

# Uniden Surveillance System Software User's Guide



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***This software is intended for use with the UDW10000 series and UDW20000 series Uniden digital wireless camera and receiver kits.***

- ▶ Genuine Uniden software will NEVER install Spyware, Adware, or other malicious files along with the program, nor does it ever attempt to contact any web sites.
- ▶ This software does not incorporate any Hardware Locking or other intrusive licensing schemes.
- ▶ This software is distributed AS-IS and offers no warranty whatsoever. You install this software at your own risk. Uniden assumes no responsibility or liability for any negative effects of the software's use, mis-use, installation, uninstallation, etc.
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# Getting Started

## Check the System Requirements

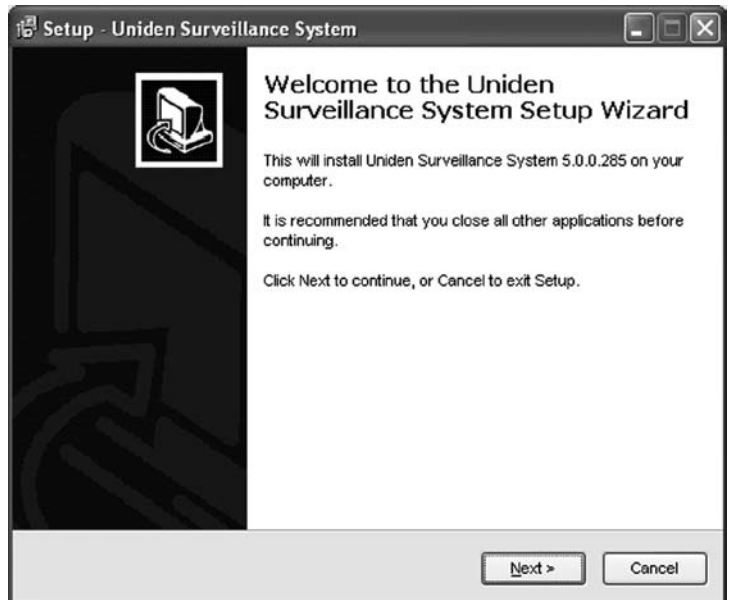
Make sure your computer has at least the following:

Hardware	Software
<ul style="list-style-type: none"><li>- 1 GHz or faster processor</li><li>- 13 MB available disk space for the software; 1 GB available hard-disk space recommended for recording video</li><li>- Color monitor with 16-bit color video card</li><li>- 1,024 x 768 monitor resolution at 96 dpi or less.</li><li>- CD-ROM drive</li><li>- USB port (version 1.1 or above)</li></ul>	<ul style="list-style-type: none"><li>- Microsoft® Windows® XP with Service Pack 2 or 3 or Windows Vista® (1 GB RAM recommend for Windows Vista)</li><li>- Microsoft DirectX 9 compatible display driver</li></ul>

***These installation instructions are based on Windows XP.***

## Install the Software

1. Insert the Uniden Surveillance System software CD into your computer's disk drive. (If the CD does not automatically start the installation procedure, go to the CD and run the file *autorun.exe*.)
2. Choose the language you want to use for the installation, then click OK. (You can change the language of the software itself anytime once it's installed.)
3. If necessary, close any other applications, then click **NEXT**.



4. When the software displays the license agreement, use the scroll bar on the right to read the entire license. If you accept the agreement, select *I accept the agreement*, then click **NEXT**.

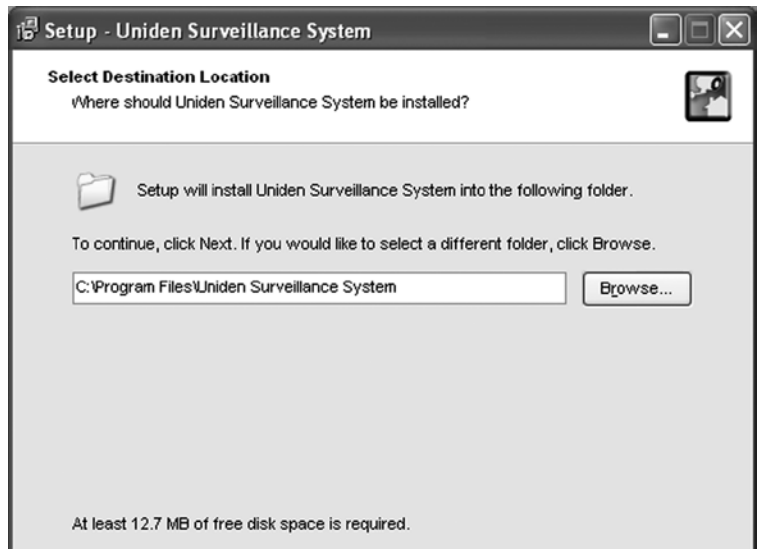
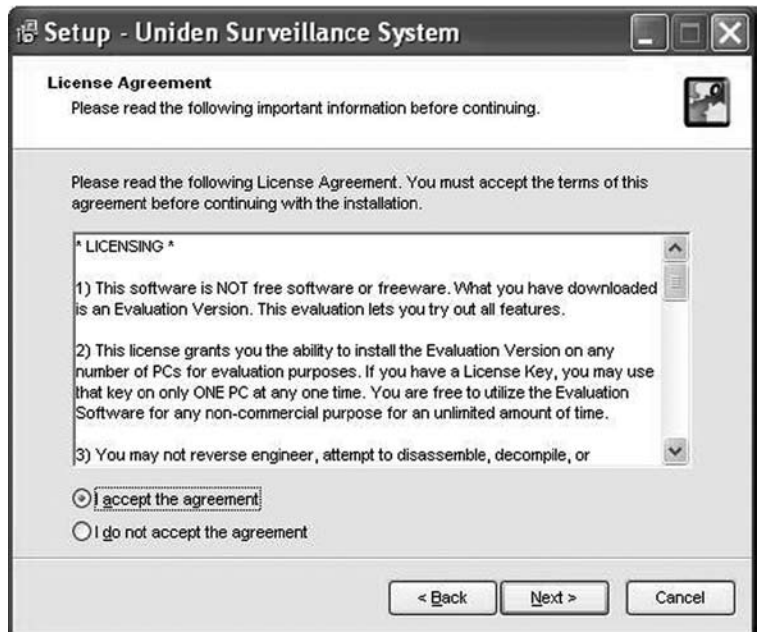
OR

If you do not accept the agreement, select *I do not accept the agreement* and then click **NEXT** (you can also click **CANCEL**). The software will close without installing anything on your computer.

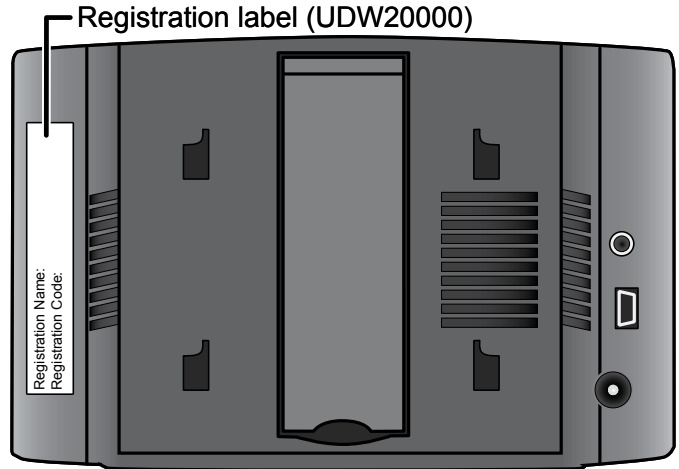
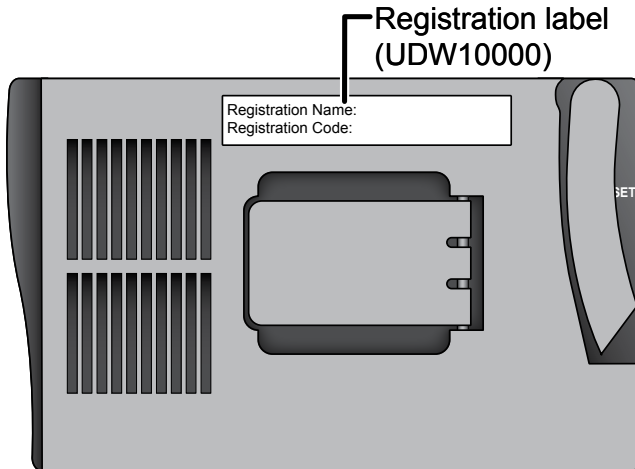
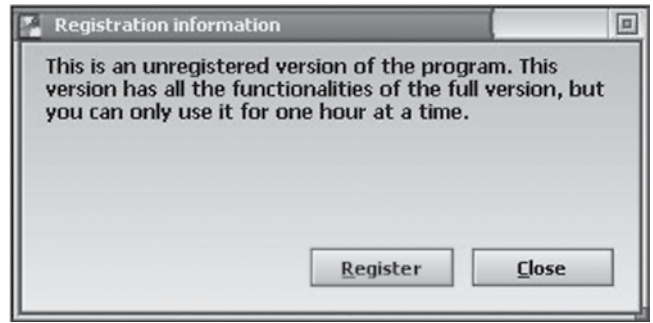
5. Enter the path of the folder where you want the software installed, or click **BROWSE** to look for the folder you want. When you're finished, click **NEXT**. If the folder you enter here doesn't exist, the software will create it.

6. Enter the name you want the software to use on the *Start Menu*, then click **NEXT**.

7. When the software asks permission to install the *Digital Wireless Camera* driver, click **NEXT**. (If your computer asks if you want to modify, repair, or remove the *Digital Wireless Camera*, this just means that you already have the necessary driver installed; select *Modify* or *Repair* to update the driver. **Do not select Remove or Uninstall!**)



8. If this is an evaluation version, the software displays the registration notice. You can use the software without entering the registration key, but the software will automatically exit one hour after it starts until you enter a key. To enter the key, click **REGISTER** and follow the prompts. You can find your registration key on a label on the back of your receiver.



If...	Try...
the software won't install	<ul style="list-style-type: none"> <li>- closing all other programs and trying again.</li> <li>- checking the system requirements: make sure your computer has a supported operating system, enough hard drive space, etc.</li> <li>- making sure your operating system has all the latest updates and patches.</li> <li>- shutting down your computer and disconnecting the power. Wait at least 30 seconds, then reconnect it and try again.</li> </ul>

***For best results, connect the receiver to your computer BEFORE you launch the software.***

## Connect the Receiver

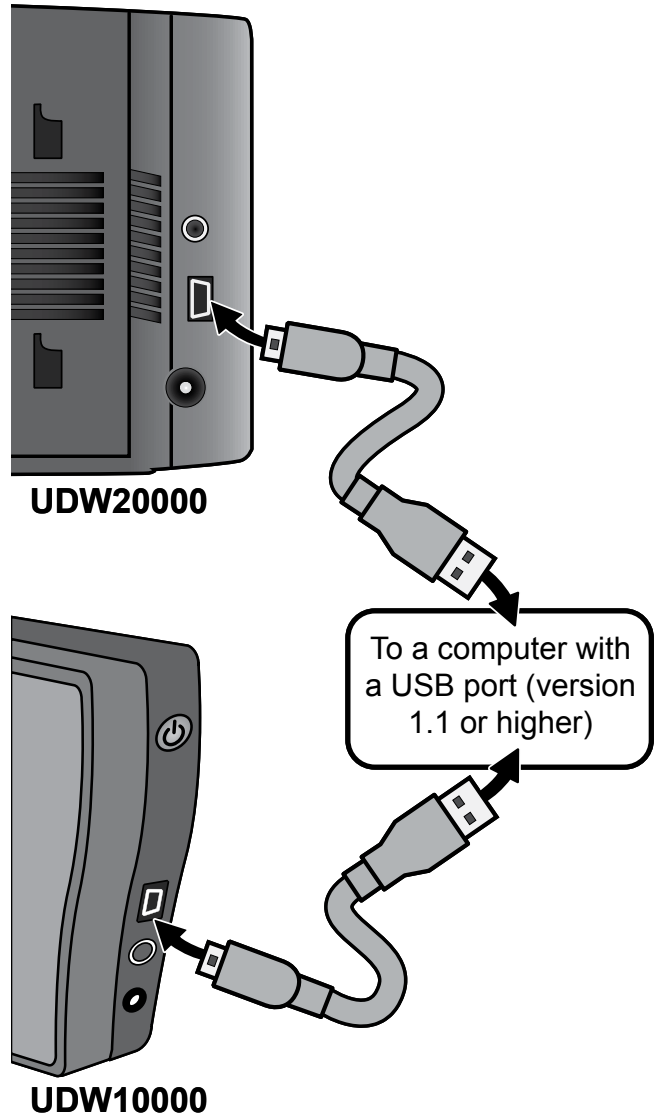
1. Make sure you can see the video from the camera(s) on the receiver's display.
2. Turn off the receiver and disconnect the AC adapter.
3. Use the included USB cable to connect the receiver to your computer.
4. Turn on the receiver.

***The receiver will be powered by your computer's USB port: DO NOT reconnect the receiver's AC adapter.***

5. Launch the Surveillance System software from the *Start Menu* folder you chose during the installation process or by using the desktop icon below.



***When you connect to your PC, the receiver transfers the video to your computer and blanks its own display. (You may see the message *USB PC Camera Mode.*)***



## Check the installation

When you launch the software, your computer should detect the receiver and display a pop-up window saying it has found a *Digital Wireless Camera*. (Since the receiver passes the video signals through to your computer, the computer treats the receiver as a camera.) The video from your camera will appear in the main software display.



If...	Try...
the Surveillance System software doesn't launch	<ul style="list-style-type: none"><li>- disconnecting the receiver. Reconnect the receiver and wait at least 15 seconds, then try launching the software again.</li><li>- restarting your computer and trying again.</li><li>- uninstalling and reinstalling the software.</li></ul>
your computer won't detect or recognize the receiver	<ul style="list-style-type: none"><li>- closing the software and disconnecting the receiver. Reconnect the receiver and wait at least 15 seconds, then try launching the software again.</li><li>- closing the software and disconnecting the receiver, then restarting your computer. Wait until your computer boots up completely, then reconnect the receiver. Wait at least 15 seconds, then try launching the software again.</li></ul>
the video in the main window is frozen	<ul style="list-style-type: none"><li>- Adjusting your monitor's resolution.</li></ul>

# Learning the Software

## What's on the Display







## What the buttons do

Button	Click it to...
<b>CLOSE</b>	Exit the program.
<b>MINIMIZE</b>	Close the window but keep the program running; place a button on the task bar.
<b>MINIMIZE TO SYSTEM TRAY</b>	Close the window but keep the program running; place an icon in the system tray.
<b>SELECT CAMERA</b>	Select the camera channel you want to see. The current channel is highlighted.
<b>ZOOM</b>	Zoom in to the center of the window; click again to zoom out.
<b>ALARM</b>	Mute the motion sensor alarm; click again to un-mute.



## What the icons mean

Icon	What it means
	The signal from the current camera is 1) low, 2) fair, 3) good, or 4) perfect.
	There is no signal from the current camera.
	The motion sensor alarm is muted. (The motion sensor is still operating: only the alarm siren is turned off.)
	The alarm will sound when something triggers the motion sensor.

## Using the zoom button

You can activate the receiver's zoom mode from your computer. (For more details on zoom mode and how it works, see the manual that came with your receiver.)

To activate zoom mode, click **ZOOM**. The system zooms in to the center of the picture.

When you're in zoom mode, the icon on the **ZOOM** button turns into a minus sign, and the pan and tilt buttons are enabled.







***Motion sensor recording is disabled in manual zoom mode. See page 21 for more information.***



# Using the Setup Pane

## Using the setup toolbar

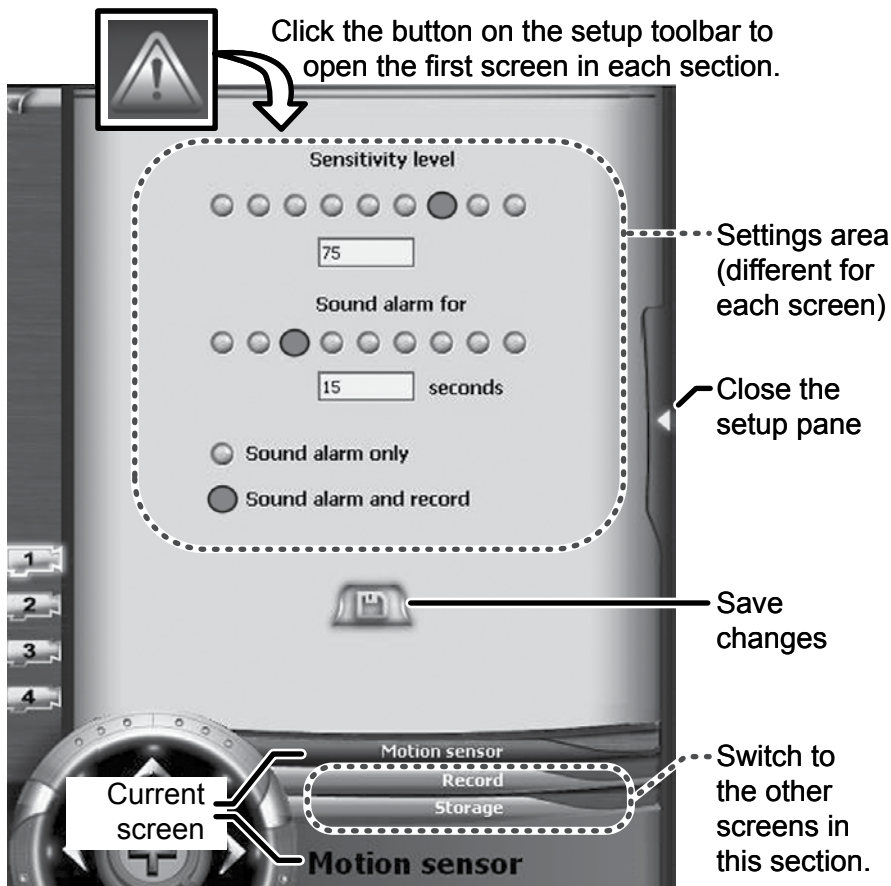
Each button on the setup toolbar opens a particular screen or section of screens in the setup pane.

Button	Opens the...	Use this screen to...
	<b>Security setup</b> section	<b>Motion Sensor</b> screen - Configure the sensitivity of the motion sensor - Tell the system what to do when the motion is triggered. <b>Record</b> screen - Set up a recording schedule. <b>Storage</b> screen - Tell the system where to store your files and how long to keep them.
	<b>Video capture</b> screen	- Record and playback real-time video clips (as opposed to scheduled recordings).
	<b>Photo snapshot</b> screen	- Capture still photos from the camera in real time (as opposed to scheduled snapshots). - Review and manage your photo snapshot files.
	<b>Event list</b> screen	- See a list of motion sensor alarms and when they were triggered. - Playback video clips and review scheduled or alarm-triggered snapshots. - Manage all video files and scheduled photo snapshot files.
	<b>Display setup</b> section	<b>Camera Registration</b> screen - Add new cameras to your system - Change the channel assigned to a particular camera. <b>Display</b> screen - Change the name that displays on the screen for each camera. <b>Language</b> screen - Change the language used by the software.
	<b>About and registration</b> screen	- See information about the version of the software. - Enter a registration key to unlock an evaluation version.

## What's on the setup pane

Although the actual settings and options will be different for each section of screens, the screens all operate the same way.

- ▶ At the bottom of the screen, you'll see the name of the current screen along with any other screens available for this section.
- ▶ Click on one of the other screen names to switch to that screen.
- ▶ When you are satisfied with the settings on the current screen, click the **SAVE** button near the bottom of the screen to save the setting changes.
- ▶ Click the arrow on the right side of the screen to close the setup pane.
- ▶ If you close the setup pane or switch to another screen without saving your changes, your changes will be lost. The **Language** screen (see below) is the only exception.



## Changing the Language

1. Open the **Display Setup** section and switch to the **Language** screen.
2. Click on the language you want the system to use. The language changes automatically (you don't have to click the **SAVE** button).

# Using Your System

## Changing What Displays on the Screen

The system can display the current date and time, the name of the current camera channel, or both. You can change the name of each camera channel; each name can be 30 characters.

Do you want the system to show:      the name of the camera channel?      the date and time?

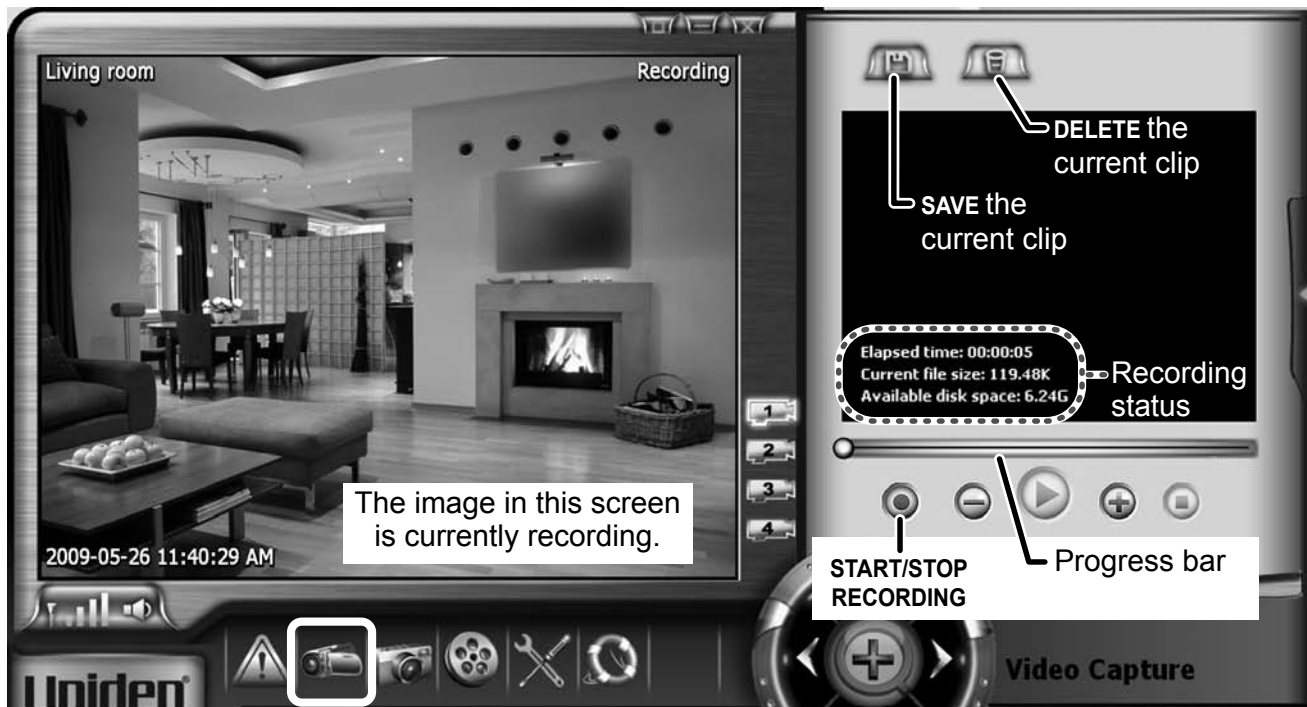


1. Open the **Display Setup** section and switch to the **Display** screen.
2. To have the system display the date and time, click the radio button marked *Time Stamp*. To have the system display the channel name, click the radio button marked *Camera Name*.
3. Enter the name you want to use for each channel. (The default names are *CAM1*, *CAM2*, etc.)

## Capturing Live Video

In addition to setting up scheduled recordings (see page 18), you can use the system to capture real-time or live video, then review the captured video clip before you save it.

1. On the setup toolbar, click **VIDEO CAPTURE** to open the **Video Capture** screen.
2. Select the camera channel you want to record, then click **START/STOP RECORDING**.
3. When you want to end the video capture, click **START/STOP RECORDING** again.



### Some things to know about video capture:

- ▶ The system can only capture the current camera channel.
- ▶ The video in the main display serves as a preview window: whatever the image looks like in the main display is what the recorded clip will look.

- ▶ You can stop and re-start the video capture at any time.
- ▶ While it's recording, the system turns the **START/STOP RECORDING** button red. When the recording is paused, the **START/STOP RECORDING** button is blue.
- ▶ The length of the video clip and the file size appear in the playback window along with the amount of remaining free space on the disk drive where your video files are located.
- ▶ The clip will not be saved to disk until you click **SAVE**. If you close the capture window without clicking **SAVE**, the video clip will be erased.

## Playing back live video

As soon as you stop the video capture, the system shows the captured clip in the playback window.



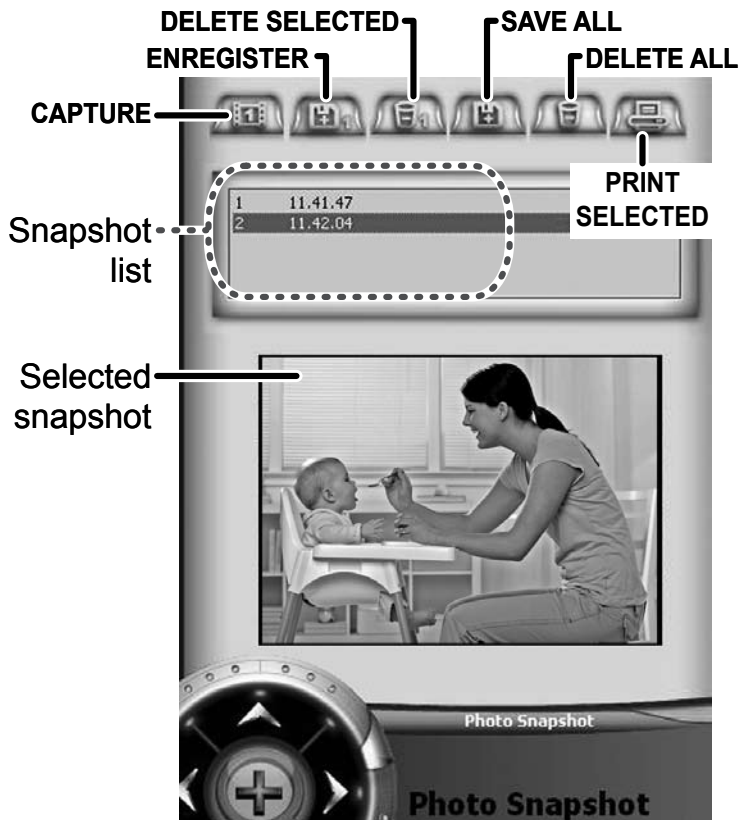
- ▶ To review the clip, click **PLAY/PAUSE**. Click it again to pause the playback.

- ▶ Click **STOP** to end playback and reset to the beginning of the clip.
- ▶ Click anywhere on the progress bar to skip to that part of the video clip.
- ▶ Click **PLUS** to speed up the video playback. You can increase the playback speed up to ten times normal speed in single-level increments ( $X1$ ,  $X2$ ,  $X3$ ,  $X4$ ,... $X10$ ). Click **MINUS** to move the playback speed back down to normal.
- ▶ Click **MINUS** to slow down the playback. You can decrease the playback speed down to one-sixteenth normal speed ( $X1/2$ ,  $X1/4$ ,  $X1/8$ , or  $X1/16$ ). Click **PLUS** to move the playback speed back up to normal.
- ▶ You can switch camera channels on the main display without affecting the captured video.
- ▶ If you click **RECORD** again, the system adds to the existing clip.

## Taking Photo Snapshots

The system can take single-frame snapshots of any connected camera.

1. On the setup toolbar, click **PHOTO SNAPSHOT** to open the *Photo Snapshot* screen.
  2. Select the camera channel you want, then click **NEW SNAPSHOT**. A still photo of the current camera image appears in the snapshot window.
- ▶ Photos appear in the snapshot list in the order in which you took them.
  - ▶ The selected photo in the list appears in the snapshot window.



- ▶ Closing the **Photo Snapshot** screen will not erase the photos. Use **DELETE SELECTED** to erase only the highlighted photos or **DELETE ALL** to erase all photos.
- ▶ To save your photos, click **SAVE SELECTED** or **SAVE ALL**. The system will prompt you to select the folder where you want to save the photos.

## Adding New Cameras

Your receiver supports a total of four active cameras at a time. You can mix and match any of the accessory cameras. (See our website for compatible camera options.)

When you add a camera, you have to pair it to the receiver (that is, you have “introduce” the camera and receiver so they can communicate). Instead of using the receiver’s menu, you can pair new cameras to your receiver much more easily from the **Camera Registration** screen. From this screen, you can also change which channel is assigned to a camera.

1. Make sure the camera is powered on.
2. Open the **Display Setup** section and select the **Camera Registration** screen.
3. Click the button for the channel you want to use for this camera. The





software puts the receiver into pairing mode for 60 seconds, and the screen begins to countdown.

4. On the camera, press the **LINK** or **PAIR** button to put it into pairing mode, also. (The position of this button varies from camera to camera; see the manual that came with your camera.)
5. As soon as it detects a camera in pairing mode, the receiver links to that camera and assigns the channel you selected.
6. Click the **SELECT CAMERA** button for the channel and make sure that the correct video signal shows up on the screen.

### **Some things to know about pairing cameras:**

- ▶ If a camera is already assigned to the selected channel, the receiver overwrites that camera link with the new one.
- ▶ Only pair one camera at a time! The receiver links to the first camera it detects. If two or more cameras are in pairing mode, you can't control which camera the receiver will detect first.
- ▶ If you have trouble pairing a new camera, refer to the manual that came with the camera or the receivers.

# Scheduling Recordings

You can schedule the system to monitor and record a single camera in two-hour blocks. For each block (that is, every two hours), you can tell the system:

- ▶ Which camera to monitor
- ▶ To record continuously or respond to the motion detector

In addition, there are two overall settings that apply across all blocks. These settings don't change every two hours, but you can change them manually any time you want. These settings tell the system:

- ▶ Whether to record a video clip or take a photo snapshot
- ▶ Whether to record in normal mode or in zoom mode

For the two-hour block, should the system:  
record for a few seconds when it detects motion?

record everything?

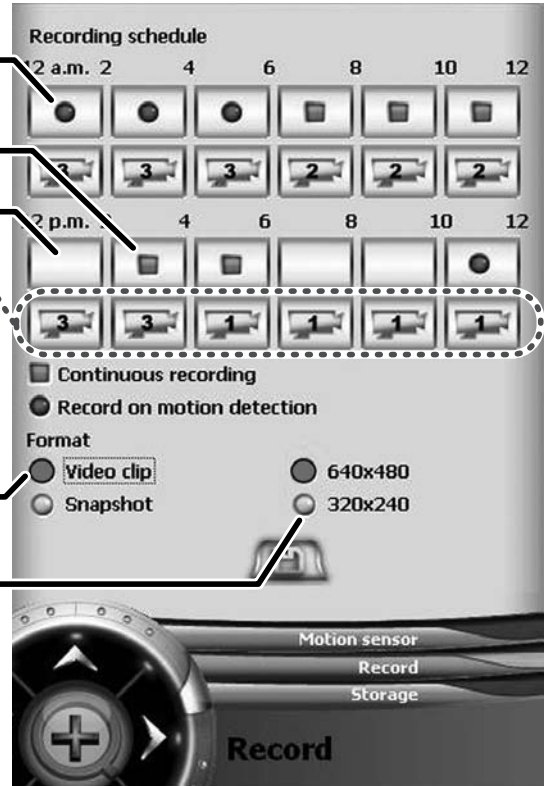
record nothing?

Which camera should the system monitor during the two-hour block?

Do you want the system to save the files as:




video clips or photo snapshots?

in normal (640x480) or zoom view (320x240)?



## To Schedule a Recording

1. Open the **Display Setup** section and switch to the **Record** screen.
2. On the first two-hour block you want the system to record, click the upper square until it shows the setting you want:

		
Do not monitor or record any camera during these two hours.	Record the signal from the selected camera continuously during these two hours.	Monitor the selected camera during these two hours; record the signal only when the motion sensor is triggered.

3. Click the lower square of the block until it displays the number of the camera you want the system to monitor. (If you leave the upper square blank, the camera selection has no effect.)
4. Repeat steps 2 and 3 for each two-hour block you want the system to monitor.
5. In the *Format* fields at the bottom of the screen, select *Video clip* to have the system record a few seconds of video  
OR  
select *Snapshot* to have the system take single-frame snapshots.
6. Select *640x480* to have the system record in normal mode  
OR  
select *320x240* to have the system record in zoom mode.
7. Click the **SAVE** button when you're finished.

### Some things to know about scheduling recordings

- ▶ All the settings you select for a block will also be applied to the main display during that two hours. Use the main display to check your settings: whatever you see on the display is what is recorded.
- ▶ You can change any of the settings (including camera channel) during a two-hour block; the changes will take effect after you click **SAVE**. If the system is currently recording, it may take several seconds to activate the changes.
- ▶ The system takes three photo snapshots for each second it is scheduled to record. For example, if you schedule the system to record continuously and select *Snapshot* as the format, the system will take three pictures each second during the whole two hour block, or 360 snapshots total.

## Configuring the motion sensor

When you schedule the system to monitor a camera and respond to the motion detector, you probably will want to adjust the motion sensor settings.

1. Open the **Display Setup** section and switch to the **Motion Sensor** screen.
2. In the *Sensitivity Level* field, you can set how sensitive the system is to detected motion, that is, how much motion the system will ignore before it responds. There are nine levels to choose from, and the higher the number, the more sensitive the system is:

At this level	0	12	25	37	50	62	75	87	100
<b>The system responds if there is</b>	(Off)	a lot of motion (e.g., several people walking by, a vehicle passing, etc.)			an average amount of motion (e.g., one person walking by)			Barely any motion (e.g., a ceiling fan in the background)	

3. In the *Sound alarm for* field, select the number of seconds you want the system to sound the alarm siren. If you told the system to record a video clip on the **Record** screen, the clip will be the same length as the time you select here. Select a time from *5 seconds* to *45 seconds* in five-second increments.
4. Select *Sound alarm only* to have the system sound the siren but not record anything OR select *Sound alarm and record* to have the system record a video clip or a photo snapshot based on your selections on the **Record** screen).
5. Click the **SAVE** button when you're finished.

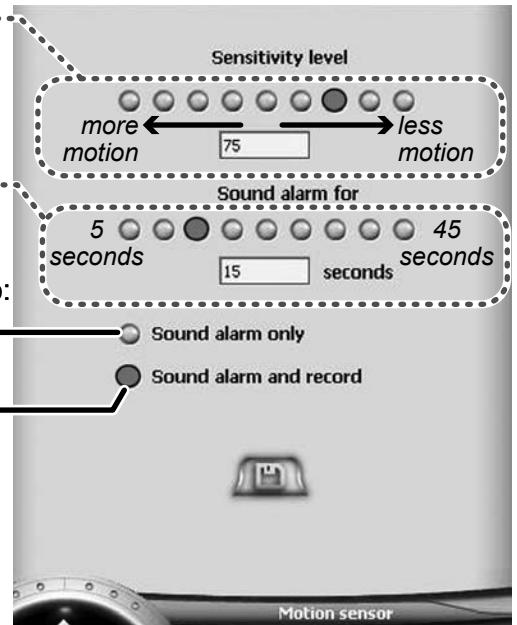
How much motion should the system allow before it responds?

How long should the siren and video recording last?

Do you want the system to:

just sound the alarm siren?

sound the siren and record for the duration?



## While the System is Recording

- ▶ If you switch cameras during the two-hour block, the system will switch back to the scheduled camera after about five minutes (unless you are still giving it commands). During that time, the system suspends all recording; it will automatically resume recording as soon as it switches back to the scheduled camera. (The system will also resume recording if you manually switch back to the scheduled camera.)
- ▶ If you manually activate zoom mode (by clicking **ZOOM**), the system suspends recording; it will automatically resume recording when you exit zoom mode. If you want to use zoom mode without interrupting recording, go to the **Record** screen and select **320x240** under the *Format* fields. The system will activate zoom model, and any recordings will be in zoom mode, also.
- ▶ You can capture the video signal or a take photo snapshot from the scheduled camera without interrupting recording.

## Recording and alarm status messages

The system lets you know that status of the motion sensor and the recording by flashing alarm and recording status messages in the upper right corner of the main video window.

Status message	What it means
<i>Alarm!</i>	The system has detected motion, and it is currently taking a photo snapshot.
<i>Alarm and Recording!</i>	The system has detected motion, and it is currently recording a video clip.
<i>Recording</i>	The system is scheduled to record continuously, and it is currently recording a video clip.
<i>Capturing</i>	The system is scheduled to record continuously, and it is currently taking a photo snapshot.
<i>Motion recording OFF</i>	The system is scheduled to respond to the motion detector, but you have manually activated zoom mode and suspended recording.

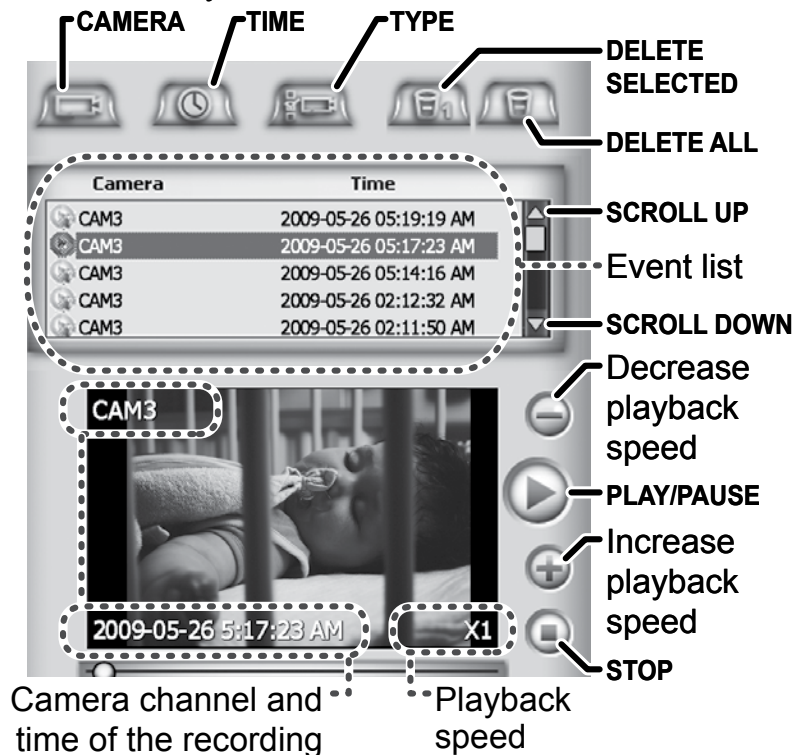
## Reviewing Alarm Events and Recordings

The system saves detailed information about every scheduled recording to the **Event List** screen. To open the **Event List** screen, click **EVENT LIST** on the setup toolbar.



- ▶ The top of the screen shows a list of all recorded events. When you select an event, the system automatically plays it in the playback window.
- ▶ Use **SCROLL UP** and **SCROLL DOWN** to see the rest of the list.
- ▶ You can pause, stop, speed up, or slow down the event list playback, just like you can when you play back a video capture (see page 14).
- ▶ You can sort the event list by camera channel, by time, or by recording type. Click a sort button to sort the list in ascending order. Click the button again to sort the list in descending order.

Sort the list by:



### Reading the **Event List** icons

Icon					
Event Type	Video clip, motion triggered	Video clip, continuous recording	Video clip, live (manual) video capture	Snapshot, motion triggered	Snapshot, continuous recording

- ▶ If an event consists of photo snapshots, use the forward and back buttons to see the other snapshots for this event.

## Managing Your Files

The system saves your files to the folder you selected during the software installation. This folder is divided into three sub-folders:

- ▶ **Alarm:** Contains all video clips and snapshots from alarm (motion-triggered) events.
- ▶ **Video:** Contains all video clips and snapshots from scheduled continuous recordings.
- ▶ **Videoshot:** Contains all video clips from live video captures. (Manual snapshots are not saved in this folder.)

Inside each sub-folder, the system saves the files by camera channel, date, then time. (The system uses military or 24-hour time to name the files.)

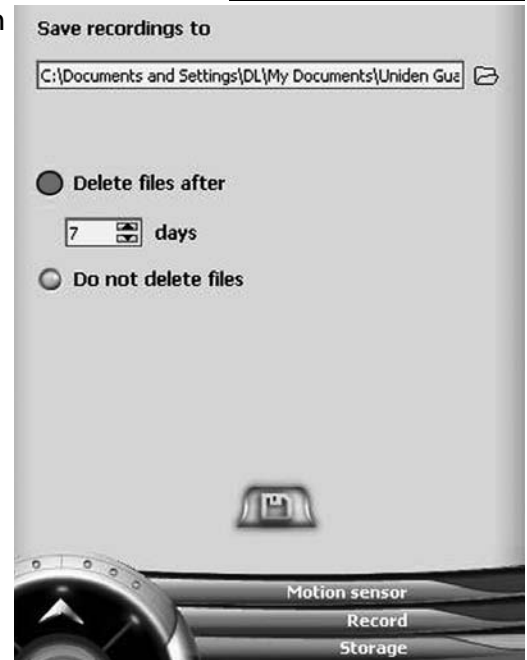
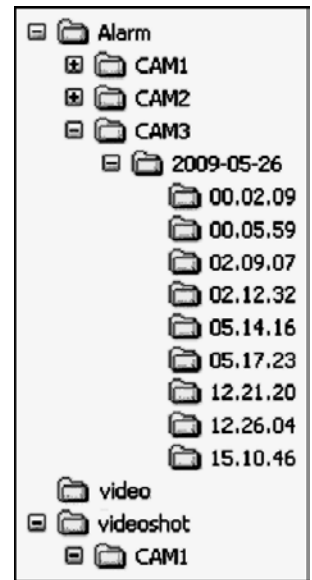
### Changing your file location

During setup, the software prompted you to enter a location for your video files. If you need to see which folder your files are saved to or decide you want to change that folder, you can do this from the **Storage** screen.

1. Open the **Display Setup** section and switch to the **Storage** screen.
2. The *Save recordings to* field shows the current file location. If you want to change the location, click the **BROWSE** button and find the folder you want to use as the new file location.
3. Click the **SAVE** button when you're finished.

### Setting your recordings to delete automatically

Because video files can take up a lot of disk space, you may want the system to automatically delete your old video files.



1. Open the **Display Setup** section and switch to the **Storage** screen.
2. If you want you the system to delete old files, select *Delete files after* then enter the number of days the system should wait before deleting a file  
OR if you never want the system to delete old files, select *Do not delete files*.
3. Click the **SAVE** button when you're finished.

## Solving Problems

If you have any trouble with your system, try these simple steps first or check the manual that came with your camera or receiver. If you still have a question, call our Customer Care Line listed on the front cover.

If...	Try..
The motion sensor won't respond to movement.	- Increasing the sensitivity of the motion sensor (see page 20). - Checking the settings on the <b>Record</b> screen (see page 18).
The motion sensor goes off when there's nothing there.	- Decreasing the sensitivity of the motion sensor (see page 20).
I can't play my video clips in another program	- You may not have the necessary video codec (XVID) installed. The codec is available on the installation CD as <i>video decoder.exe</i> , or you can visit the official Xvid website at <a href="http://www.xvid.org">http://www.xvid.org</a> .
The image on my monitor is frozen.	- Seeing if your computer went into power saving or standby mode. - Seeing if some other program is using all of your system resources.
The software keeps shutting down.	- The software isn't registered or the registration key may have been corrupted. Re-register the software (see page 5).