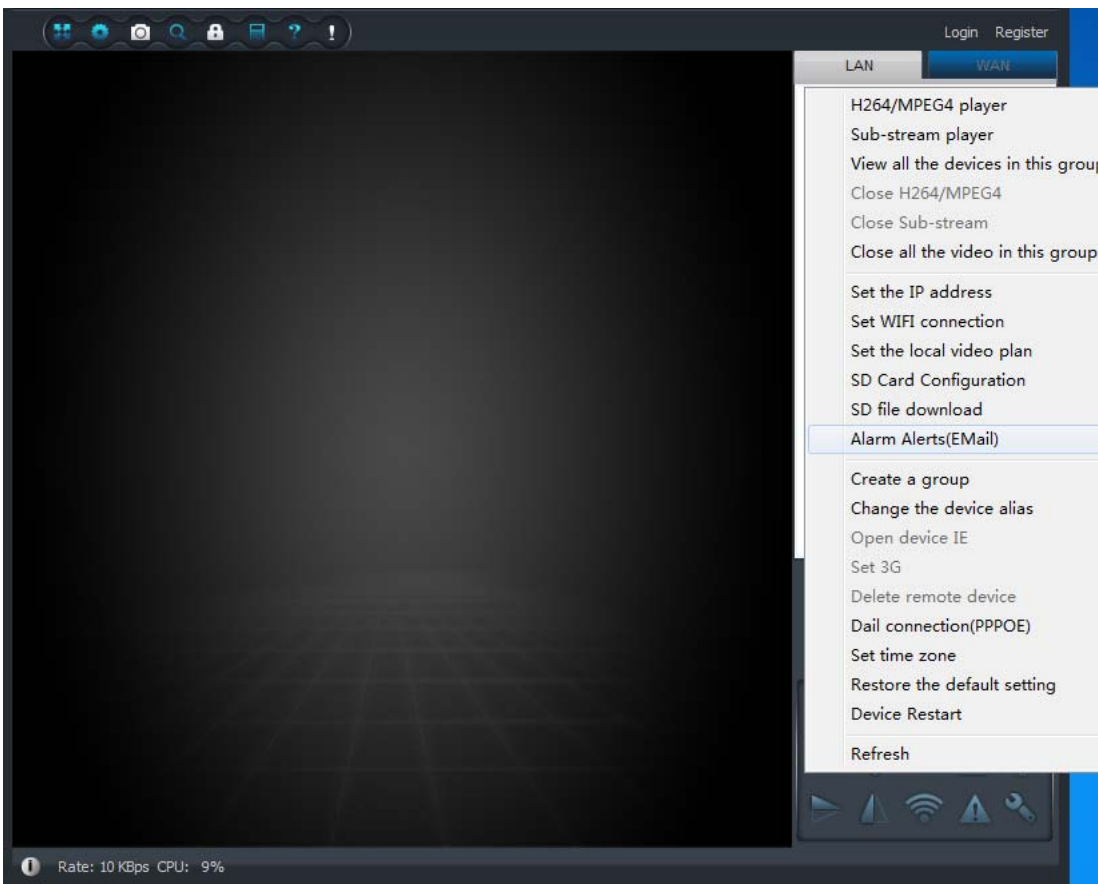
After motion detection setting success, when an object moves in front of the camera, the camera alarm will triggered and the upper left corner of the screen will display [Device alarm], as shown:
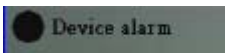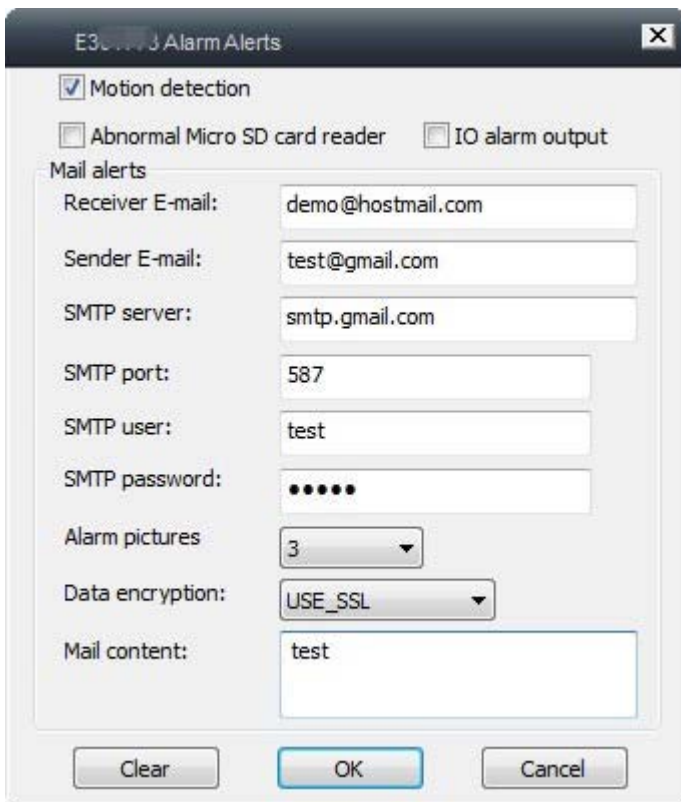

◆ **E-mail alert configuration**

Right-click the device ID appears as shown in option, select [E-mail alarm]

In the pop-up settings option fill in the relevant information, detailed format as shown, after setup is completed select [OK]; when an alarm is triggered the camera automatically takes a photo and send a message to the specified mailbox

- ➢ Based on individual need to select alarm messages starting conditions: motion detection, SD card error, IO alarm output level (motion detection need to enable, check to be effective)
- ➢ Respectively enter the recipient mailbox and sender mailbox
- ➢ SMTP server, SMTP port, data encryption for the automatic identification (GMAIL and HOTMAIL mailbox which SMTP port is 587)
- ➢ Mailbox user with password as the sender mailbox account password
- ➢ Select the alarm number of pictures as well as the message content

Note: QQ mailbox POP3/SMTP services are not enabled by default, to enable it can refer to the following

link:http://service.mail.qq.com/cgi-bin/help?subtype=1&&id=14&&no=1000898

◆ **Regional alarm settings**

Turn on the camera you want to set, click [motion detection area] as shown

Enter the regional motion detection setting interface as shown

Interface settings as shown

- ➢ Alarm Sensitivity: 0-10 (0 is off, 1-10 higher value means higher sensitivity)
- ➢ Add new motion detection area: the same screen supports up to three regional
- ➢ Clear all detection area: Delete all regions
- ➢ Applications: Make sure your settings made
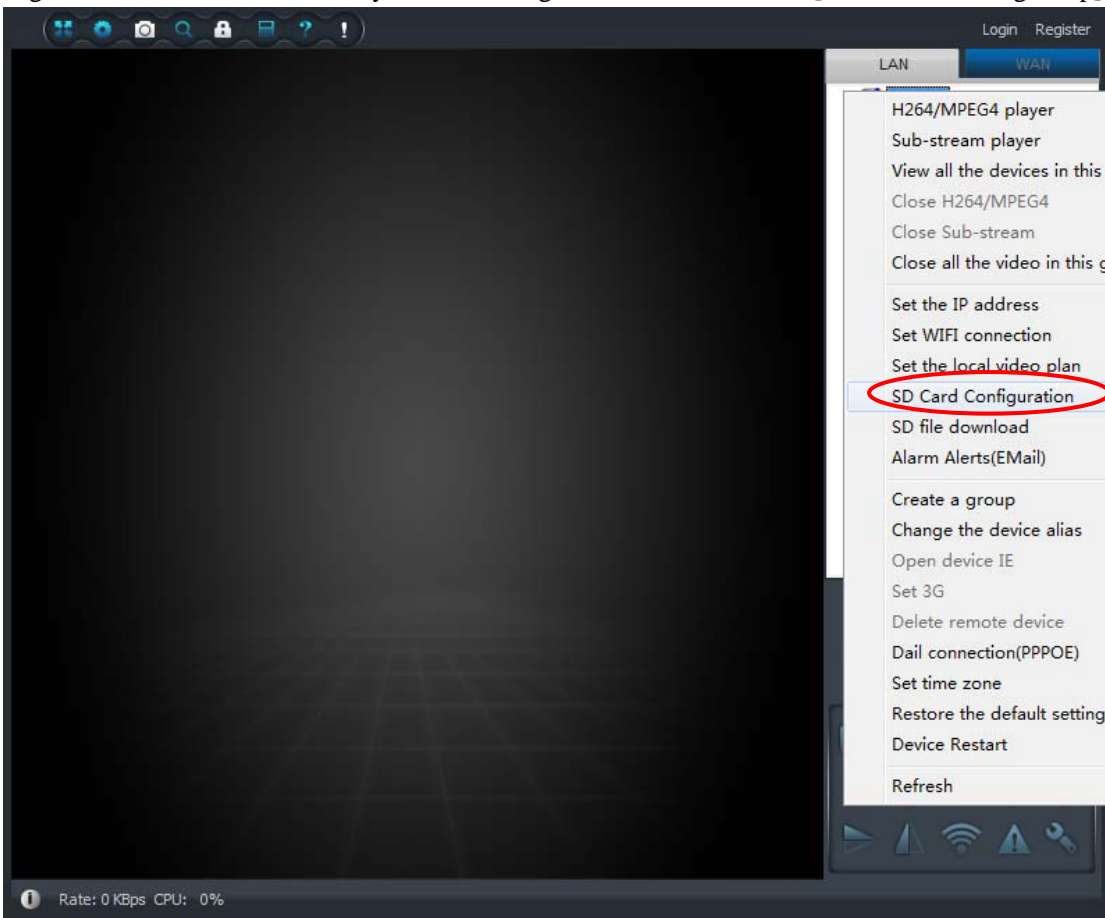- ➢ Close: Exit the setup

Note: If don't set detection area, default are as full-screen detection

3.3 SD card recording configuration (SD boot recording, alarm recording, video view)

◆ **SD card recording settings**
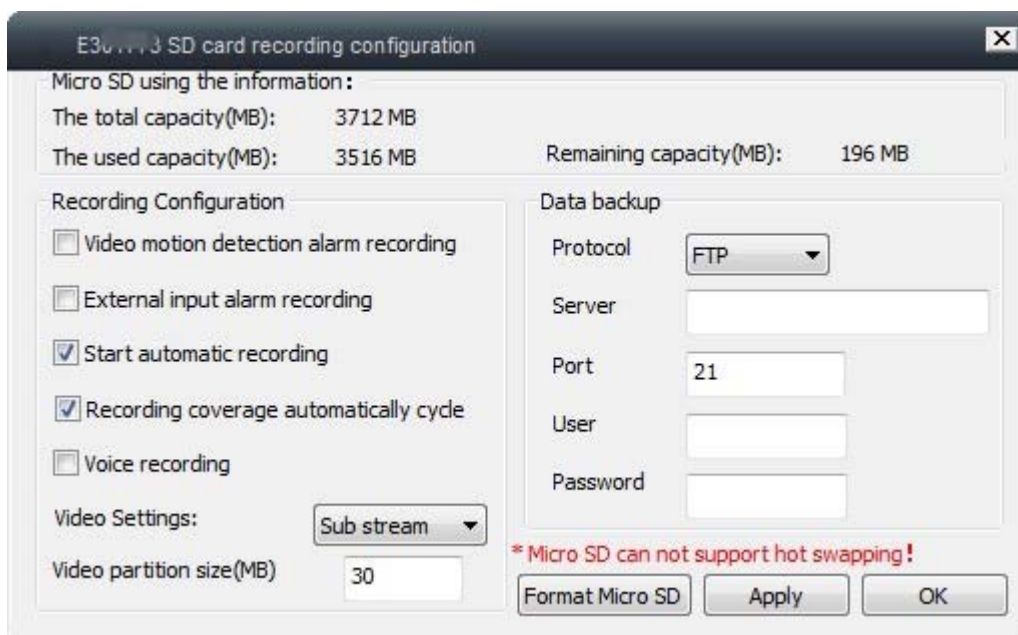
Right-click on the IP cam which you need configure the SD card, select [SD card recording setup] as shown:
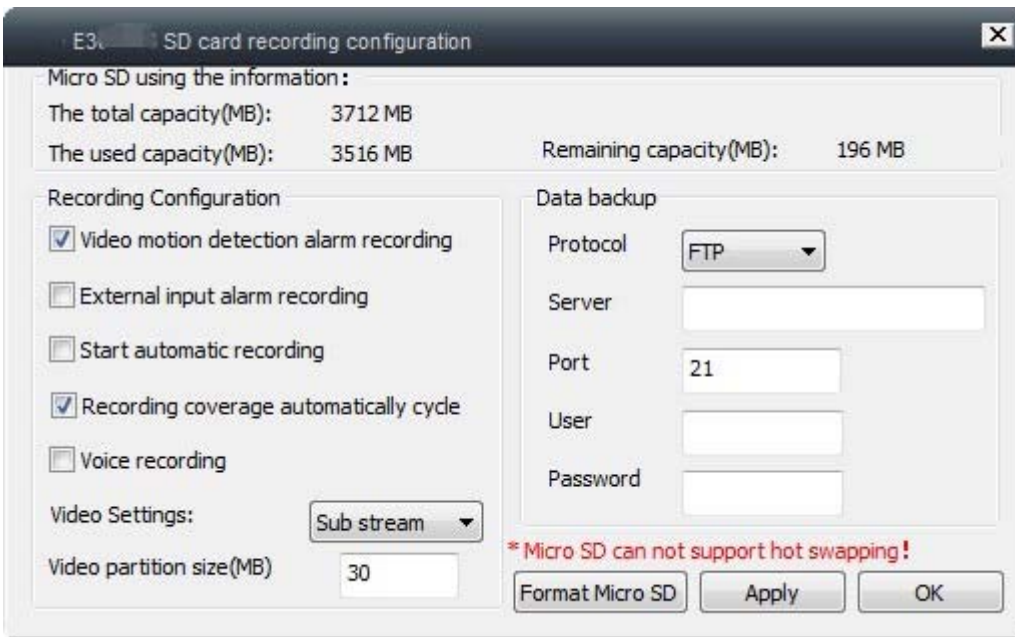

Enter [SD card settings option] as shown:

➢ Boot video recording:

Check 【automatically start recording】 and 【video automatically cycle cover】, enter the partition size of the video file, select 【Application】

➢ Alarm recording:

Select [video motion detection alarm recording] and [video automatic cycle cover], input video file split size, select [Application]

Note: The [video automatic cycle cover] features are free to choice based on individual needs, After turned on and the
SD card is full, the file will automatically start from the first cycle covering video recording;
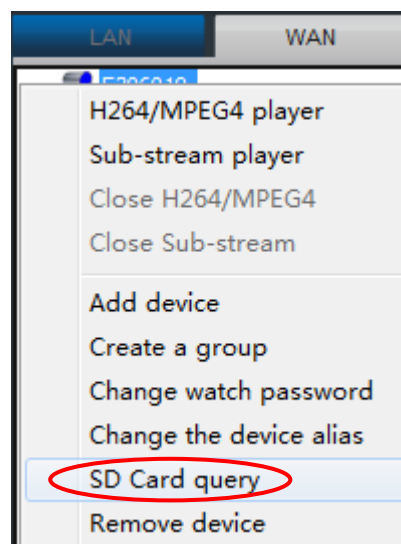[External input alarm recording] is through I / O port for external alarm is triggered only after the alarm recording

◆ **SD card recording query**

Right-click the required view camera name, select the SD card recording function queries
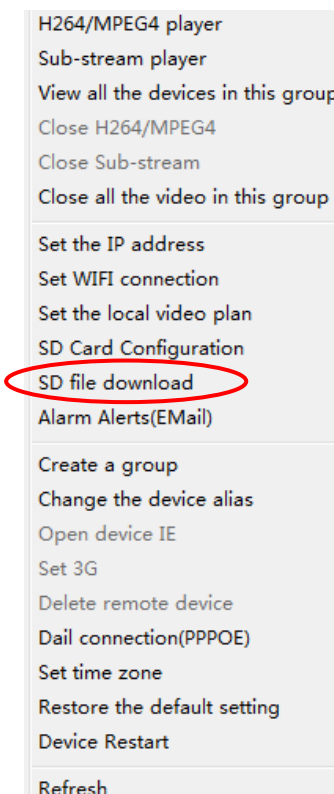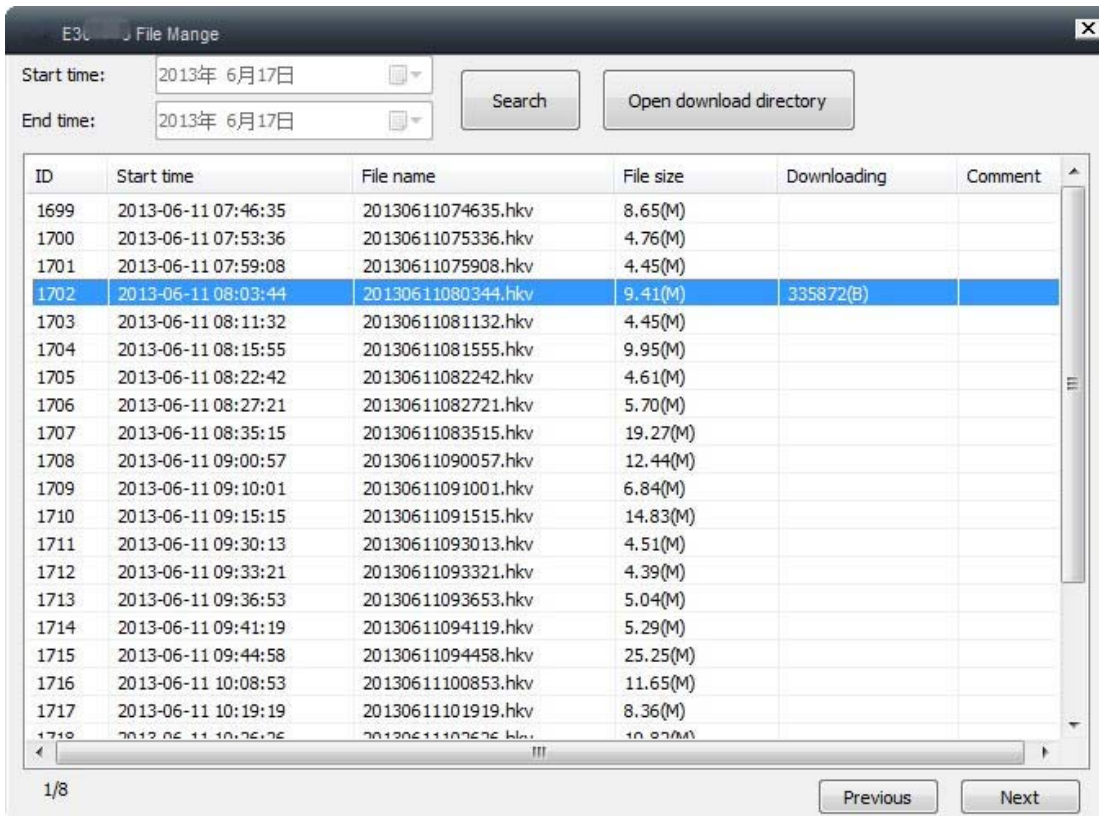

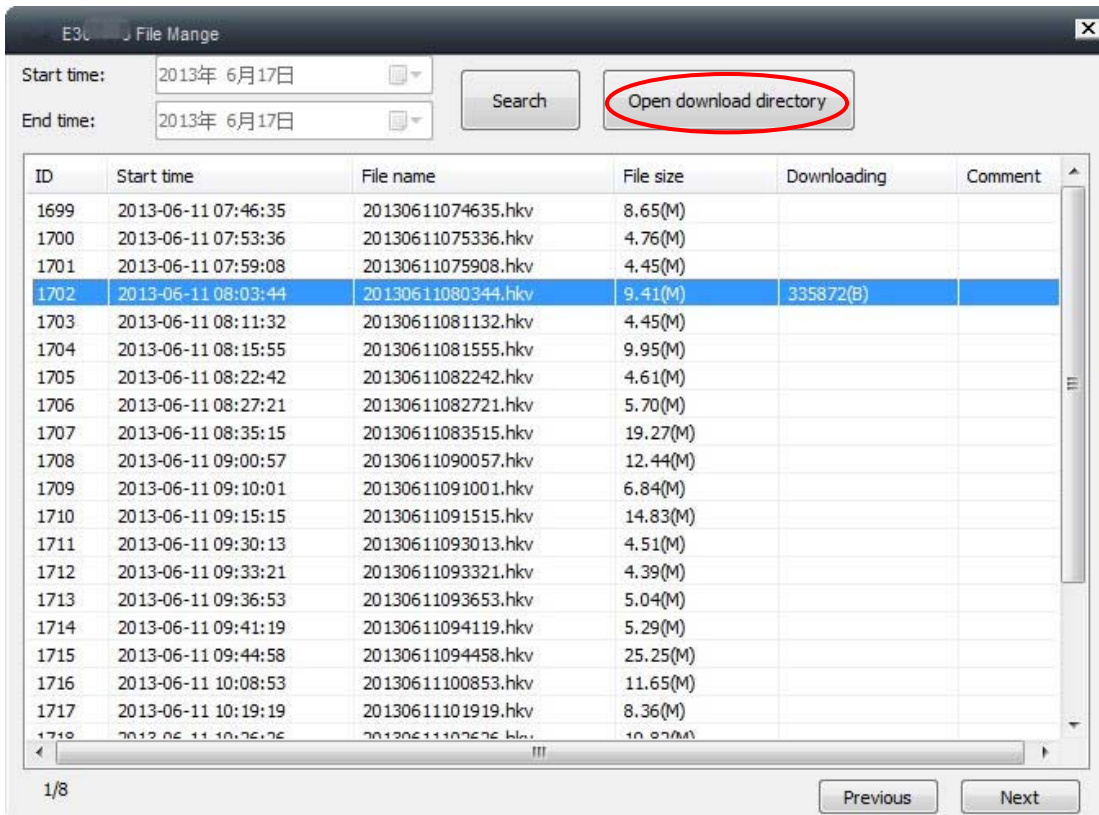LAN   WAN

Enter the camera's SD card video file query page, double-click the file name to start downloading video files, as
shown:

Select [Open download directory] to enter the download SD video folder directory, double-click the file to watch recorded video, as shown:

3.4 Local recording settings (local recording settings, query)

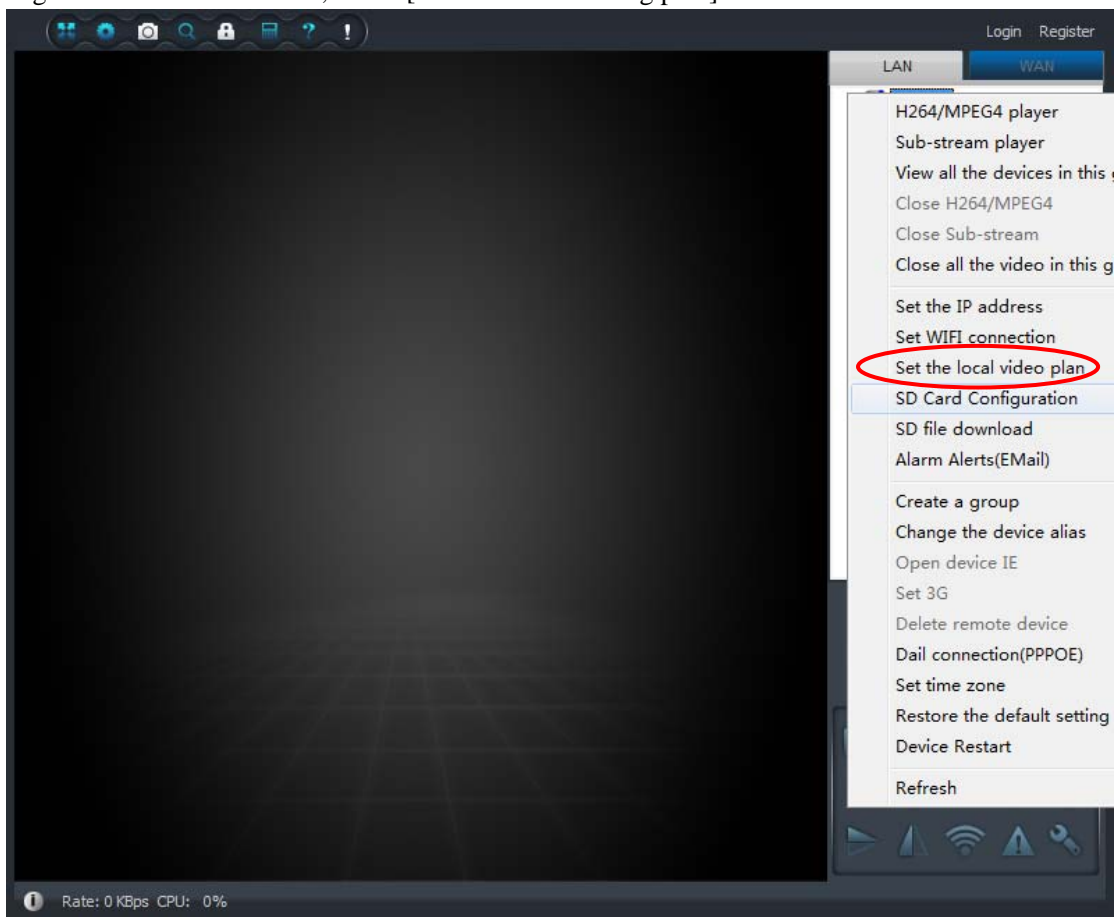◆ **local video settings (real-time recording, time recording, alarm recording)**

➢ real-time video settings

Open and select the required video camera screen, select the bottom right corner of the video button and real-time video recording (screen closes and recording will stop)
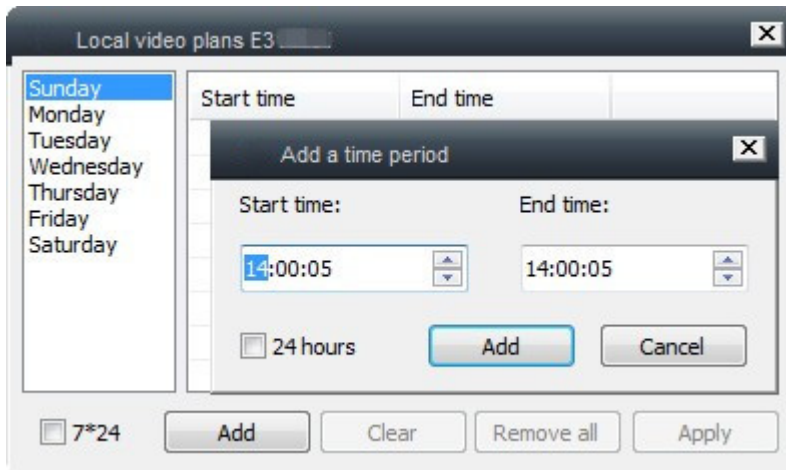

➢ Timer recording settings

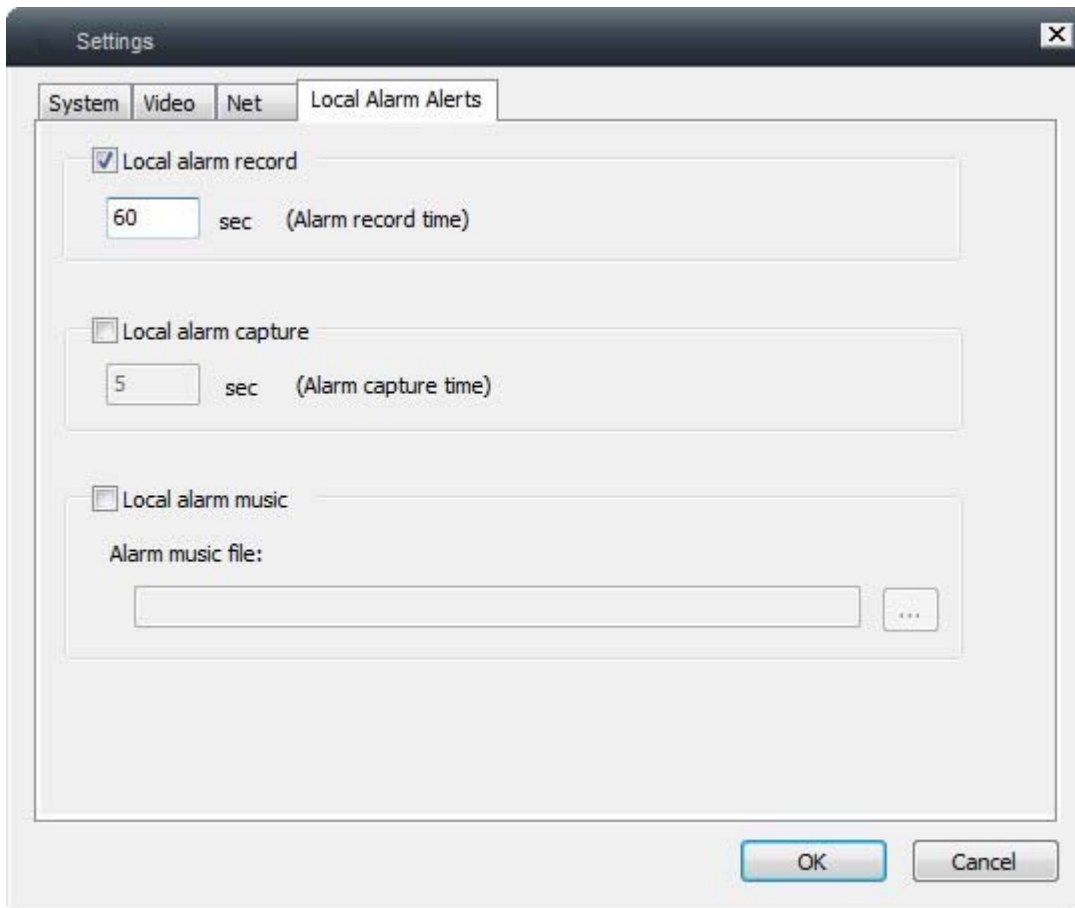Right-click the device name, select [local video recording plan]

Video on demand set time period, if need continue video recording, check the option to 7 * 24 hours, as shown:

➢ alarm recording settings

Click on the upper left corner set (⚙) to enter the setting interface, select [Local alarm plan], check the [local alarm recording], set the recording time
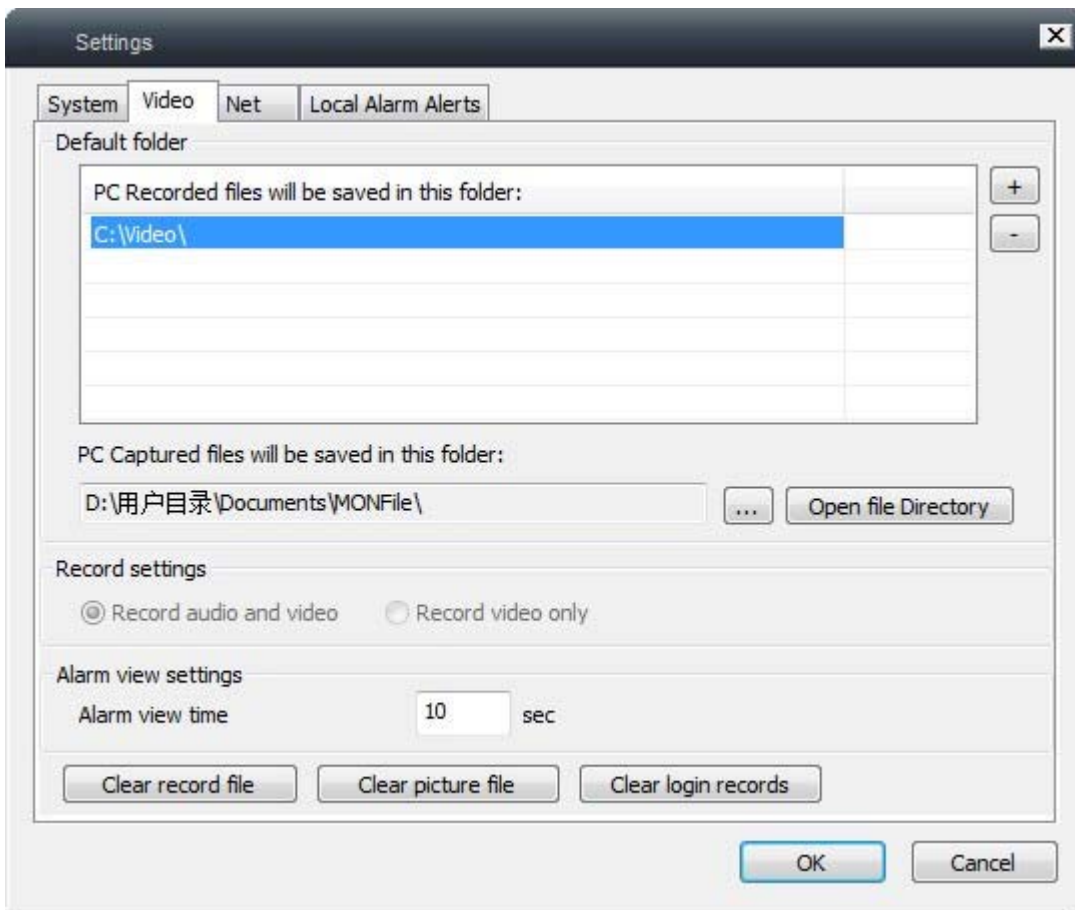

注：设置此功能需要先开启报警功能（移动侦测、外接报警器）

Note: Setting this feature will need to activate the alarm function (motion detection, external alarm)

◆ Local Video Search

Click the top left corner of the menu bar Query button (🔍) to enter the query option, the default selection is to find all records, you can select [Specify Time], enter the time period, check the contents of the time period. Queried, double-click the device name to play the screen content

You can also store the video files directly to folders, directly open video viewing, as follows:

Click on the upper left corner set () to enter the setting interface, select [Monitor Settings] can find the file storage location

Note: The recorded video storage location can be changed, click on the right side of the "+" button to select the directory to store

3.5 presets (preset recalls, boot preset position)

◆ **Preset Call**

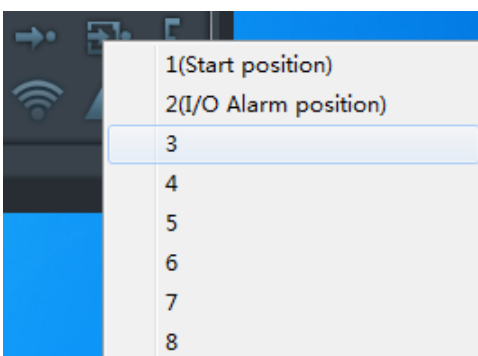To set different camera preset point, you need to turn directly to the preset position

First open the camera which need to setup, set the camera to the desired angle of rotation, as shown:

Select Set Preset button, as shown:

For setting a preset number (maximum can preset eight positions), as shown:

When you need to use the presets, you can directly select 【turn to preset position】, as shown:

Select the stored preset position number, the camera will automatically rotate to the preset position, as shown:

◆ **Boot preset position**

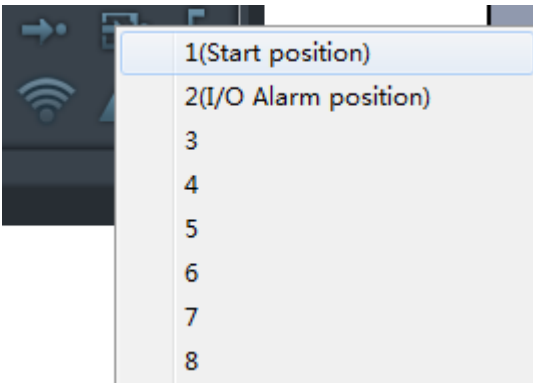Let the camera automatic rotate to the assign angle after power on

First, you need to set the camera rotate to the need set up position, as shown:

Select [Set current position as preset] button, as shown:

Select number 1 (boot location), to preset the boot position storage; after setup is complete, the camera will automatically rotate to the default preset point

Note: This method is suitable for LAN and Internet Mode

A. Frequently Asked Questions

1、network latency

Answer: because the uplink speed of the video delay and IP Camera side, the download speed of the PC browser-side, the video resolution is closely related; In this case, please let our technical staff is an IP Camera, in what circumstances the problem , we can navigate to specific just said that the reason is equipment failure. General, if the remote browser appears slow, you can try the device resolution the transferred QICF (174X128), if fast, that is, the speed of the network, if it is still slow, there may be equipment problems, there may be network ; To further positioning.

2、network cable can not be too long

Answer: This problem is similar to the previous question, the network connection between the PC side and IPCam either end of a network failure disconnected, will cause the connection to the terminal; We have tested 24 hours in the off-site continuous line browsing. If there is a similar problem, please contact with our engineers.

3、color screen is not very good

The answer: the color of the screen can be adjusted by adjusting camera parameters, the parameters of our factory are in accordance with the default value, this default value may not be able to light suitable for all occasions.

## 4、the light is not so strong

Answer: the brightness problem with the camera, general contrast adjustment, brightness, about three appropriate specific parameters with the above problems relating to the environment.

5、LAN call video failure

Answer: LAN can not watch the video reasons: (provided in the LAN can see the device ID)

(Note: If the device does not show up. Equipment network interface connection is normal, most networks have two lights a lamp lit (power light), a light has been flashed on (data light), light has been normal in the LAN, right click and select refresh a few times.)

Pointing device to watch such as the following prompts or prompt "try connect", no video, handled as follows:
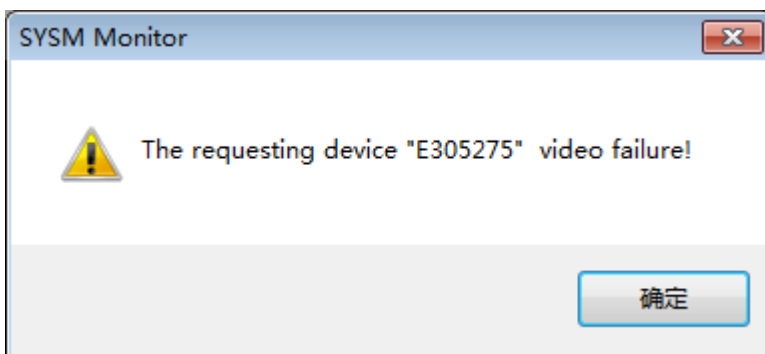
Right-click the device ID to select <to set up the camera IP as shown below:
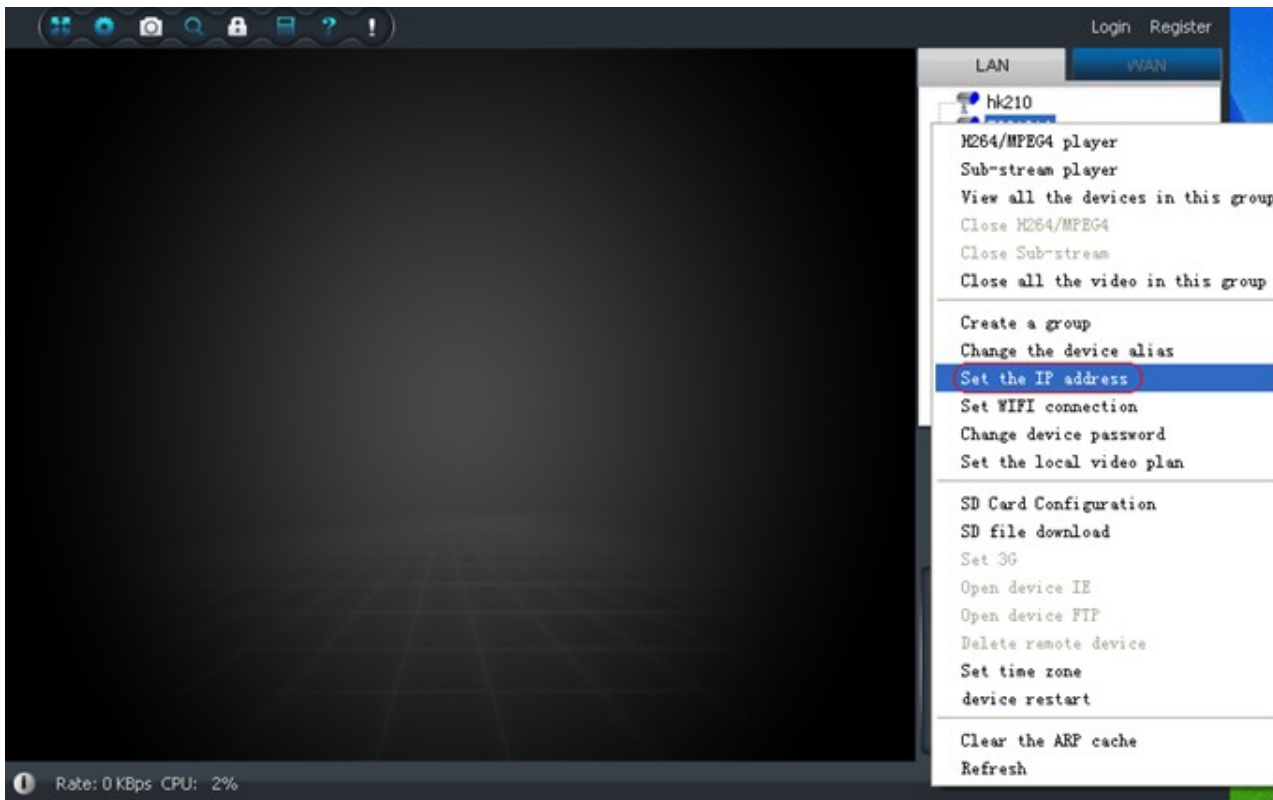
Select <to set up the camera IP> appear as shown below:

Note the part of the red circle:

IP addresses, view the current device's IP address if the computer you are currently using is not in the same network segment. Example: computer IP 192.168.0.54; device's IP address is 192.168.1.56, you can choose <user to set the IP address> to the current device's IP address changed to 192.168.0.56.

Gateway address, gateway address to view the current equipment with the computer you are currently using the gateway is not a segment. Example: the computer's gateway is 192.168.0.1; the gateway address is 192.168.1.1, the current device should gateway address to 192.168.0.1.

When you reset the device IP point to determine the device will automatically restart If you find that a long time did not see the device, right-click the LAN select Refresh.
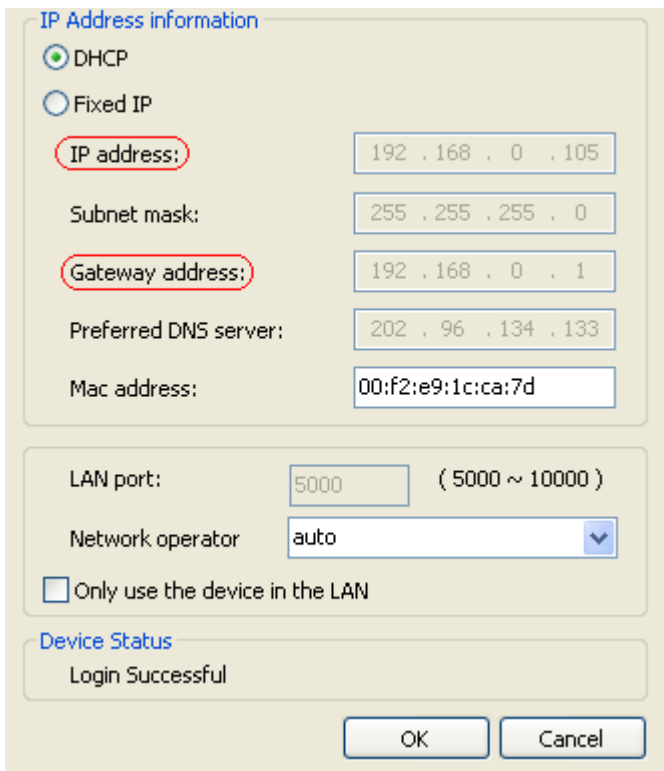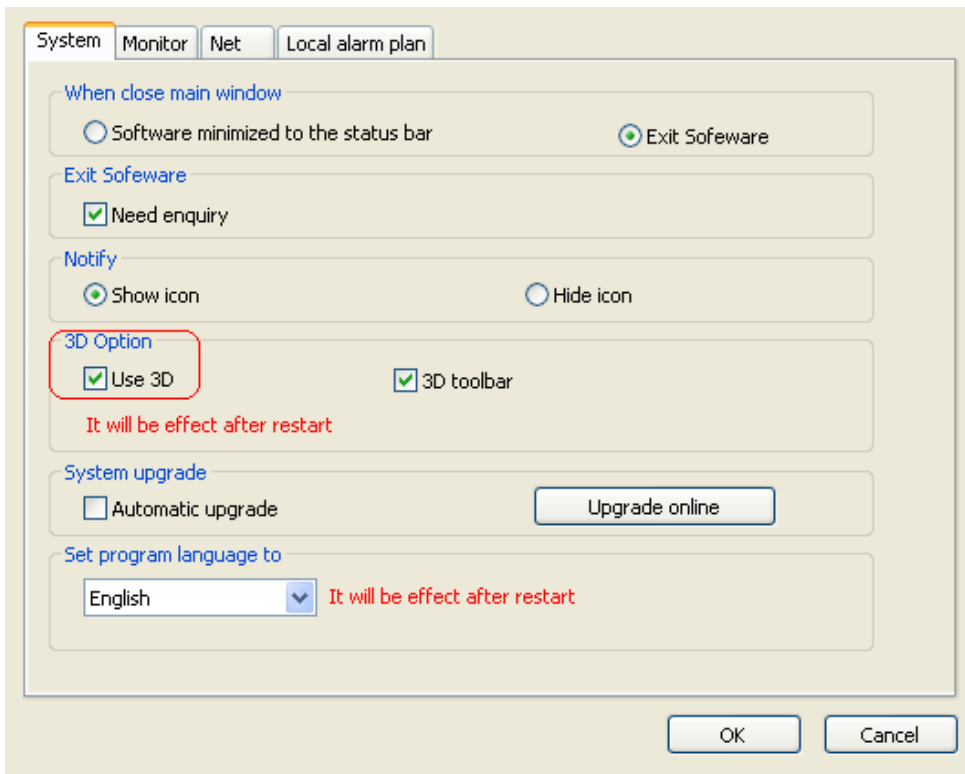
** Tips how to view the computer's IP and gateway address: You can click the <> Select <run> appear to type cmd in the dialog box to confirm, as shown below
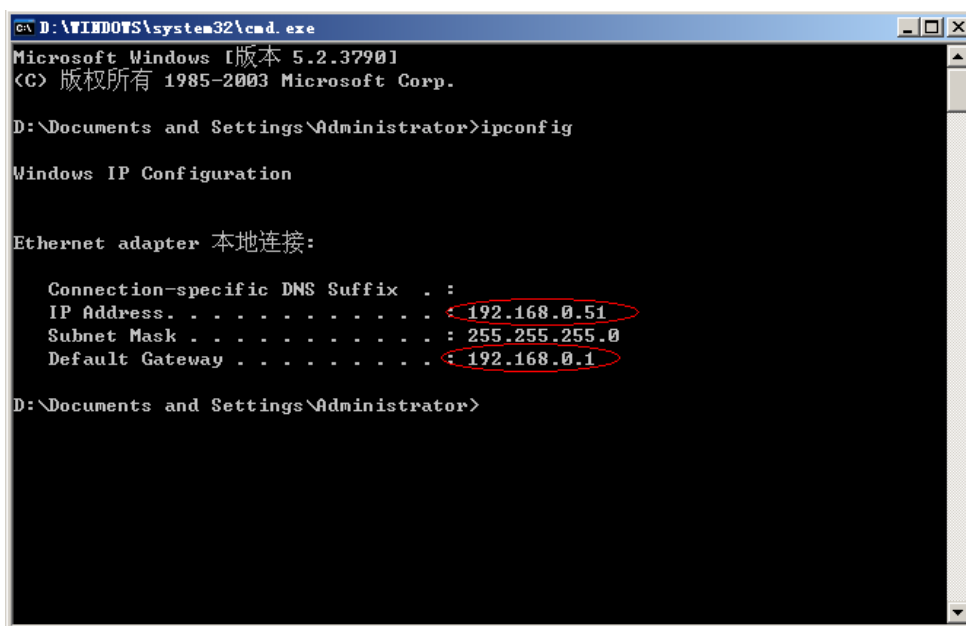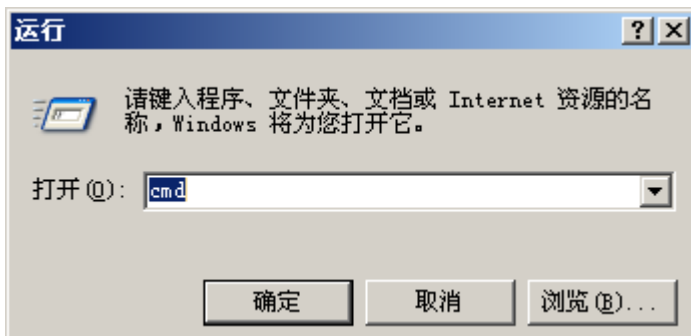
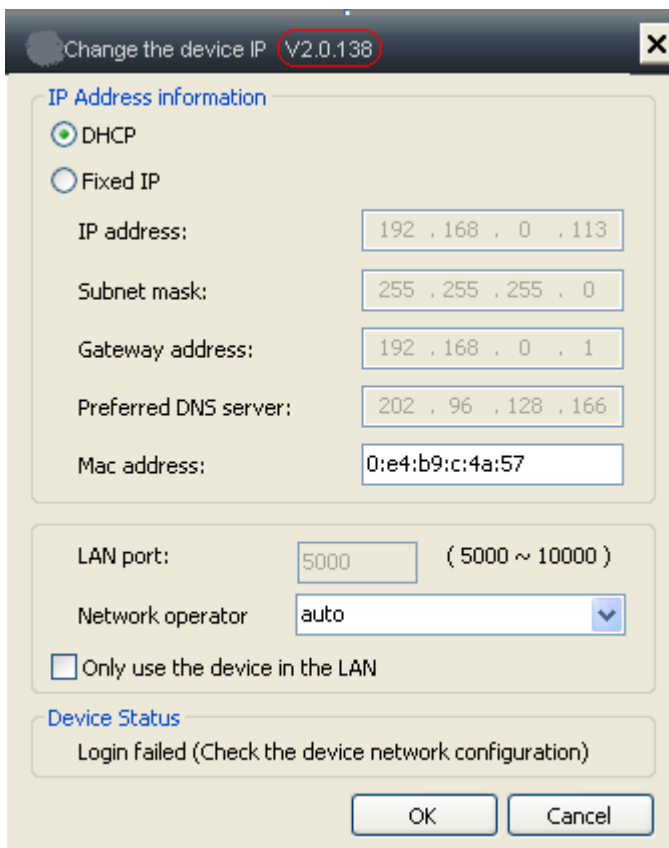**6、A calling device video display is not normal (black or blurred screen)**
Services Web site to download and install DirectX9.zip.

In addition you can set which to cancel the 3D effect.

7、How to view the current version of the device

Right-click the device in the LAN choose to set the IP address, as shown below circled in red at the current version for equipment.

8、How to upgrade the DVR software

1) Create a new folder in the U current directory, the folder name for dvrupgrade obtained from the supplier to the upgrade file into this side folder. (Note: If the old upgrade files, please delete)

2) U disk into the USB port of the DVR, reboot the DVR, the DVR will automatically upgrade. (Note: The upgrade time 3-4 minutes)

9、Internet Tips calling device private, can not watch

Internet calling device prompts the device private,

10、 how to authorize

See the help. 8.1 camera management rights management.

11、Forgot your user login password

Please contact the supplier.

12、Only in the use of monitoring devices in the LAN

Right-click the device selection is set in the LAN IP address, as shown below circled in red at select only use the device in the LAN

13、How to remote reboot equipment

Click Settings and click the device restart (Note: The remote reboot device, the device must be connected to the Internet) as shown below:
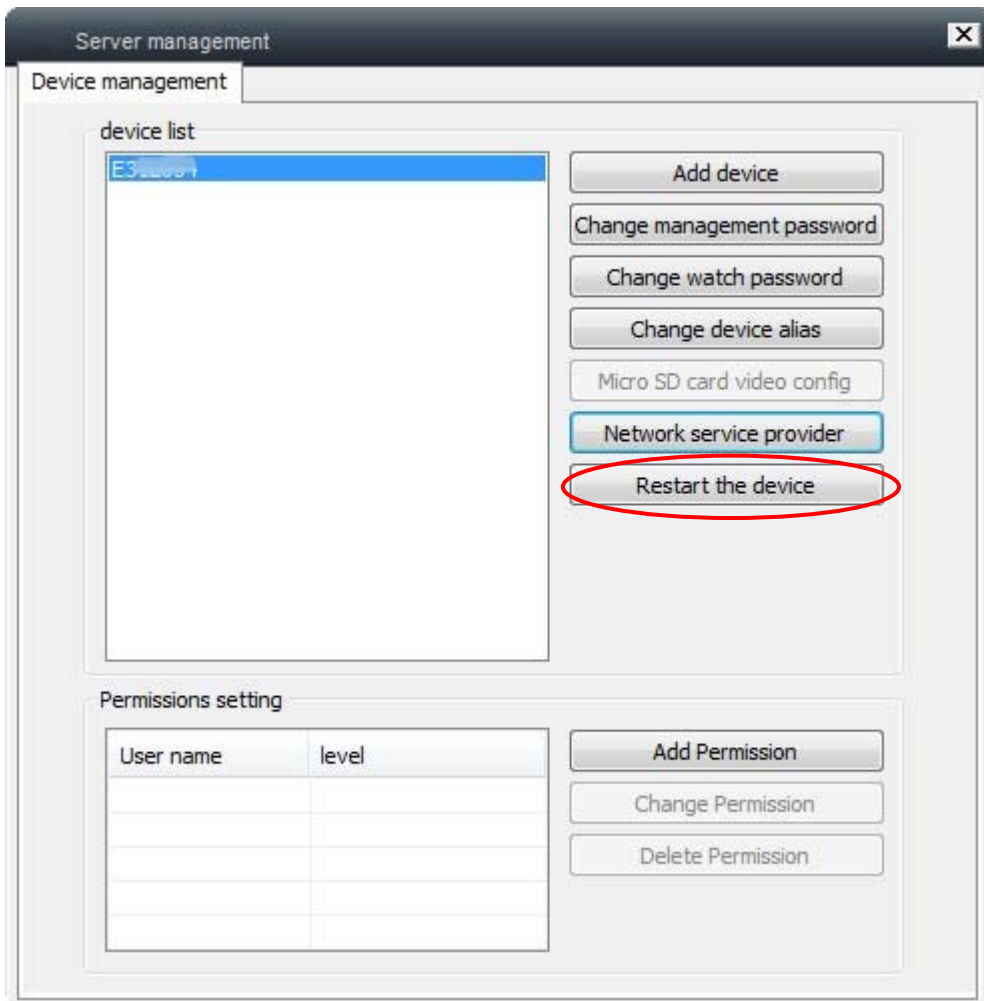
14、 wireless (WIFI) configuration problems

a, click refresh to get the network name (WIFI SSID).

b is too far away, or closed obstructions.

network name (WIFI SSID) of the spacebar. (Proposed to remove the spaces)
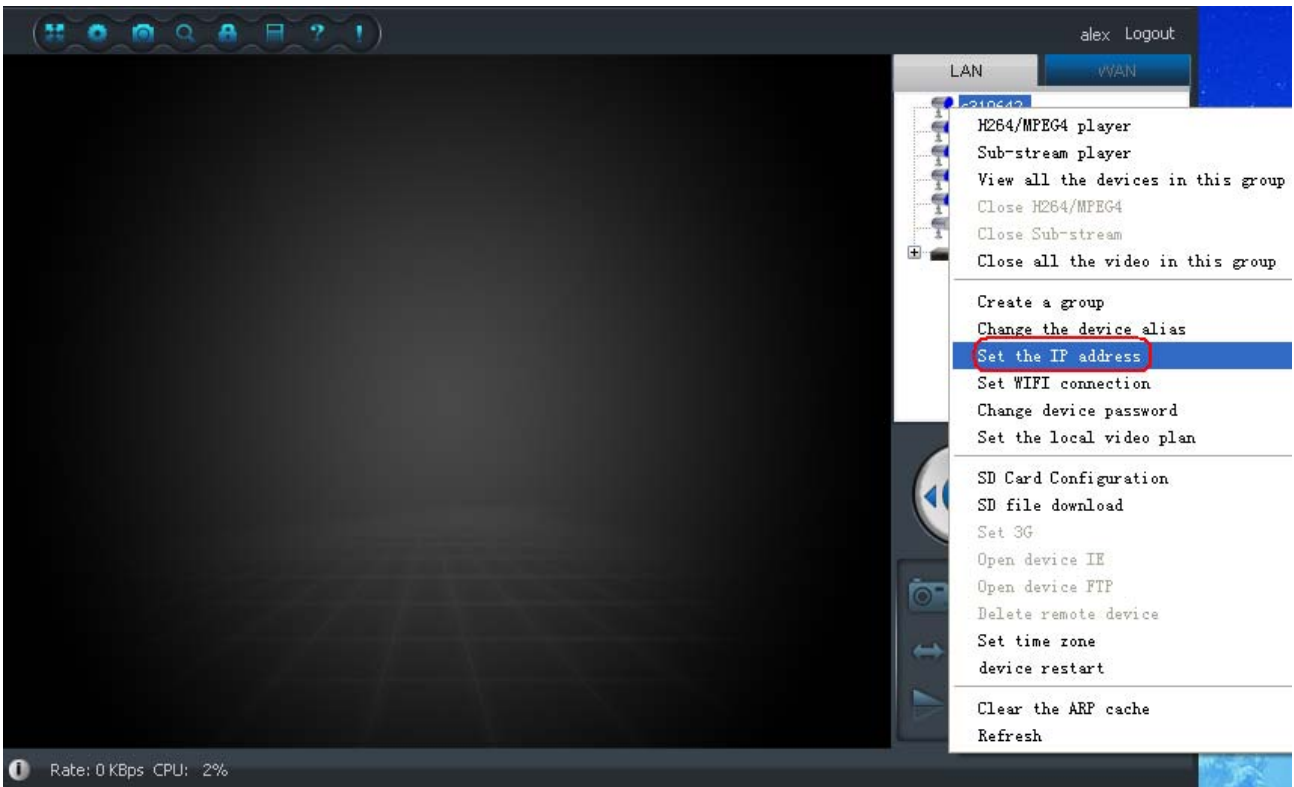
15、How do I know the own equipment are viewed

See Help records inquiry

1) Check the camera label root login user, click on Device Manager (⬚) as shown below

16、LAN can watch the video, the Internet is not online

Set the IP address of the LAN, right-click the device ID to select <> as shown below:

View this device gateway, DNS and your computer, if not the same click on the user to set the IP address to modify the gateway address and DNS server. As shown below:

17、A head positioning is not accurate

Please note: can not be turned by hand the head, and another actually there is a small error. Correction: power down to restart the device.

FCC Statement:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.
Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.