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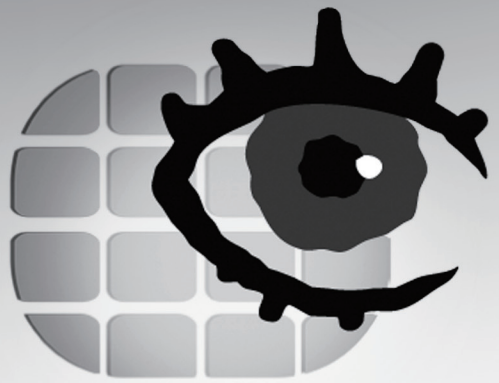

D-ViewCam

Standard/Professional/Enterprise

User Manual

Version 1.30

Business Class Networking

Manual Overview

D-Link reserves the right to revise this publication and to make changes in the content hereof without obligation to notify any person or organization of such revisions or changes. Information in this document may become obsolete as our services and websites develop and change. Please refer to the www.mydlink.com website for the most current information.

Manual Revisions

Revision	Date	Description
1.0	July 2, 2010	DCS-210 with firmware version 1.00 DCS-220, DCS-230 with firmware version 1.00
1.1	April 28, 2011	DCS-210 with firmware version 1.00 DCS-220, DCS-230 with firmware version 1.10
1.2	May 14, 2012	DCS-210 with firmware version 1.10 DCS-220, DCS-230 with firmware version 1.20
1.3	December 4, 2012	DCS-210 with firmware version 1.21 DCS-220, DCS-230 with firmware version 1.31

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Product Overview

System Requirements

To ensure that your D-ViewCam Standard/Standard/Professional/Enterprise system can maintain high video monitoring and recording performance, certain minimum system configurations are required.

CPU	Intel Core 2 Duo E5300
RAM	2 GB
Motherboard	Intel P55, H55, X58, P45, P43 chip, MB vendor ASUS Gigabyte or MSI with Intel Chipset recommended
Display card	ATI Radeon 4650 or above (ATI Driver V11-2 recommended)
Ethernet	100Base-T or above, Gigabit LAN recommended
Hard Disk	250 GB or above
OS	32 bits: Microsoft Windows XP pro SP3/ Vista SP1/ Win 7 SP1 64 bits: Win 7 SP1/ Win Server 2008 R2

Note: To determine the minimum hardware requirements for your planned surveillance system if it is not listed in the above table, please consult the SI (system integrator), the reseller, or D-Link Technical Support.

Note: Recording video over a long period of time will consume large amounts of disk space. Make sure that you have enough disk space available if you want to use the recording function. You can still complete the installation even if you have less than the suggested free disk space.

Introduction

Thank you for purchasing D-ViewCam Standard/Professional/Enterprise. This state-of-the-art video management software is a comprehensive surveillance system designed to centrally manage up to 8/32/64 network cameras, while displaying real-time information on the screen. This software allows you to build a powerful surveillance system at your home or small business by using D-Link network cameras and the latest features offered by the D-ViewCam Standard/Professional/Enterprise software.

Key Features

- D-ViewCam Standard/Professional/Enterprise automatically locates and adds network cameras in the local network
- Storage management for recording files
- Single and multiple video stream monitoring (up to 8/32/64 video channels)
- Two-way audio communication
- Intelligent filter and search capabilities for scheduling recording and/or event recording-

Installing Your Network Camera

Before installing D-ViewCam Standard/Professional/Enterprise, please make sure you have installed your D-Link network camera(s) that will be managed by D-ViewCam Standard/Professional/Enterprise.

Step 1 - Follow the installation procedures that came with your network camera(s) to complete the camera installation process.

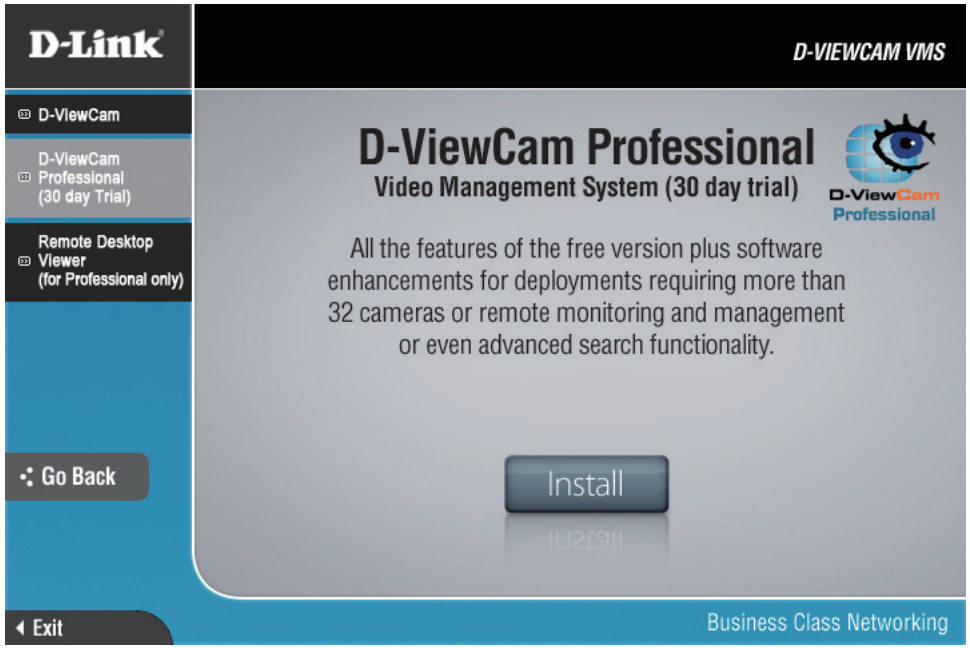
Step 2 - Verify that you are able to view the video images from the network camera (s) by accessing the camera's web-based configuration utility. It is recommended that all network cameras be installed in the same subnet as your management PC running the D-ViewCam Standard/Professional/Enterprise software.

Step 3 - Please refer to the **Add camera(s)** section in the next section **Software Installation** for more information.

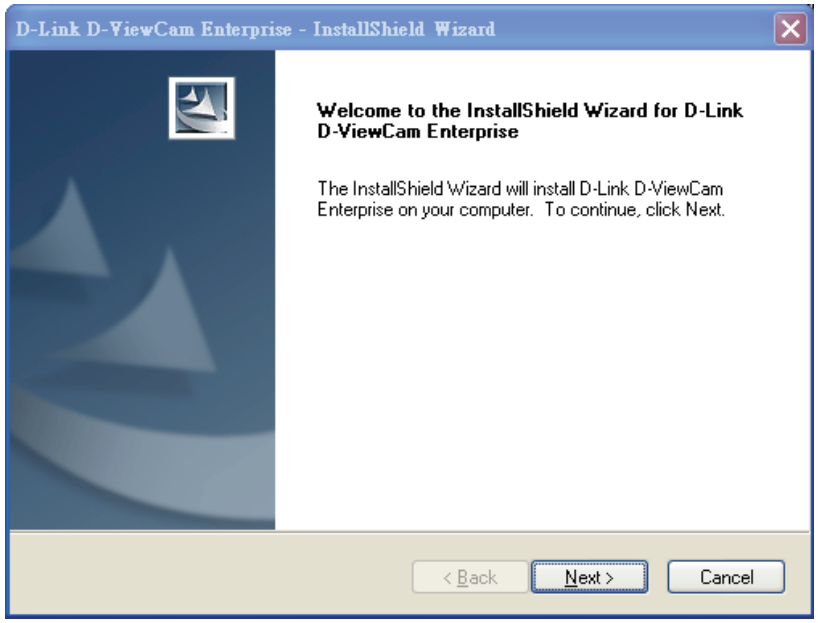
Software Installation

Turn on the computer and insert the CD into the CD-ROM drive. Click “Install D-ViewCam Standard/Professional/Enterprise” from the menu, and select “D-ViewCam Standard/Professional/Enterprise” to install the VMS (Video Management Software) software.

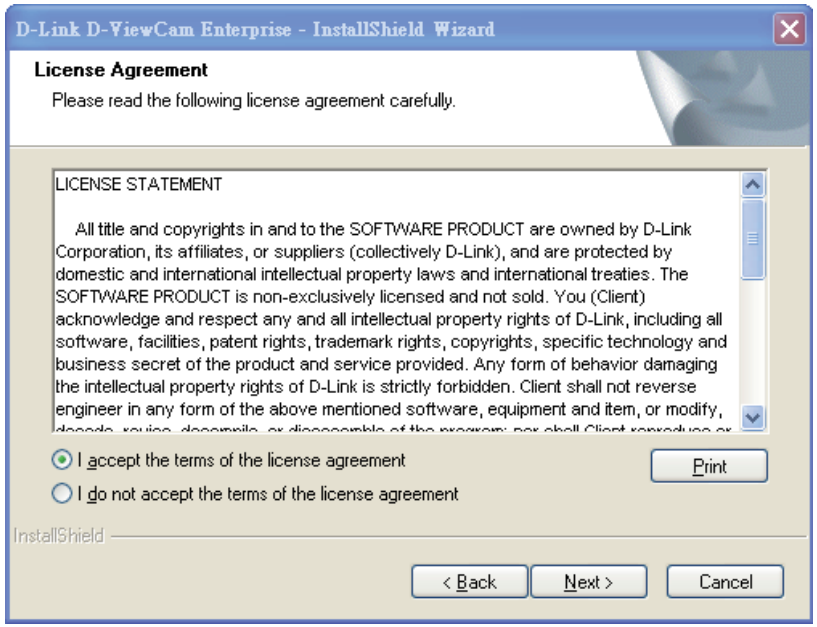
Step by step instructions are shown below if you are using Windows® XP. However, similar instructions and windows are displayed for other Windows operating systems.



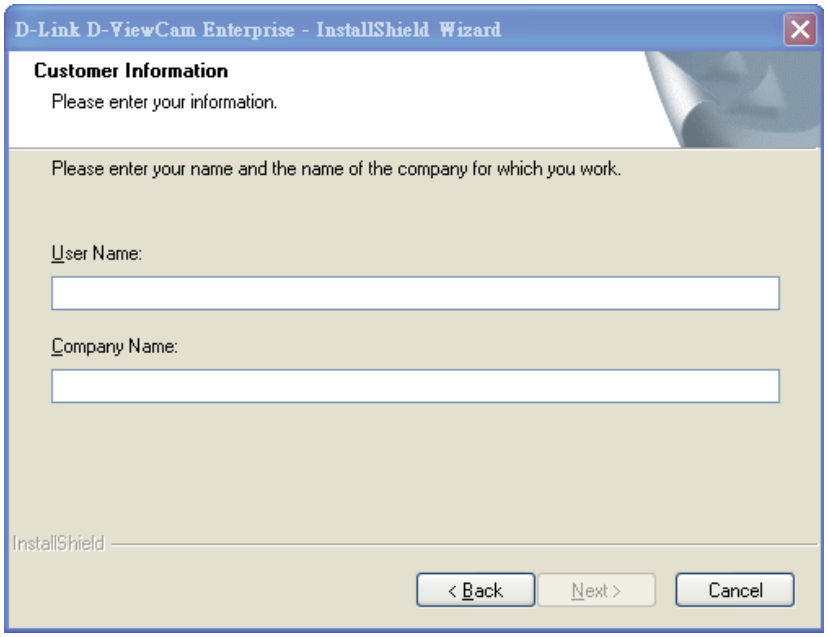
1. Click **Next** to continue.



2. Click **I accept the terms of the license agreement** and then click **Next** to continue.



3. Enter your name and company name. Click **Next** to continue.



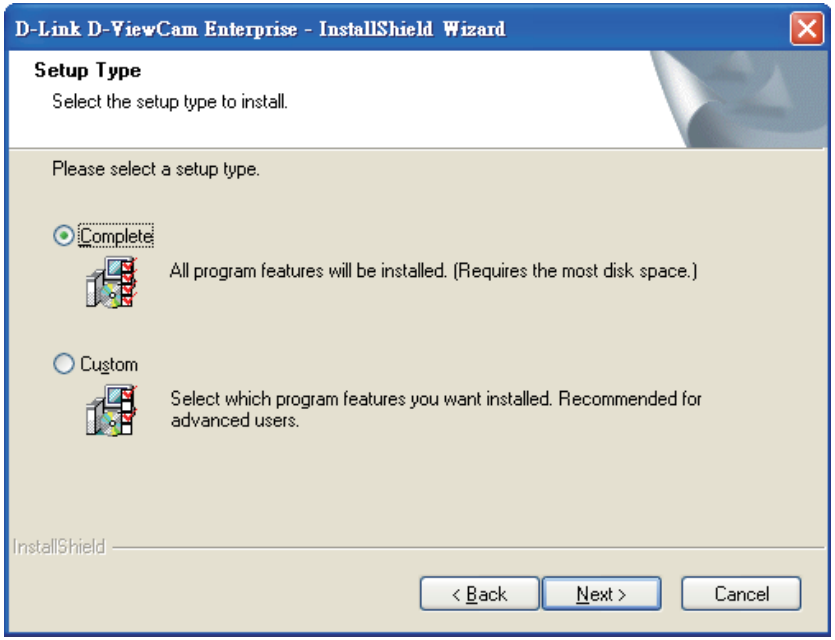
4. Select **Complete** to install the entire D-ViewCam Standard/ Professional/Enterprise software package or **Custom** to choose which programs to install. Click **Next** to continue.

COMPLETE SETUP TYPE

Select **Complete** to install all the program features into the default directory (requires the most disk space) and click **Next** to continue.

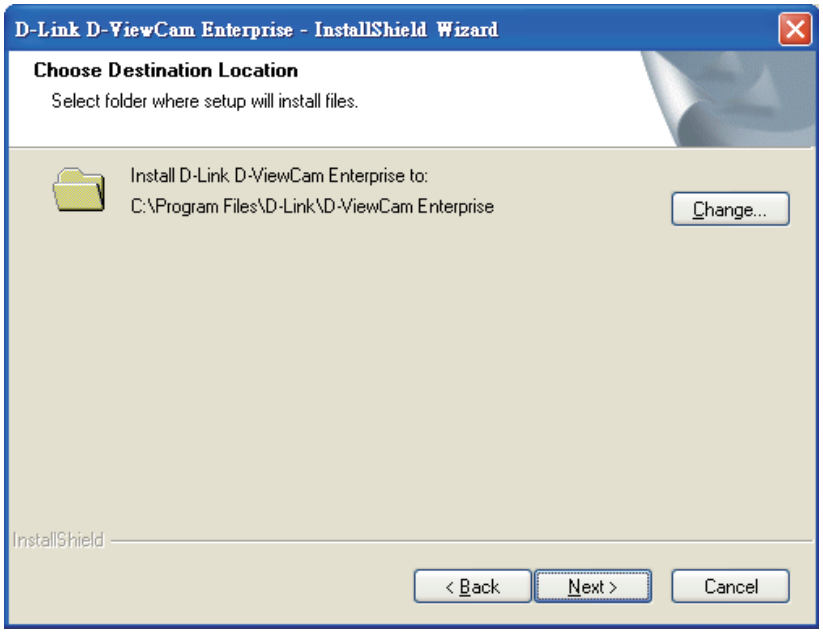
CUSTOM SETUP TYPE

Select **Custom** to install the system to a preferred directory. This option allows you to specify the program feature(s) for installation, and is recommended for advanced users.



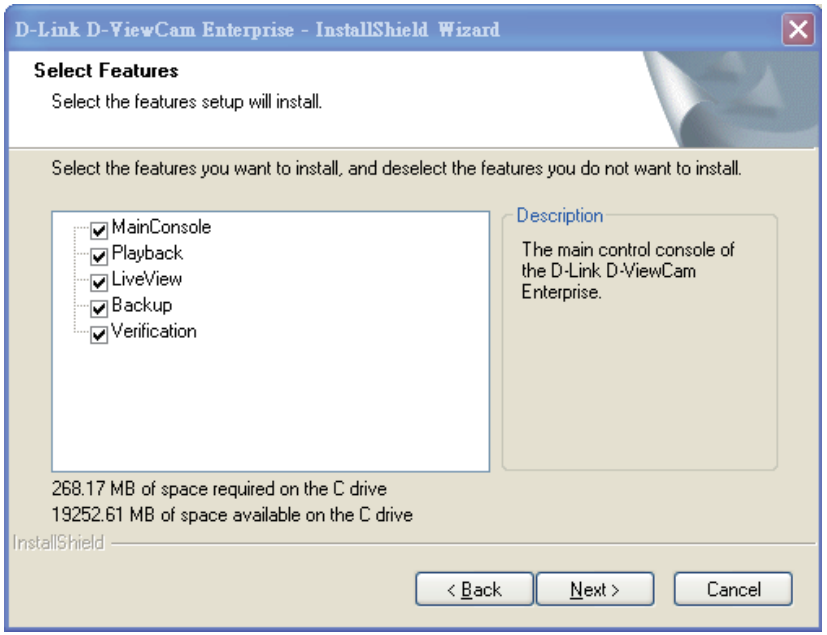
5. Select **Custom**, and then click **Next**. The **Choose Destination Location** window will appear.

6. To install to this folder click **Next**. To install to a different folder, click **Change** and select another folder.

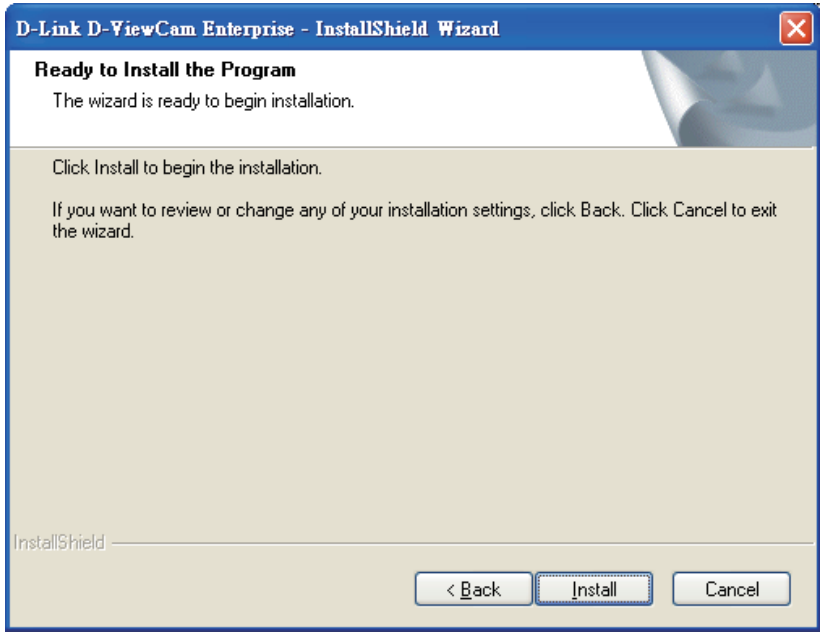


7. Select the features you want to install and click **Next** to continue. The five main features in the server setup process are:

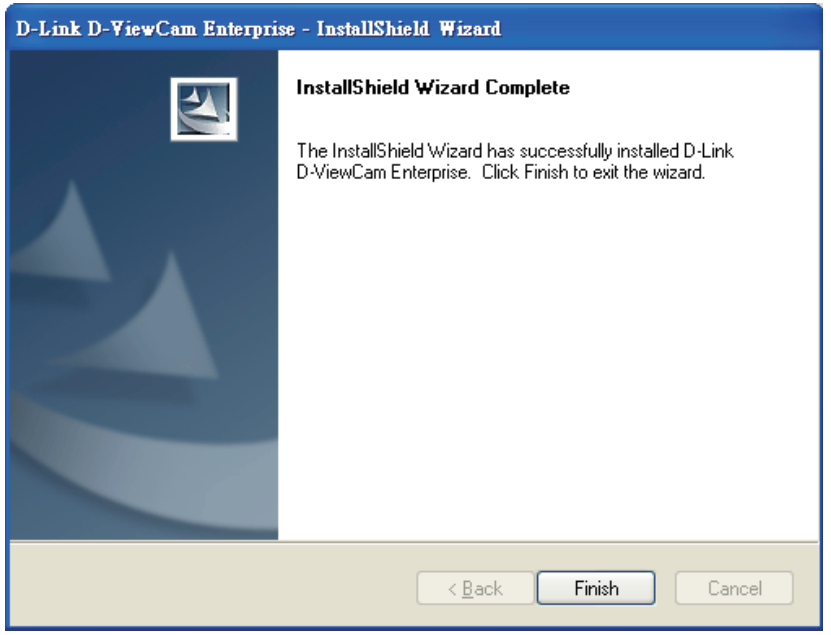
- Main Console
- Playback
- LiveView
- Backup
- Verification



8. Click **Install** to start the installation.



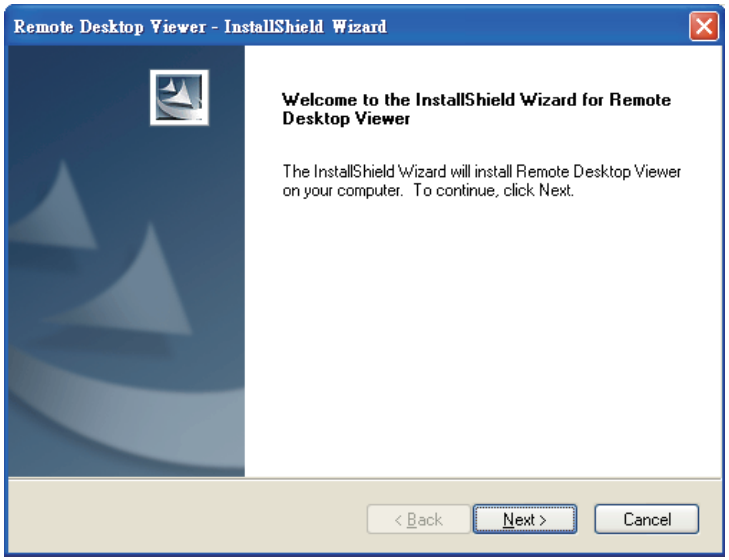
9. Click **Finish** to complete the installation.



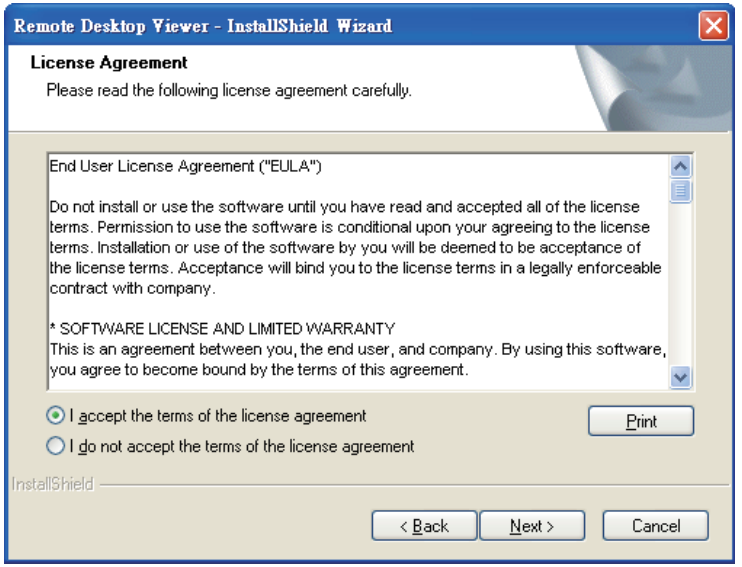
Remote Desktop Viewer Installation

Remote Desktop Viewer allows for remote access to the Main Console and Setup configuration.

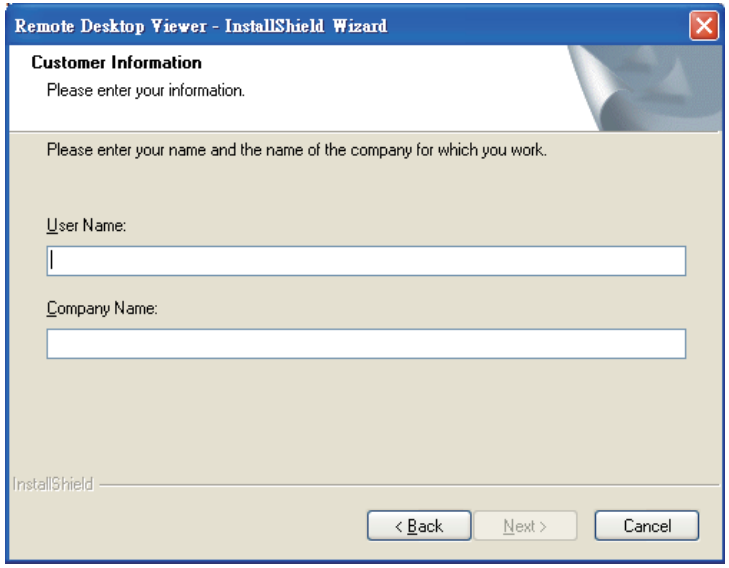
1. In the **InstallShield Wizard** screen, click **Remote Desktop Viewer** and then click **Next** to continue.



2. Select **I accept the terms of the license agreement**. Click **Next** to continue.



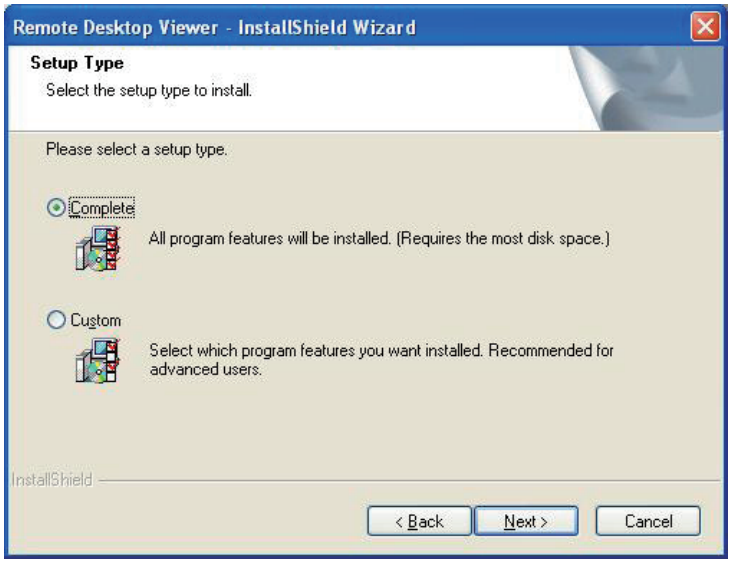
3. Enter the **User Name** and your **Company Name**. Click **Next** to continue.



4. Select **Complete** to install the entire package or **Custom** to choose which programs to install. Click **Next** to continue.

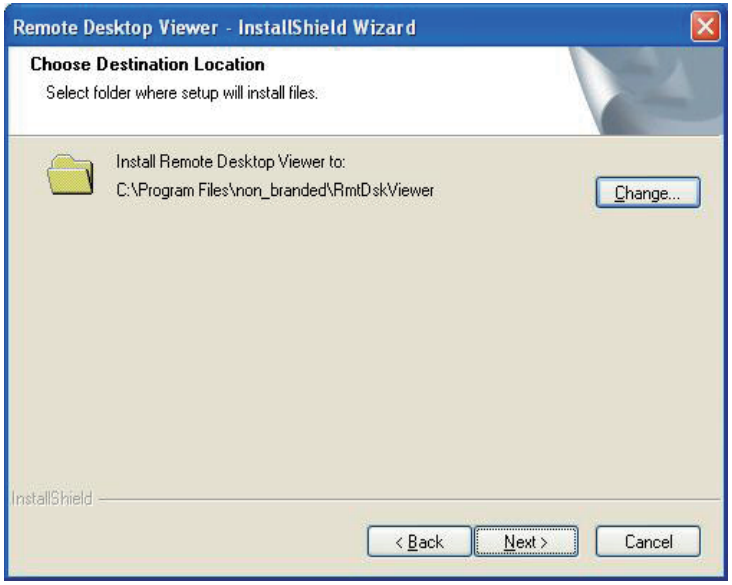
COMPLETE SETUP TYPE
Select **Complete** to install all the program features into the default directory (requires the most disk space) and click **Next** to continue.

CUSTOM SETUP TYPE
Select **Custom** to change the installation directory and/or program features. This option is recommended only for advanced users.

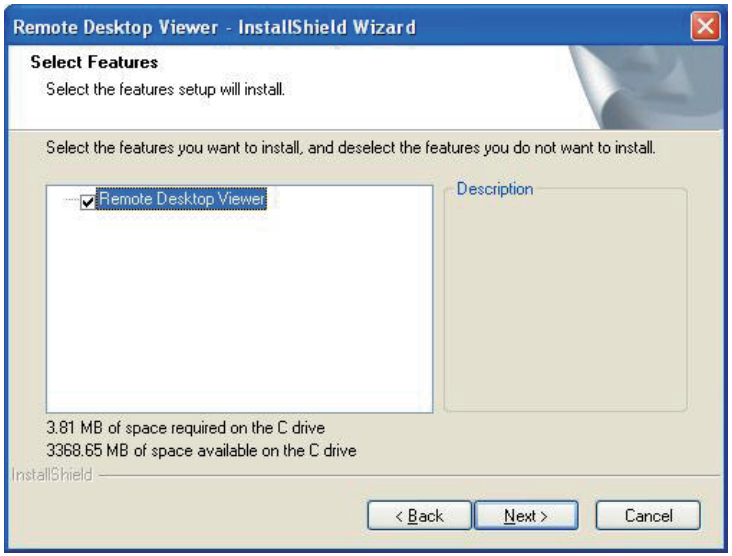


5. Select **Custom**, and then click **Next**. The **Choose Destination Location** window displays.

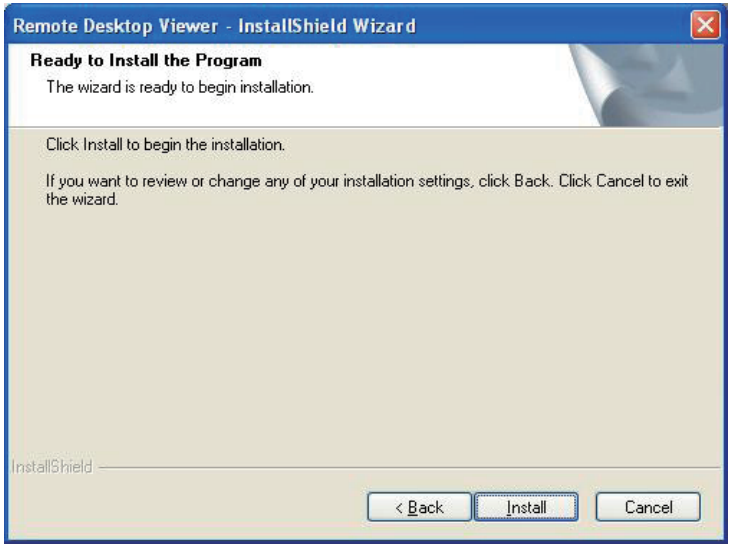
6. To install to this folder click **Next**. To install to a different folder, click **Change** and select another folder.



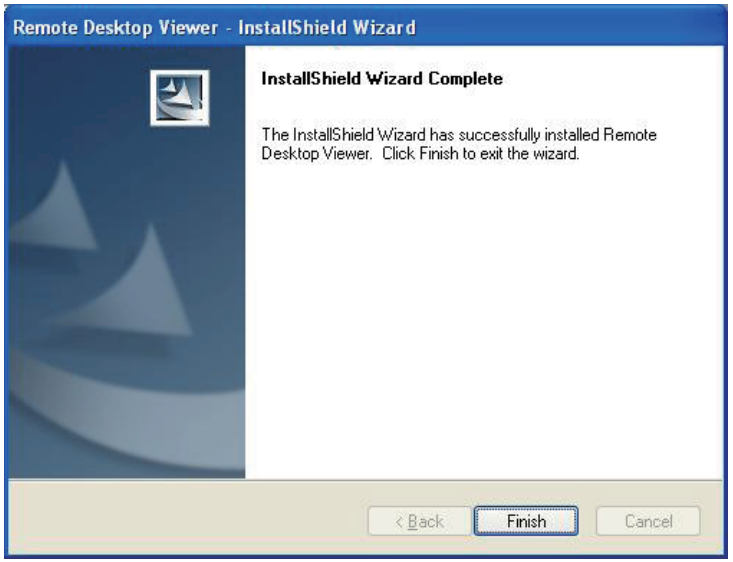
7. Select **Remote Desktop Viewer** and click **Next** to continue.



8. Click **Install** to start the installation.

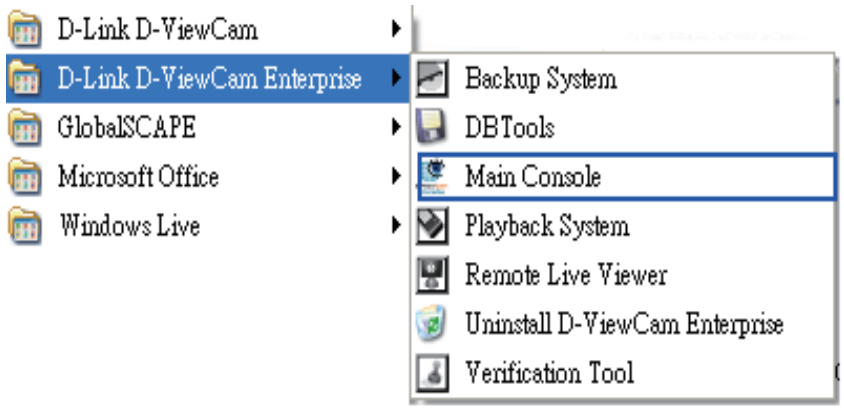


9. Click **Finish** to complete the installation.

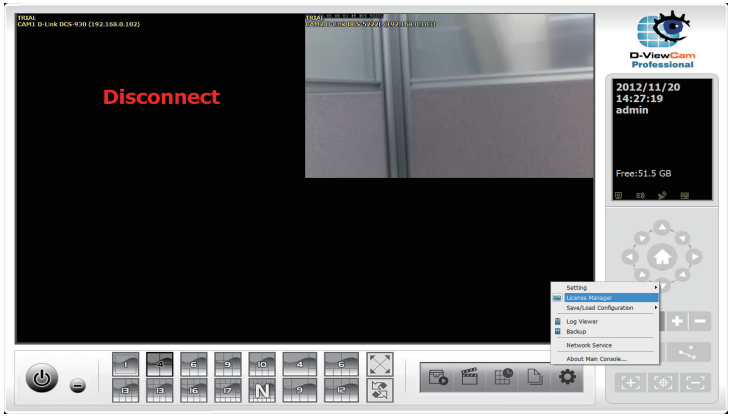


D-ViewCam Standard/Professional/Enterprise Login

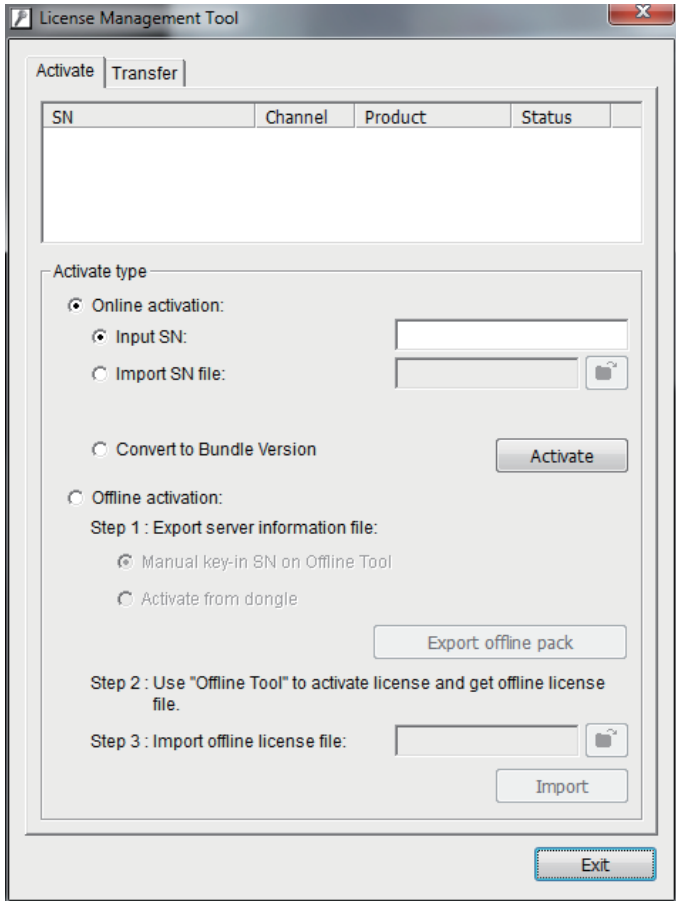
Once the console loads, enter the **User Name** and **Password** and click **OK**.



Activate Software License(s)



1. Go to **Main Console > General Setting** and open the **License Manager** tool.



2. Select **On line** network environment.

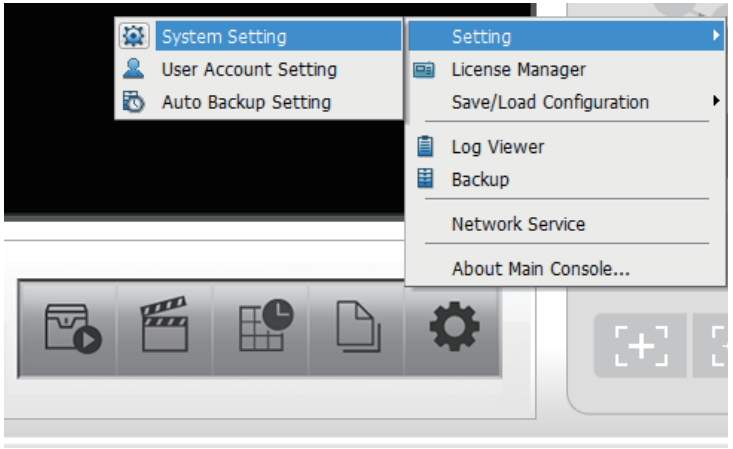
3. Select **Input SN** to enter the Serial Number, **Import the SN file**, or **Import license file** to activate the license**.**

4. Click **Activate**. After the software license is activated successfully, please restart the Main Console.

Note: *Please refer to the License Management Tool section for advanced settings.*

Add Camera(s)

1. Once the console loads, click **General Setting** , then click **Setting**, and select **System Setting**.

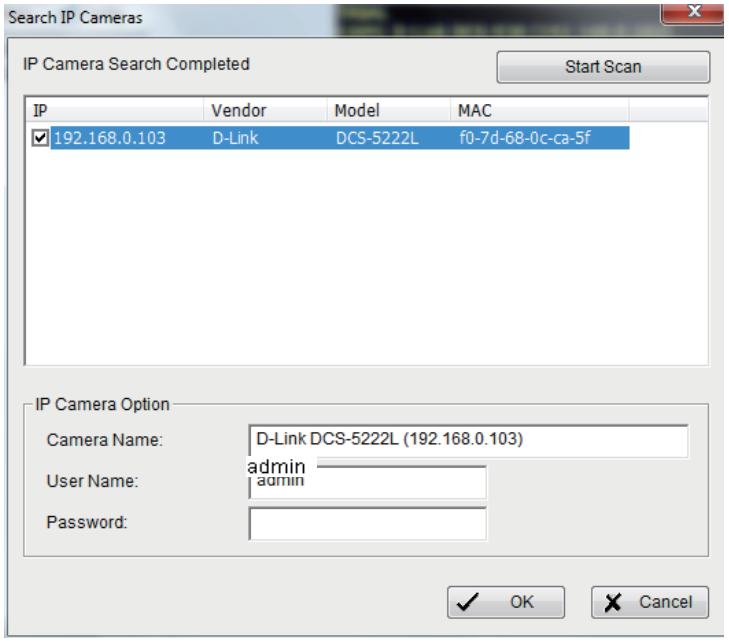


2. Select the **Camera** tab, then click **Search** to find the network camera (s) that are on your local area network (LAN).

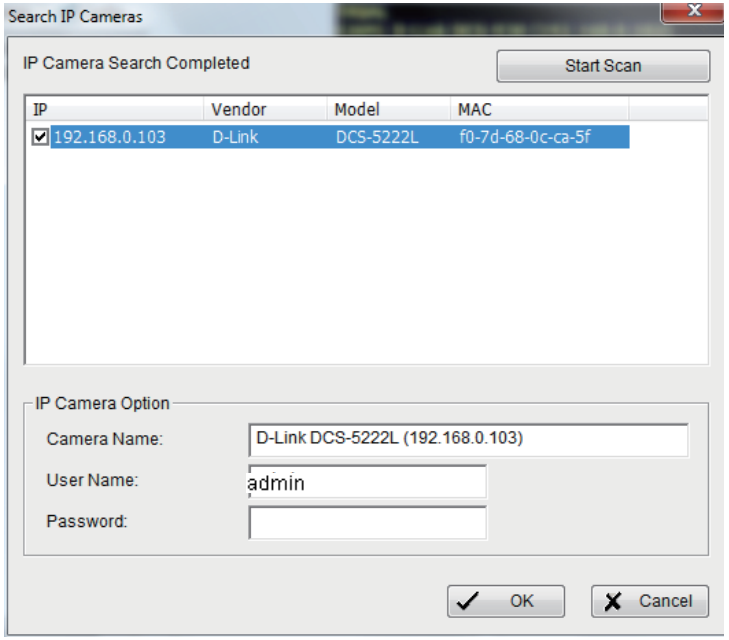
   The system automatically searches for all the network cameras that are on your local area network (LAN).

3. Select a **Camera**.

   Note: If your network cameras support UPnP, follow step 3. Otherwise, skip to step 5.

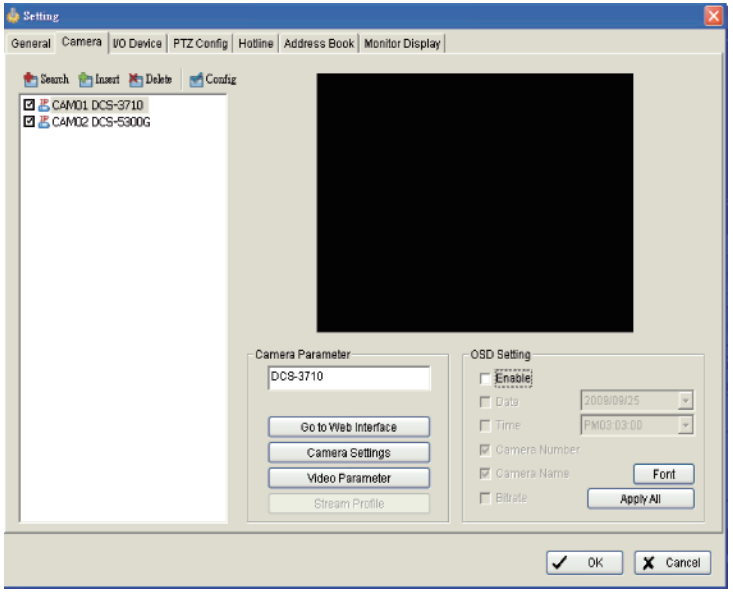


4. Select one of the network cameras that are available, enter a **Camera Name** and then enter the **User Name** and **Password**. Click **OK** to add the camera.



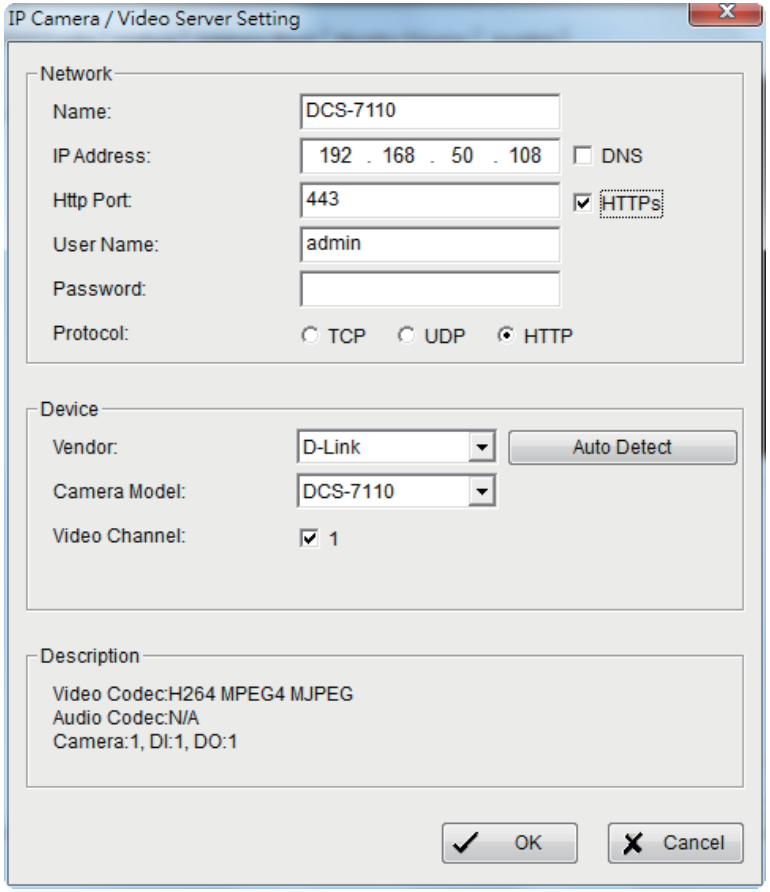
5. If your camera(s) does not support UPnP, you can manually add a camera.

   Click **Insert** to manually add network camera(s) that are on your local area network (LAN).



6. Enter the following Network information for your camera:
   - **Name** - Enter a name for your camera.
   - **IP Address** - Enter the IP address of this camera. If you want to use a domain name, then select DNS and enter the domain name.
   - **HTTP Port** - 80 is the default port.
   - **User Name** - Enter a user name for this camera.
   - **Password** - Enter a password for this camera.
   - **Protocol** - Select **TCP**, **UDP**, **HTTP**, or **HTTPS.**

   Enter the following **Device** information for your camera:
   - **Auto Detect** - Click to detect the vender and model information.
   - **Vendor** - Select the vendor's name from the drop-down menu.
   - **Camera Model** - Select the camera model from the drop-down menu.
   - **Video Channel** - Select the video channel you want to assign the camera to.

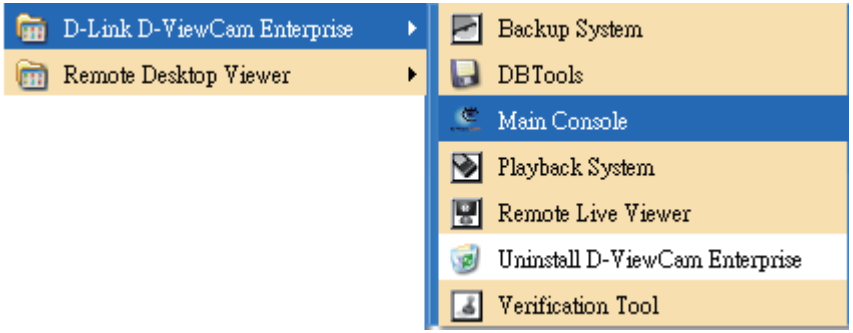


7. Click **OK** to add your camera.

D-ViewCam Standard/Professional/Enterprise Interface Overview

This section will show you how to start and configure D-ViewCam Standard/Professional/Enterprise.

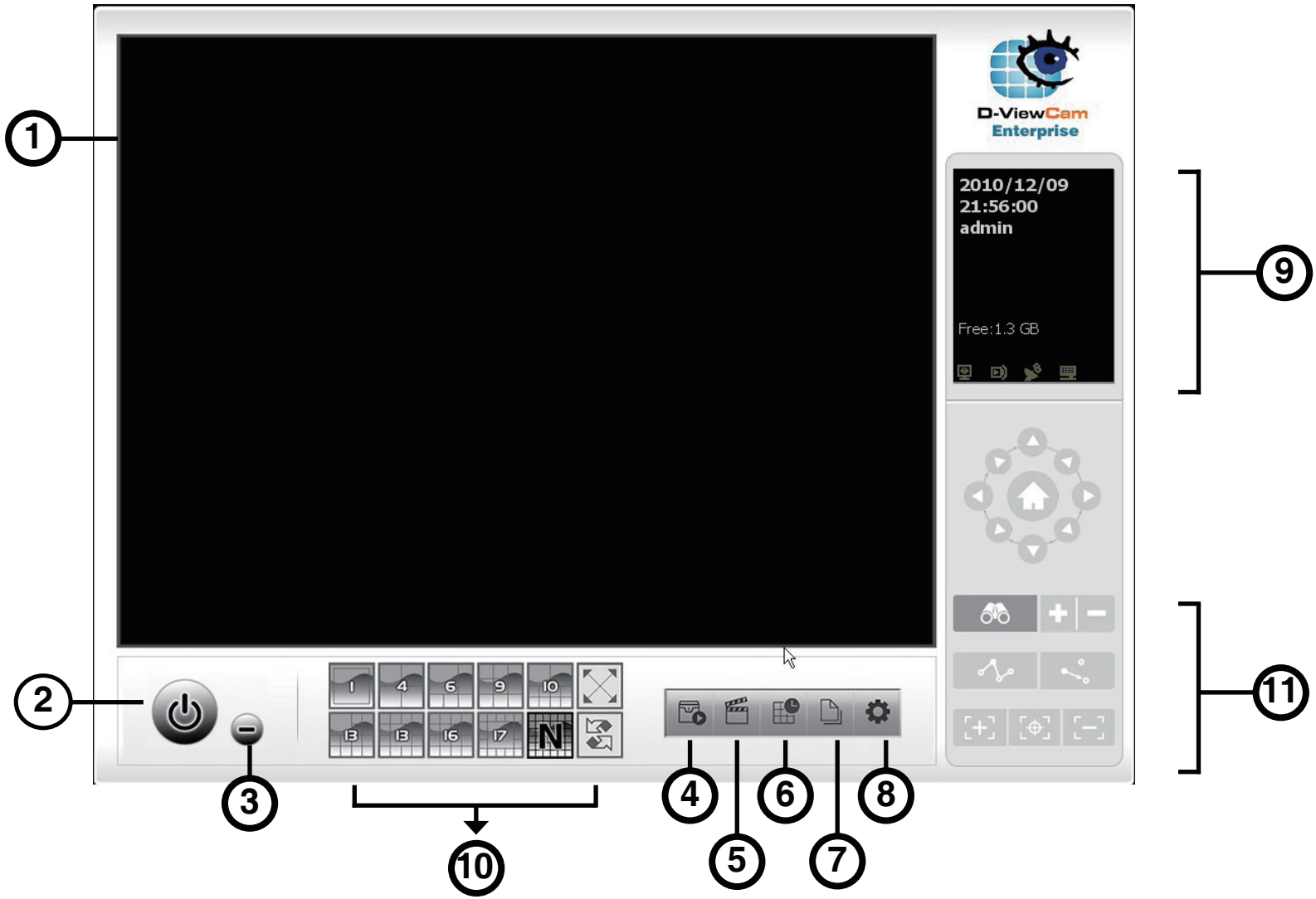
To start D-ViewCam Standard/Professional/Enterprise, go to **Start > All Programs > D-Link D-ViewCam Standard > Main Console.**
or
Start > All Programs > D-Link D-ViewCam Professional > Main Console.
or
Start > All Programs > D-Link D-ViewCam Enterprise > Main Console.



Enter **Admin** as the default username and your password. Click **OK** to log into the system.

Note: Refer to the **User Account Setting** section for User Account information.

Main Console



1	Main Display Area	4	Monitor	7	Configure Smart Guard System	10	Split Screen Options
2	Log out / Exit Program	5	Playback	8	General Settings	11	PTZ Features
3	Minimize Window	6	Configure Schedule System	9	System Information		

Log Out/Exit Program/Minimize Window

Click to log the current user out or to close the D-ViewCam Standard/ Professional/Enterprise program.

Click to minimize the window.

Split Screen Options

Select a split-screen display layout by clicking on the desired layout icon. The system provides 1, 4, 6, 9, 10, 13, 16, 17 and N split screen modes. To switch to a single camera display, double-click the camera's image. To return to the previous configuration screen, press the **Esc** key or double-click on the screen again.

Displays 1 screen	Divides into 4 screens	Divides into 6 screens	Divides into 9 screens
Divides into 10 screens	Divides into 13 screens	Divides into 13 screens	Divides into 16 screens
Divides into 17 screens	Divides into N screens	Switch to full screen	Rotate all screens

Monitor

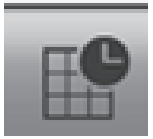
Option	Function
Start/Stop Monitor All	Click to start or stop all monitoring functions.
Start/Stop Recording Schedule	Click to start or stop the recording schedule.
Start/Stop Smart Guard System	Click to start or stop the smart guard system.
Enable Secondary Display	Click to enable secondary monitor display.
Open Event Report	Click to open the event report which will log any events.
Open E-Map	Click to open E-Map which monitors all devices with map indicators.
Open I/O Control	Click to open the I/O control window, monitor DI/DO, and manual triggering of DO devices.
Lock System	Click to lock the system.

Notes:
1. To automatically activate the Recording Schedule and Smart Guard when the MainConsole starts, go to **General Setting > Setting > System Setting > General > Startup** to setup the auto-startup functions.

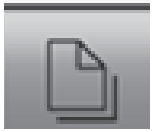
2. The secondary monitor will still retain and display all the functions (for example Event Report, E-map, Resource Report or IO controls) that are opened in the Main console, even if you exit the Main Console.

Monitor
Click **Start Monitor** and select from the menu to start/stop recording schedule or the guard system features. You can also open monitor tools such as event report, E-Map, I/O control, and system lock.

Playback
Click on this icon to view the Playback Console. You can watch recorded video, search video, adjust the image of the stored data, save videos/pictures, print images, check log information, event records, and set up recording function. See the **Playback** section for details.



Schedule System
Click to organize the recording time schedule and configure recorder settings. See the **Schedule System** section for details.



Smart Guard System
Click to add/edit type(s) of events that you want to detect and setup action(s) responding to events. See the **Smart Guard System** section for details.

General Setting
Select to modify system settings, user account settings, save/ load configuration settings, open license manager, access log viewer and backup files, and configure network services. See the **Configuration** section for details.
Note: User Account and License Manager can only be enabled for users with administrator privileges.

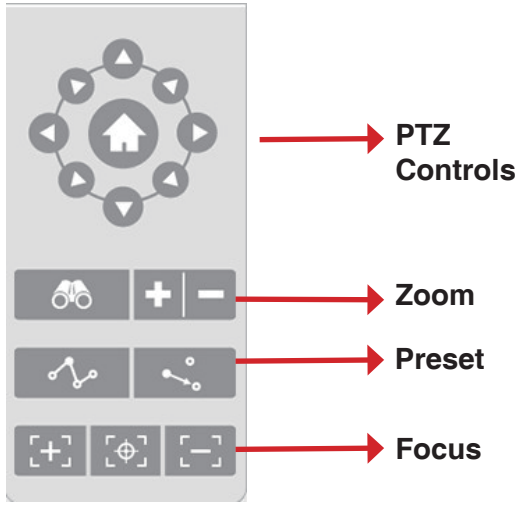
System Information Window

Displays the Current Date, Current Time, Free Disk Space, Network Camera Bitrate, and User Defined Text.

PTZ Features

PTZ Camera Control

Use this function to control the movement of PTZ (pan/tilt/zoom) cameras. With cameras that support PTZ control, you can move, zoom, patrol, adjust the focus, and set preset points of the cameras.



Zoom

Click on the **+** sign to zoom in or click the **–** sign to zoom out.

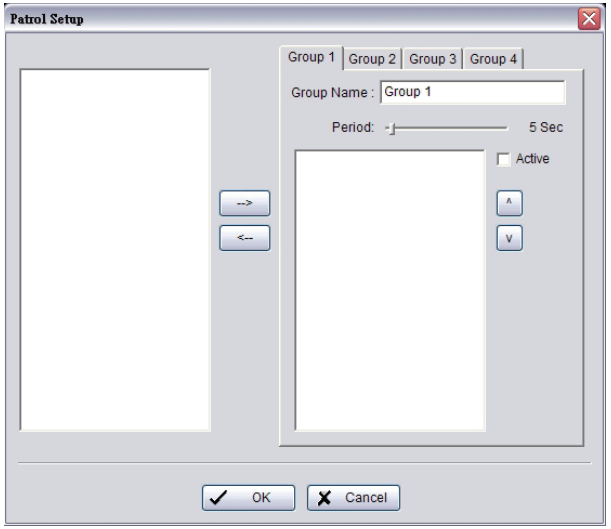
Preset/Go

Allows you to adjust the camera view until you are satisfied. For example, click **Set** and set the preset point to 01. Adjust the camera view again and set the preset point to 02. Repeat the process until all preset points are set. You can assign a custom name to each preset. Click **Go** to view the results of your setting.

Note: To adjust the speed settings of PTZ camera, go to **General Setting > Setting > PTZ Config**.

Patrol

Go to **Add Preset Point** > **Set Patrol** to bring up the Patrol Setup dialog. From the left window, select the camera(s) that you would like to have in the patrol group. Align the cameras in order in the right window and adjust the time. Rename the group name if you want. After completing the setup, check the Active option, and then click **OK**.



You can set up up to four groups of auto patrol. To start or stop, click on the **Go to Preset Point** icon in the Main Console, and select **Start Patrol** or **Stop Patrol**.

Auto Pan

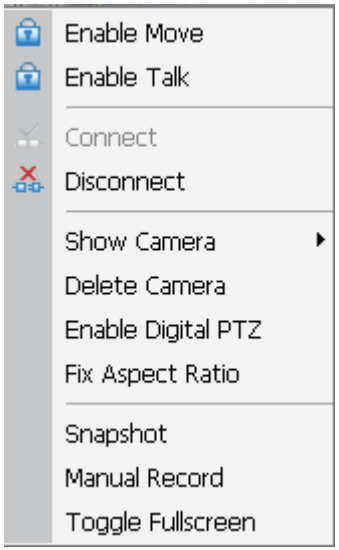
Go to **Go to Preset Point** and click on **Start AutoPan** to enable auto pan. Click on **Stop AutoPan** to stop.
Auto Pan enables the camera to scan an area horizontally from left to right or right to left.

Focus

You can select to focus the camera near, far, or have it auto focus. Click on the **+** sign to focus near, click on the **-** sign to focus far, and click on the center icon to auto focus. To focus near means objects that are closer will be clearer than the objects that are further away. In contrast, to focus far means objects that are further will be clearer than the objects that are closer. Click on the **Focus** icon and select auto focus if you want the system to decide the focus point for you.

On Screen Menu

Right-click on the camera screen to view the **On Screen** menu, from which you can quickly adjust the settings of your camera.



Enable Move

With cameras that support PT function, click **Enable Move** to adjust the current camera's view by clicking on the display screen. To cancel this function, right-click on the screen and select **Disable Move**.

Enable Talk

With cameras that support two-way audio, select **Enable Talk**.

Connect/ Disconnect

Right-click on the display screen and select **Connect/Disconnect** to modify the connecting status of the camera.

Show Camera

Select the camera from the **Show Camera** menu to display video on selected window. A list of cameras will be displayed in the right column of the monitor display.

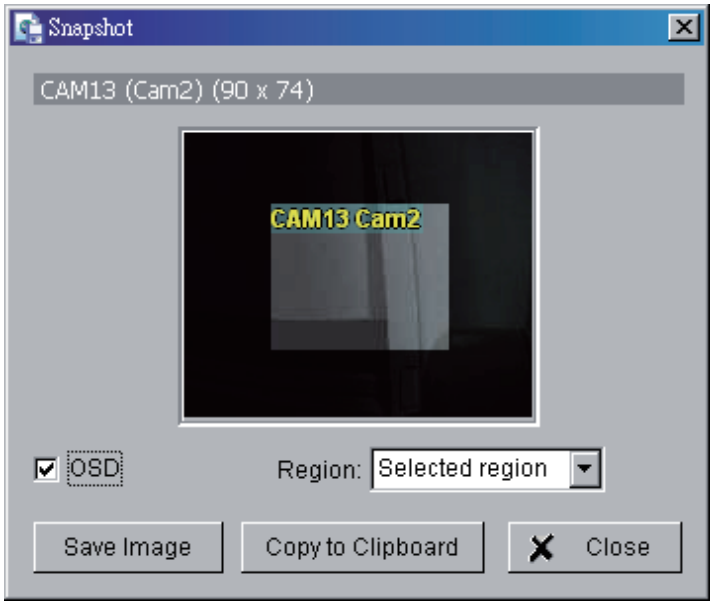
Delete Camera

Click **Delete Camera** to remove a camera from the display window.

Enable Digital PTZ
To enable the PTZ functions of the camera, select **Enable Digital PTZ**. Use the mouse wheel or click on the **+** and **–** signs to zoom in and zoom out on the camera. The screen flashing in the video grid indicates the corresponding view of the camera.

Fix Aspect Ratio
Enable **Fix Aspect Ratio** to view the original ratio video or disable this option to stretch 3:4 to fit window.

Snapshot
Select the snapshot function to capture a screen shot of the current video. You can either copy this image to the clipboard or save it. You may select the OSD option to export the image with date/time and camera number/name information. If the digital PTZ function is enabled, you can select either **Full size** or **Selected region** as your snapshot region.

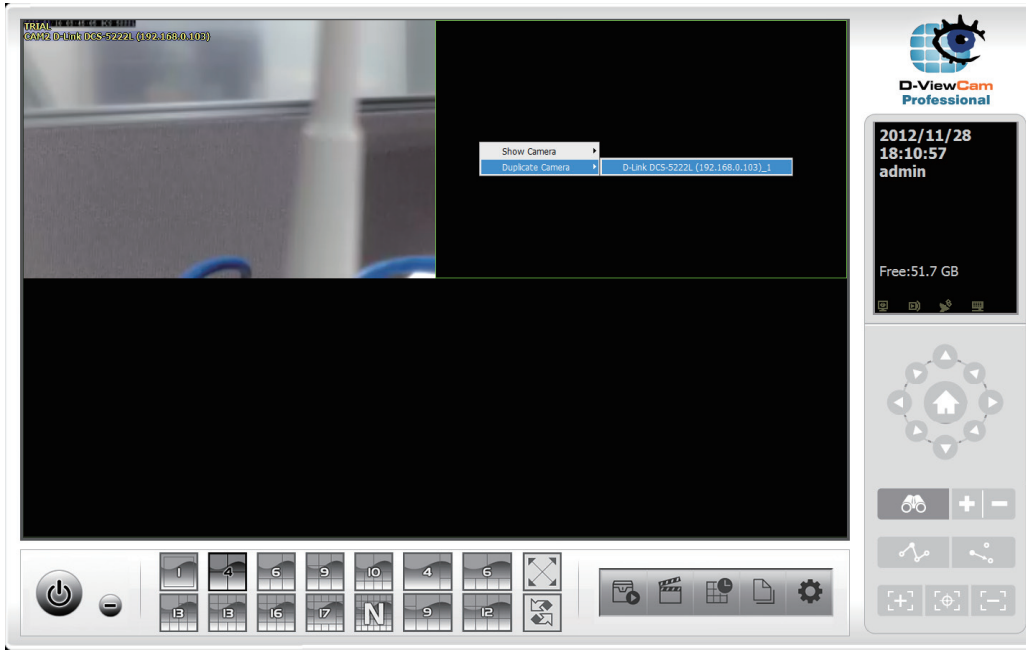


Manual Record
Select to start recording video.

Toggle Fullscreen
Select to view live video(s) in fullscreen. Press **ESC** to go back to the original window.

Duplicate Camera

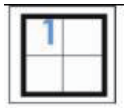
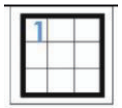
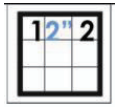
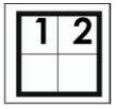
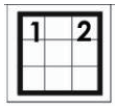
To duplicate the feed from a camera, right-click on a blank area of the screen and select **Duplicate Camera**. Select the appropriate camera to duplicate the feed from. The duplicate view from the camera will then be displayed adjacent to the original view.



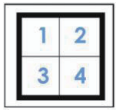
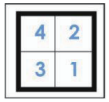
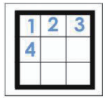
Live Display

Live display allows you to change channels and screen divisions on the Main Console and secondary monitor. Each screen division will have the same display list, but different sequence. The maximum number of screen divisions supported by the Main Console and secondary monitor is 64. For example, when using **Show/Delete Camera** to edit the camera list, the administrator can apply this function to all different screen divisions. Refer to the **On Screen Menu** section for more information on Show/Delete Camera.

Note: The camera list of all divisions is the same as the right column of monitor display on **General Setting > Setting** window. This means, two monitors could have two different lists.

Action	Current Division	Other Division
Show camera (add cam 1)		 Add to first free channel
Duplicate camera (duplicate cam 2)		 Add to first free channel
Delete camera (delete cam 2”)		 Remove cam 2 and keep channel free

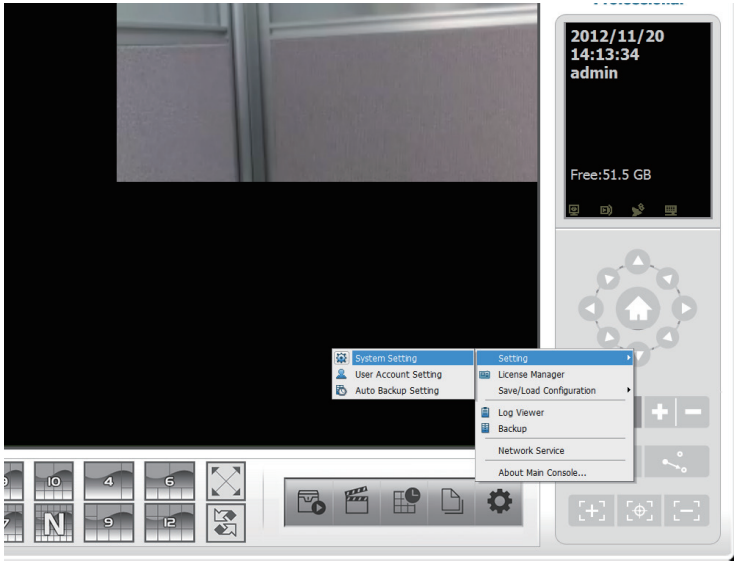
When using mouse to drag camera channel, the sequence change would only apply to original division.

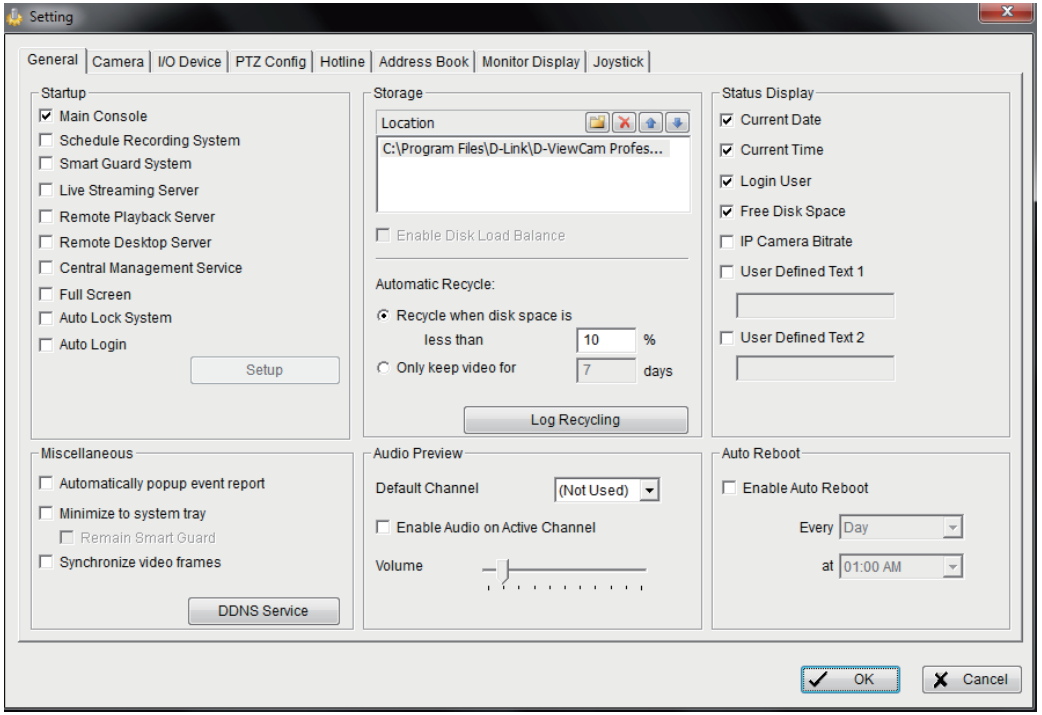
Original	Action	Current Division	Other Division
	Drag cam 1 to cam 4		 No change in sequence

Right click on the camera screen and get the On Screen Menu, from which you can quickly adjust the setting of camera.

Configuration

Click to configure your settings.





General

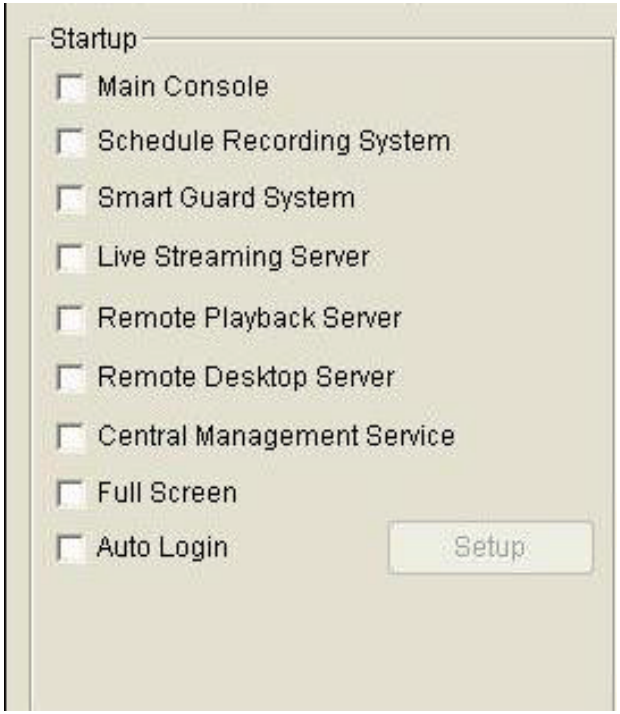
Go to **General Setting > Setting > System Setting > General.**

Startup

Main Console: Select to view the Main Console system at startup.

Select the functions and network services that should activate automatically.

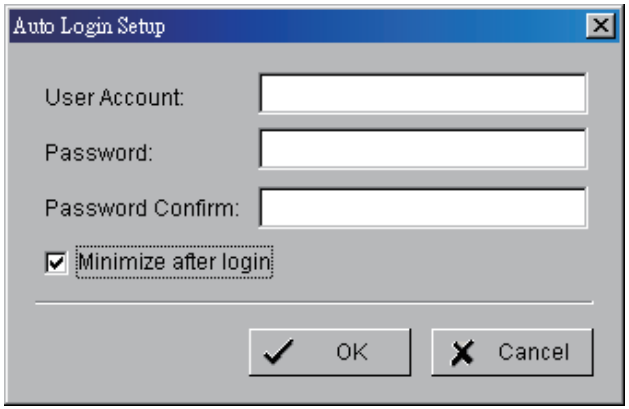
Full Screen: Select to launch video in fullscreen.



Auto Login Setup

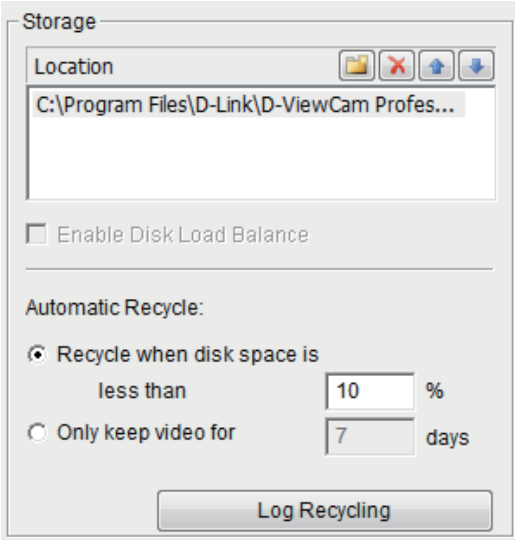
Auto Login: Select **Auto Login** and then click **Setup** to view the **Auto Login Setup** window.

Enter the **User Account** and **Password** to login automatically when the system starts. Enable **Minimize after login** to minimize the Main Console window after login.



Storage

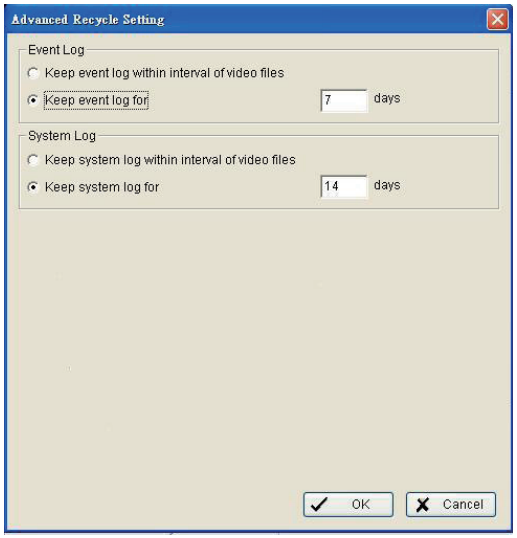
Location: Assign a default folder for the system to store data. It is recommend not to save to the system drive (C:\) to avoid an efficiency drop when free storage is low.



	New	Click to add a new location. Click the **...** to browse to a folder. Click **OK** to save the location.
	Delete	Highlight a location and then click **Delete** to remove the file.
	Move Item Up	Highlight a location and click **Move Item Up** to move the location higher in the list.
	Move Item Down	Highlight a location and click **Move Item Down** to move the location lower in the list.

Enable Disk Load Balancing: If you have more than one drive available for recording, you may check this to evenly distribute the recording onto multiple drives. This will increase the system efficiency.

Automatic Recycle: The system will automatically delete out-dated data to save storage space.



- **Recycle when disk space is less than:** Select and enter the available space (in MB). When the available space in the default folder is less than the entered value, the system will begin storing data in another folder specified in the location list. If all the folders exceed their storage capacity, the system will start recycling in one hour.

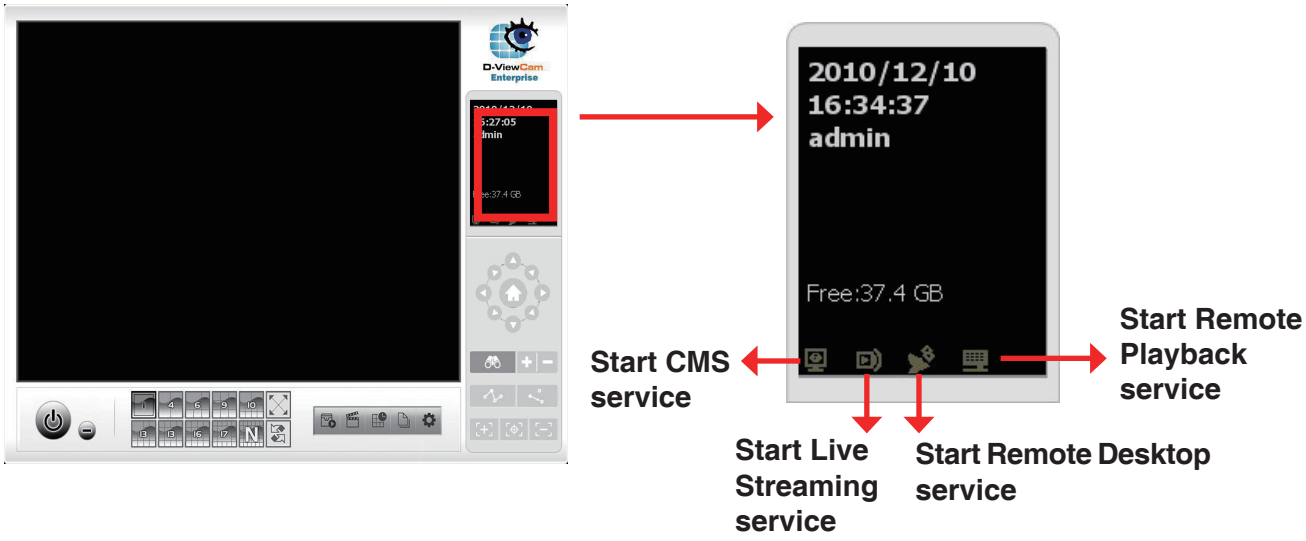
- **Only keep video for:** Deletes video records that are older than the number of days set. If the default storage space is exhausted (disc space is less than 1200 MB), the system will start recycling in an hour's progress.

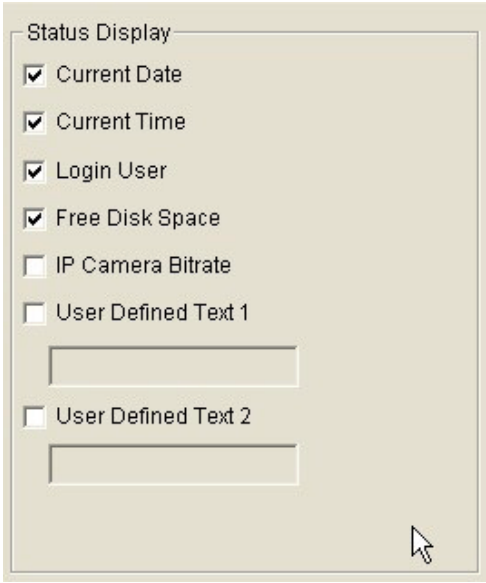
- **Advanced Recycling Setting:** Click **Log Recycling** to keep specific or all event logs for specified time interval.

    1. **Event Log:** Delete the event log data that is older than the number of days set.
    2. **System Log:** Delete the system log data that is older than the number of days set.
    3. **Resource Report:** Delete the Resource report data that is older than the number of days set.

Status Display

Select the information that you wish to display on the Main Console such as **Current Date**, **Current Time**, **Free Disk Space**, **Network Camera Bitrate**, and **User Defined Text**.





Miscellaneous

Automatically Popup Event Report: The **Event Report** will automatically popup when events have been detected. Make sure to stop the **Smart Guard** system before you modify this setting, otherwise the modification will not take place.

Minimize to system tray: Enable this option to display an icon in the task bar.

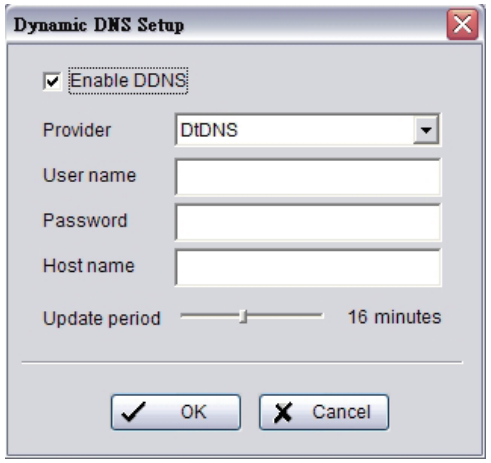
Note: *Enter the username and password of the Main Console when you click the minimized icon in the task bar to start monitoring.*

Synchronize video frames: Select to prevent tearing that may occur in the video display. However, this will increase the CPU processing load.

DDNS Service: Dynamic Domain Name Server (DDNS) allows you to use **Live View** or **Web View** to connect to the Main Console using the Internet even if you have a dynamic IP address.

Click **DDNS Service** to open the **Dynamic DNS Setup** window.

Update the following fields - **Provider**, **User name**, **Password** and **Host name**, and **Update period**.



Audio Preview

Default Channel: Select the audio channel that you wish to hear from.

Enable Audio on Active Channel: Select the **Enable Audio on Active Channel** to hear the audio from the selected video channel on each video grid of the Main Console. The default channel plays if the video channel isn't selected.

Volume: Use the volume bar to adjust volume.

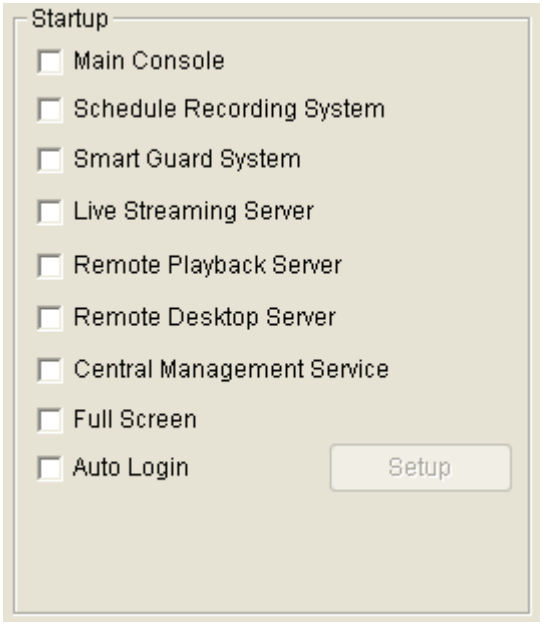
System plays audio of the default channel

System plays audio of the selected channel

Auto Reboot

Select **Enable Auto Reboot** and set the day and time to reboot the system.

Note: *Please enable* ***Main Console****,* ***Auto Login****, and other functions in the* ***Startup*** *section to ensure that the system runs normal after auto reboot.*



Camera

Go to **General Setting > Setting > System Setting > Camera.**

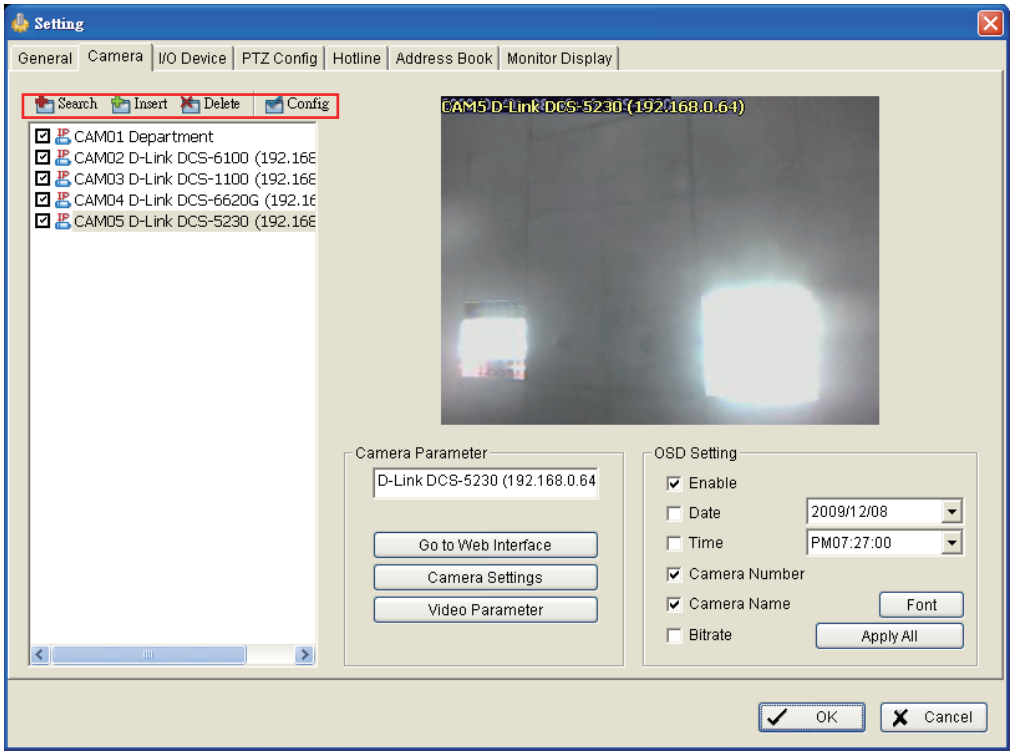
Add Camera

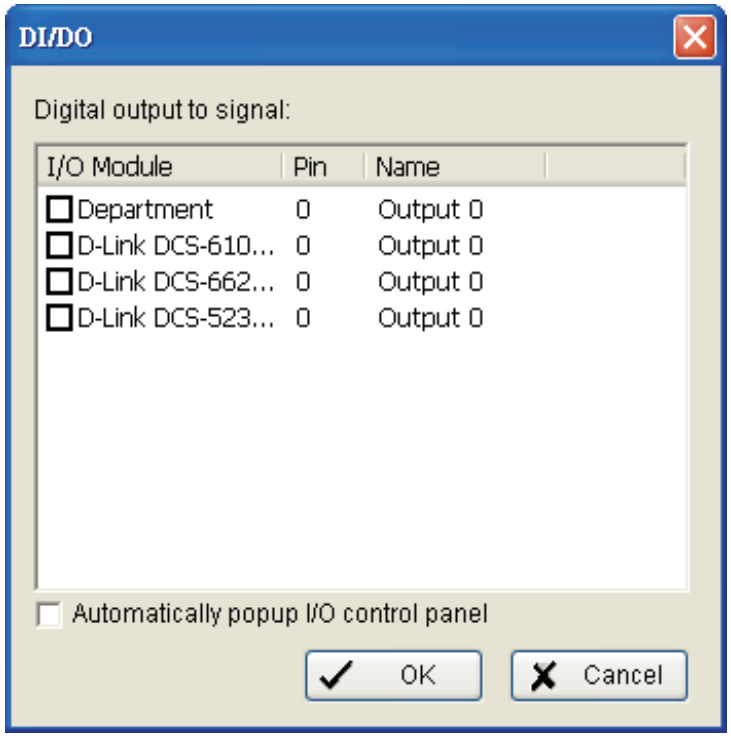
The **Search**, **Insert**, **Delete** and **Config** functions are included in the **Setting** window.

Search: Click **Search** to open the **Search Network Camera** window. The system will start scanning automatically once the window is opened. You may manually stop scanning by clicking **Stop Scan**.

Enter the user name and password for each Network Camera found and click **OK** to add it to the camera list.

Drag the mouse to multi-select the cameras and then insert the username and password. The username and password will be applied to all the selected cameras automatically.





Insert: Click to open **Network Camera / Video Server Setting** and add network cameras to the list.

Delete: Click to remove the selected network camera(s) from the system. Click **OK** to finalize the modification.

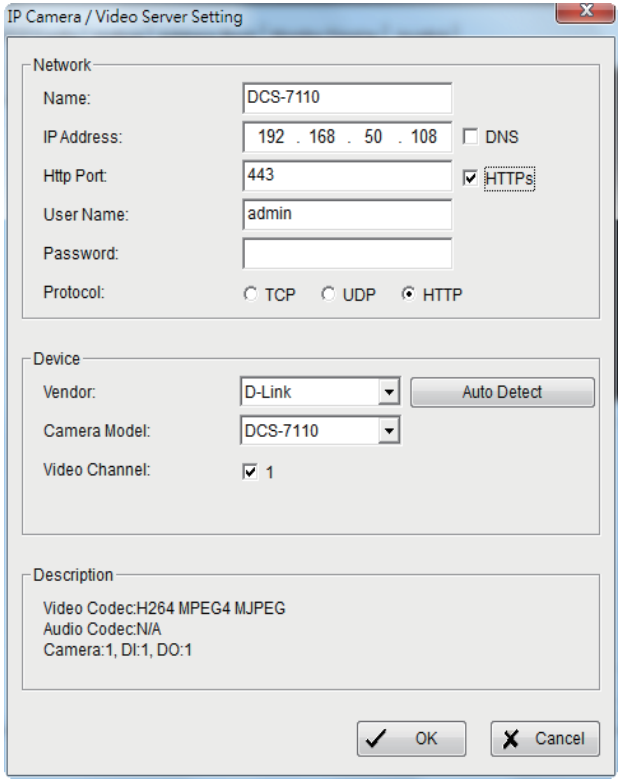
Config: Click to open **Network Camera / Video Server Setting**. Here, you can modify the network camera settings.

Network Camera / Video Server Setting

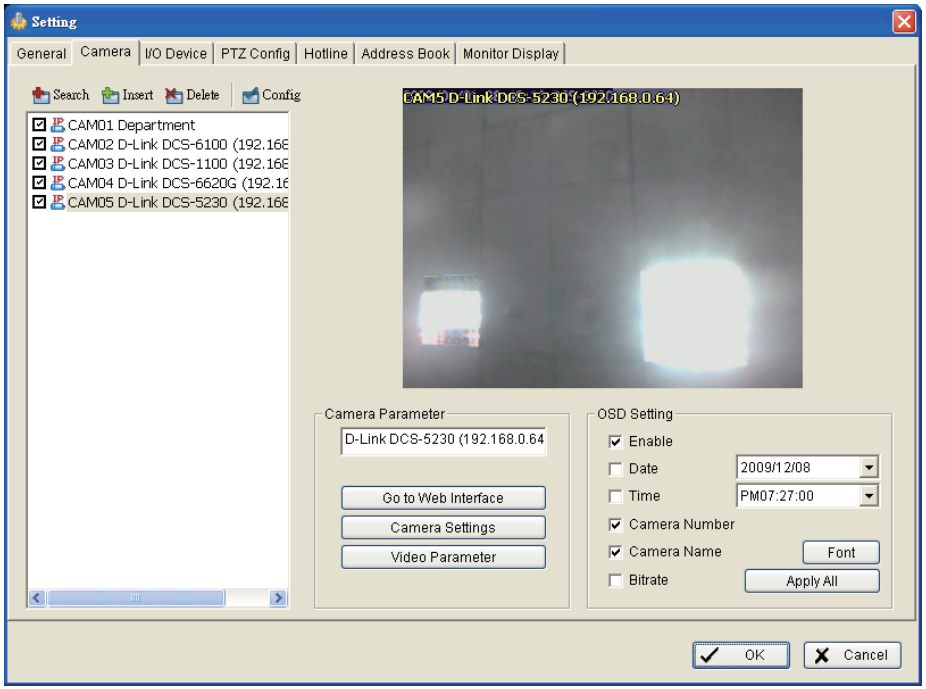
Network: Update the fields, including **Name**, **IP Address**, **Http Port**, **User Name**, **Password** and **Protocol** referring to the instructions provided by the camera manufacturer. Select **Use DNS** to use domain name instead of IP address.

Device: Choose the network camera manufacturer from the drop-down menu. Click **Auto Detect** and the model name will be displayed in the list.

Description: Displays information about the device.



Camera Parameters



Camera List: Displays all the cameras that are connected to the system. Click the name of the camera to edit the settings.

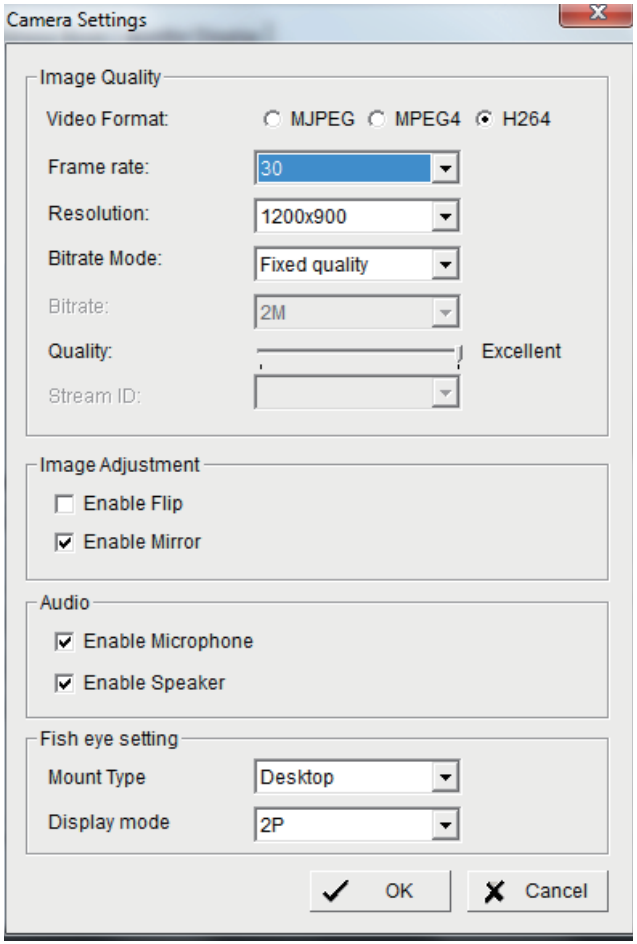
Camera Name: Name the camera for your convenience.

Go to Web Interface: Go to the web-based interface of your camera to configure the settings (optional).

Camera Settings: Edit the camera's parameters given by the camera vendor. Refer to the next page for more detailed information.

Video Parameter: Adjust the video's brightness, contrast, saturation, and color hue values.

Camera Settings



Video Format: Select the video format for the footage.

Frame Rate: Select the frame per second.

Resolution: Select the resolution.

Bitrate Mode: Select the bitrate mode.

Bitrate: Select the bitrate amount.

Image Adjustment: Enable image to be flipped or mirrorred.

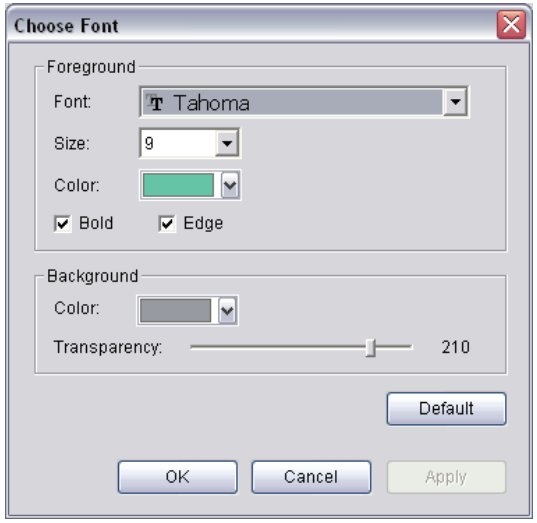
Audio: Enable microphone or speaker if your camera has these features.

Fish eye Setting (for fish eye cameras only)

Mount Type: Select whether the camera is being mounted on a wall, ceiling, or on a desktop.

Display Mode: Select the display mode from 1O (fisheye mode shows the full camera view), 1R (normal mode shows a view similar to a standard camera), 2P (panoramic mode shows a full 180-degree mode across 2 panels), 1O 3R (multi-view with Fisheye mode shows a multiple window view with fisheye in the top-left panel), and 4R (multi-view).

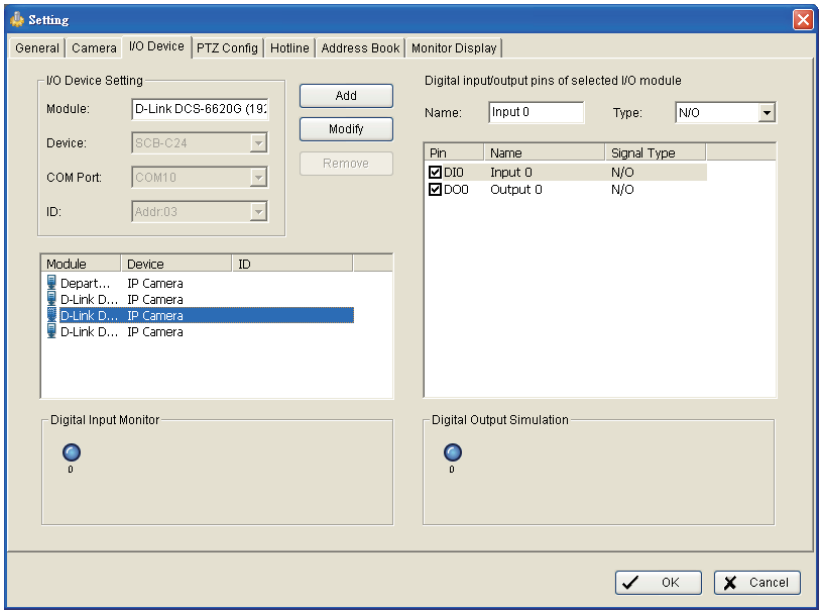
OSD (On-Screen Display) Settings



Select the information that you wish to see on the on-screen display. Click **Font** to select the font style.

I/O Device

Go to **General Setting > Setting > System Setting > I/O Device.**



I/O Device Setting:

- **Module:** Name of the module and ID of the digital input/output device(s) that is connected to your system.
- **Device:** This column displays the device(s) already installed to the system.
- **ID:** Select the I/O port.

Input Monitor: The device(s) is turned on if the dot is in red. By triggering the digital input device, the related icon will light up. This is used to check if the device is correctly connected or not.

Output Monitor: The device(s) is turned on if the dot is in red. By clicking on the icon, you may trigger the digital device connecting to the system. This can be used to test if the output device is correctly connected.

Device Setting

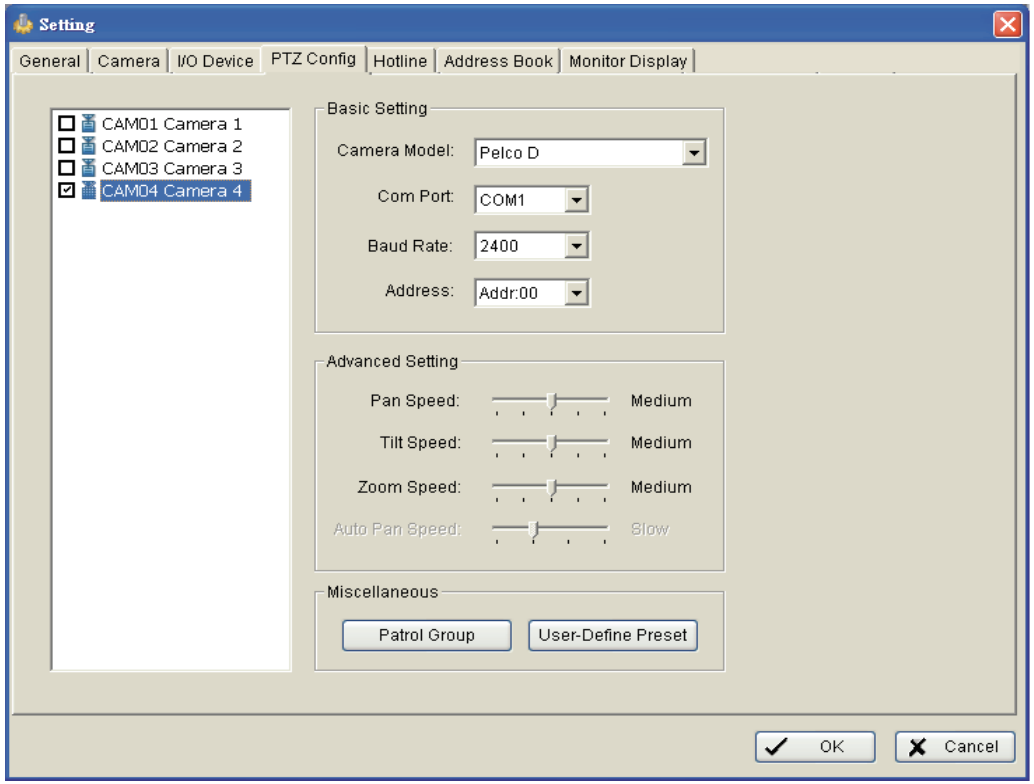
Name: Insert the name of the device (input and output).

Type: Select the device type from the drop-down menu.

1. N/O: Normal Open
2. N/C: Normal Close

PTZ Config

Go to **General Setting > Setting > System Setting > PTZ Config.**



Select a PTZ camera from the list to activate the PTZ control function.

Basic Setting

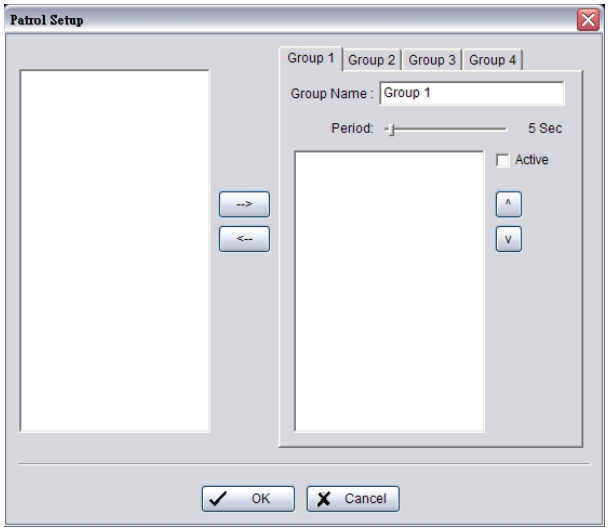
Select the camera model, com port, baud rate, and address of your PTZ camera.

Note: If your camera model is a network camera, the PTZ function will work without the com port, baud rate, and address settings.

Advanced Setting

Adjust the pan speed, tilt speed, and zoom speed settings by dragging the bars.

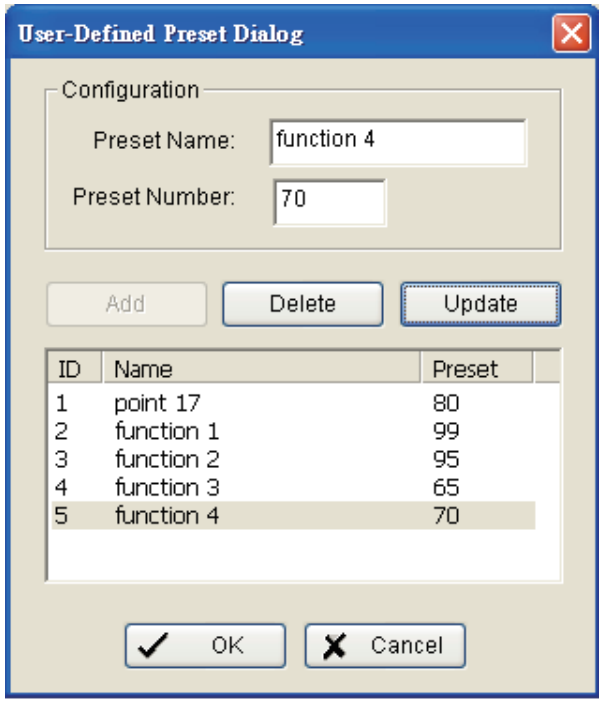
Miscellaneous



Patrol Group: Click to setup a patrol group.
From the left window, select the camera(s) that you would like to have in the patrol group. In the right window, align the cameras in order and adjust the time. Rename the group name if you want. After completing the setup, select **Active** to trigger functions such as **Auto-tracking** and **Login** of the camera, and then click **OK**.

You can set up to four groups of auto patrol. To start or stop, click **Patrol** in the Main Console, and select **Start Patrol** or **Stop Patrol**.

User-Define Preset



Step 1: Enter a **Preset Name**.

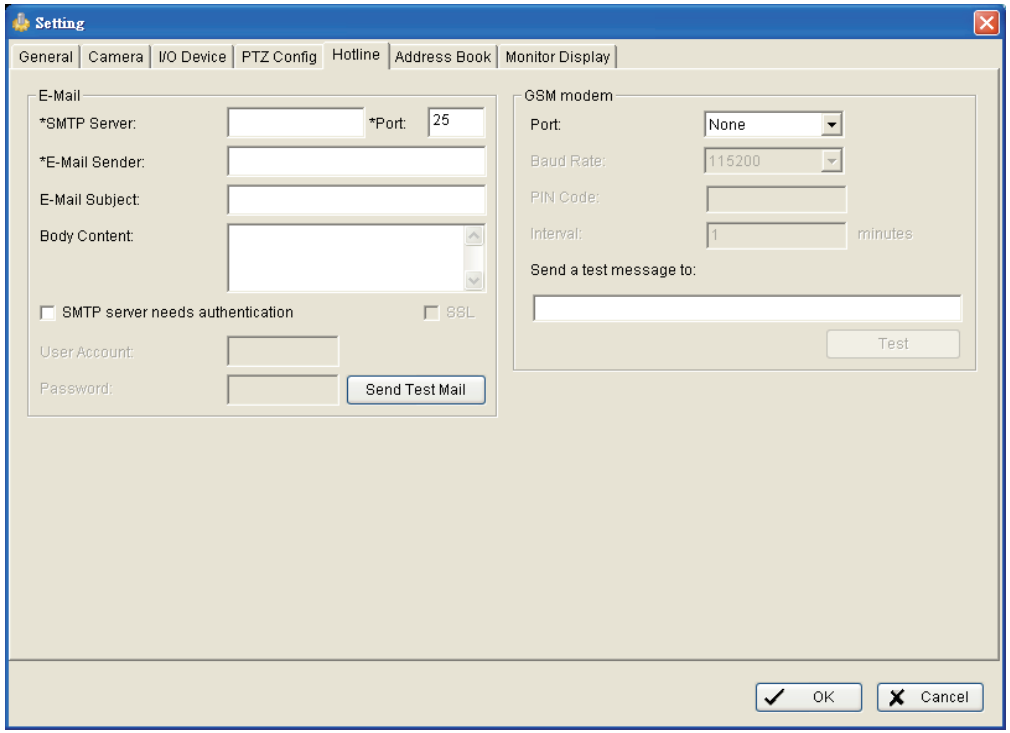
Step 2: Enter the **Preset Number**.

Step 3: Click **OK** to save your preset.

Click **Add** to add a new preset. Select the preset you want to remove and click **Delete**, or highlight a preset and change the preset name and/or preset number and then click **Update** to save.

Hotline

Go to **General Setting > Setting > System Setting > Hotline.**



Use this window to configure the Hotline settings when an unusual event is detected.

E-Mail: Enter the following information - SMTP server, port, sender's e-mail address, subject title, body content and SSL for encrypted transmission. Click **Send Test Mail** to test the settings.

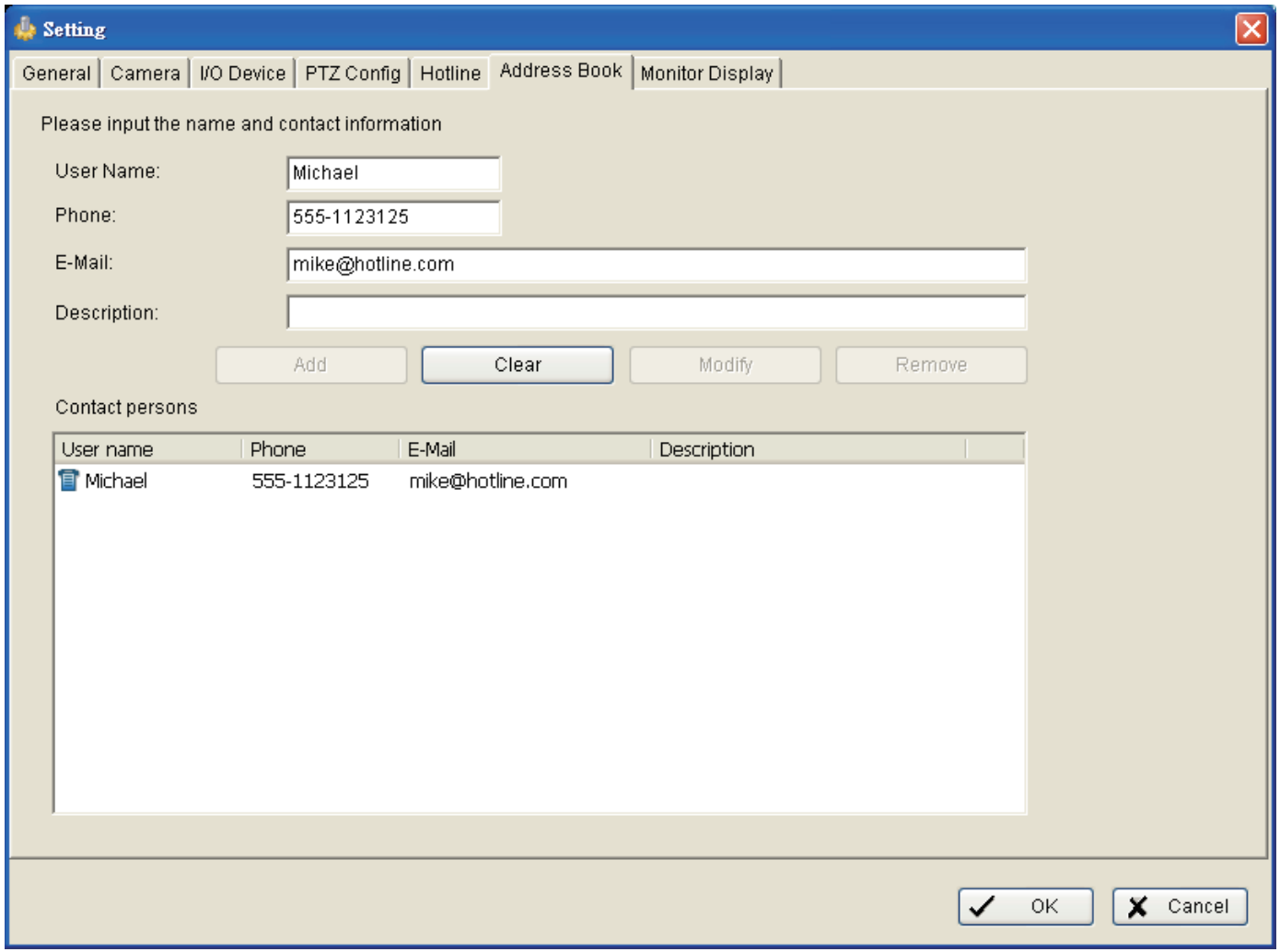
GSM modem: Set the **Port** and **Baud Rate** of the GSM modem device, and then enter **PIN** code. You can also enter the time for sending a SMS message. Click **Test** to send a test SMS message.

Note: The **Interval** is set to restrict the time period while sending two SMS messages. For example, if you set as 60 min, the SMS sent between 60 min will be deleted and not sent to the user.

Address Book

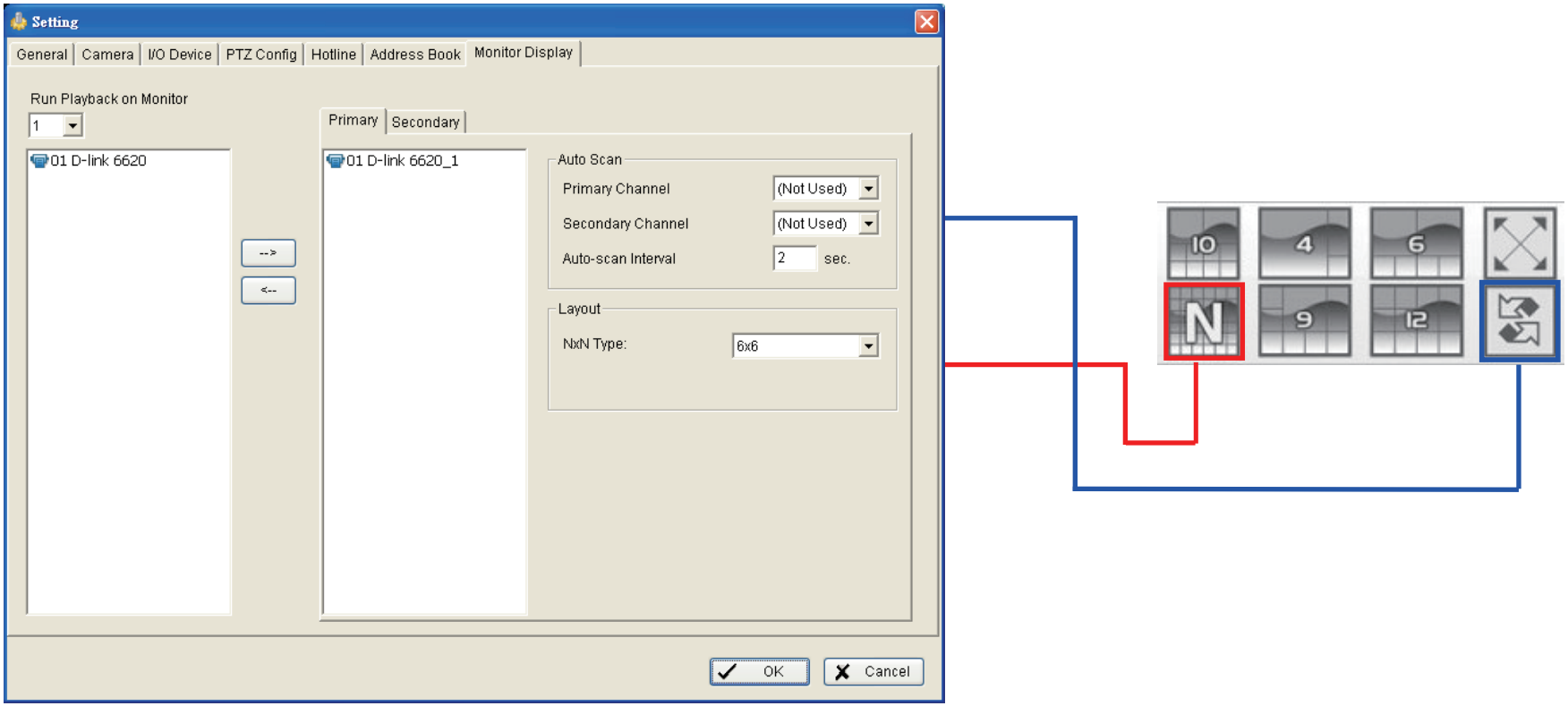
Go to **General Setting > Setting > System Setting > Address Book.**

Use this window to update name, phone number and e-mail address information. When an unusual event is recorded, an e-mail notification will be sent out by the system.



Monitor Display

Go to **General Setting > Setting > System Setting > Monitor Display.**



Playback Option: Execute Playback feature on the secondary monitor by selecting the **Secondary** tab. Make sure to adjust your computer display settings (supports 800x600, 1024x768, 1200x900, 1280x1024 and 1600x1200 monitor resolutions) in advance to avoid system error.

Cameras List: The left column displays a list of all available cameras. Highlight the camera and click **-->** to move the camera to the right column. The right column will display the primary and secondary cameras. These cameras will be available for the auto-scan function.

Auto Scan: Activate auto scan to rotate the channels/cameras on the display screen.

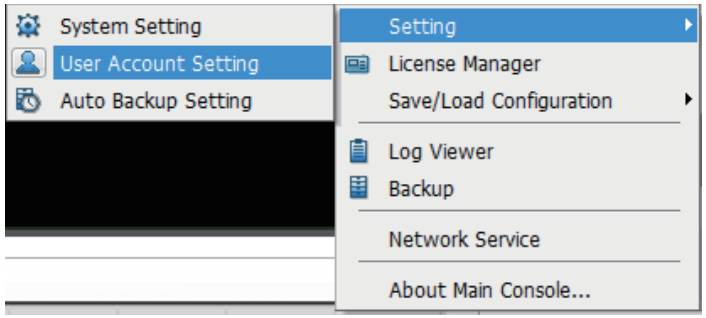
For example, you may select to show only 4 sub-screens on the Main Console while having 16 channels connected to the system. With auto scan function, you will be able to see all the 16 channels. You can set up a primary channel that will always be on the screen and a secondary channel that has secondary priority.

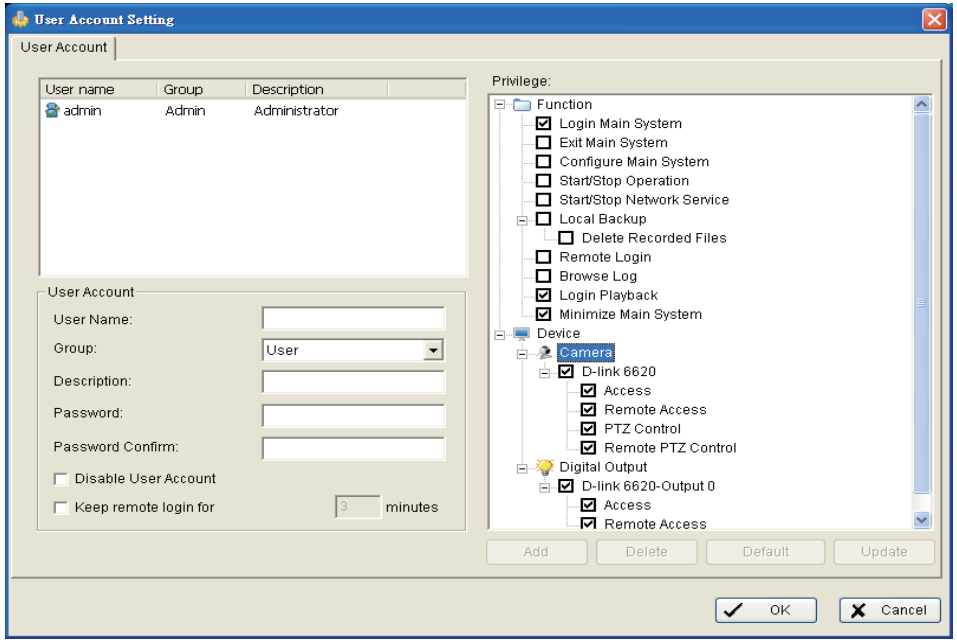
User Account Setting

Go to **General Setting > Setting > User Account.**

Only an administrator can manage user accounts. From the Privilege list, highlight each account to modify.

Note: *The system by default, will display the account group's default privilege profiles. Enter a* ***Name*** *and* ***Password*** *to create a new account, or click an existed account to modify his/ her privilege.*





There are 3 default profiles for account groups:

Admin: The Administrator has privileges to all system functions and devices, except add/delete/update privileges of other users.

Power User: A user has limited privileges to system functions and complete privileges for assigned devices.

User: Privileges for all the system functions are forbidden, user can only manage devices.

Add: Click to create a new account after updating the information.

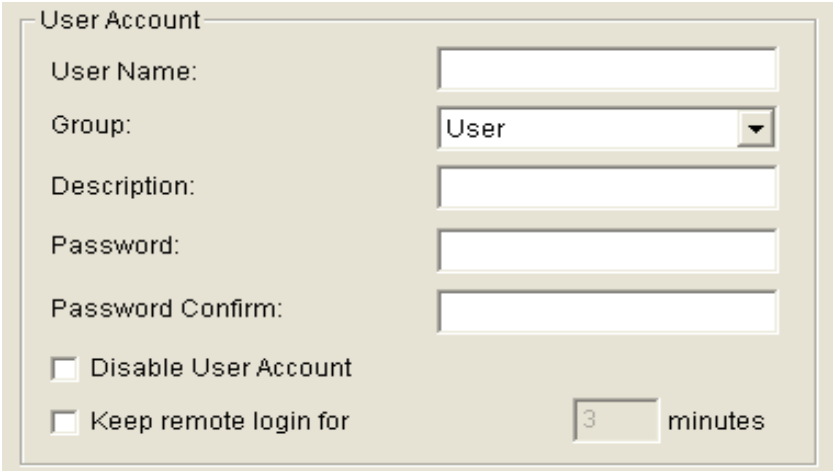
Delete: Click to delete the account.

Default: Click to go back to default privilege settings of a related user group.

Update: Click to save the modifications of each account.

User Account

To create and modify user accounts.



User Name: Enter a name.

Group: Assign a group for each user.

Description: Enter a description.

Password: Enter the password assigned to the user.

Password Confirm: Enter the password again for confirmation.

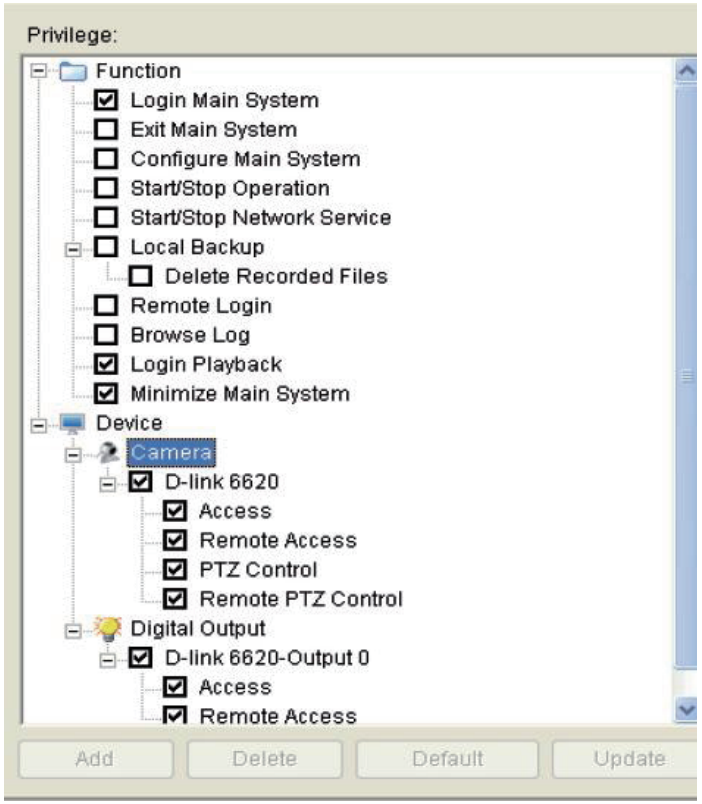
Disable User Account: Select to block this account.

Note: *Only the default admin account cannot be disabled.*

Keep remote login for___minutes: Enter the duration to auto logoff after logging in from Remote Live Viewer or Remote Playback.

Privilege

Select to set privileges for each user account.



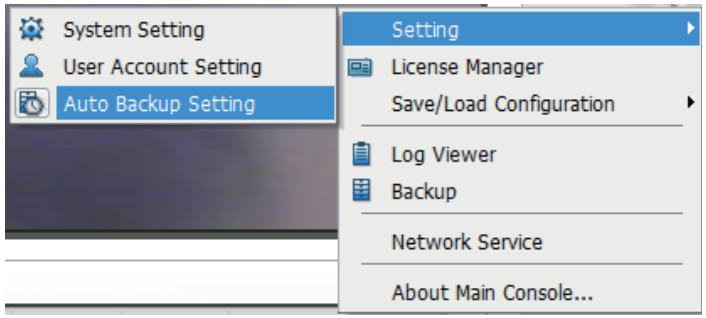
Function: Set the system configuration, and privileges for remote access.

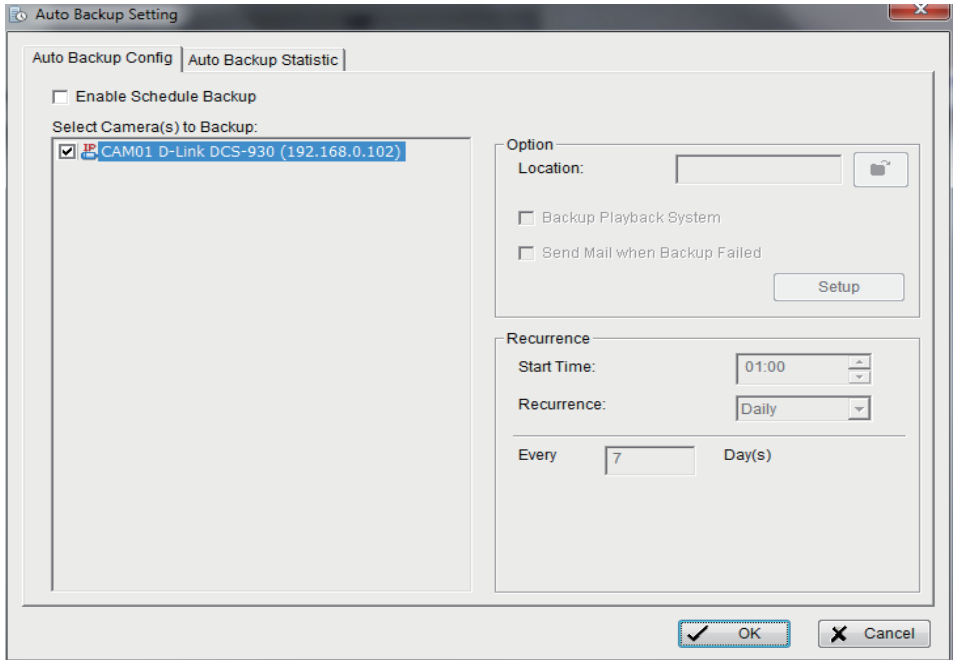
Device: Set device privileges for camera, digital output and client applications.

Auto Backup Setting

Go to **General Setting > Setting > Auto Backup Setting**

To configure your system to automatically back up video data.





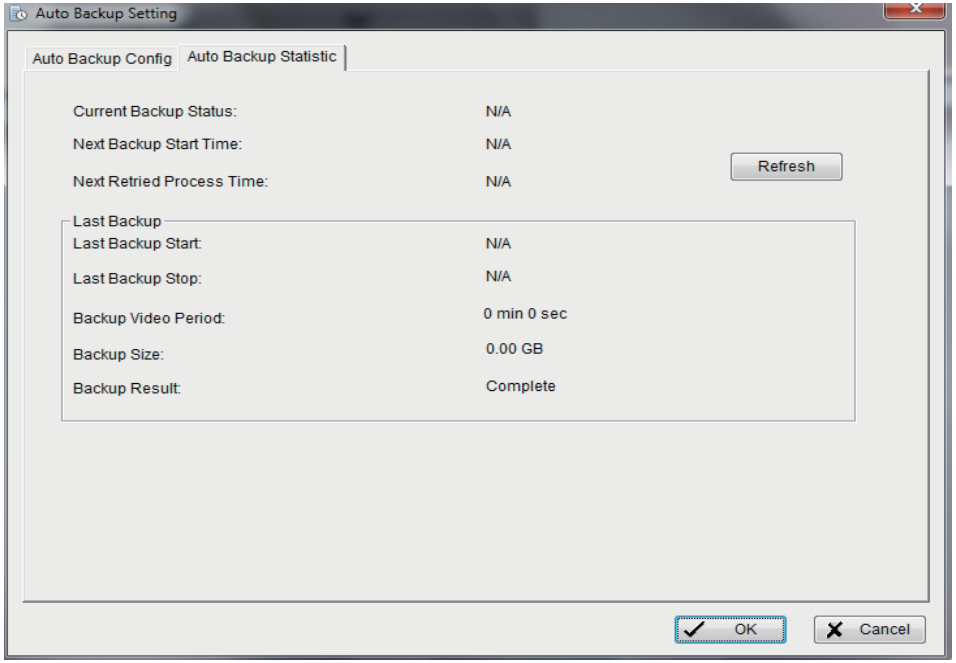
There are 3 main options in Auto Backup config:

Enable Schedule Back Up: Check to enable the backup process.

Select Camera(s) to Back Up: Select the camera to back up.

Option: Select options for backup.

- **Location:** Define backup route.
- **Backup Playback System:** Check to backup the playback application with each process.
- **Send Mail when Backup Fails:** Check to receive an email notification when backup fails. Click Setup for email configuration. Select one or more contacts from the address book and configure customized message content.
- **Recurrence:** Choose start time and Recurrence: Daily or Weekly modes.



There are 4 main fields in Auto Backup Statistic:

Current Backup Status: Displays whether the backup is underway, idle, or awaiting retry.

Next Backup Start Time: Displays the scheduled time for next backup process.

Next Retried Process Time: Displays the scheduled time for next backup retry process.

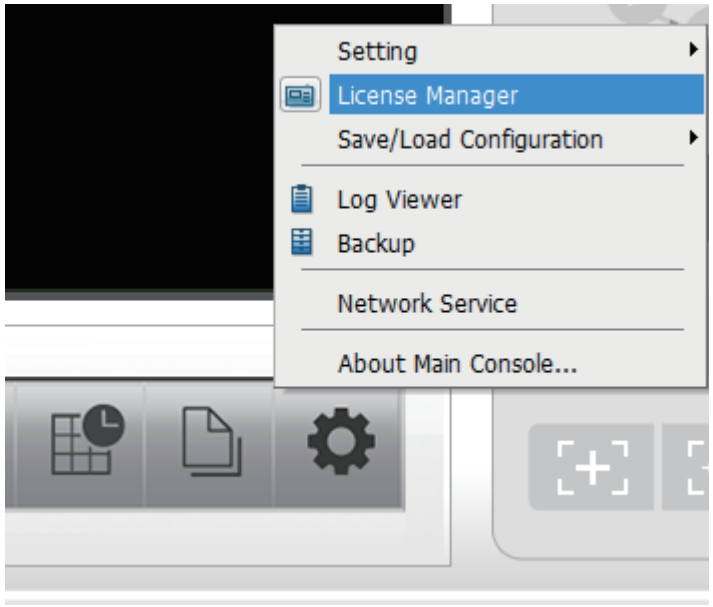
Last Backup: Displays information about the most recent backup.

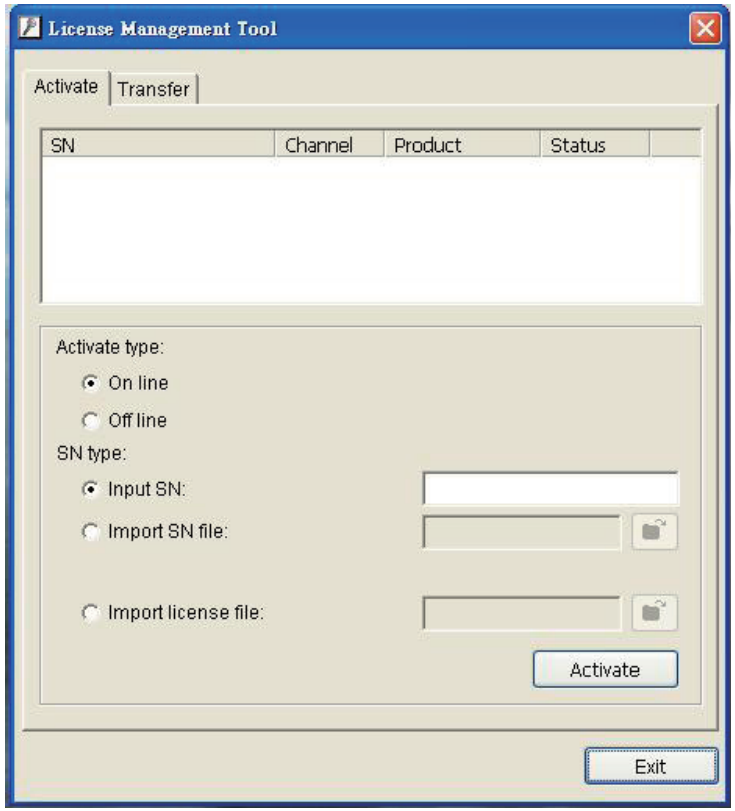
- **Last Backup Start:** Displays the time and date the last backup started.
- **Last Playback Stop:** Displays the time and date the last backup was completed.
- **Backup Video Period:** Displays the total time that the last backup took to complete.
- **Backup Size:** Displays total file size of last backup.
- **Backup Result**: Displays the result of the last backup.

License Manager

Go to **General Setting > License Management** in the Main Console to activate the license. The serial number can be found on a sticker, located inside the CD case.

Note: *Please refer to the* ***License Management Tool*** *section for details.*





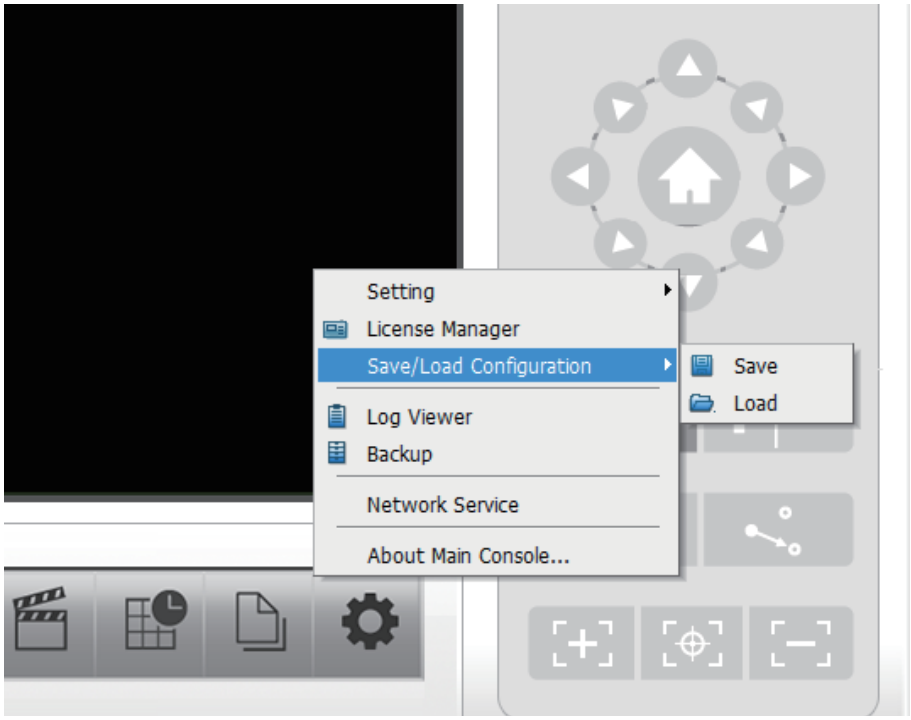
Save/Load Configuration

The Save/Load Configuration function allows system users to save any specific setting as a .cfg (config) file. You may save several different .cfg files at any time.

Save Configuration: To save a specific setting, go to **General Setting** > **Save/Load Configuration** > **Save**. In the popup window, type in the file name and then save it as a .cfg file.

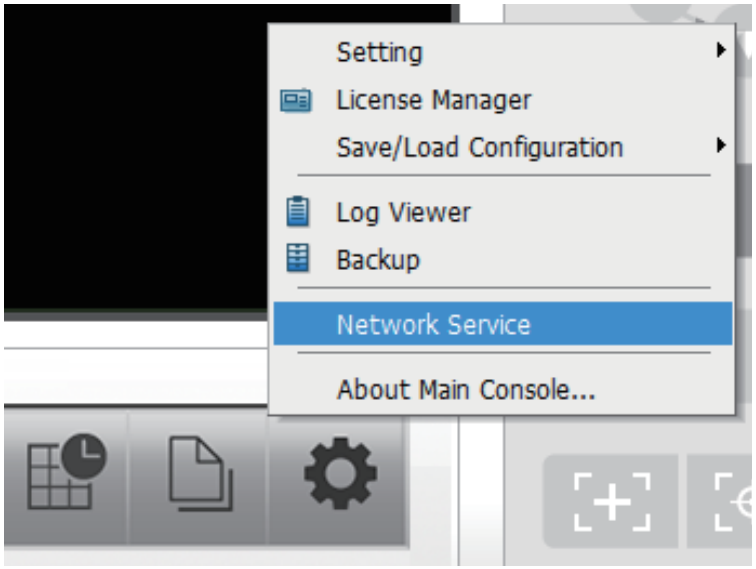
Load Configuration: To load a specific setting, go to **General Setting** > **Save/Load Configuration** > **Load**. In the popup window, go to the directory that you saved the .cfg file at, select any one of them and then click **OK** to load the file.

Note: *The Main Console will be automatically shutdown after loading a new configuration. Please re-start the Main Console manually.*



Network Service

There are 4 types of network services: **Live Streaming Server**, **Remote Playback Server**, **Remote Desktop**, and **Central Management**. From the Main Console, go to **General Setting > Network Service** to open the **Network Service** window.



Live Streaming Server

With Live Streaming, the system allows remote users to log in to a specific computer and view cameras that are connected to it. As a System Administrator, you can monitor these accounts in order to maintain the efficiency of the system.

Main

From the Live Streaming Server window, administrators can view all the clients who have logged in. It also enables Administrators to view live video from a remote location.

Client List

Client Count: Shows the number of channels that are connected.

Kill: Highlight an IP address and click **Kill** to block the client from your client list.

Kill All: Click to block all the clients that are currently logged in to your system.

Service

Server Status: Click **Start/Stop** to turn on/off the server.

Options

To modify this section, click **Stop** to stop the server.

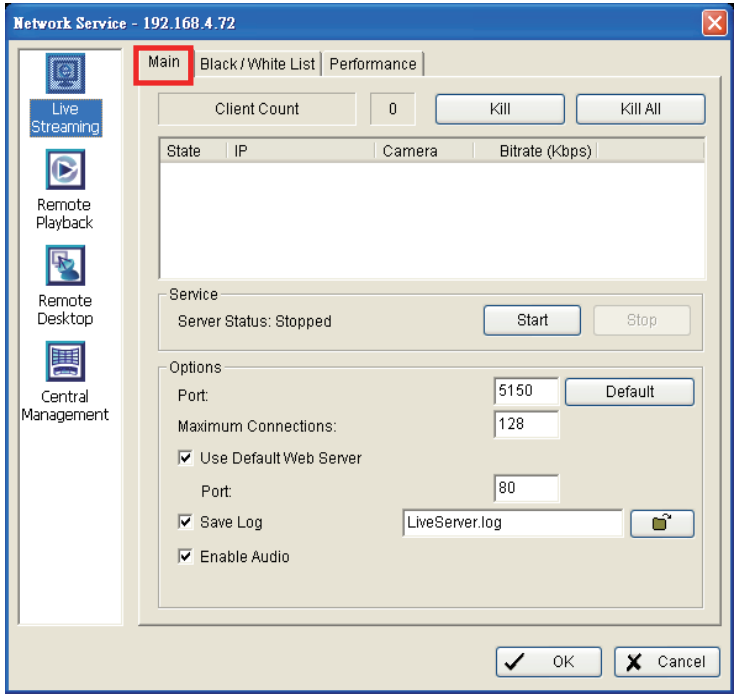
Port: Assign a port for the client to connect to your system via **Remote Live Viewer**. Default port is **5150**.

Maximum Connections: Number of connections that are allowed to connect to the system. The maximum is **128**, one camera video counts as one connection.

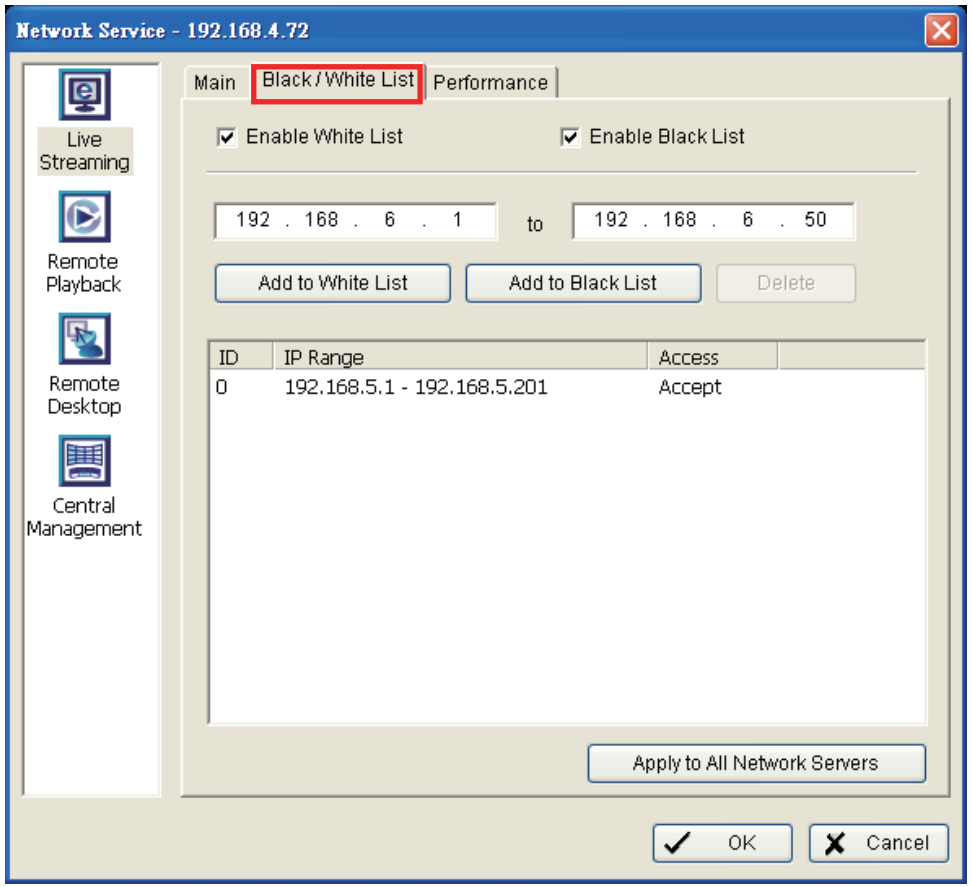
Use Default Web Server: Activate the Web server by selecting this box. Clients will be able to watch live video via Internet Explorer. The default port for live streaming server is **80**.

Save Log: Select to save the current log information to your computer.

Enable Audio: Select this option to enable audio transmission along with video stream.

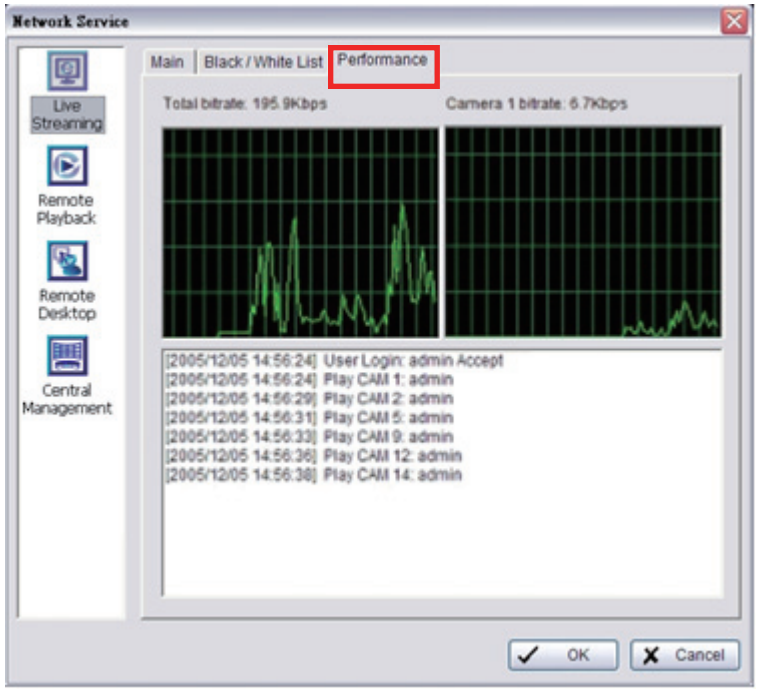


Live Streaming - Black / White List



Enable White List: Select to activate the white list filter. Only IP address from this list is allowed to log in.
Enable Black List: Select to activate the black list filter. The IP address from this list will be blocked.
IP Address: Enter an IP address or two sets of IP address to indicate a series of IP addresses.
Add/Delete: To add the IP address into the list or to remove from the list.
Apply to All Network Servers: Click to apply these settings to both Live Streaming Server and Remote Playback Server.

Live Streaming - Performance



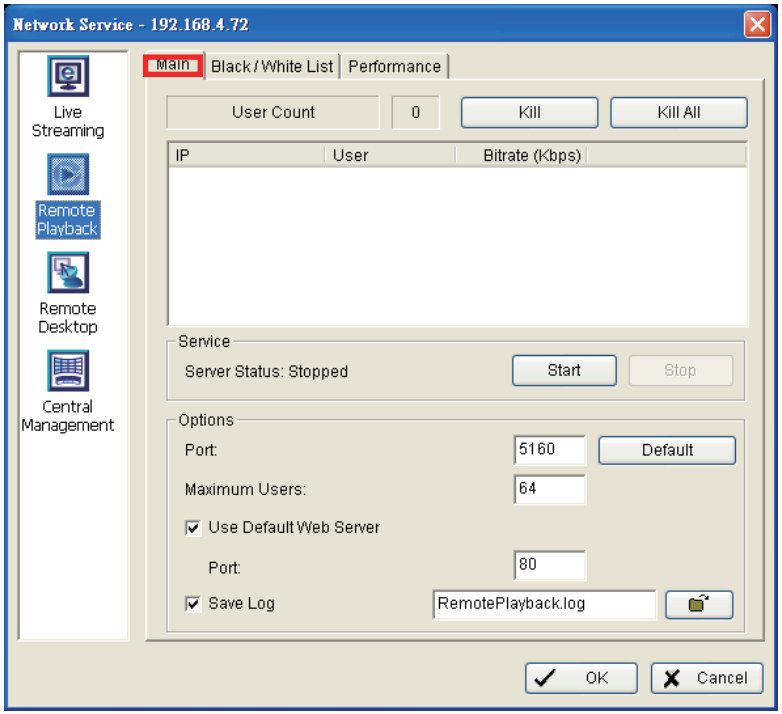
This window displays the **Total bitrate** and individual **Camera bitrate** information.

Remote Playback Server

With the Remote Playback function, the system allows remote users to log in to a specific computer and withdraw data files that are stored. As a system administrator, you can monitor the accounts logged in to maintain the system efficiency.

Main

This window displays all the clients who are currently logged in and watching a playback video from a remote location.



Client List

User Count: Displays the number of users that are connecting to the system.

Kill: Highlight an IP address and click **Kill** to block the client from your client list.

Kill All: Click to block all the clients that are currently logged in to your system.

Service

Server Status: Click **Start/Stop** to turn on/off this service.

Options

Port: Assign a port for clients to connect to your system via Remote Playback. The default port is **5160**.

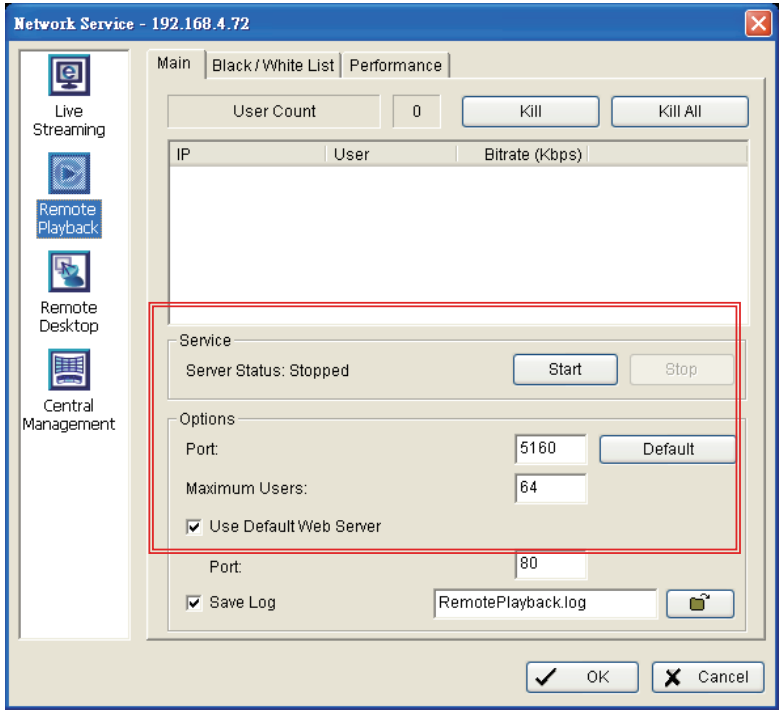
Maximum Users: Number of connections that are allowed to connect to the system. The maximum is **64**.

Note: A single user logged in to the server is considered as one account.

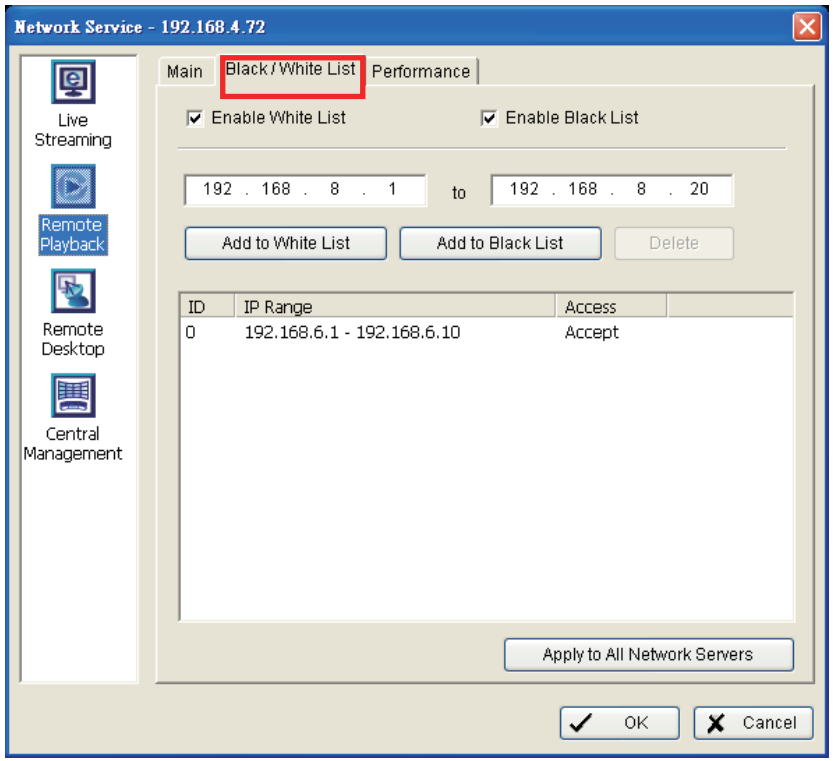
Use Default Web Server: Activate the Web server by selecting this box. Clients will be able to watch live video via Internet Explorer. The default port is **80**.

Save Log: Save the current log information.

Note: Ensure that the server is stopped before making any changes.



Remote Playback - Black / White List



Enable White List: Select to activate the white list filter. Only IP address from this list is allowed to log in.

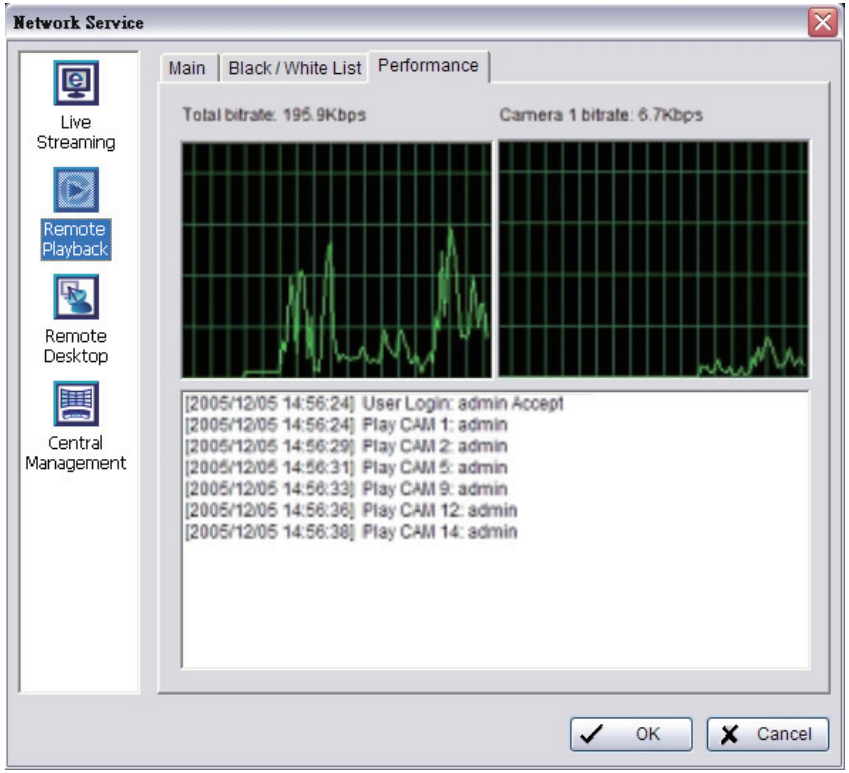
Enable Black List: Select to activate the black list filter. The IP address from this list will be blocked.

IP Address: Enter an IP address or two sets of IP address to indicate a series of IP addresses.

Add/Delete: Add the IP address into the list or remove from the list.

Apply to All Network Servers: Click to apply these settings to both Live Streaming Server and Remote Playback.

Remote Playback - Performance



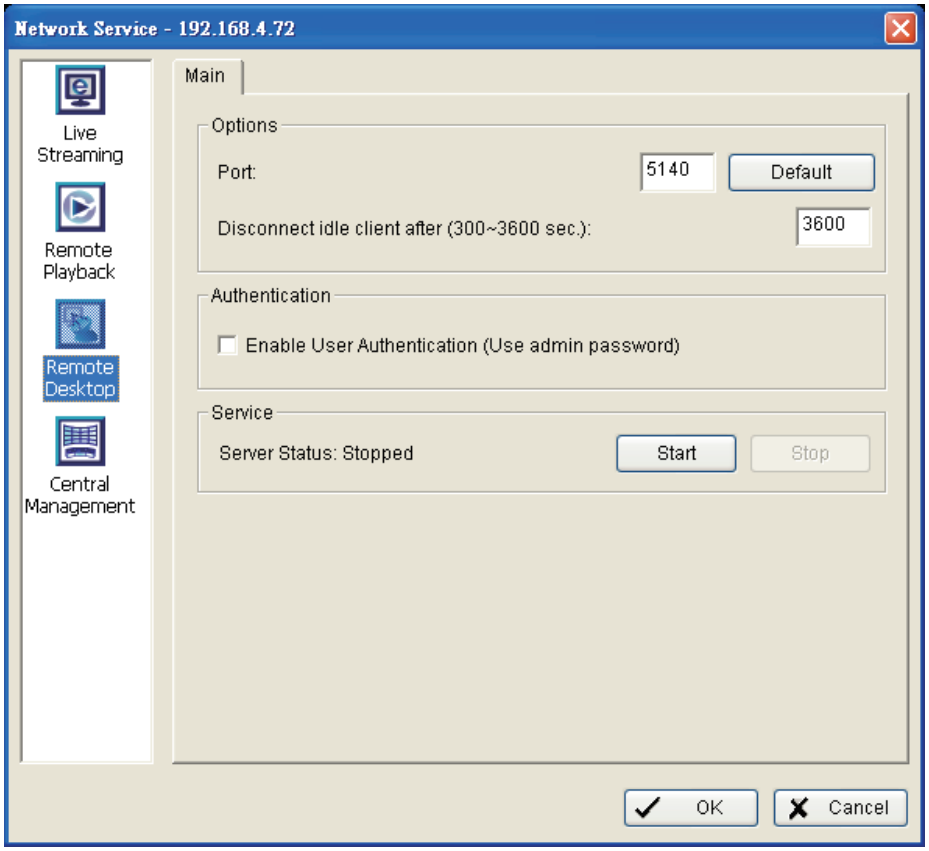
This window displays the **Total bitrate** and individual **Camera bitrate** information.

Remote Desktop

This window allows remote users to use Remote Desktop Viewer to login and configure the system. Refer to the **Remote Desktop Viewer** section to install and use this tool.

Options

Port: Assign a port for Remote Desktop Viewer, so that users can login and configure system.
Disconnect idle client after (300~3600 sec): Auto disconnects an online user who is idle for more than the specified time period.
Authentication: Enable this option to allow only an administrator to login into the system.
Server Status: Click **Start/Stop** to turn on/off this service.



Central Management System

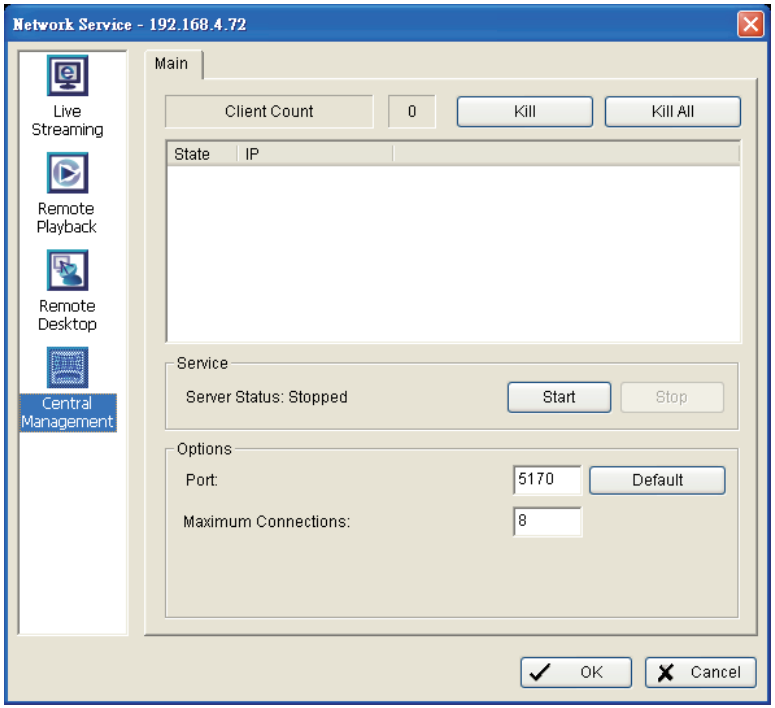
This service only supports Central Management System (CMS). With this service, the Main Console will send event information to CMS and allows the CMS system to control the I/O device from a remote location. To enable this action, go to **Configure Smart Guard System > Action** and select **Send to Central Server.**

Client List

Client Count: Displays the number of CMS Servers that are connected to the system.
Kill: Highlight an IP address and click **Kill Client** to block the client from your client list.
Kill All: Click to block all the clients logged in to your system.
Server Status: Click **Start/Stop** to turn on/off this option.

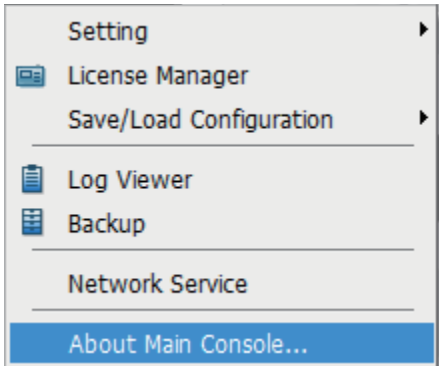
Options

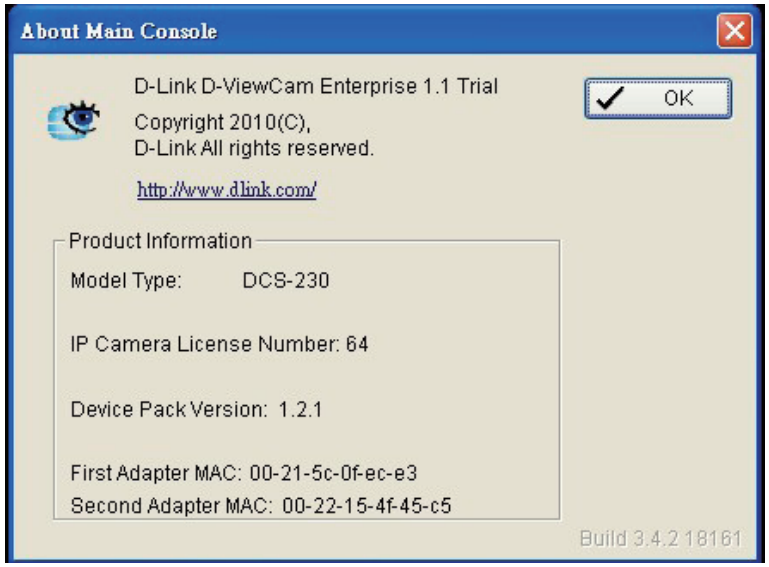
Note: Ensure to stop the server before modifying the settings.
Port: Assign a port for the CMS System to connect to the Main Console system. Default port is **5170**.
Maximum Connections: Number of connections from CMS Servers that are allowed to connect to the system. The maximum is **16**.



About Main Console

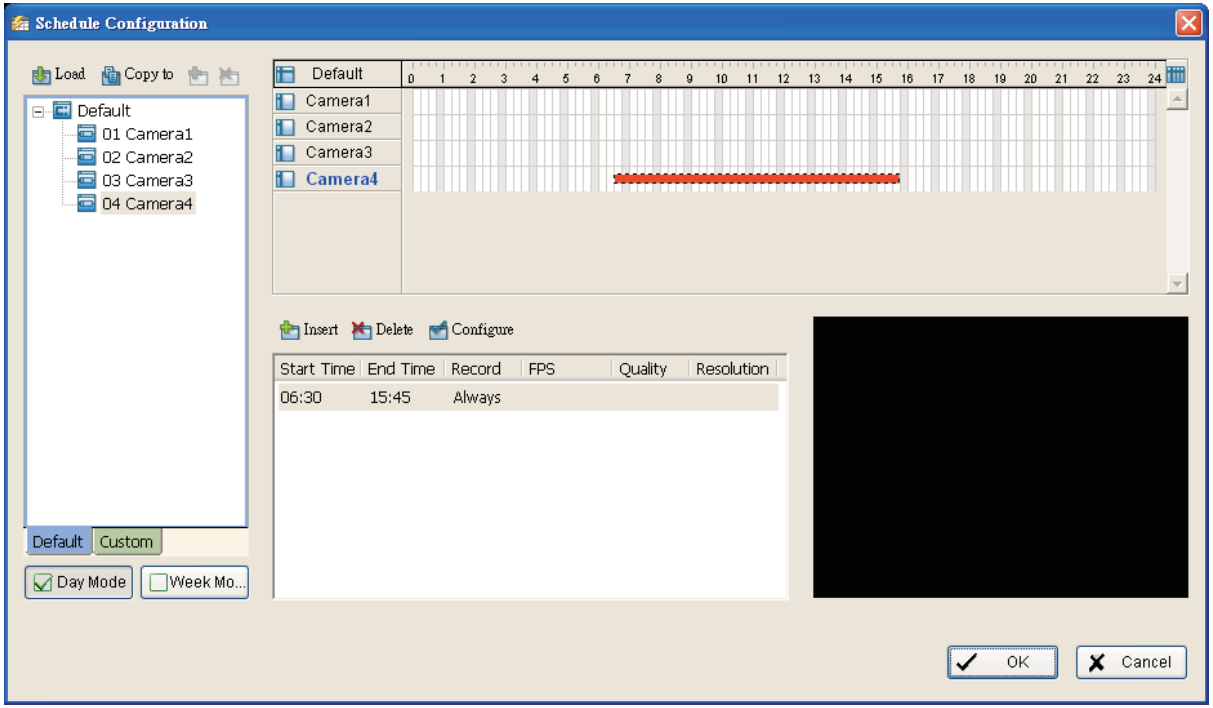
Go to **General Setting > About Main Console** to view the version of your D-ViewCam Standard/Professional/Enterprise software and model name information.





Schedule System

Click the **Configure Schedule System** icon on the Main Console to set up the time duration for video recording.

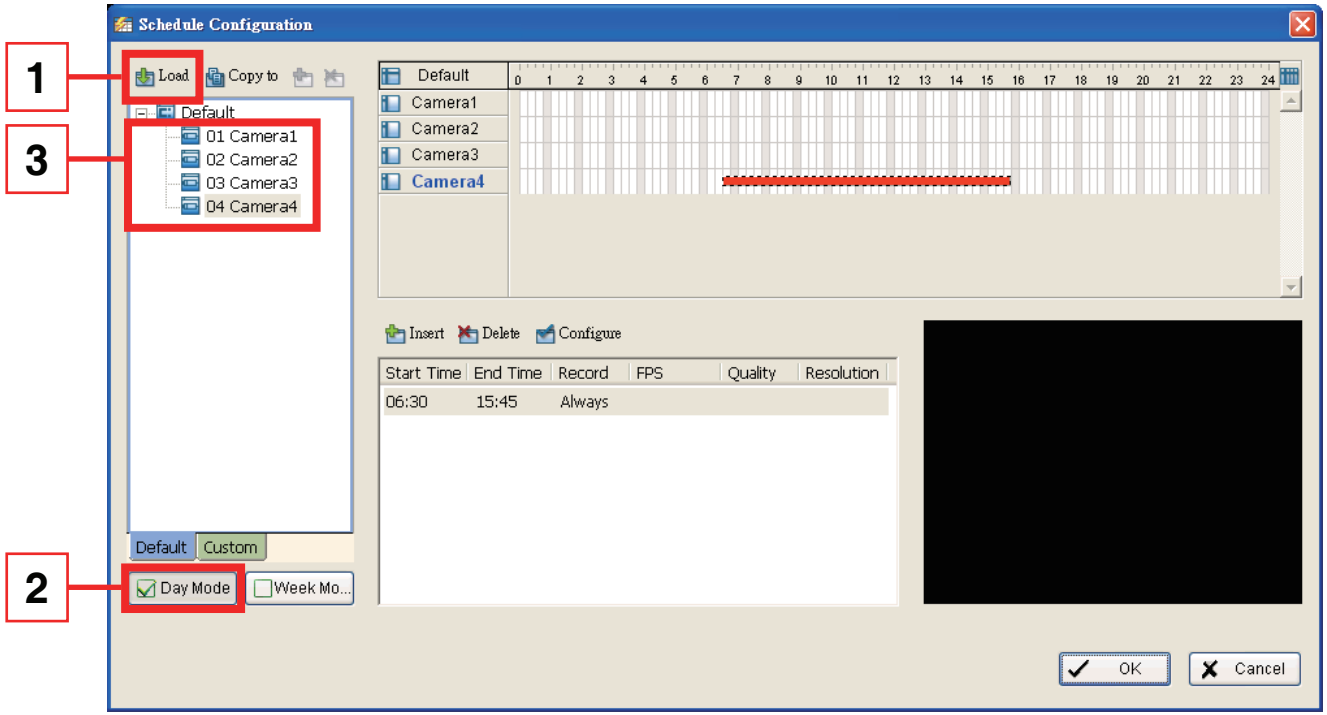


Day Mode

Schedule the camera(s) to record video every day at the same time.

There are three ways to setup the time schedule for each camera:

1. Load a preset mode
2. Insert a new schedule manually
3. Copy to other cameras after the manual setup



Load Preset Modes

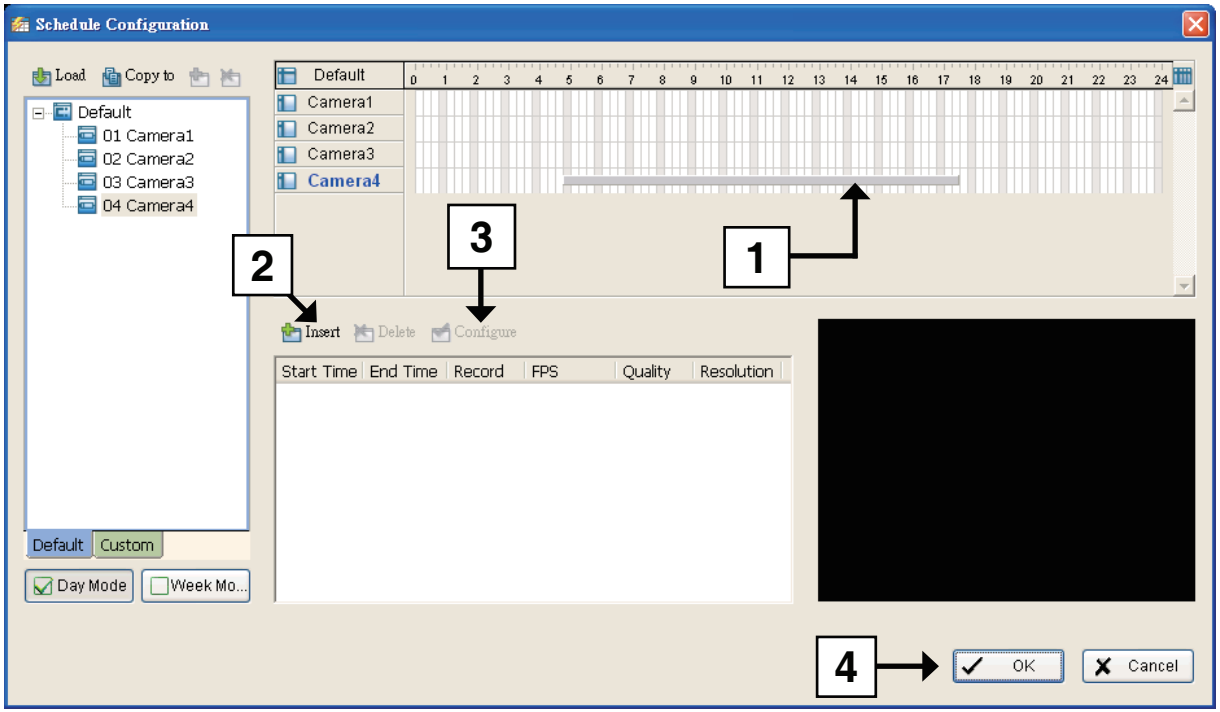
The system provides six modes to quickly setup the recording schedule. Click

to select the preset mode. Refer to the following table for definitions of each mode in each series.

Mode	Format	Time	Record	FPS	Quality	Resolution
Regular	M-JPEG	0:00 - 24:00	Always	Max	Max	Max
	MPEG-4			Max		
Office	M-JPEG	8:00 - 20:00	Always	Max	Max	Max
	MPEG-4			Max		
Shop	M-JPEG	10:00 - 22:00	Always	Max	Max	Max
	MPEG-4			Max		
Highly Secure	M-JPEG	0:00 - 24:00	Always	Max	Max	Max
	MPEG-4			Max		
Disk Saving	M-JPEG	0:00 - 24:00	Motion	10	Max	Max
	MPEG-4			i-frame		
Minor	M-JPEG	0:00 - 24:00	Motion	5	Max	Max
	MPEG-4			i-frame		

Insert a New Schedule Manually

Step 1
Left-click and draw the bar you want to add to the time table. The scheduled time will be seen as a grey bar.



Step 2
Click **Insert** and add a new schedule in regular mode, i.e. to record video during the time period you set with 30 FPS, normal video quality, and normal resolution.

Step 3
Click on the **Configure** icon or double-click the schedule information to change the settings.

Step 4
Click **OK**.

Copy Schedule

You may set up the schedule for each channel/camera by repeating the process above, or simply apply the settings of a single camera to all the others by clicking the **Copy To** icon on the top of the display window.

Week Mode

Schedule the camera(s) for each day of the week. In addition, you may assign holidays under the Week Mode.

Default

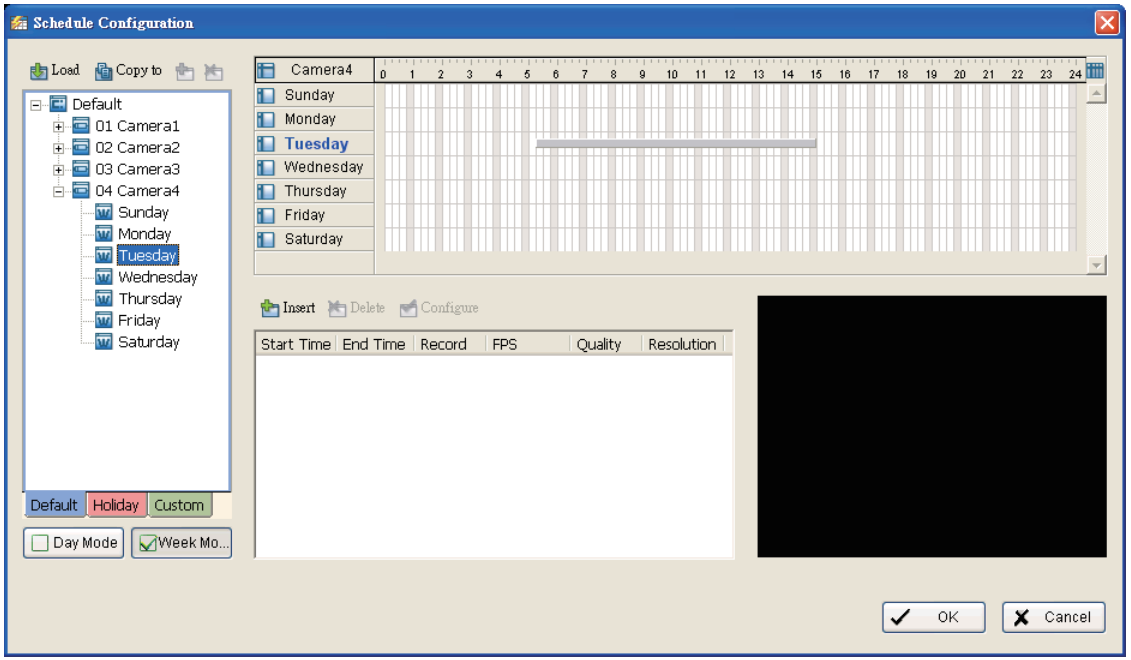
Follow the same process to setup the schedule for every day in a week.

Holiday

You may assign holidays where the system will work according to the pre-defined Sunday schedule.

Custom

You can assign a particular date(s) for the system to work according to a special schedule(s).

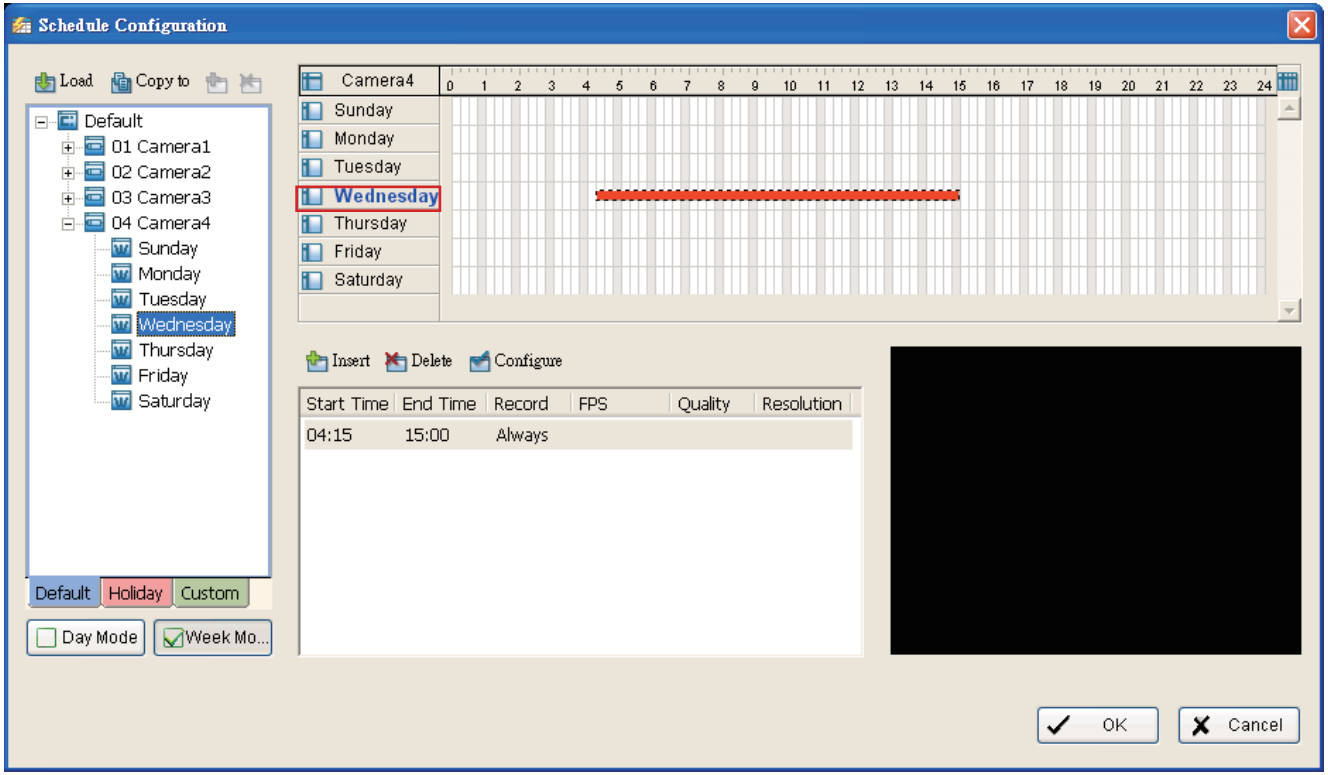


Adjust the Schedule Settings

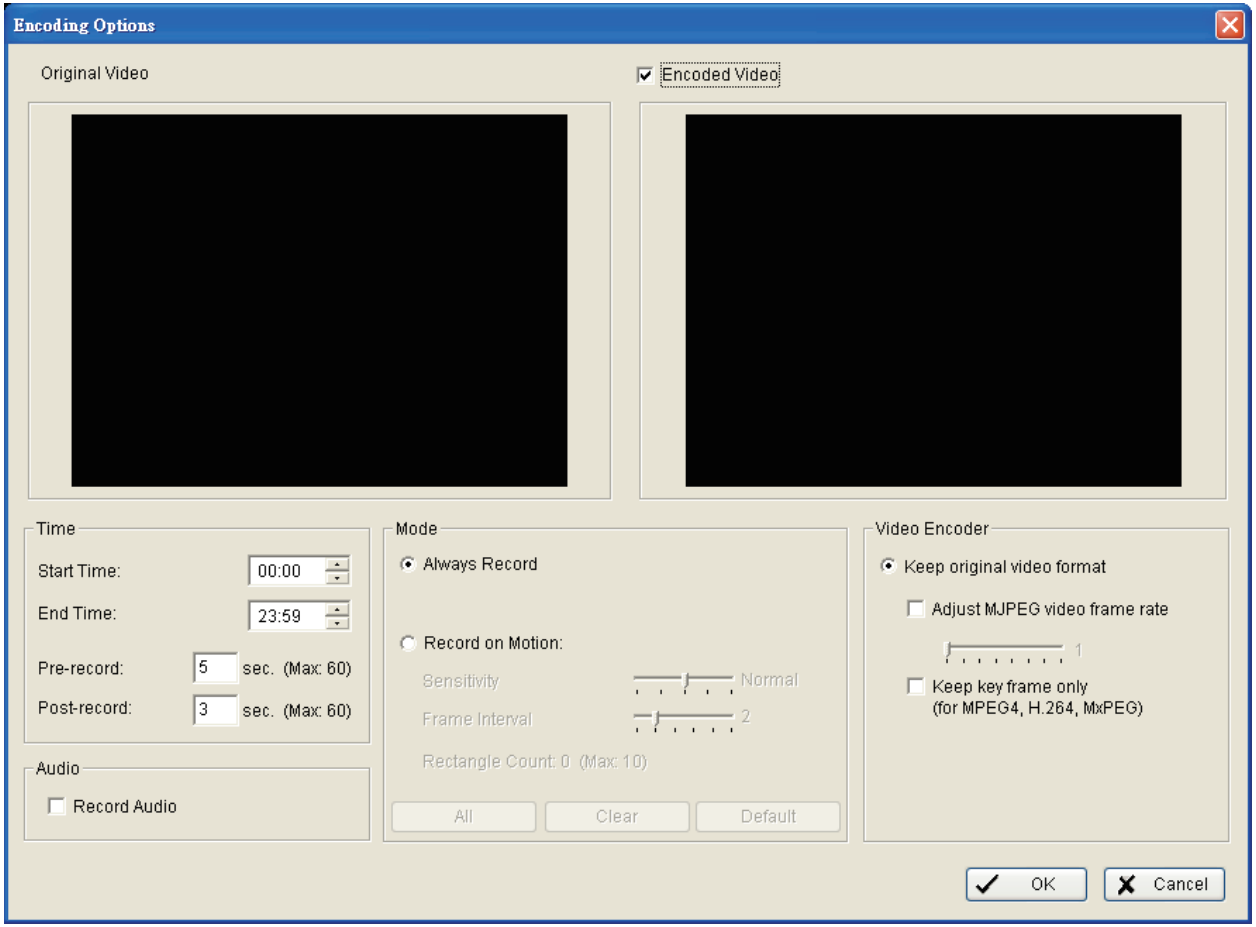
You can manually change the settings at any time after you insert or load a schedule.

Option 1: Select the **Time Bar** and slide the bar to the left or right to change the start and end points.

Option 2: Click **Configure** or double-click on the schedule information (highlighted in blue) to open the **Encoding Options** window and modify the settings.



Encoding Options



Pre-record/Post-record Time

The pre-record/post-record function lets you save the recording data accordingly. For example, a 5 second pre-record means the system will start saving the recording 5 seconds prior to the event.

Note: The maximum recording period is 60 seconds.

Record Mode

Always Record
Select this option to record video continuously.

Record on Motion
Select this option to start recording when motions are detected. Please adjust the **Sensitivity**, **Frame Interval** and set up a detection zone to detect Motion. Frame interval is the interval in the number of frames between each check by D-ViewCam. To create a detection zone, left-click and drag the mouse to draw a rectangle on the display screen. To setup multiple detection zones, simply repeat the same process or click **All** to select the entire detection zone.
Note: The number of detection zones cannot exceed 10.

Encoded Options

Use this option to configure the quality of video. The original video is the original stream from the camera and the encoded video is a preview of the recording video that correspond to the encode settings.

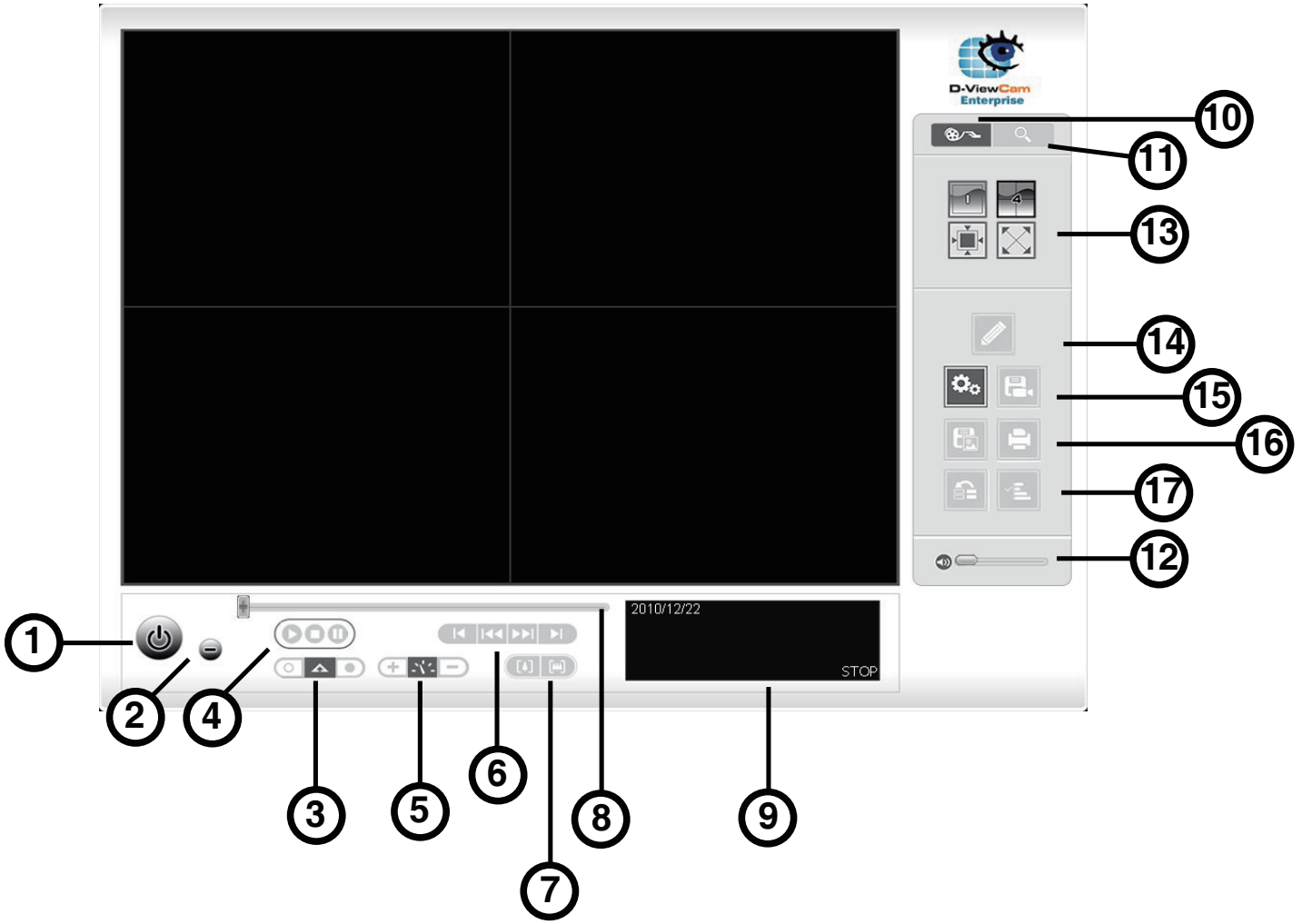
Keep original video format
Select this option to lower the frame rate but not re-encode the video stream to save Hard Drive usage.

- **Adjust MJPEG video frame rate**: Use the slider to reduce or increase the frame rate.
  Note: The maximum FPS (move the slider to the right) will correspond to the original video stream setup on camera configuration.

- **Keep key-frame only**: The System will record only the key frames of the streaming video.
  Note: The key frame interval is controlled by each camera manufacturer and cannot be adjusted.

Playback

The Playback console allows you to watch recorded video, view and/or search for unusual events, and view recorded system information.



1	Exit Playback	5	Speed	9	Information Window	13	Screen Division	17	Backup & Log Viewer
2	Minimize Window	6	Play/Rewind/Fast Forward	10	Open Record	14	Enhancement		
3	Cue (Start/Stop Point)	7	Zoom	11	Search Mode	15	Setting & Save Video		
4	Control (Play/Stop/Pause)	8	Scroll Bar	12	Volume Control	16	Snapshot & Print		

1. **Exit:** Click to close the Playback window.

2. **Minimize:** Use this to minimize the Playback console.

3. **Cue:** When playing video, click on the **Cue In/Cue Out** icon to set the starting/ending point of a saved video clip. The Cue In and Cue Out time will be displayed on the Playback Information Window.

4. **Control:** Use this to play, pause, and stop the video.

5. **Speed:** Control the speed of the playing video. Click **+** to speed up and **–** to slow down.

6. **Play/Rewind/Fast Forward:** Use this to control the video.

7. **Zoom:** Use this to zoom in and out of the recorded video.

8. **Scroll Bar:** Indicates the status of the playing video; drag it to where you want to review.

9. **Information Window:** Displays video date and time, current video status, cue in/out points' time, and speed.

10. **Open Record:** Click to access **Date Time**.

11. **Search Mode:** Click to open **Intelligent Search Tool**.

12. **Audio Volume Control:** Use this to adjust the sound level.

13. **Screen Division:** Allocate the sub-screen display by clicking on the desired layout. To switch to a single camera display, double click on a particular sub-screen. Double click on the screen again to restore the previous screen division layout. To view in fullscreen mode, right click on the screen to enable **Toggle Fullscreen**.

14. **Enhancement :** Click to open the Enhancement window

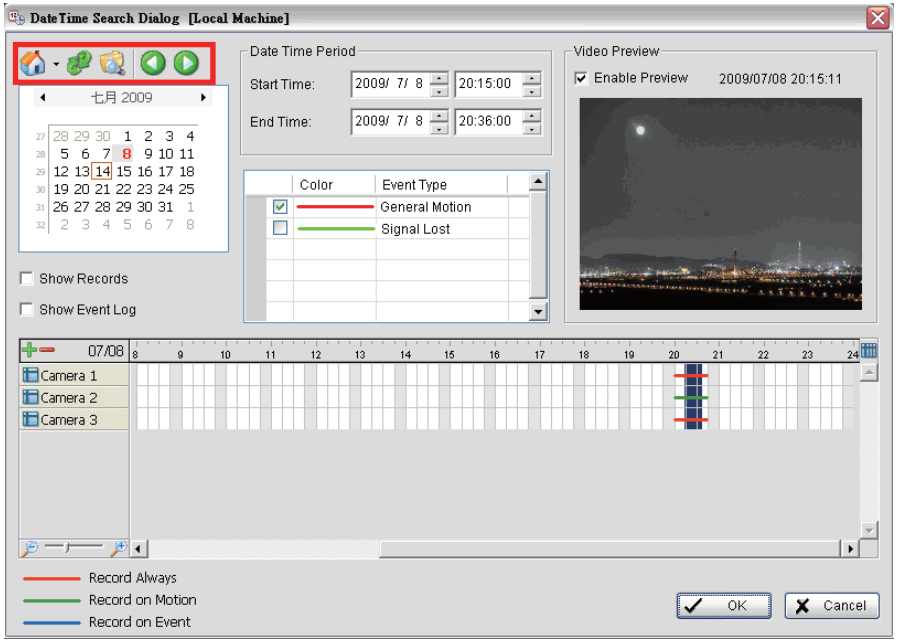
15. **Setting & Save Video:** Click to open the Setting window and to open the Save Video window.

16. **Snapshot & Print:** Click to take a picture and to open the Print window.

17. **Backup & Log Viewer:** Click to open the Backup window and to open the Log Viewer window.

Date Time

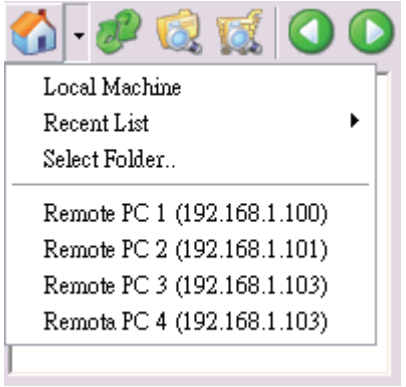
Go to **Playback** console and click **Open Record** access the **Date Time Search Dialog**. Here, you can review video records.



Record Display

The record display window displays information about the video clips. These clips can be sorted by date (calendar view) or title (list view).

Remote Server Site: Select to open **Remote Playback Site Management**. This site allows you to access local PC or set up the remote playback server. Use **Select Folder** to directly access the recorded data folder or **Recent List** to access previously browsed recorded folders. **Note:** To use **Select Folder** option you need the Main Console password.



Refresh: To refresh the Record Display window.

Log Viewer: To access the Log Viewer Tool.

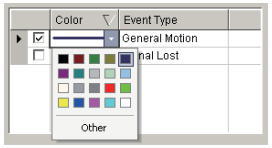
Previous Days: To show recorded videos from the previous recording date.

Next Days: To show recorded videos of the next recording date.

Date Time Period
Select the starting and ending time points to review a video.

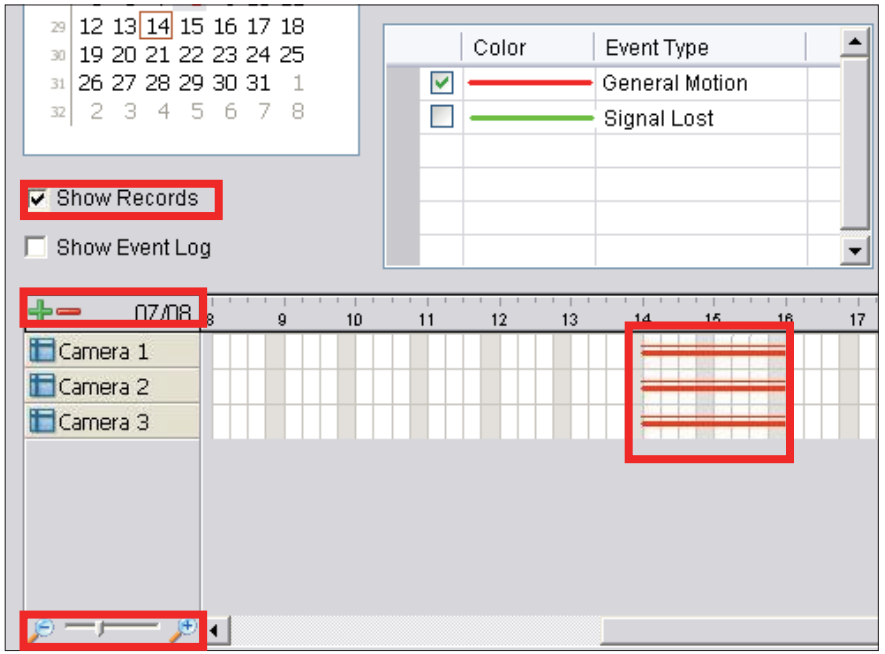
Video Preview
Select **Enable Preview** to preview the selected video.

Event Type
You can change the color of the event by clicking on the color bar and then click the down arrow.

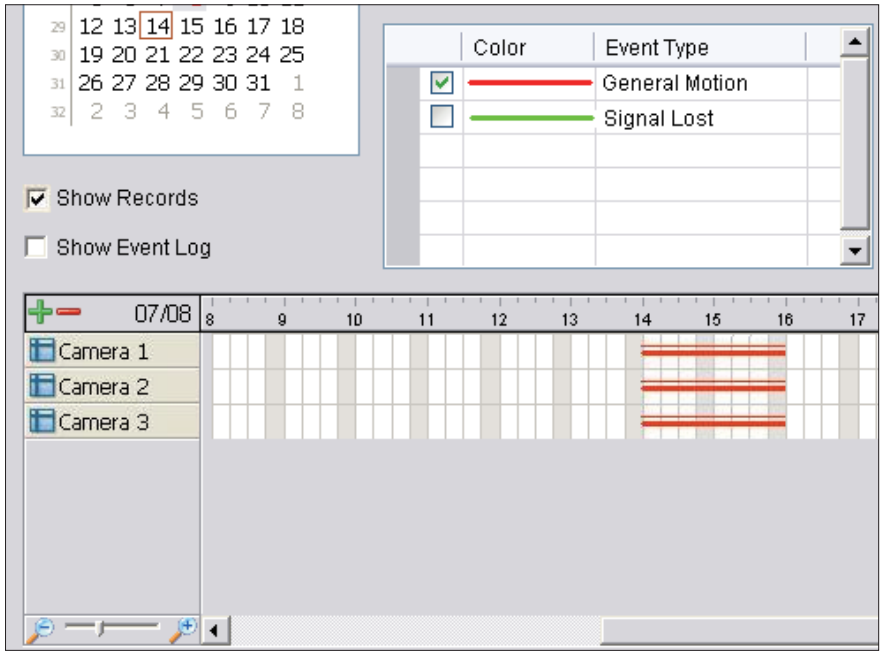


Time Table
- Click to select all channels or to deselect all channels. Finally, utilize the scale bar to modify the time table.

- Select **Show Records** to display the time period of recorded data.



- Select **Show Event Log** to display the time of event detected.



To Playback Video

Step 1: From the **Record Display** window, select the date of the recorded video you want to view. The red, green and blue lines in the time table indicate the available video records.

Note: The **Record Display** window can be displayed in (a) calendar view or (b) list control view. To modify these settings, click **Settings** on the Playback Console.

Step 2: Use color bars to differentiate event types.

Step 3: Highlight the video clip you want to review by left clicking and dragging the time period. You may also utilize the **Start Time** and **End Time** in the **Date Time Period** section.

Step 4: Select **Enable Preview** in the **Video Preview** section to view your video.

Step 5: Click on the camera name to add or remove cameras that you want to playback.

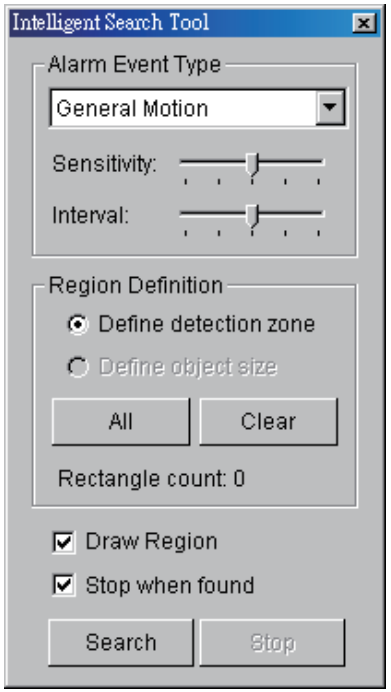
Step 6: Click **OK** when finished.

Search Mode

Go to **Playback** console and click **Search Mode** to open the **Intelligent Search Tool** window.

Intelligent Search Tool

Use this tool to detect unusual events that occur during the recording period.



Alarm Event Type

General Motion: Detects all movements in the defined area.

Sensitivity: This slider controls the sensitivity required to trigger the alarm. Slide the control to the right to increase sensitivity (relatively small movements will trigger the alarm) or to the left to reduce sensitivity.

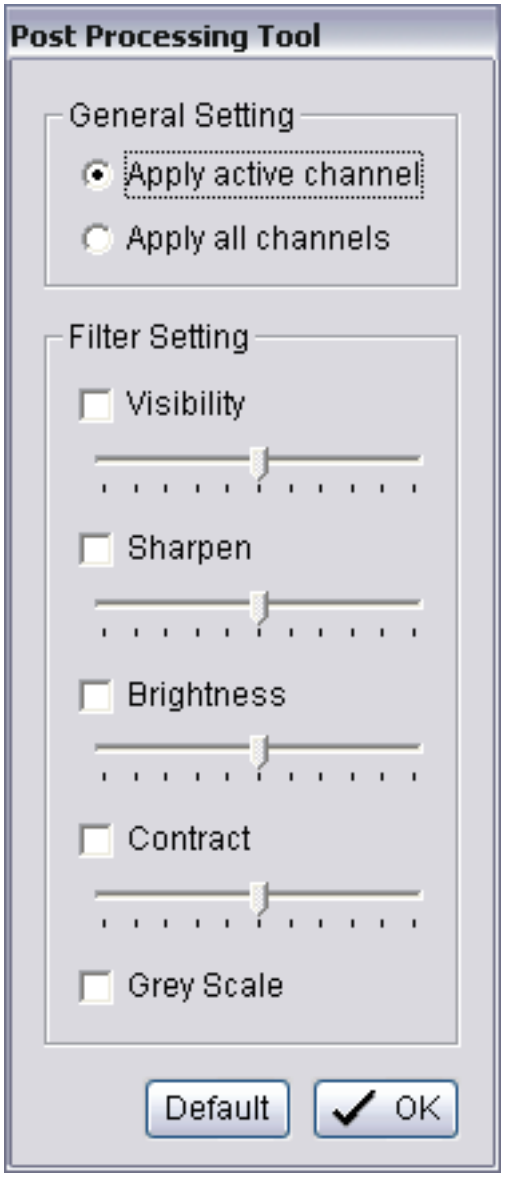
Interval: Move the slider control to the right to increase the time interval, so the alarm will be triggered only when the movement lasts longer; moving to the left will reduce the time interval.

Define Detection Zone: Left click and drag, to draw a detection zone on the video screen. You may define more than one zone on the screen by repeating the process.

Stop When Found: Select this option to stop the video when detecting motion in the detection zone. Unselect this option to keep the video rolling, and to display all the detected events on the search list. Click on the listed event to jump to the specific part in the video where motion is detected.

Enhancement

Go to **Playback** console and click to open this tool.



General Setting

Select to either apply the filter settings to only active channels or to all channels.

Filter Setting

Visibility: Select to adjust the gamma value of the image to enhance the image and make it cleaner.

Sharpen: Select and move the slider control to the right to sharpen the image or to the left to soften the image.

Brightness: Select and move the slider control to the right to make the image brighter.

Contrast: Select to move the slider control to the right to increase contrast.

Grey Scale: Select to display the video record in grey scale mode. The image will be displayed in black and white.

Default: Click to restore the default settings.

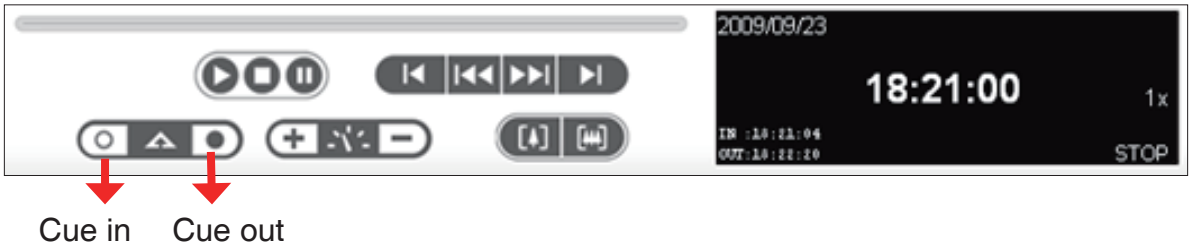
OK: Click to save to apply your settings.

Save Video

Go to **Playback** console and click to open this window.

Step 1: Click on the display screen of the Playback console to choose the camera display that you want to save as a video clip.

Step 2: Click the cue buttons to select the start and end points. The **cue in** and **cue out** time will be displayed in the information window.



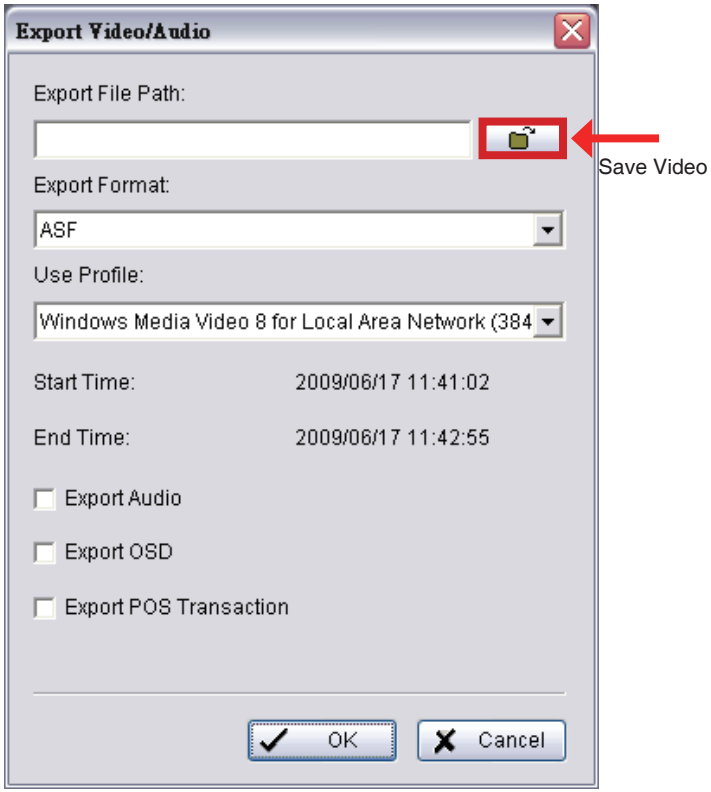
Step 3: Click the **Save Video** icon, select the location where you want to save the file to and enter the file name.

Step 4: Select **Export Format** from the drop-down list - ASF or AVI.

Step 5: Select a profile from the **Use Profile** drop-down menu.

Step 6: Select to export (i.e. save) the recorded video with audio, OSD (On-Screen Display), or export video only.

Step 7: Click **OK** to save video.



Snapshot

Go to **Playback** console and click .

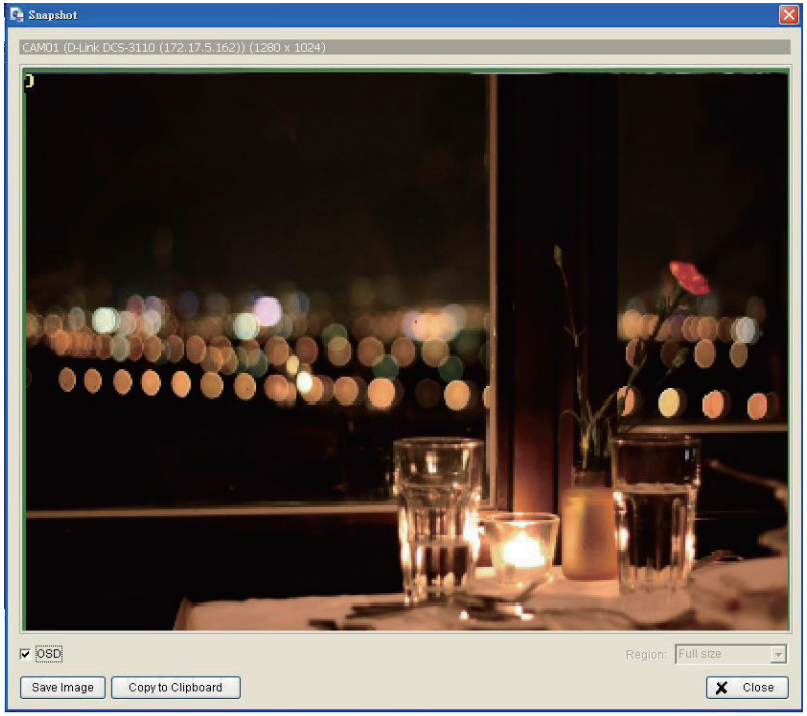
Step 1: Click on the camera display window to take a snapshot.

Step 2: Click **Save Image** when the image you want is displayed on the screen. You may click **Pause** to freeze the video and use **Step Forward/Step Backward** to find the picture(s) that you want to save.

Step 3: Select **OSD** to export the image with the date/time and camera number/name displayed. If the digital PTZ function is enabled in the display view, you can also select **Full size** or **Selected Region** as your image region.

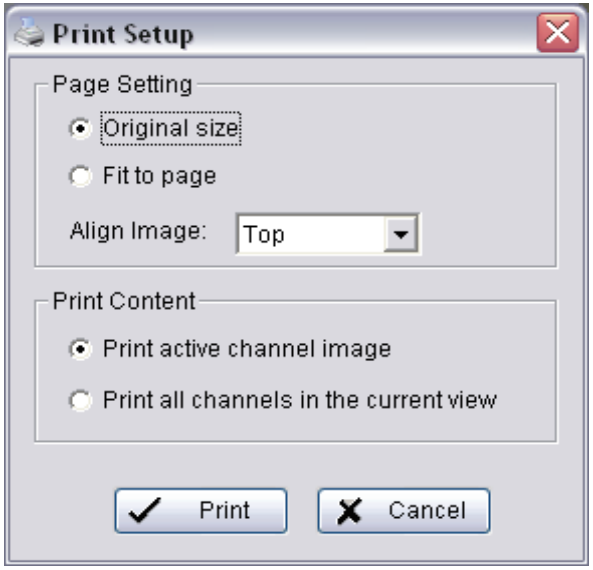
Step 4: You have the option to copy the image to the clipboard or save it to your computer. Click **Save Image** and select the folder you want to save it to. Select the image format (BMP or JPEG) and click **Save**.

Note: You may skip step 3 by pre-setting a folder and format to save images.



Print

Go to **Playback** console and click to open this window.



Page Setting: Select **Original Size** or **Fit to Page** options to print the image. Select the alignment from the **Align Image** drop-down list (Top, Center, or Bottom).

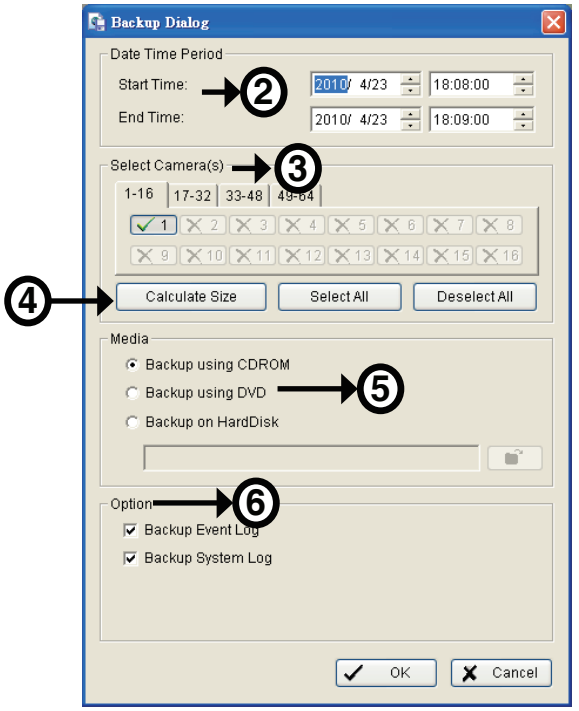
Print Content: Print the image from the selected channel or all the channels shown on the screen.

Print: Click to print the image.

Backup

Go to **Playback** console and click to open this window.

Here, you can start a full function Playback Console and load the backup files on any Windows PC. You can monitor real time video and work on the backup files on separate computers simultaneously.



Step 1: Click **Open Record** in the **Playback** console and click **Backup**.

Step 2: In the **Date Time Period** section, select the **Start Time** and **End Time** for backup.

Step 3: In the **Select Camera(s)** section, select the camera(s) you want to backup.

Step 4: Click **Calculate Size** to calculate the size of the backup data.

Step 5: Under **Media**, select where you would like to save the backup data.

Step 6: Under **Option**, select the type of data you want to backup.

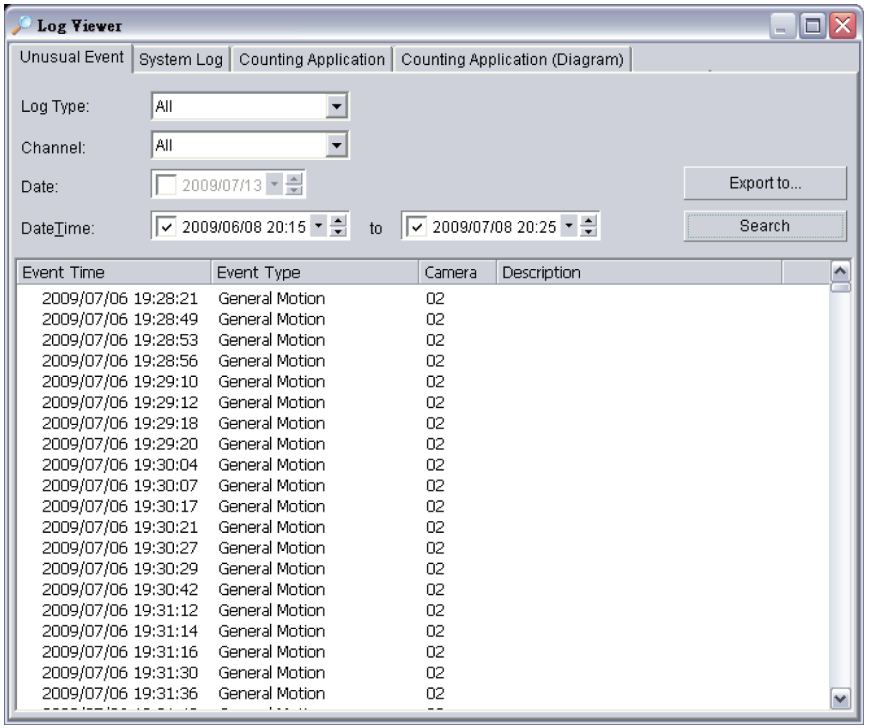
Step 7: Click **Backup** to start backup.

Log Viewer

Go to **Playback** console and click to open this window.

Unusual Event

The Smart Guard System displays the history of all the unusual events'.



Step 1: Select the type of events you wish to view or select **All** from the drop-down menu to view all types of events. The types of unusual events include **General Motion**, **Signal Lost**, and **Digital Input Triggered**.

Step 2: Select the camera channel you wish to view or select **All** to view all the available channels.

Step 3: View the events that happened on a particular date or during a given time period by selecting **Search**.
Date: Select **Date** and indicate the date.
DateTime: Select the date and time.

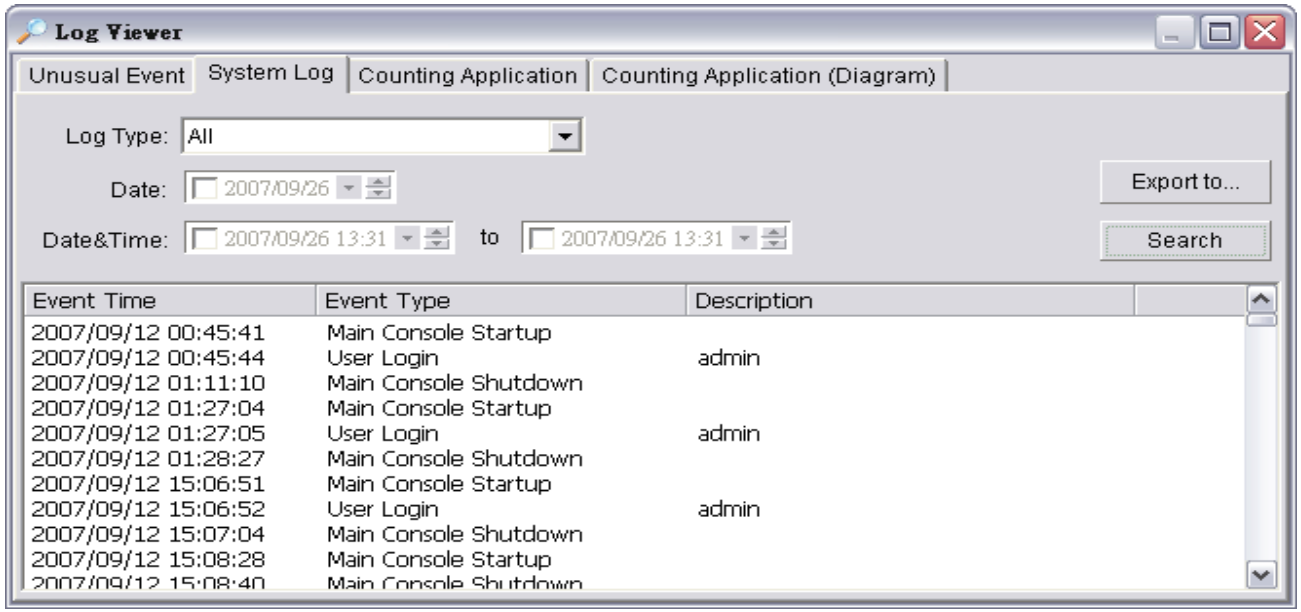
Step 4: Click **Search**.

Note: The Log Viewer in Date & Time mode will search for all the unusual events that are recorded. The system, by default searches the record from the beginning to the end. A link will appear next to each event. By clicking this link, the video will jump to the point where an unusual event takes place.

System Log

There are 29 **Log Types** in the drop-down menu:

1. Main Console Startup
2. Main Console Shutdown
3. User Login
4. User Login Failed
5. Start Schedule
6. Stop Schedule
7. Execute Recycle
8. Enable Channel
9. Disable Channel
10. Start Smart Guard
11. Stop Smart Guard
12. Modify Smart Guard
13. Modify Schedule
14. Modify Configuration
15. Start Live Streaming Server
16. Stop Live Streaming Server
17. Modify Live Streaming Server
18. Start Remote Playback Server
19. Stop Remote Playback Server
20. Modify Remote Playback Server
21. Network Camera Connection Lost
22. Auto Restart Windows
23. Modify E-Map
24. Start Remote Desktop
25. Stop Remote Desktop
26. Modify Remote Desktop
27. Start Central Management
28. Stop Central Management
29. Modify Central Management



Step 1: Select the type of event or select **All** from the drop-down menu.

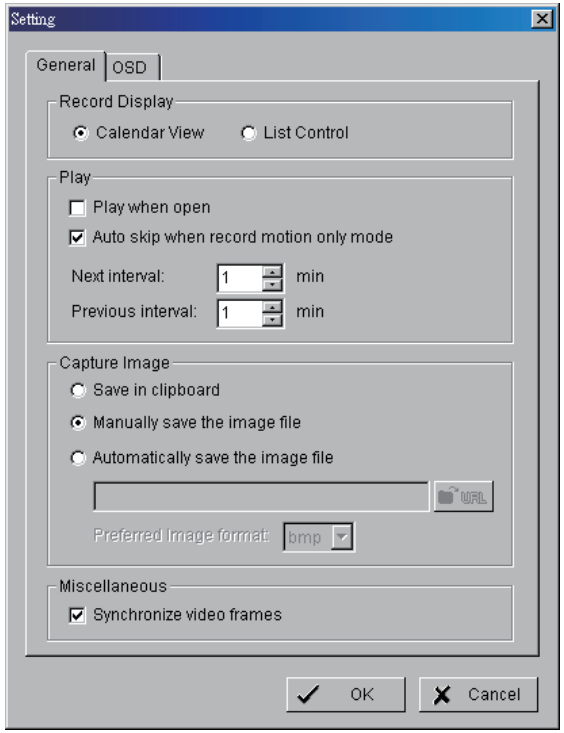
Step 2: View the events that happened on a particular date or during a given time period by selecting search period.

Step 3: Click **Search**.

Step 4: You can export the data to a text file (.txt) or excel file (.xls). Click **Export to**, enter the filename, and select the format to export.

Setting

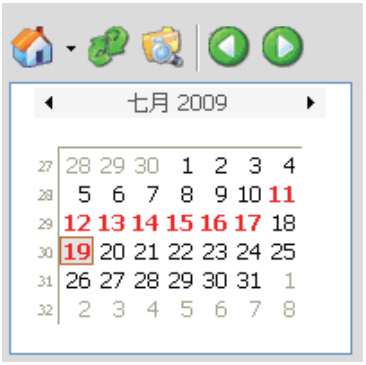
Go to **Playback** console and click to open this window.



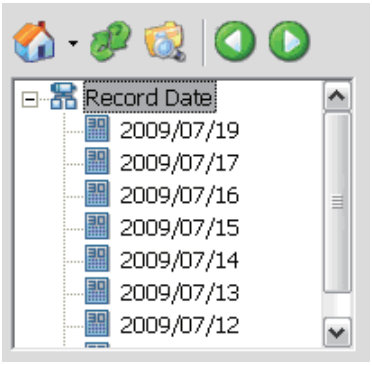
General

Record Display

Calendar View



List Control



Play

- **Play when open:** Select this option to start playing the video clip everytime a record is withdrawn.
- **Auto skip when record motion only mode:** Select to set up the system to automatically skip to the points where motions were recorded.
- **Next interval:** Set the interval and click **Next** on the playback console to fast forward the video.
- **Previous interval:** Set the interval and click **Previous** on the playback console to rewind the video.

Capture Image

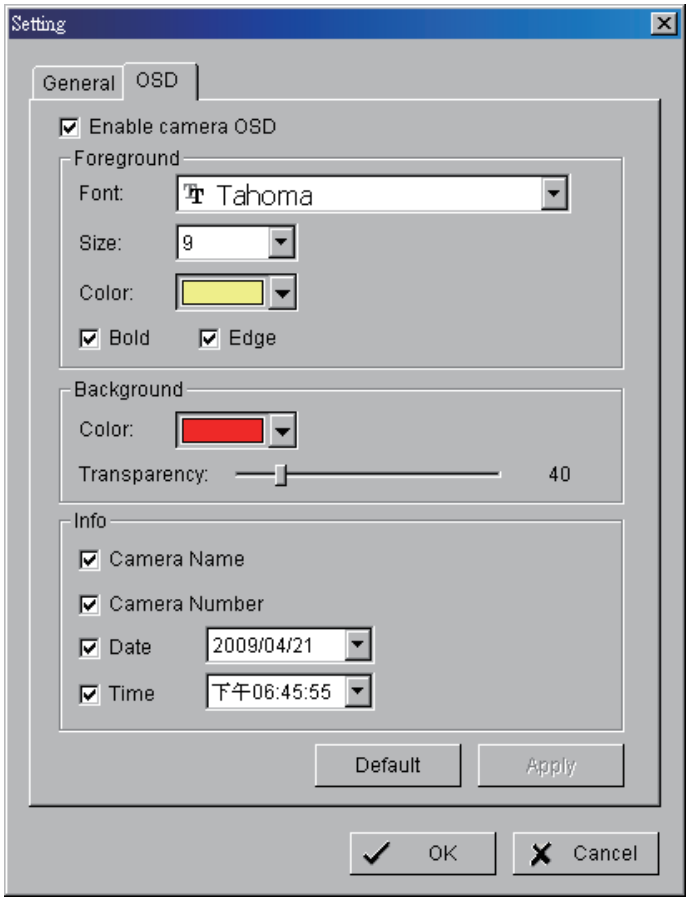
- **Save in clipboard:** The image will be saved in the clipboard and can be pasted to other applications.
- **Manually save the image file:** Select to manually save the image, and the format of the image.
- **Automatically save the image file:** By pre-setting the URL and the image format, the system will automatically save the image accordingly, when you click **Save** in the control panel.

Miscellaneous

- **Synchronize video frames:** Select to prevent tearing that may occur in the video display. However, this will increase the CPU processing load.

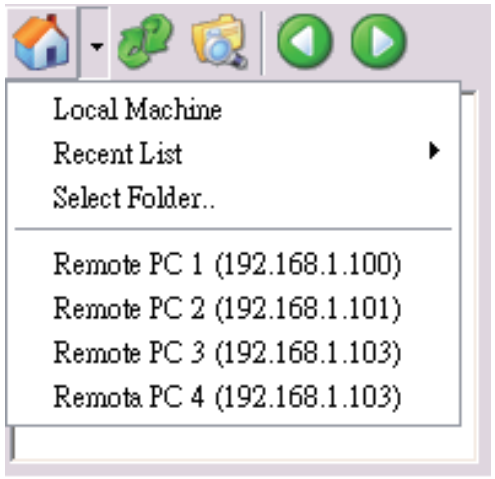
OSD

Select **Enable Camera OSD** to display video information of the recording video. Information includes camera name, camera number, date and time. Users also can set the font, size, and font color.



Access Remote Playback Site

Go to **Open Record > Date Time** in the Playback Main Console and click to access the **Remote Playback Site**.

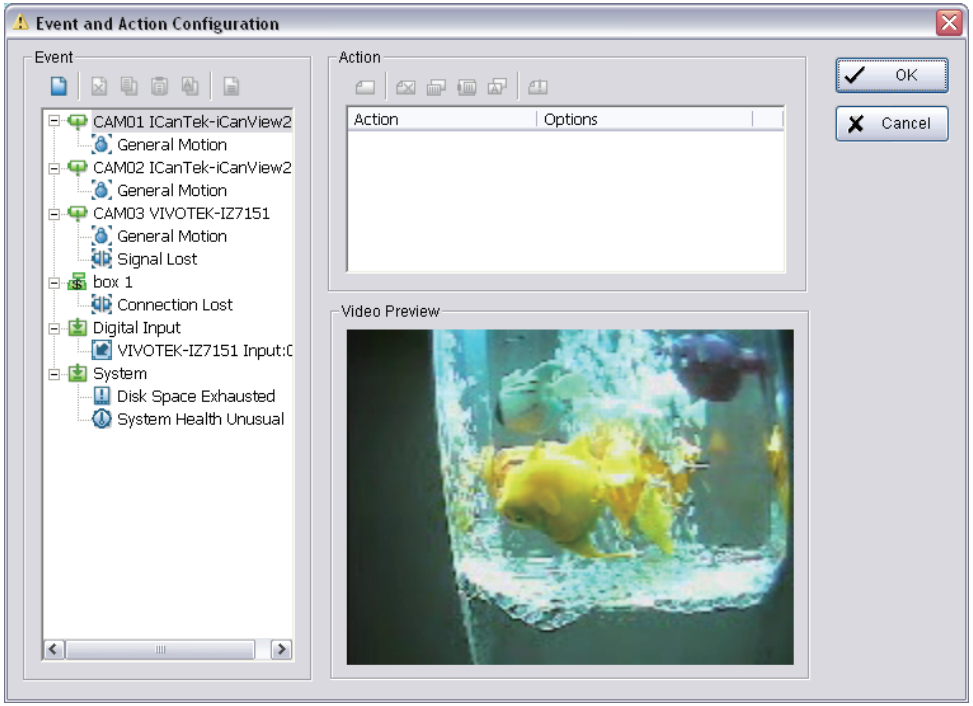


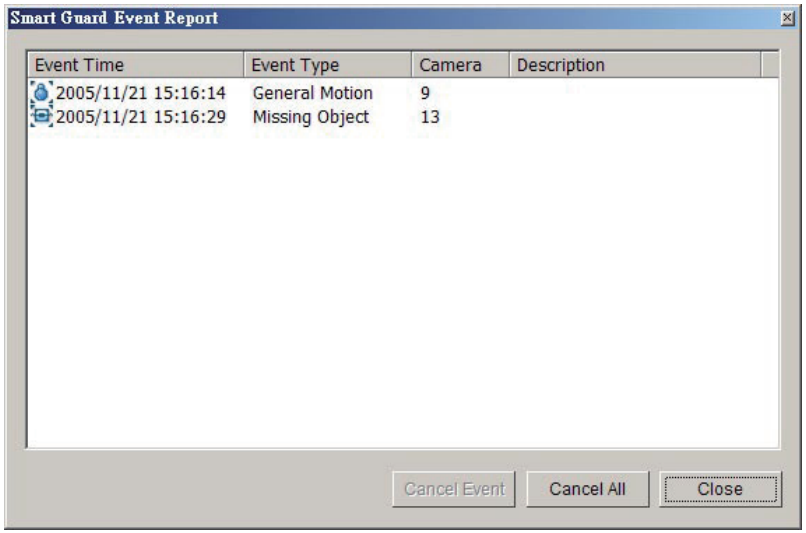
Smart Guard System

Click the **Configure Smart Guard System** icon to open the **Event and Action Configuration** window.

Select an event to be detected and set up an **Action** for the D-ViewCam Standard/Professional/Enterprise system to perform.

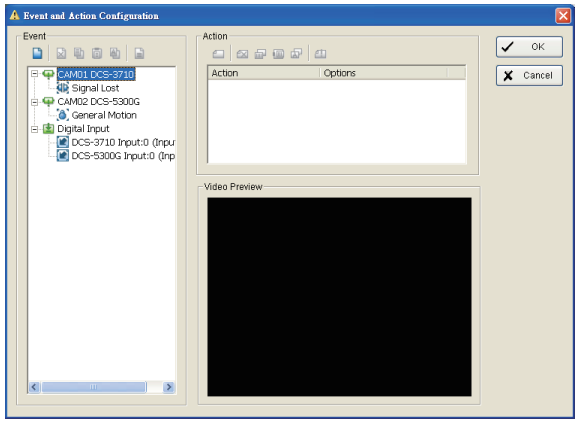
Note: To access the **Smart Guard Event Report**, click **Start Monitor > Open Event Report** in the Main Console.





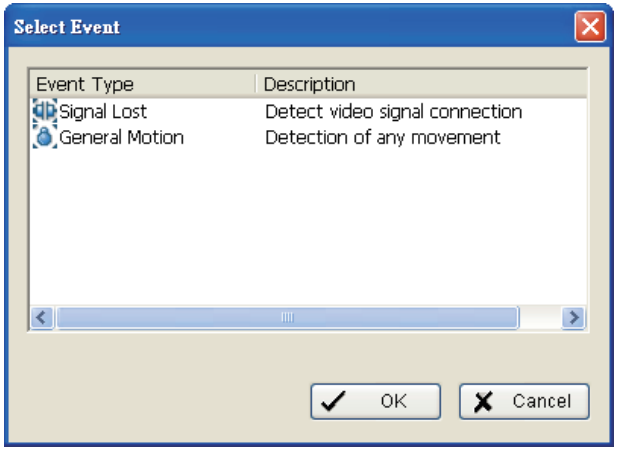
Event

There are 3 sources of events: **Camera** (video image), **Digital Input** (device connected to your PC) and **System** (condition of your hardware). You can assign multiple events by following the instructions below.



Assign a Camera Event

Step 1: Select a channel from the camera list and click **Insert Event** .



Step 2: There are two types of events: **Signal Lost** and **General Motion**. Select the event you want in the **Event Type** list and click **OK**.

Step 3: Configure the **Event Type** settings. Refer to the next section.

Alarm Event Configuration

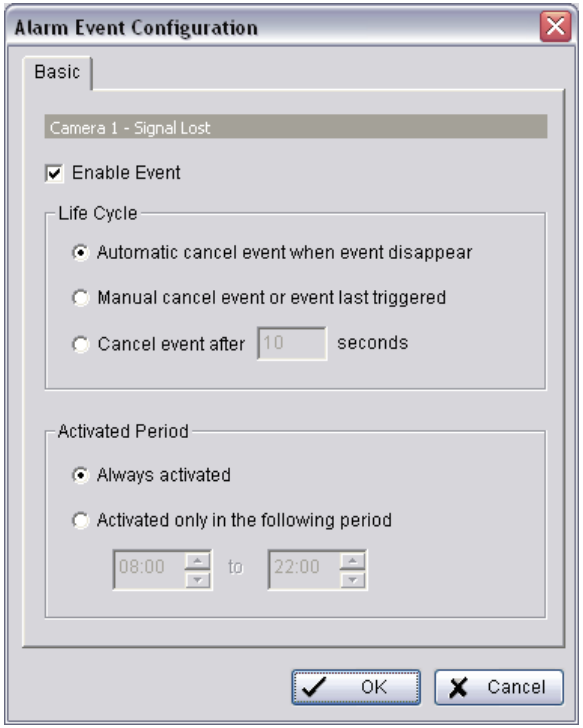
This section describes the basic setting of Signal Lost and General Motion events.

Signal Lost

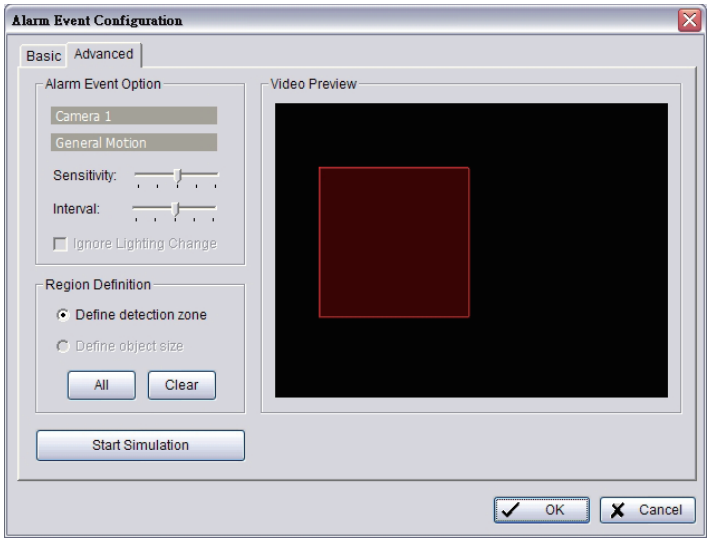
Enable Event: Select to activate the event.

Life Cycle

- **Automatically cancel event when event disappears**: The alarm/action will be cancelled once the event is fixed or ends.
- **Manually cancel event or event last triggered**: The alarm/action will continue to be active until canceled. To cancel the event, click **Start** > **Open Event Report** > **Cancel All Events.**
- **Cancel event after timeout xx seconds**: Select and enter the time (in seconds) to cancel an event.
- **Always Activated:** Select to have the event enabled 24 hours a day.
- **Activated only in the following period:** Select and choose a time period to have the event active.



General Motion



Alarm Event Option

- **Sensitivity:** Click and move the slider control to the right to increase sensitivity so that a relatively small movement will trigger the alarm. Move the bar to the left to reduce sensitivity of motion detection. Setting up an appropriate sensitivity value will reduce the chances of a false alarm. For example, you can lower the sensitivity to avoid the alarm being triggered by a tree swinging in the breeze.
- **Interval:** Click and move the slider control to the right to increase the interval time so that the alarm will only be triggered when the movement lasts longer. Move to the left to reduce the interval time.

Region Definition

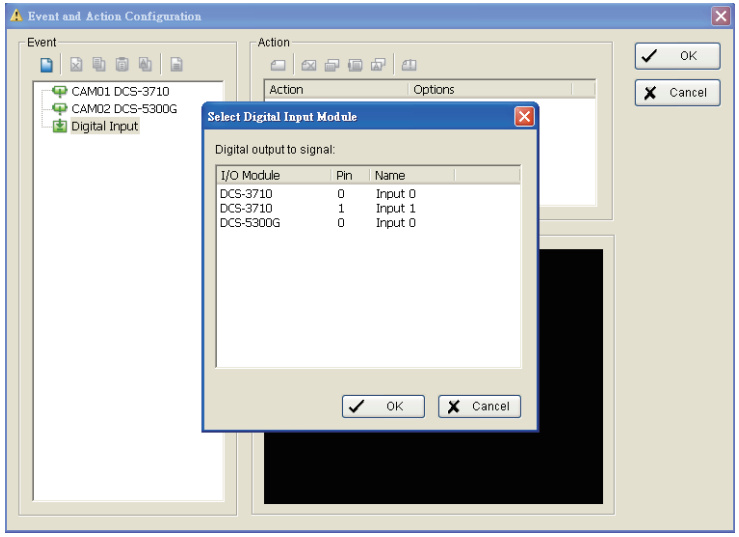
- **Define detection zone:** To detect **General Motion**, you have to define a detection zone. Left-click and drag the mouse to draw a detection zone. You may define more than one zone on the screen by repeating the same process. You can also click **All** to select the entire detection zone.

Click **Start Simulation** and test the function on the preview window.

Digital Input

Step 1: Select to highlight **Digital Input** on the event type list and then click **Insert Event**.

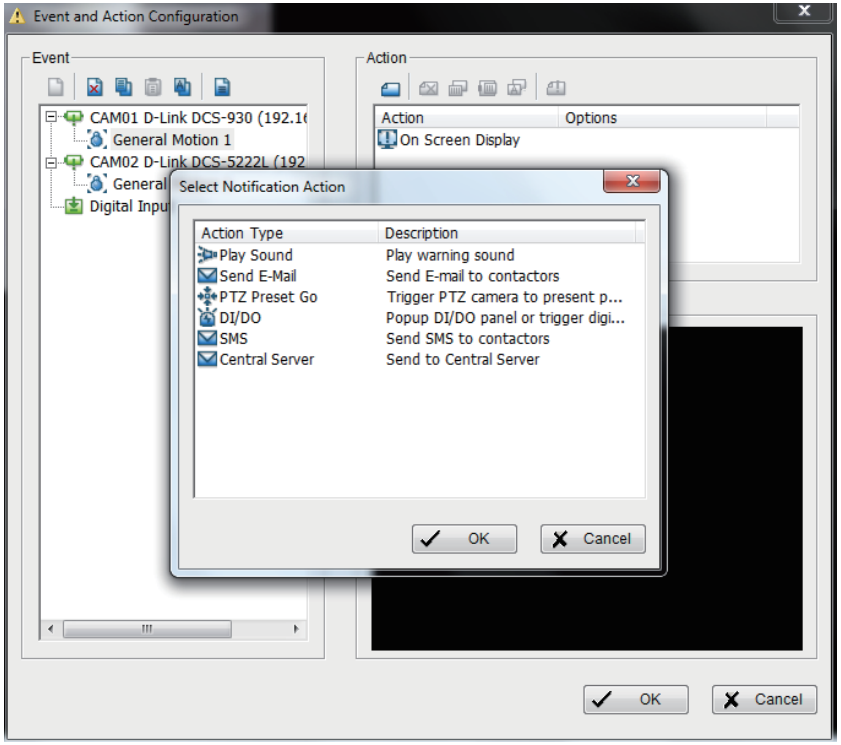
Step 2: Select the device that is connected to your camera(s).



Action

Assign an Action Type

Insert Action: Select actions that responds to an unusual event.



Step 1: Select an event and click **Insert Action**.

Step 2: Select one of the five actions and then click **OK**.

1. Play Sound
2. Send E-mail
3. PTZ Preset Go
4. DI/DO
5. Send a SMS Message
6. Send to Central Server

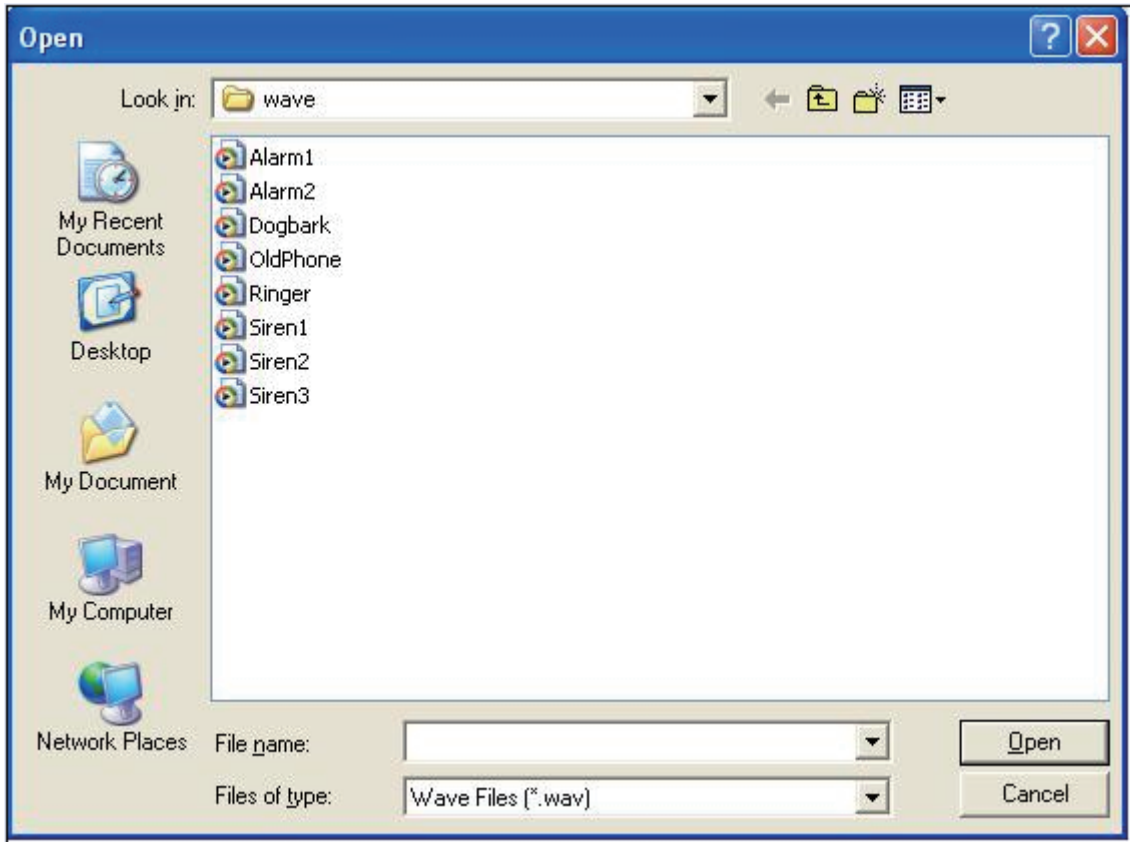
Step 3: Configure the **Action Type** if required.

Action Type > Play Sound

The system will play an audio .wav file when an unusual event is detected.

Step 1: Select the **Play Sound** action and then click **OK**.

Step 2: Select a wave file (.wav) and then click **Play Sound** to modify the setting.

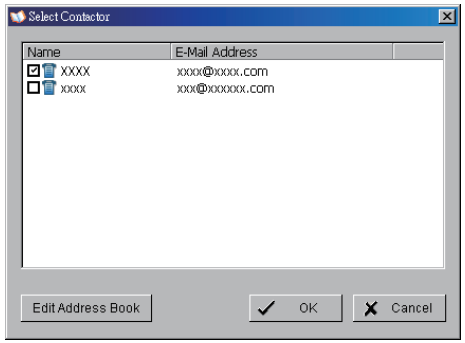


Action Type > Send E-mail

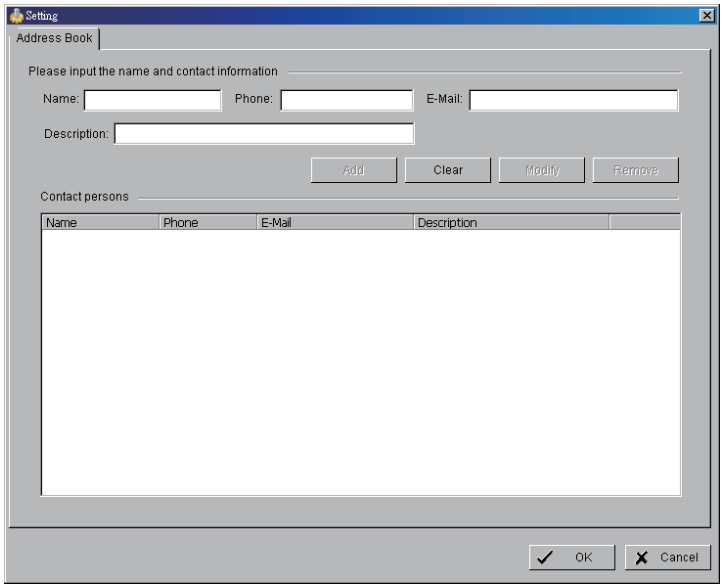
When an event is triggered, the system immediately emails the specified recipients. The email contains the type of event, the time it occurred, and a picture of the event.

Step 1: Select the **Send E-mail** action and then click **OK**.

Step 2: From the **Select Contactor** window select the email address(es) you want to send alerts to.

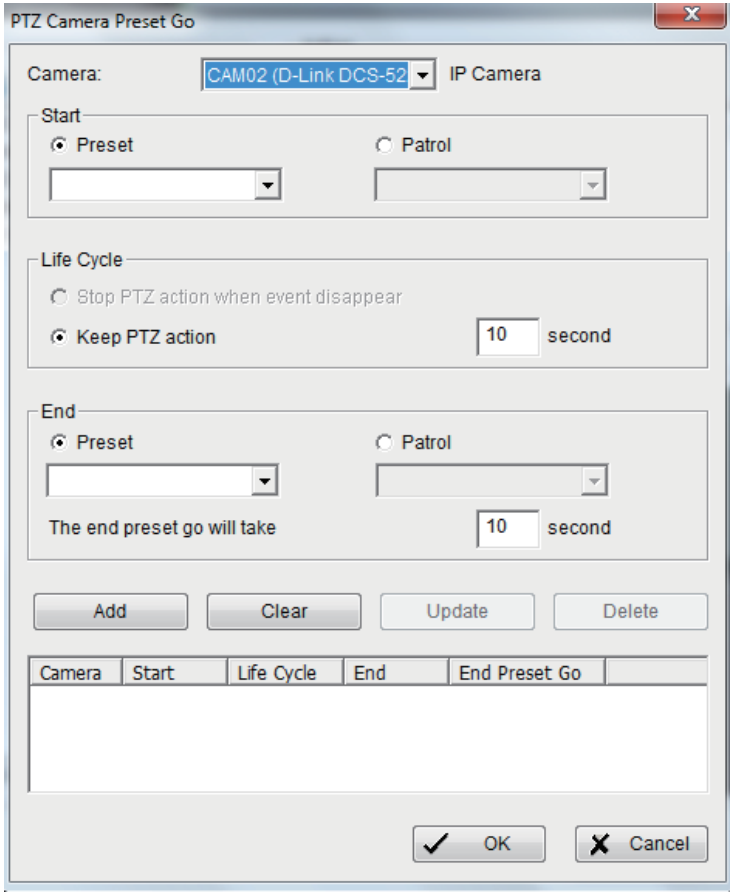


Click **Edit Address Book** to add, delete, or edit contacts.



Action Type > PTZ Preset Go

Use this to trigger the PTZ (pan/tilt/zoom) camera(s)



Step 1: Select the **PTZ Preset Go** action and then click **OK**.

Step 2: In the **PTZ Preset Go** window, select the PTZ camera that is connected to your system. Then set the start and end preset points, and select the life cycle for the event. Click **Add** when you are done to add the preset to the table below. You may repeat this step to add another preset.

Step 3: When you are finished adding your presets, click **OK**.

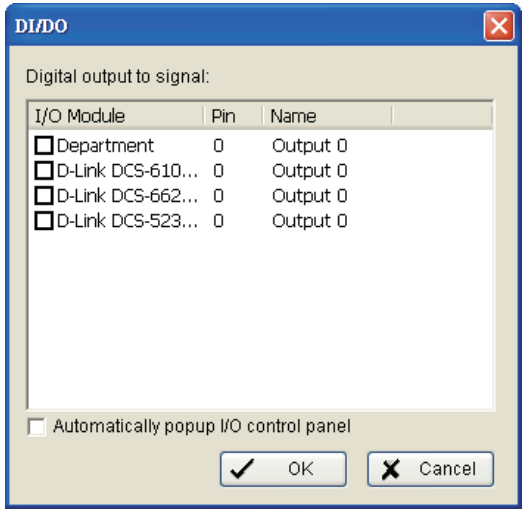
Action Type > DI/DO

Use this to trigger the Digital Input/Output devices that are connected to the camera(s), such as alarm lights or sirens.

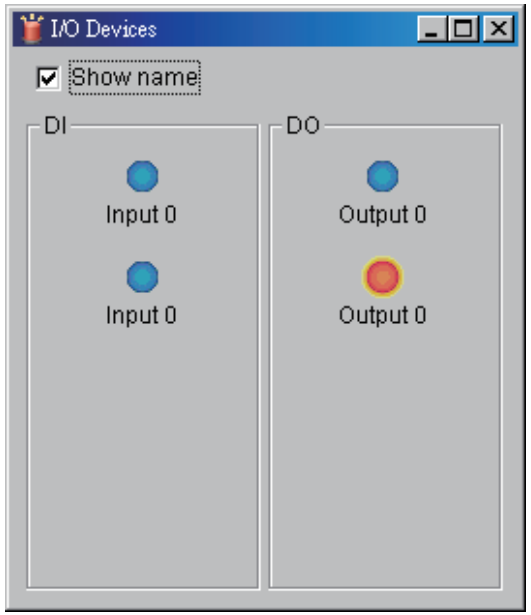
Step 1: Select the **DI/DO** action and then click **OK**.

Step 2: Select **Digital Input Module** and then click the **DI/DO** indicator to modify the setting.

Step 3: Select the device that is connected to your system. Enable **Automatically popup I/O control panel** to monitor the I/O status.



You must adjust the setting of I/O device in **General Setting** > **Setting** > **I/O Device** first and the I/O control will display the device status based on this setting. You can also adjust the size of the window by clicking on the display window.



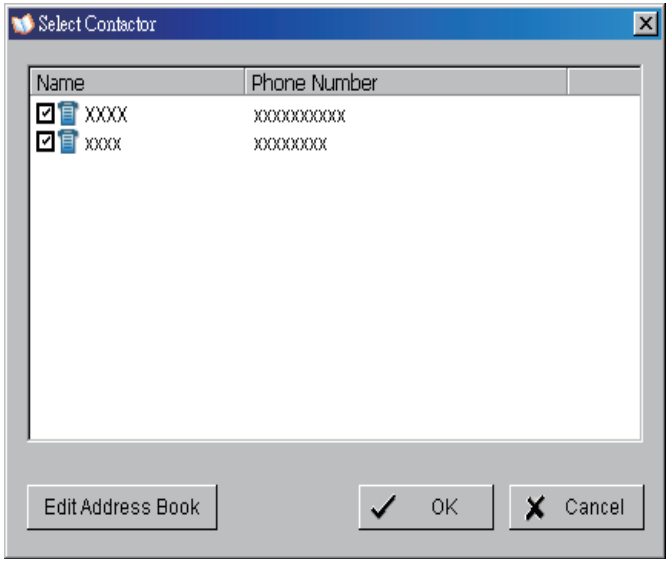
Action Type > Send a SMS

The system will immediately send an SMS to the user indicating the type of event, and the time.

Step 1: Select the **Send a SMS message** action and then click **OK**.

Step 2: The **Select Contactor** window will display. Here you can choose one or more contacts at once.

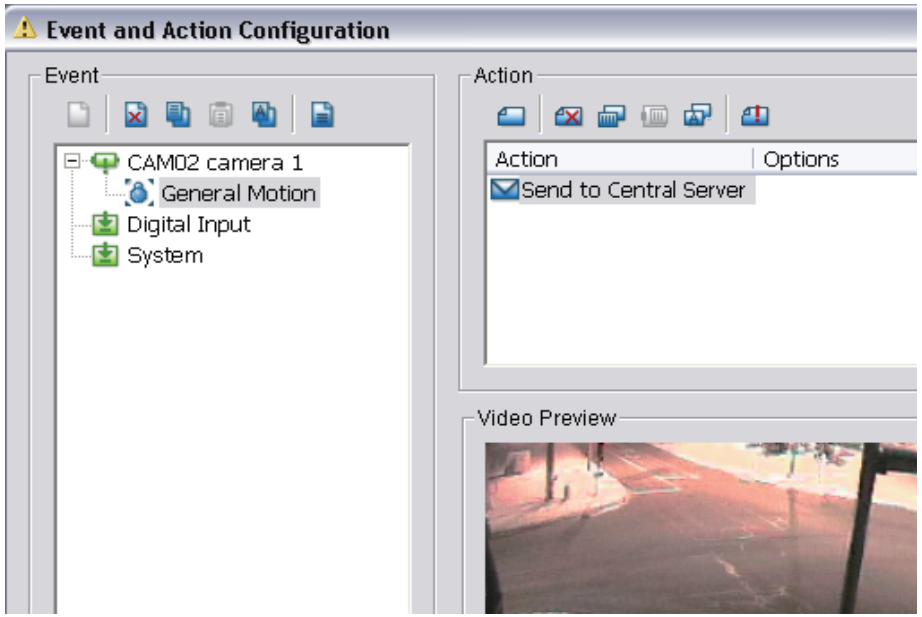
Edit Address Book: Click to enter the contact information. This is similar to the **Send E-mail** and **Phone Call** action.



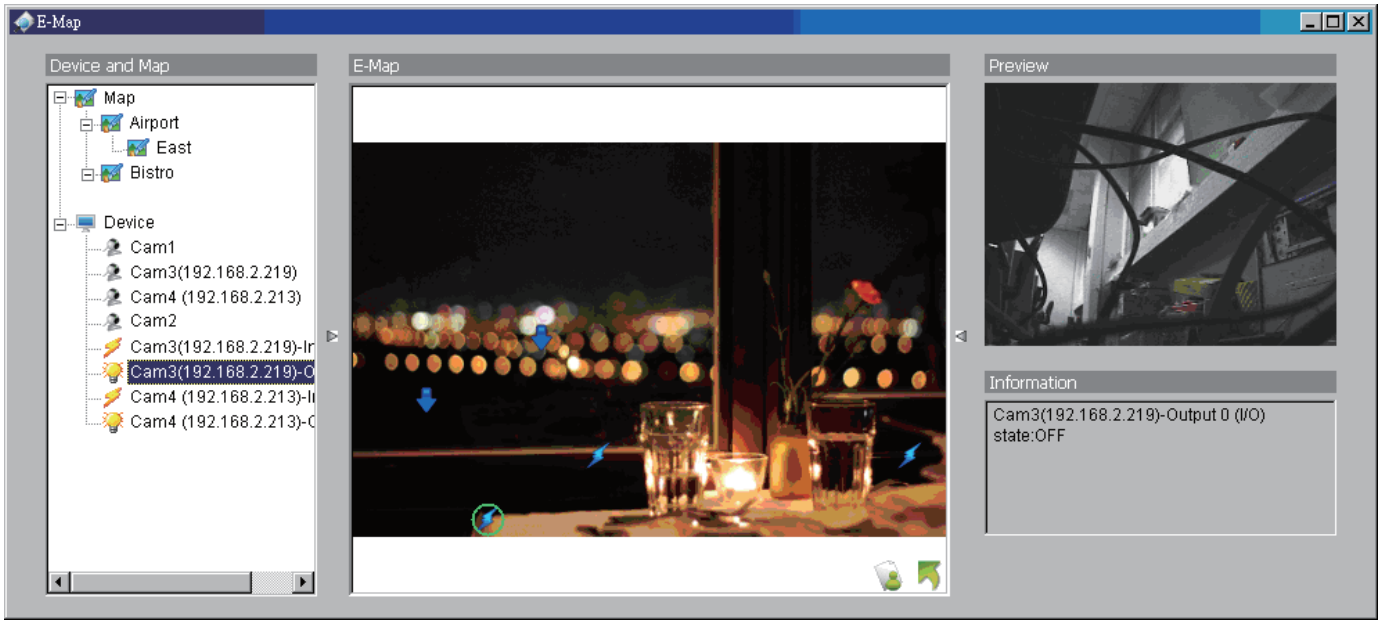
Action Type > Send to Central Server

To send events to the Central Server

Step 1: Select the **Send to Central Server** action and then click **OK**.



E-Map



To launch E-Map, click **Start** and select **Open E-Map** from the start menu.

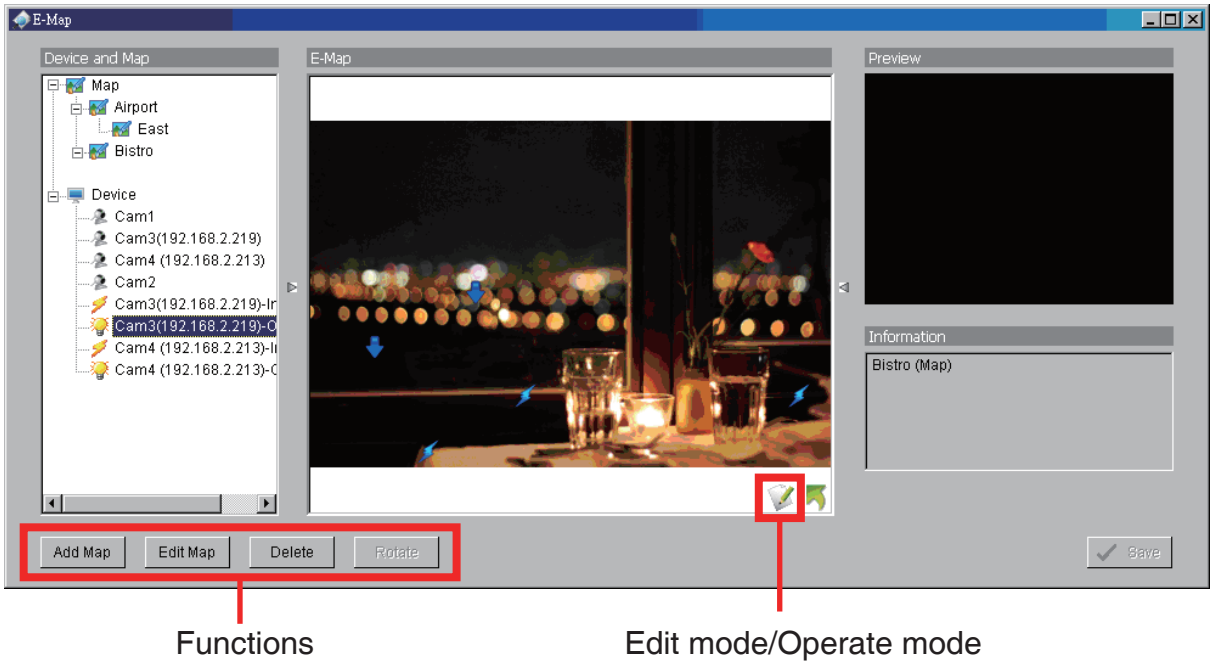
With E-Map, users can track the actual location and alarm status for each camera and receive instant response when the event happens. The arrows and lightening icon on E-Map represent cameras and I/O devices.These icons will turn red once they are triggered by alarms.

There are 2 modes in E-Map application:

Edit mode: Allows users to add/edit maps of devices.

Operate mode: All settings will be activated in this mode.

Edit Mode



In **Edit** mode, the icons at the bottom of the window will be active for configuration when running the E-map function for the first time.

Add/Edit/Delete Map

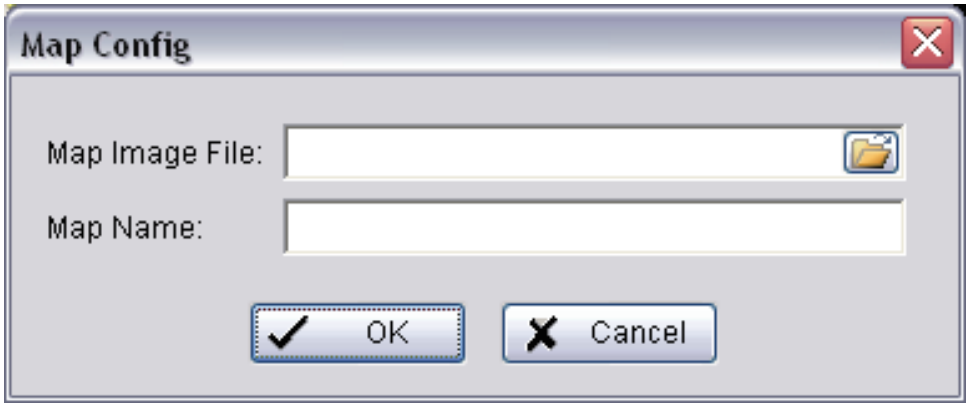
Add E-Map

Step 1: Make sure you are in **Edit Mode** and all devices are connected.

Step 2: Click **Add Map** to load a map image.

Step 3: Select the map file and insert the map name. Click **OK**, and the map you added appears in the device and map list.

Step 4: The map indicator appears on the left-up corner of the parent map. Drag it to the position you want on the map.



Edit E-Map

Step 1: Make sure you are in **Edit Mode** and all devices are connected.

Step 2: Right-click on **Map** to view the option menu to edit map, or just click **Edit Map** to open **Map Config**.

Step 3: Modify the details and then click **OK** to save configuration.

Delete E-Map

Step 1: Make sure you are in **Edit Mode** and all devices are connected.

Step 2: Right-click on **Map** to open the option menu to delete map, or just click **Delete** to remove the map from the list.

Note: The root map cannot be deleted.

Add/Rotate/Delete Device Indicator

Add Indicator

Step 1: Make sure you are in **Edit Mode** and all devices are connected.

Step 2: Select the Map icon to add the device indicator.

Step 3: Before adding the indicator, ensure that the map you want is displayed. Select device from the list and directly drag a device to the desired location on the map.

Note: Different device symbolizes different indicator.

- Camera indicator - digital Input indicator

Rotate Indicator

Step 1: Make sure you are in **Edit Mode** and all devices are connected. Select the device indicator from the Device and Map list. The device indicator will be marked with a green circle .

Step 2: Click **Rotate**, the indicator will rotate 45 degrees.

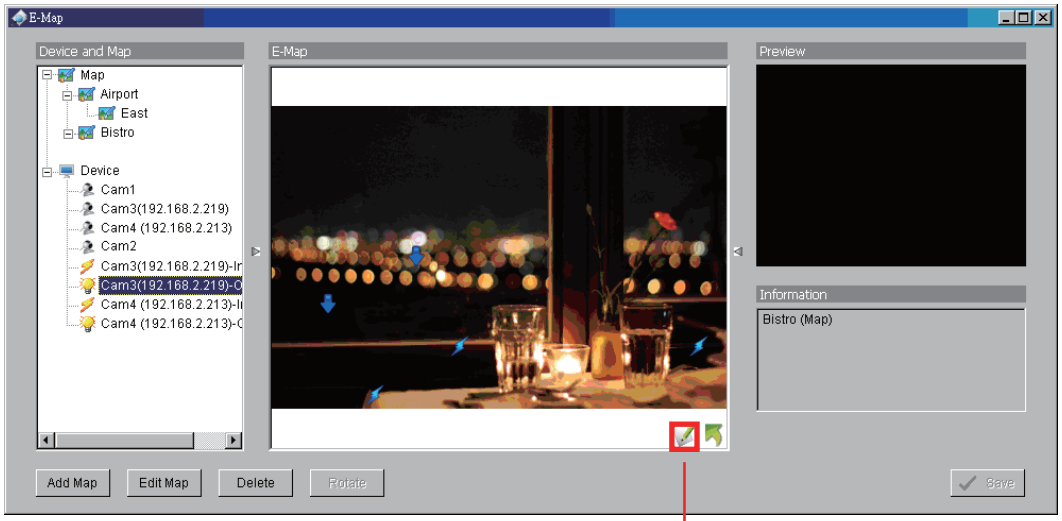
Note: Only camera indicators are allowed to be rotated.

Delete Indicator

Step 1: Make sure you are in Edit Mode and all devices are connected. Select the device indicator from the Device and Map list. The device indicator will be marked with a green circle .

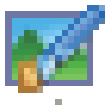
Step 2: Click **Delete**.

Operate Mode



Device and Map Tree list

This window will list all the devices and map hierarchies. Click the **Device** or **Map** indicator to show related information in the E-Map window.

	Map	Select the map you want to show in the E-Map Window.
	Camera	Select the camera you want to preview video from the preview window.
	Digital Input	Select to highlight the device with a green circle on the map and show its status in the Information window. If the Digital Input is from a network camera, the preview window will display live video from the camera.
	Digital Output	Select to highlight the device with a green circle on the map and show its status in the Information window. If the Digital Output is from a network camera, the preview window will display live video from the camera.

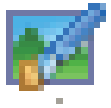
E-Map

This window displays the map layers and indicators.

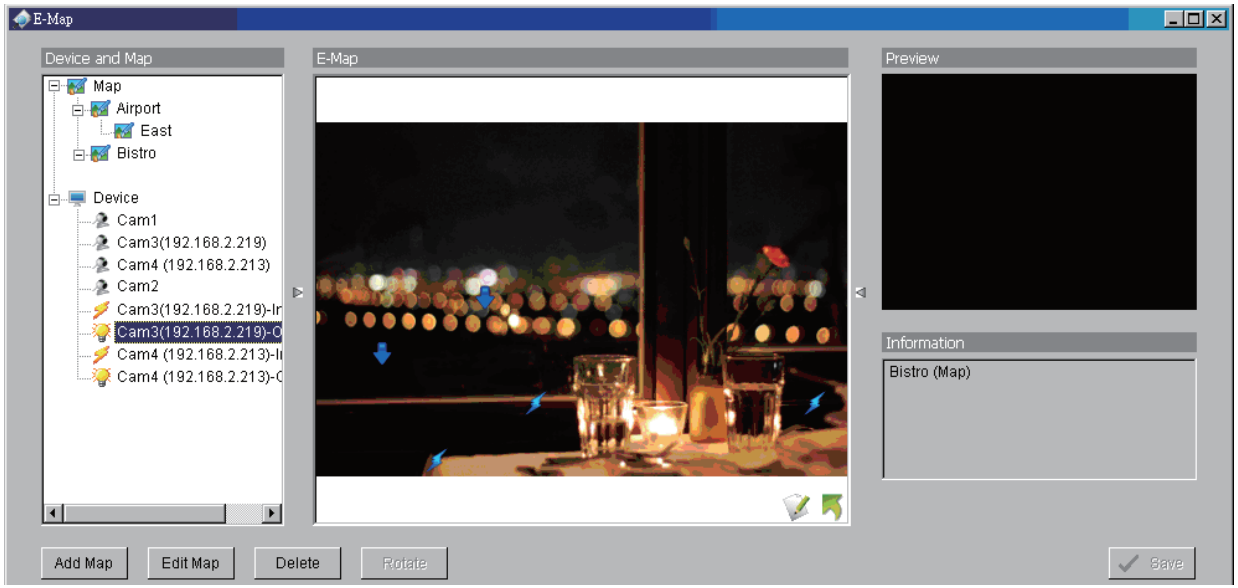
Device Indicator: Select the device indicator from **Device** and **Map Tree** list to preview video and related information.

Map Indicator: Select to enter the map layer. If you want to move to the upper layer, right click on the map to select **Up** or click on the map.

Information and Preview window

	Map Info	Displays map name.
	Camera	Displays camera name and connection status.
	Digital Input	Displays digital input name and status (0 or 1).
	Digital Output	Displays digital output name and status (0 or 1).

Layout Adjustment



Adjust layout Window

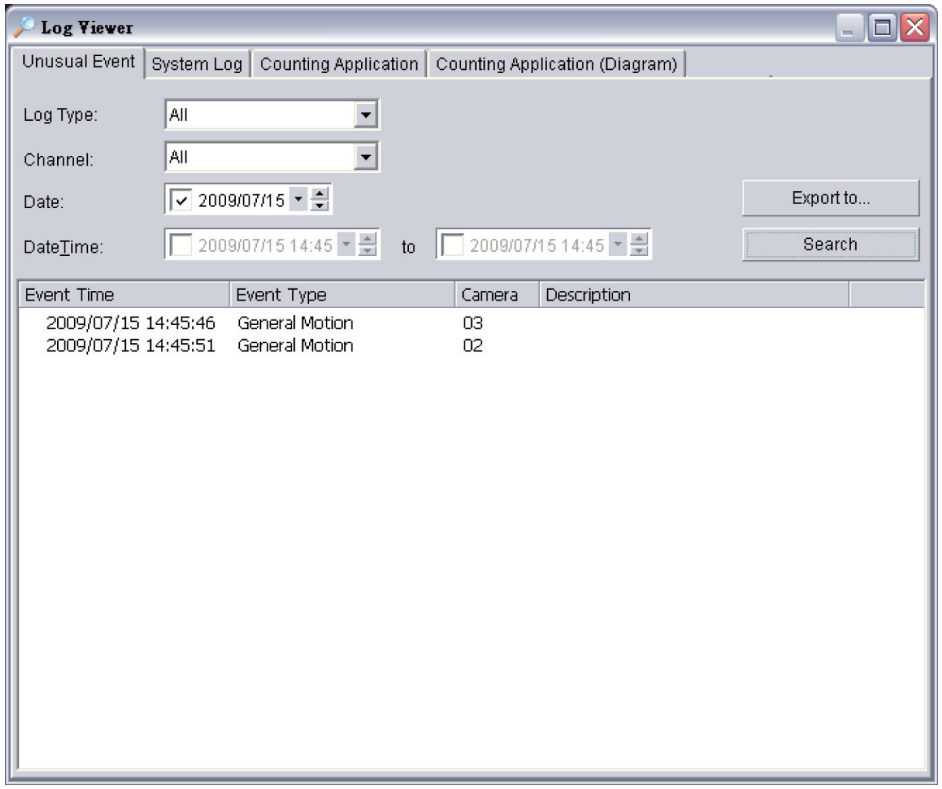
Shrink the window:
Click the triangular indicators to hide the device and information windows. Click the triangular indicator again to go back to the default setting.

Full screen display:
For a computer system with dual monitors, you can view the Main Console on primary monitor and view full-size E-Map on a secondary monitor.

Step 1: Click the triangular indicators to hide the device and information windows on the right and left side.

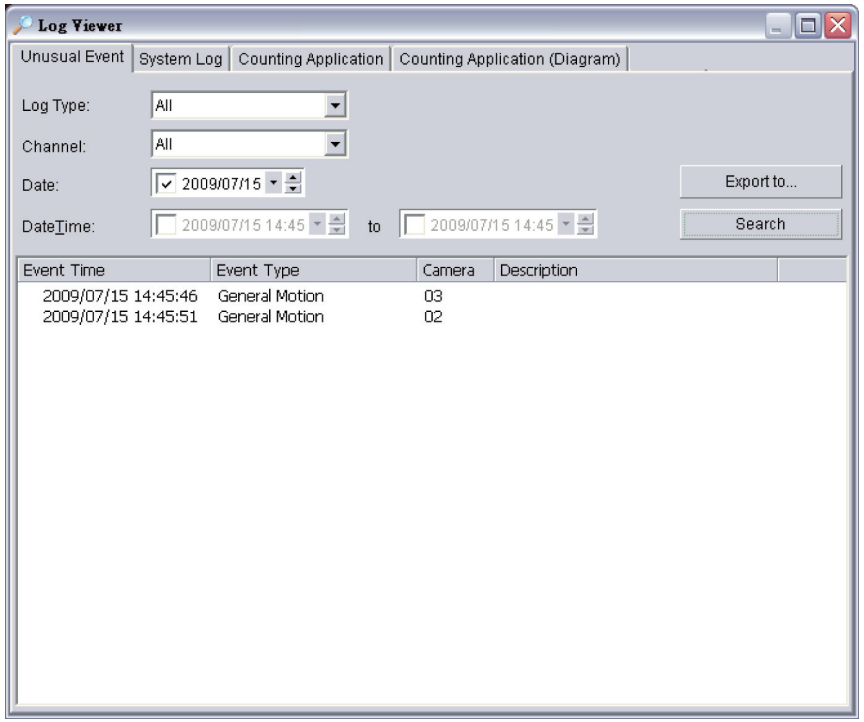
Step 2: Click located on the upper-right side of the window to switch to fullscreen mode.

Log Viewer



To launch Log Viewer, go to **General Setting** and select **Log Viewer** to view the event history. These events are detected by the Smart Guard system.

Unusual Event



Step 1: Select the type of event you wish to view or select **All** from the drop-down menu to view all types of events. The types include **General Motion**, **Signal Lost**, and **Digital Input Triggered**.

Step 2: Select the camera channel you wish to view or select **All** for all available channels.

Step 3: View the events that happened on a particular date or during a given time period by selecting a search period.

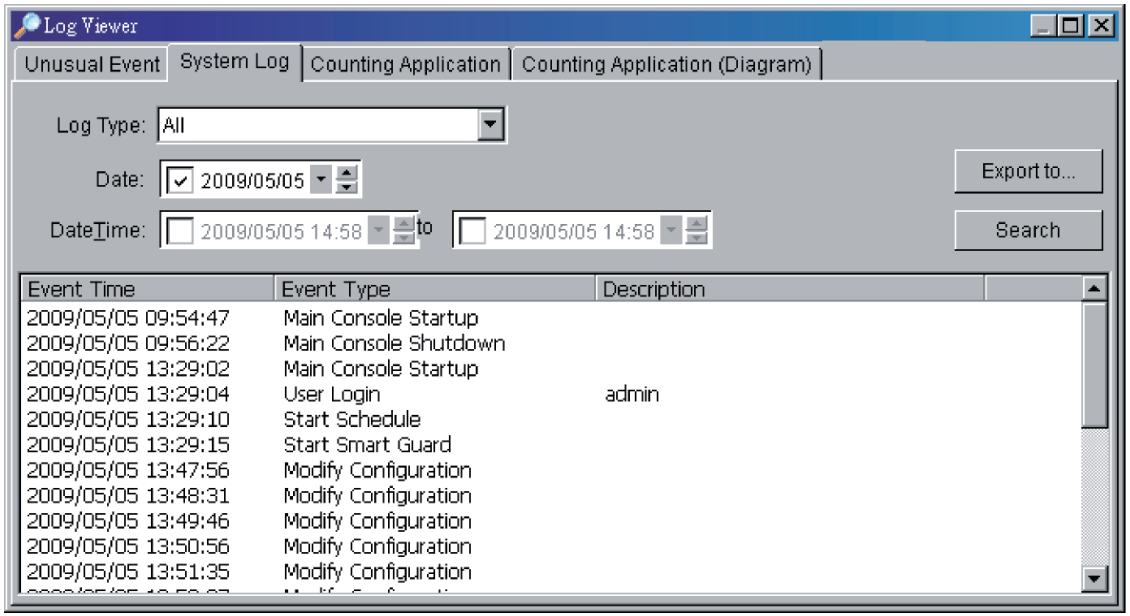
For a particular date: Select the date you want to view.
For a period: Select **Date&Time** and then enter the date and time.

Step 4: Click **Search**.

System Log

Select the **Log Type** from the drop-down menu. There are a total of 29 log types to choose from:

1. Main Console Startup
2. Main Console Shutdown
3. User Login
4. User Login Failed
5. Start Schedule
6. Stop Schedule
7. Execute Recycle
8. Enable Channel
9. Disable Channel
10. Start Smart Guard
11. Stop Smart Guard
12. Modify Smart Guard
13. Modify Schedule
14. Modify Configuration
15. Start Live Streaming Server
16. Stop Live Streaming Server
17. Modify Live Streaming Server
18. Start Remote Playback Server
19. Stop Remote Playback Server
20. Modify Remote Playback Server
21. Network Camera Connection Lost
22. Auto Restart Windows
23. Modify E-Map
24. Start Remote Desktop
25. Stop Remote Desktop
26. Modify Remote Desktop
27. Start Central Management
28. Stop Central Management
29. Modify Central Management



Step 1: Select the type of event you want to check or select **All** from the drop-down menu for all types of events.

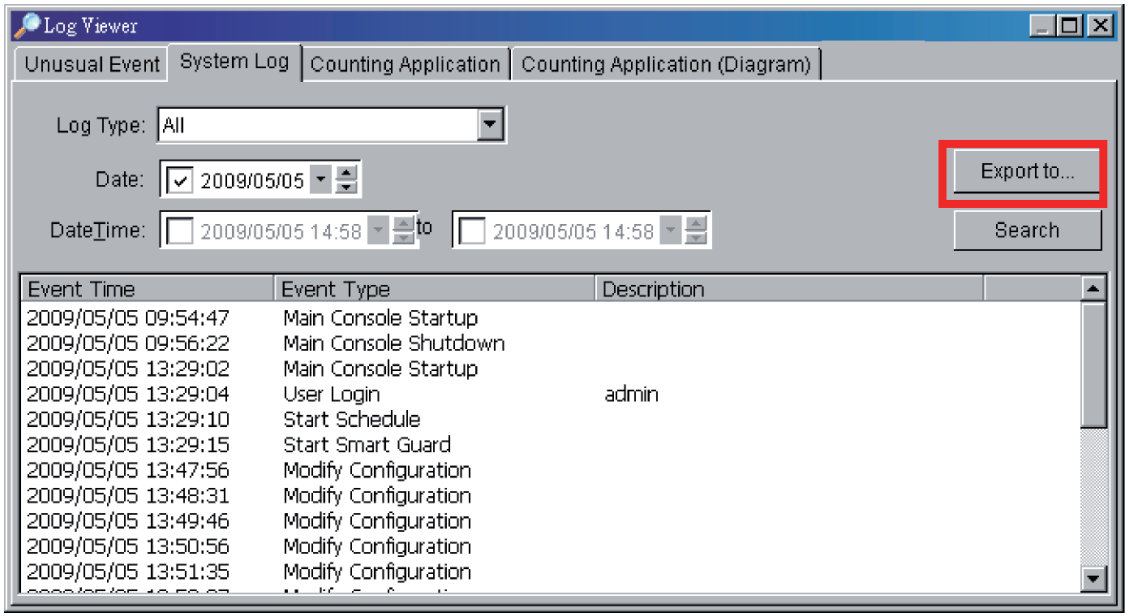
Step 2: View the events that happened on a particular date or during a given time period by selecting a search period.

For a particular date: Select the date you want to view.
For a period: Select **Date&Time** and then enter the date and time.

Step 3: Click **Search**.

Export

Here, you can export the log file to an excel (.xls) or a text (.txt) file.

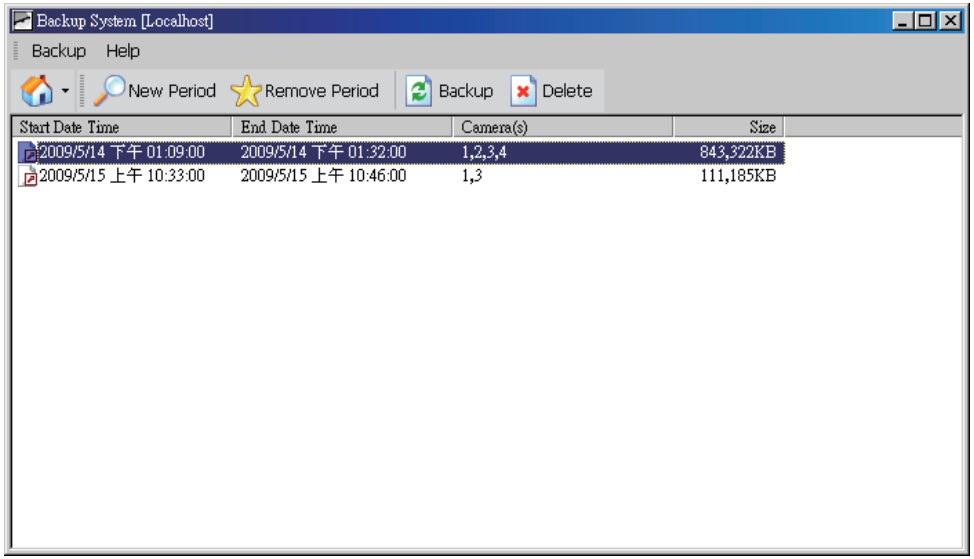


Step 1: Click **Export To**.

Step 2: Type the file name and select the file format (.xls or .txt).

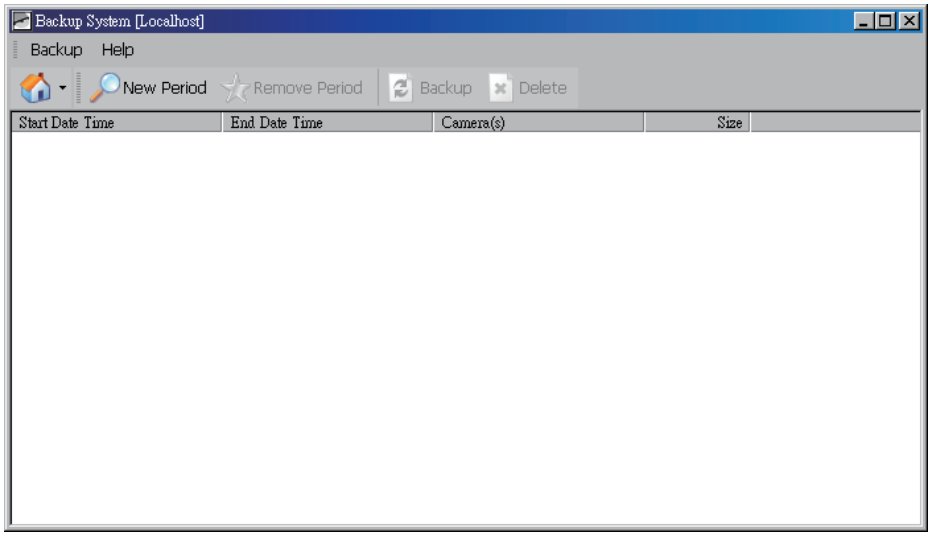
Backup

The backup function saves video records and other log information.



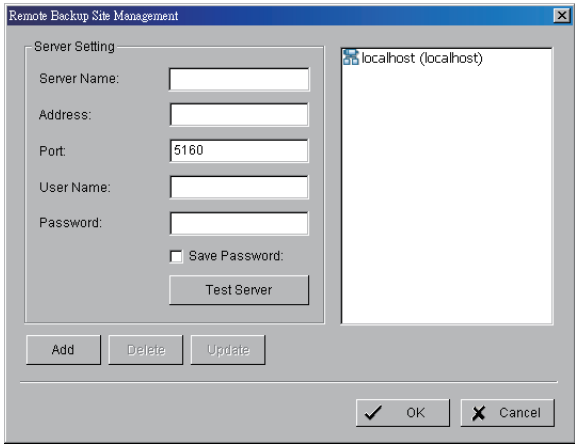
Note: The backup cannot exceed 7 days of recordings.

Back up Recorded File(s)



Step 1: Click **Remote Server** to add a backup site.

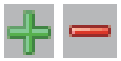
- Enter the **Server Name**, **Address**, **Port**, **Username**, and **Password**.
- Click **Add** to add the server.
- Click **OK** to exit the Setting window.



Step 2: To access the **Remote Backup Site**, click and enter the username/password of the remote server to access the backup site.

Step 3: Click **New Period** to open **Select DateTime Period**.

Step 4: Select the data you want to back up by highlighting the time period. You may also set up a start and end time in the Date Time Period section.

Step 5: Click on the camera number icon to add camera(s) or click  to add/delete all channels.

Step 6: Select **Enable Preview** to display the preview of the video you selected.

Step 7: Click **OK** when the settings are complete.

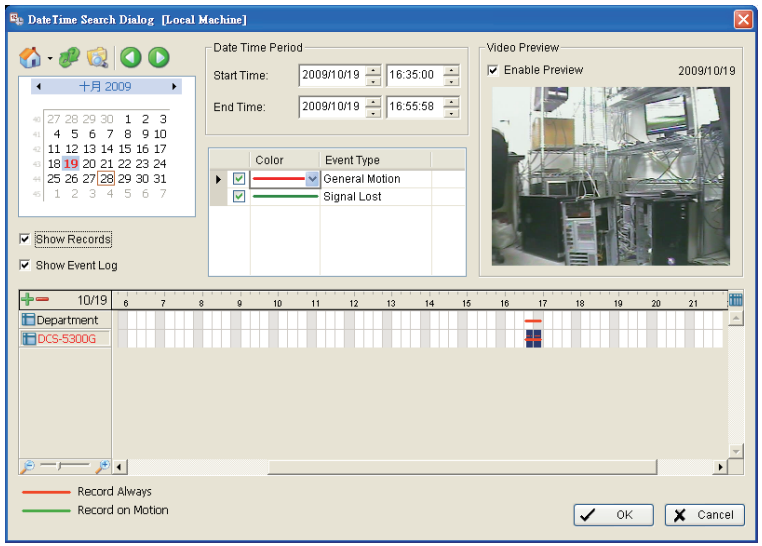
Step 8: Click **Remove Period** to remove data from the backup list.

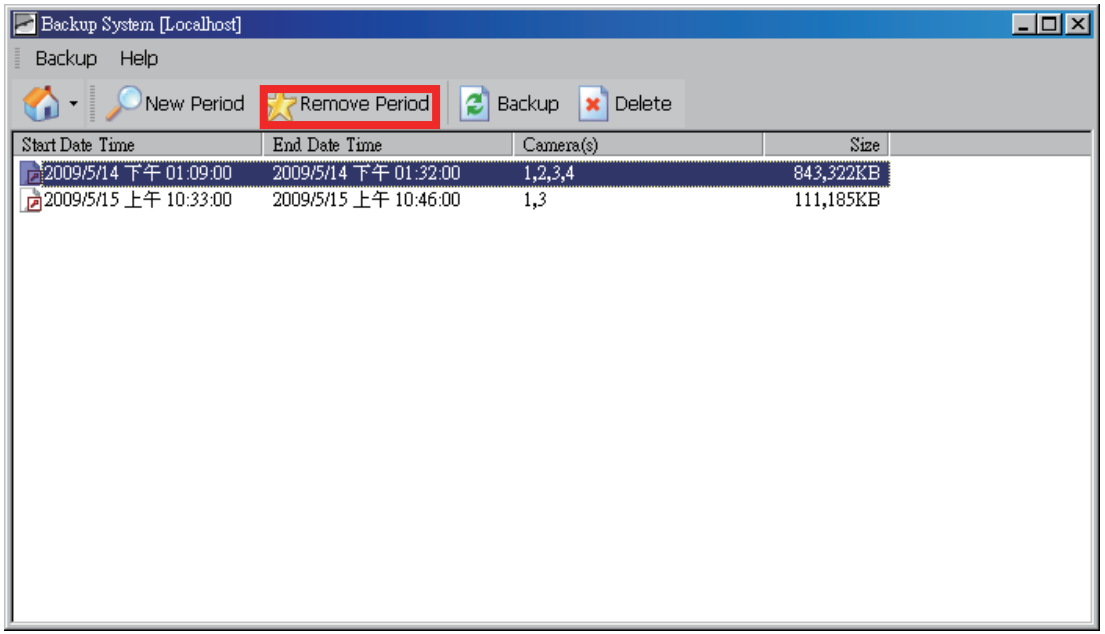
Step 9: Click the **Backup** icon to open the Backup window.

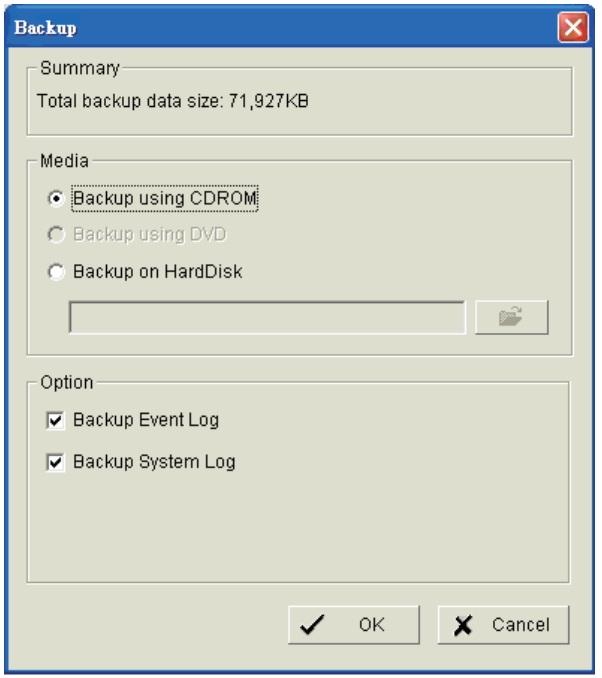
Step 10: Under **Media**, select the path you want to save the file or burn the file directly to a CD (direct CD burning for Windows® XP only), DVD or to a hard drive.

Step 11: Under **Option**, select the log information you would like to back up (Event Log or System Log), and then click **OK**.

Note: The backup cannot exceed 7 days of recordings.

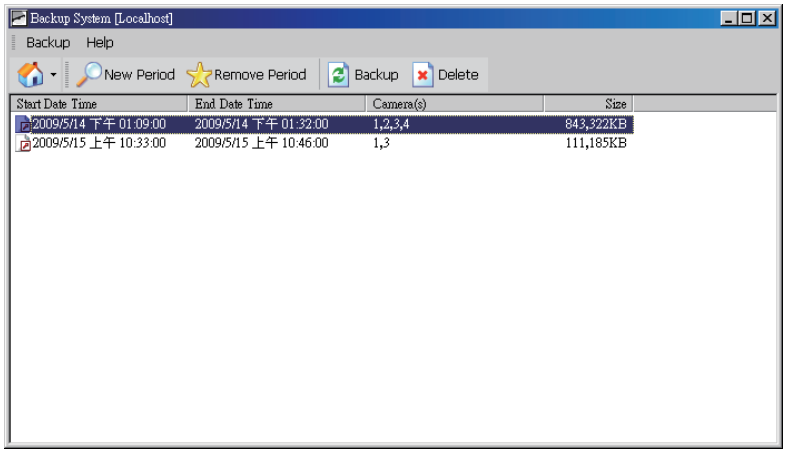






Delete Recorded File(s)

Step 1: Click **New Period** to open **Select Date Time Period**.



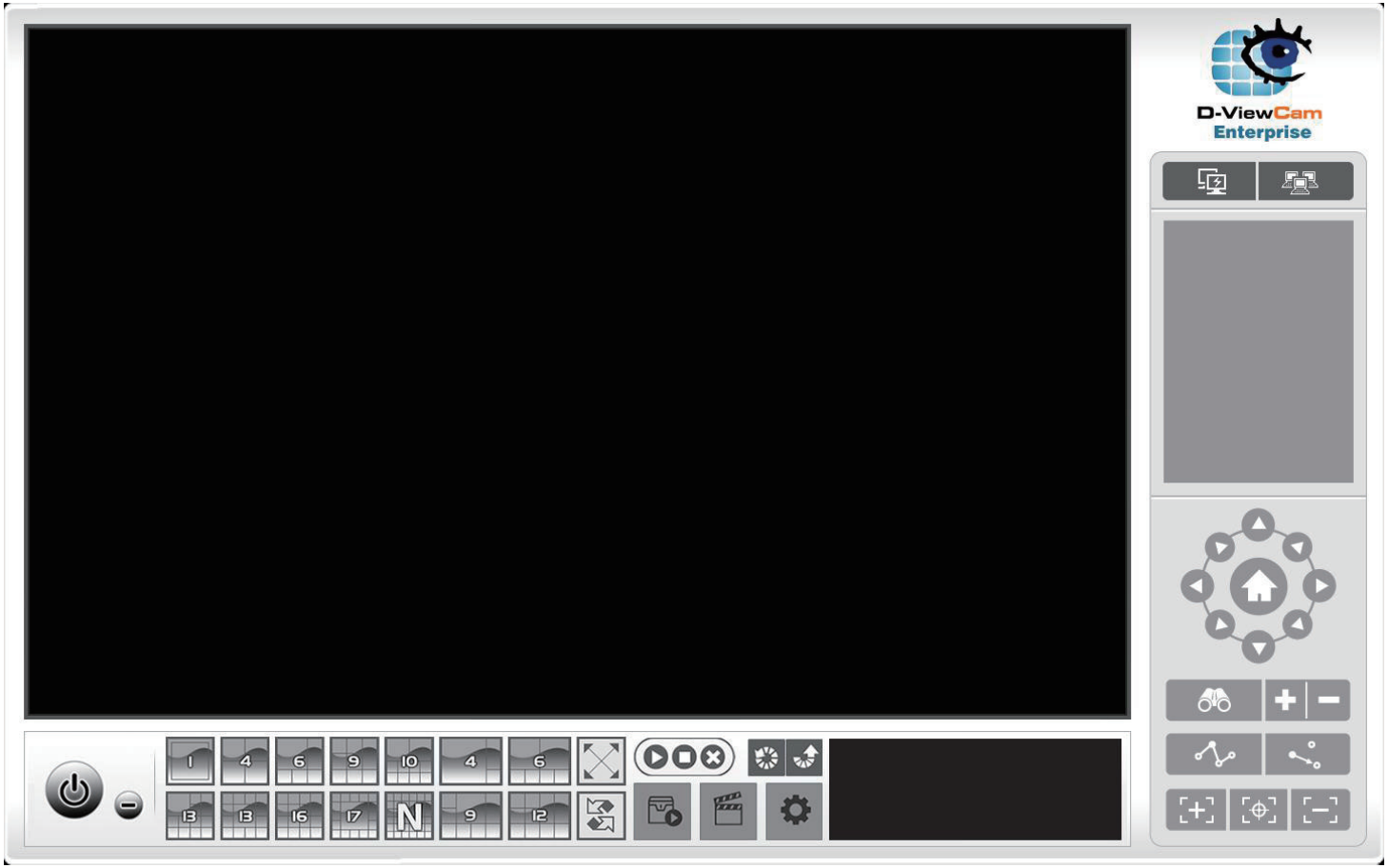
Step 2: Follow steps 3-7 from the previous two pages to select the data period which you want to delete.

Step 3: Click on the **Delete** icon to remove all the data in the backup list from the database.

Note: The deleted video cannot be recovered.

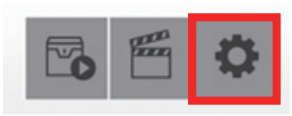
Remote Live Viewer

With Remote Live Viewer, remote users may watch up to, totally 128 real-time video channels from remote live streaming servers.

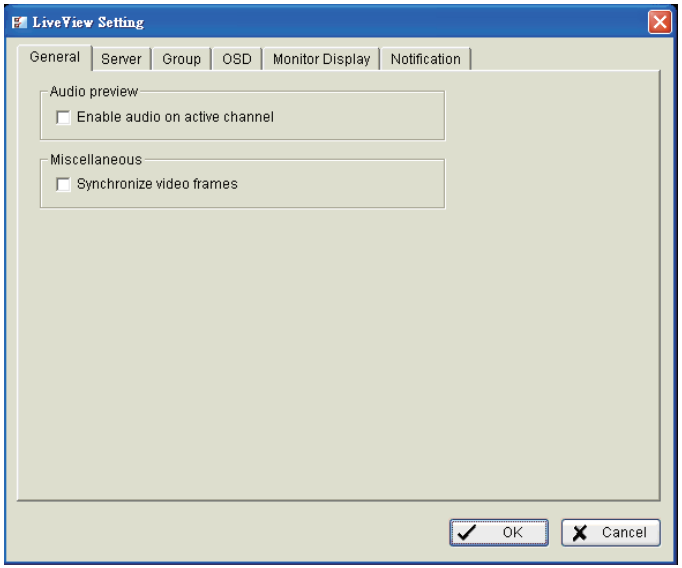


Setting

Click the **General Settings** icon in the Main Console to open the Settings window.



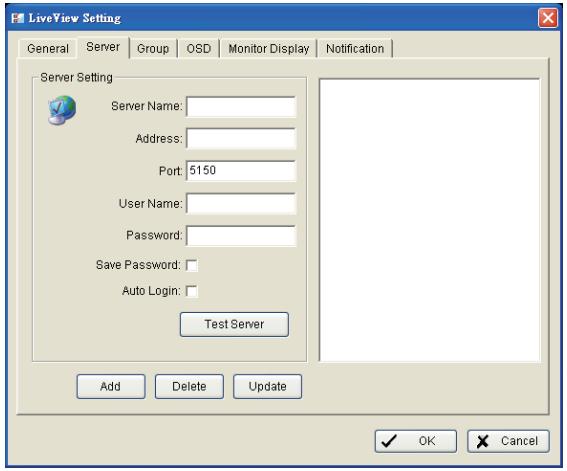
General Setting



Audio Preview
Enable audio on active channel: Select to enable the audio streaming on active channel.

Miscellaneous
Select to prevent tearing that may occur in the video display. However, this will increase the CPU processing load.

Server Setting



Step 1: Enter the Server Name as preference.

Step 2: Enter the IP Address, Port, User Name, Password to log in to the server.

Step 3: Enable **Save Password** to login without entering the password again.

Step 4: Enable **Auto Login** to login automatically when starting the Remote Live Viewer.

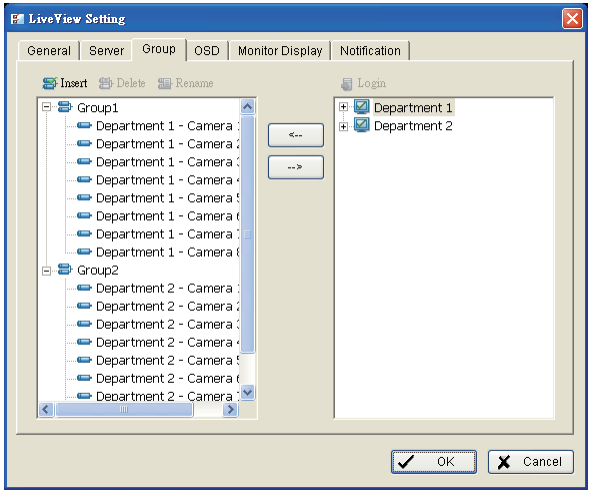
Step 5: Click **Test Server** to check if the server is available.

Step 6: Click **Add** to insert the setting to server list.

Note: To remove the server, select a server in the server list and then click **Delete**.

Group Setting

Allocate different cameras into groups.



Step 1: Log in to all the servers that contain camera(s) you would like to add into the group(s).

Step 2: Click **Insert** to create and name a new group.

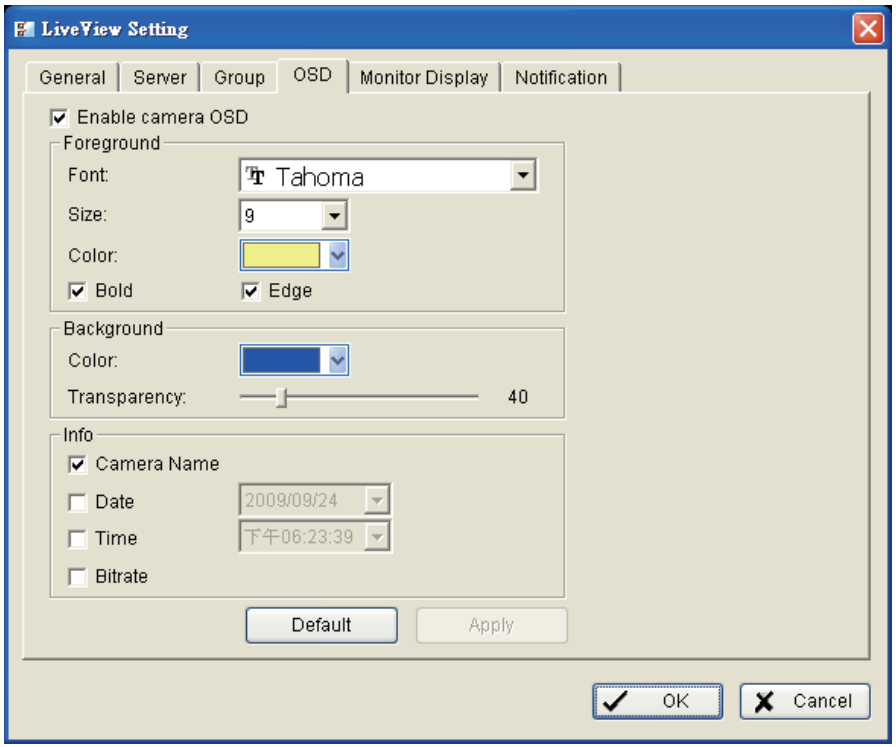
Step 3: Highlight the camera that you would like to add to a group and then click on **<--** . Repeat the process until all the cameras you want in the group are added.

Step 4: Click **Delete** to remove a specific group or click **Rename** to change the name of a specific group.

Step 5: Click **OK** to save your group.

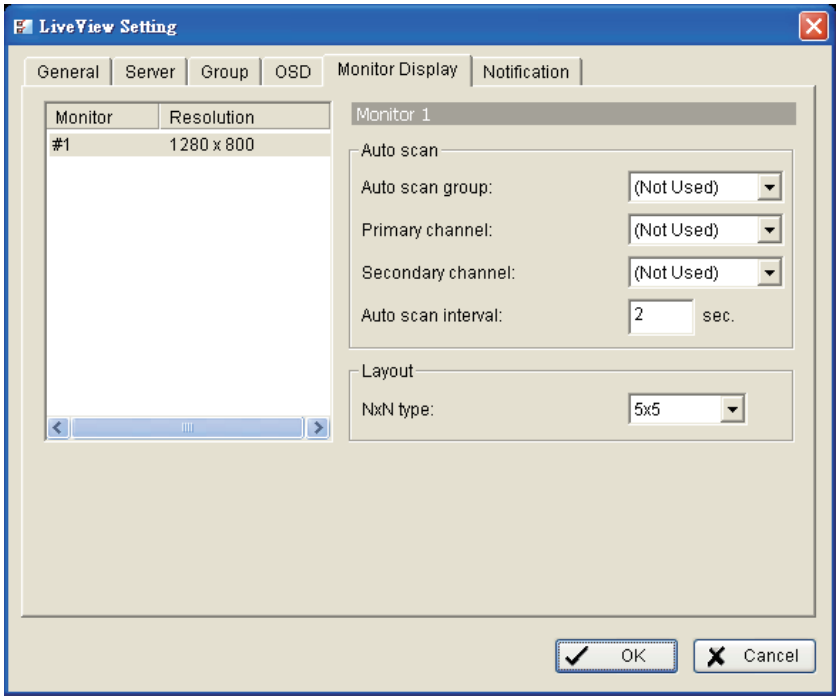
OSD Setting

Select the font style and color for the information displayed on the video.



Monitor Display Setting

Activate auto scan to rotate the channels/cameras on the display window. For instance, you may select to show only 4 sub-screens on the live viewer while having 16 channels connected to the system.



Step 1: Select the monitor connected to the system.

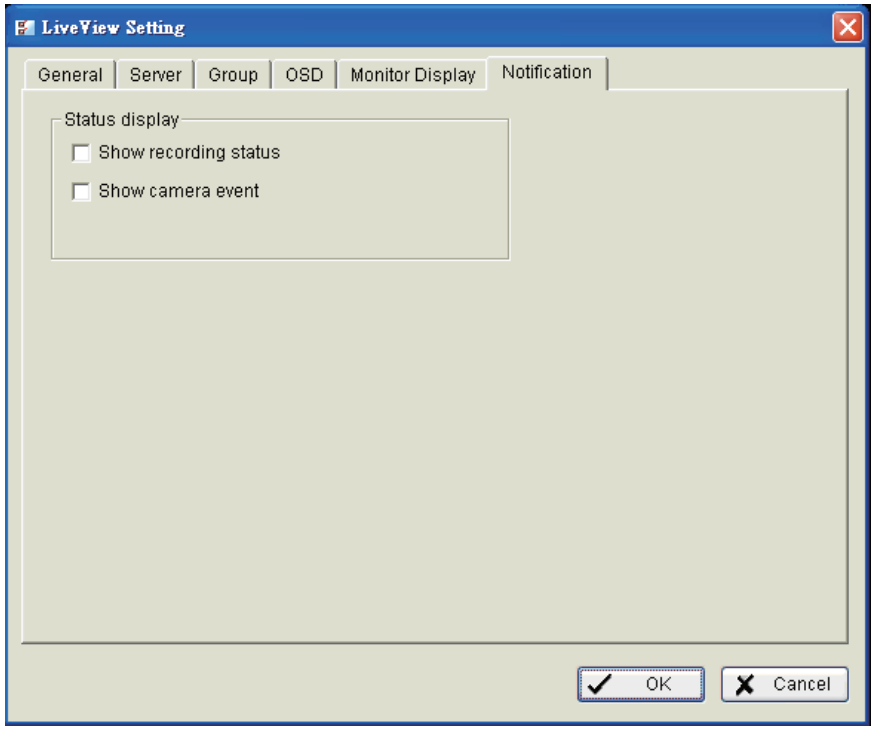
Step 2: From the **Auto scan group** drop-down, select a group.

Step 3: Select a primary channel that will always be on the screen when activating auto scan settings.

Step 4: Select a channel that has secondary priority then primary channel on the display screen when activating auto scan settings.

Step 5: From the **Layout** drop-down, select the screen division you want to display.

Notification Settings



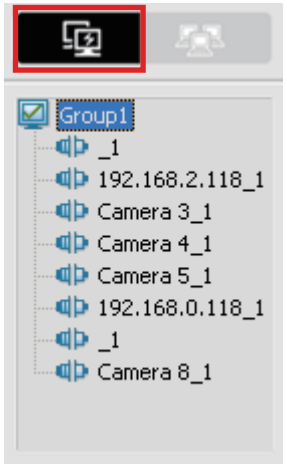
Status display

Show recording status: Select to display the recording status on the monitor display.

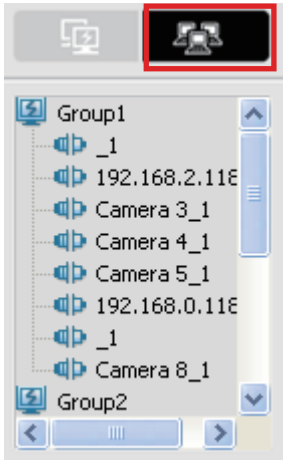
Show camera event: Select to display detected events on each channel.

Server/Group/Camera

Click on the Server and Group icon in the Main Console to display a complete list of the server(s), group(s), and camera(s) that are added to the system.



Server View



Group View

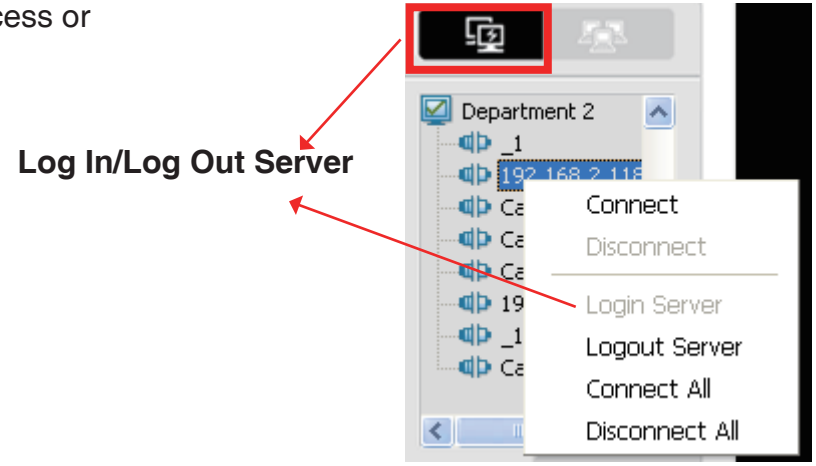
Server View: Displays cameras sorted by servers.

Group View: Displays cameras sorted by group names.

Login/Logout Server

Option 1: Select a server on the list and then click on the **Log In** icon to access or the **Log Out** icon to leave the server.

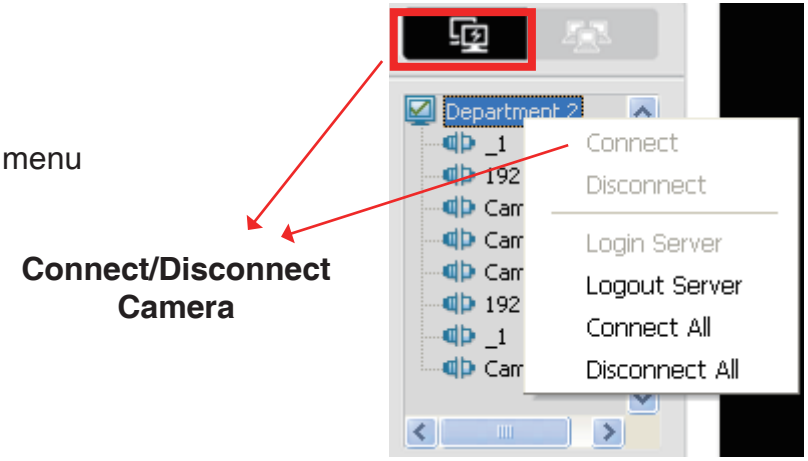
Option 2: On the server list, right-click to open the menu options.



Connect/Disconnect Camera

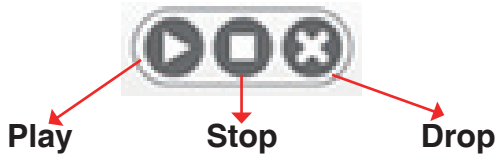
Option 1: On the server/camera list, double-click on a camera to connect it.

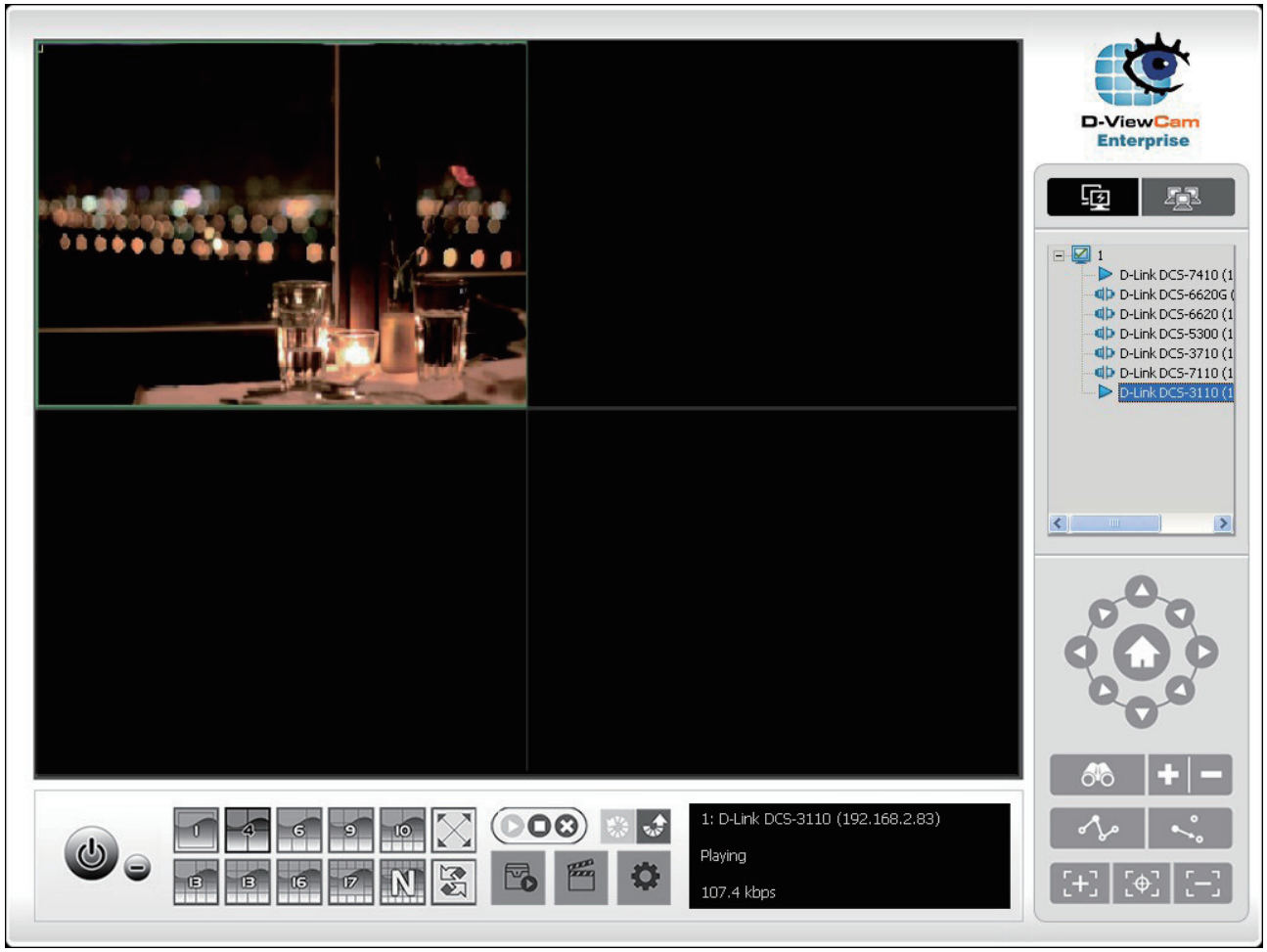
Option 2: On the server/camera list, right-click on a camera to open the menu options to connect/disconnect.



Option 3: Select a camera from the list and drag it to where you want the image to be displayed.

Option 4: Play / Stop/ Drop: Select a camera/video and click this button to play/stop/disconnect a particular channel.





PTZ Control

Control the movement of PTZ cameras. With cameras that support PTZ control, you can move, zoom, patrol, adjust the focus, and set preset points of the cameras.

Preset/Go

Adjust the camera view and click on the **Set** icon and save the view as preset point 01. Adjust the camera view again and set the preset point 02. Repeat the process until you finish setting up all the preset points. Enter a name instead of preset point 01. Click on the **Go** icon to view the preset points.

Note: To change the speed settings of your PTZ camera, click on **Main Console** > **General Setting** > **Setting** > **PTZ Config**.

Zoom

Click on the **+** and **–** signs to zoom in and zoom out the view.

Focus

To focus near means objects that are closer will be clearer than the objects that are further away. On contrast, to focus far means objects that are further will be clearer than the objects that are closer. Click on the **Focus** icon and select auto focus if you want the system to decide the focus point for you.

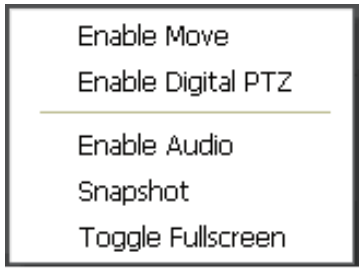
Patrol

To have your PTZ camera to patrol around pre-defined path of preset points, please click **Patrol** to start/stop patrol.

Note: To setup a patrol path, please go to **Main Console** > **General Setting** > **Setting** > **PTZ Config** > **Patrol**.

On Screen Menu

Right-click on the camera screen and get the **On Screen** menu, to quickly adjust the setting of camera.



Enable Move

This function allows you to use your mouse to control the PTZ functions of a camera by clicking on the display screen. To enable, click **Enable Move**. To disable, click **Disable Move**.

Enable Digital PTZ

Select to enable the digital PTZ functions of the video. Use your mouse wheel or click on the **+** and **–** signs to zoom in and zoom out on the camera. The square flashing on the video grid indicates the corresponding view of the camera.

Enable Audio

Select to enable audio transmission along with video stream.

Snapshot

The snapshot function captures a specific video image to the clipboard or to a file that you can save to your computer.

Toggle Fullscreen

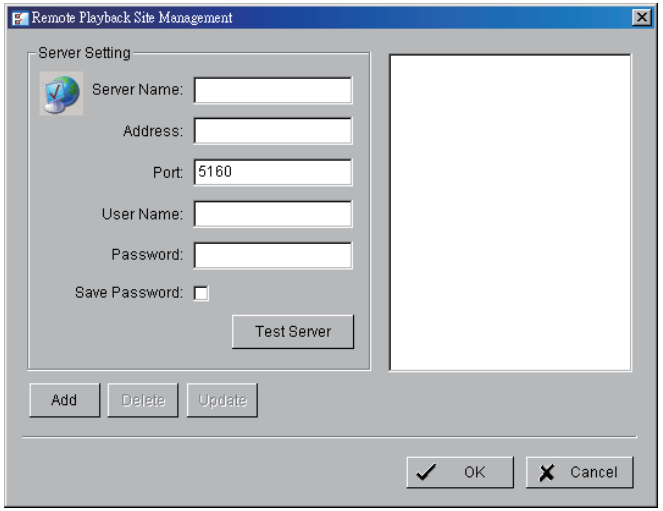
Switch to view video with fullscreen display. To disable this function, right-click on screen and uncheck this option or simply press **ESC** to go back to the original window.

Playback

Select to open the Playback console and view video remotely.

Add Remote Playback Site

Click the **Remote Sever** icon to open the remote playback site management, and to add and setup the remote playback site.



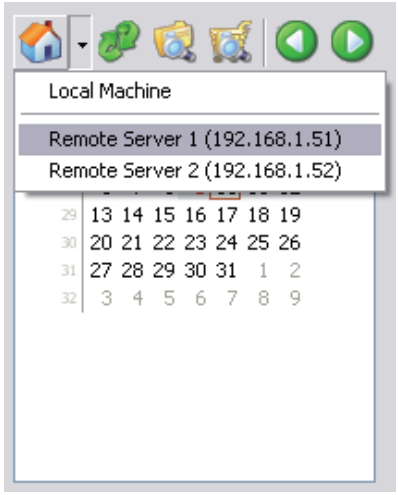
Step 1: Enter the **IP Address**, **Port**, **Username**, and **Password**.

Step 2: Click **Add** to add the server.

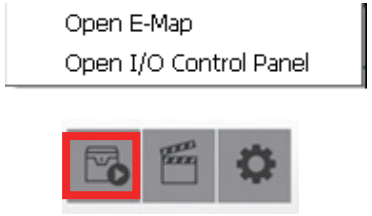
Step 3: Click **OK** to exit the **Setting** window.

Access Remote Playback Site

Go to **Date/Time** and click on the top of the display window to access the Remote Playback Site.

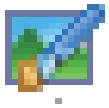


Start Monitor



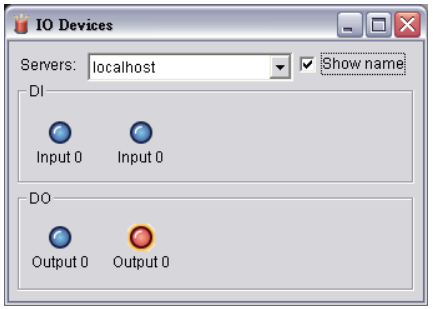
E-Map

Select **Open E-Map** to open the E-Map window.

	Map	Select the map you want to show on E-Map Window.
	Camera	Select the camera you want to preview video and mark an indicator on E-map.
	Digital Input	Select to highlight the device with a green circle on the map and show status on the Information window. If the Digital Input is from a network camera, the preview window will display live video from the camera.
	Digital Output	Select to highlight the device with a green circle on the map and show status on the Information window. If the Digital Output is from a network camera, the preview window will display live video from the camera.

I/O Control

Select to open the I/O control window. This window allows you to control DO devices remotely.



Note: Adjust the setting of I/O device in **Main Console** > **General Setting** > **Setting** > **I/O Device** first, and the I/O control window will display the device status based on these settings.

Web View

Note: Be sure to enable the **Live Streaming Server**. To enable, go to **General Setting > Network Service** select **Live Streaming** and click **Start Server**.

Server IP

Open Internet Explorer and enter the IP address or DDNS name of the server followed by the connecting port.
Example: http://192.168.1.16:8080/
192.168.1.16 is the IP address of the server. 8080 is the port specified in **Use Default Web Server** in Network Service.

Note: Make sure the Live Stream Server is enabled. Please refer to Live Streaming Server for more information.
Web View is only supported by Microsoft Internet Explorer versions 7 to 9 (32 bits).

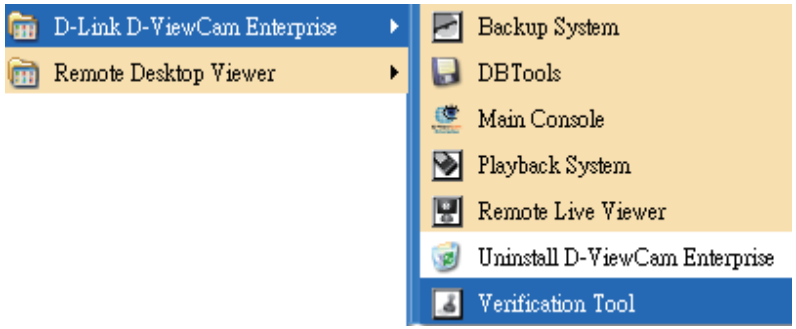
Utilities

Verification Tool

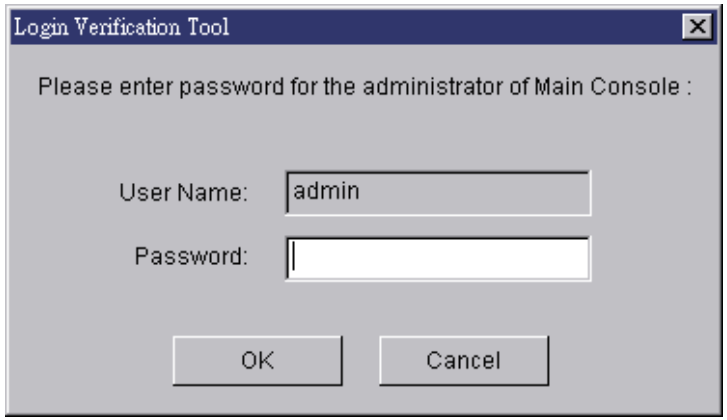
The Verification Tool verifies whether the data created by the system be tampered with or not. It is the process by which a digital watermark (a digital signature) is added to each recorded video frame to ensure its authenticity.

The 3 types of data that is verified by the Verification Tool are:
1. File in (.dat) (.264) format will be displayed as .
2. File in (.avi) (.asf) format will be displayed as .
3. File in (.bmp) (.jpg) format will be displayed as .

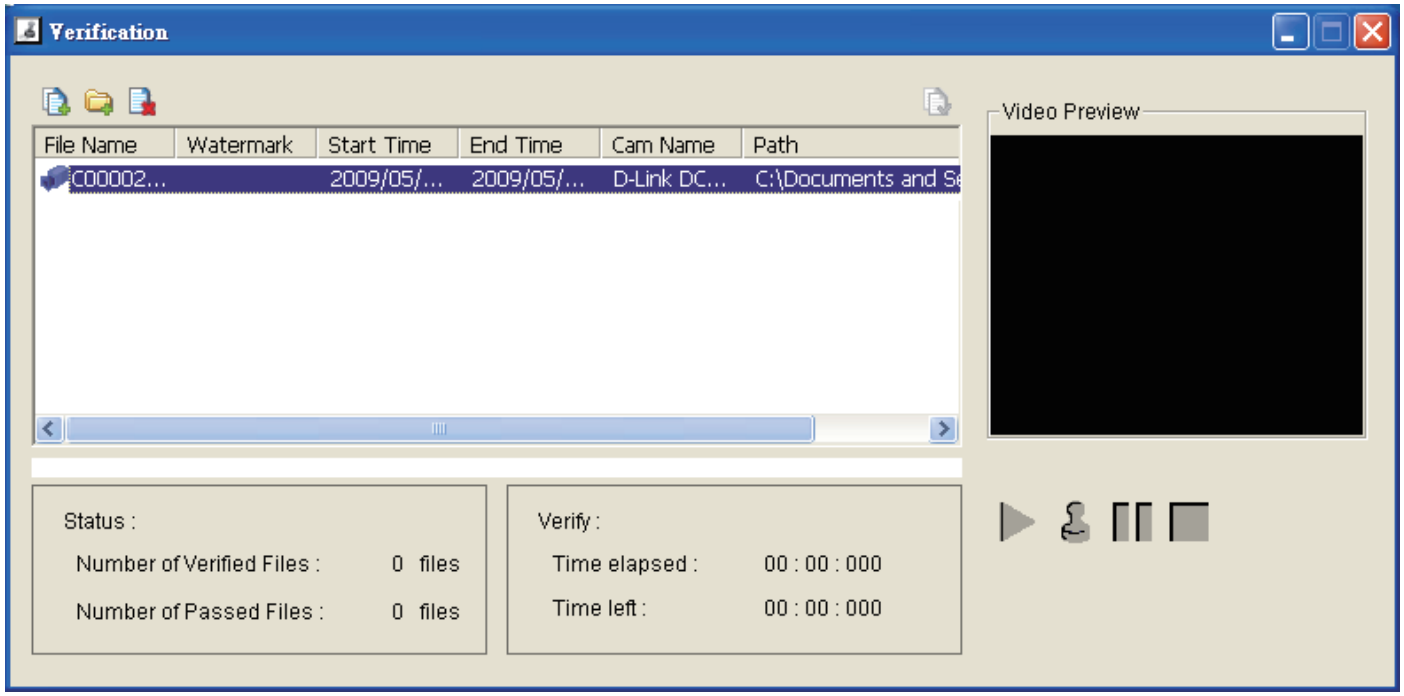
Step 1: Go to **Start > All Programs > D-Link D-ViewCam Standard/ Professional/Enterprise > Verification Tool**.



Step 2: Enter the **Username** and **Password** to log in.



Overview



Add File: Click to insert a file to the list for verification.

Add Folder: Click to choose a folder with multiple files and then add it to the list for verification.

Remove File: Click to remove the selected file(s) from the list.

Select All: Click to select all the files in the list for verification.

Note:
1. Choose the file type first (.dat, .264, .avi, .asf, .bmp, .jpg) before selecting the files.
2. You can also drag files to the list for verification.

Video Preview: To preview the selected file from the verification list. Use **Play**, **Verify**, **Pause** and **Stop** for preview.

Note: Preview of .bmp and .jpg formats are not allowed.

Verifying Image/Video

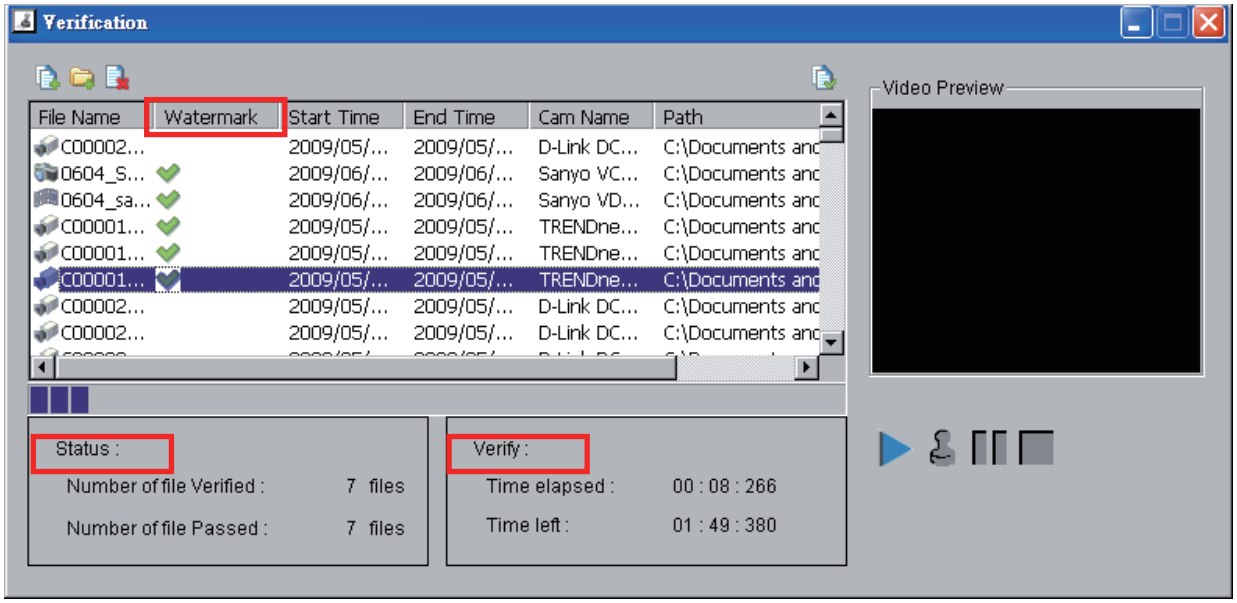
Step 1: Select a single or multiple files for verification.

Step 2: Click verify to start verification.

Step 3: The verification results will be displayed in the **Watermark** column.

Note: If the file passes the verification, it will show .

Note: If the file was tampered with, it will show .



Step 4: The **Status** and **Verify** fields will display the information related to verification.

License Management Tool

Use the **License Management Tool** to activate the software license from a serial number allocated with the software package, or de-activate the license and activate it again in another PC.

The following lists 4 types of license management process:

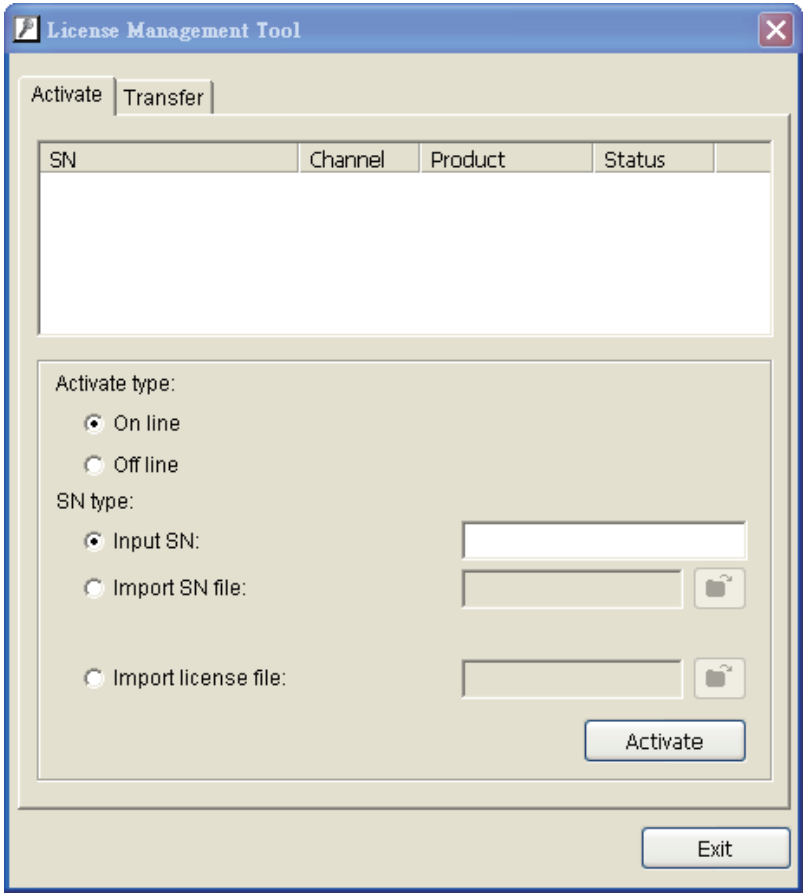
- To “activate” the license with PC connected to the network, follow the **Activation On line** process.
- To “activate” the license with PC not connected to the network, follow the **Activation Off line** process.
- To “de-activate/transfer” the license with PC connected to the network, follow the **Transfer On line** process.
- To “de-activate/transfer” the license with PC not connected to network, follow the **Transfer Off line** process.

Overview

Start License Management

Step 1: Click **License Manager** in **General Setting** or browse the installation folder and click **Activate Tool.exe**.

The **License Manager Tool** screen displays.



Activate / Transfer License

Activation On line

Step 1: Start the **License Manager Tool**.

Step 2: Select **On line** as Activate type.

Step 3: Enter the SN (Serial number) or Import SN file, and then click **Activate**.

Step 4: Restart the Main Console if activation is successful.

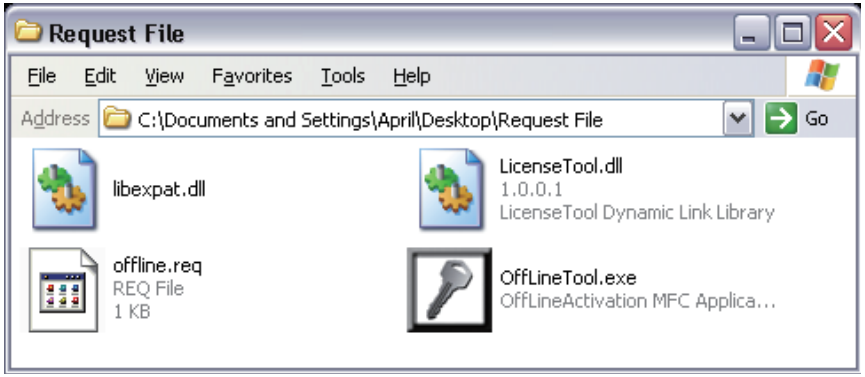
Activation Off line

Step 1: Start the **License Manager Tool**.

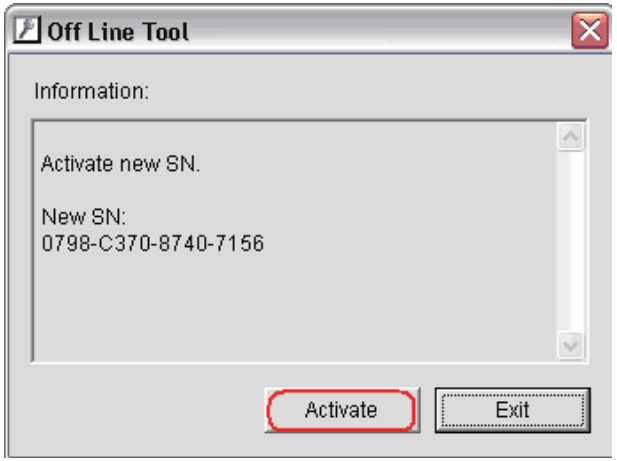
Step 2: Select **Off line** as Activate type.

Step 3: Enter the SN (Serial number) and then click **Activate**.

Step 4: Save the **Request File**, and then copy it to another PC connected to Internet.

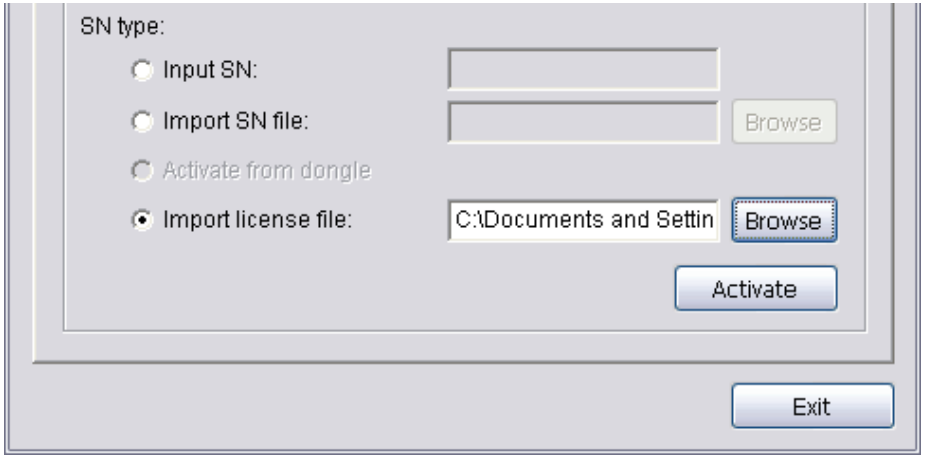


Step 5: Browse and run **Off LineTool.exe** , and then click **Activate** to send the **Request File** to the license server.

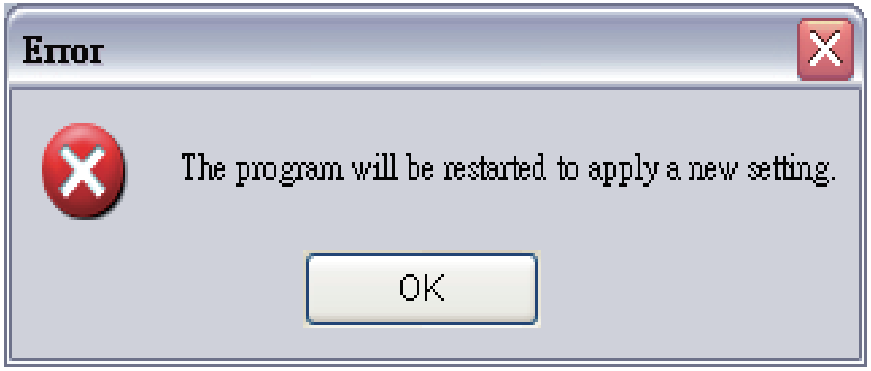


Step 6: Save this License file, and then copy it to the D-ViewCam Standard/Professional/Enterprise server.

Step 7: Open **License Manager Tool** again, select **Import license file**, and then click **Activate**.



Step 8: Restart the MainConsole if the activation was successful.



Transfer License

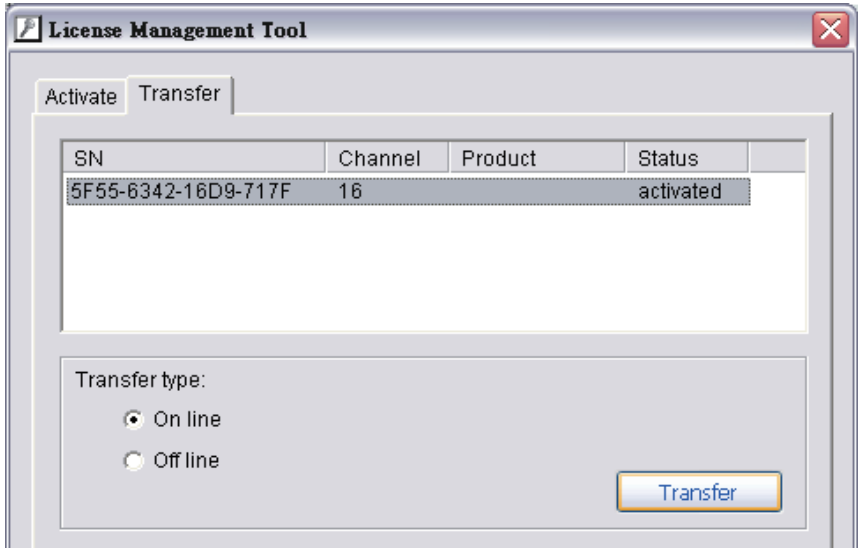
Transfer On line

Step 1: Start the **License Manager Tool**.

Step 2: Select **Transfer**, and then select **On line** as Transfer type.

Step 3: Enter the SN (Serial number) and then click **Transfer**.

Step 4: Restart the Main Console if activation is successful.

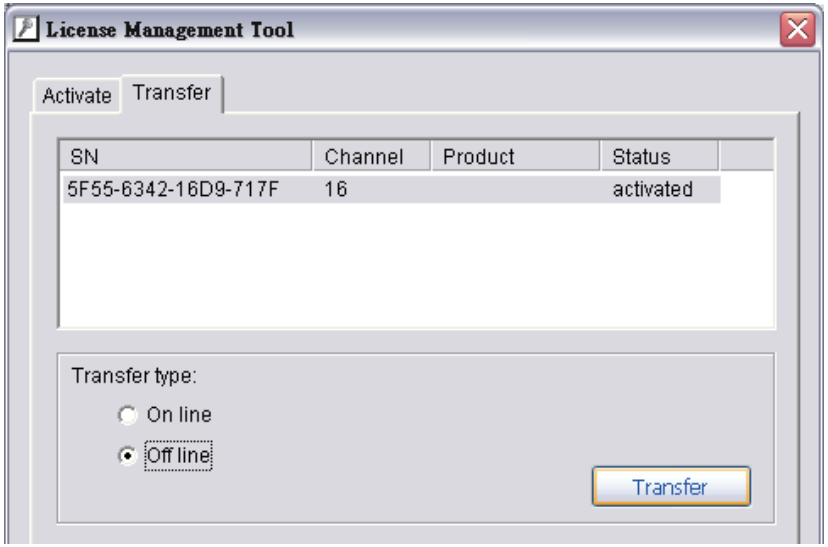


Transfer Off line

Step 1: Start the **License Manager Tool**.

Step 2: Select **Transfer**, and then select **Off line** as Transfer type.

Step 3: Enter the SN (Serial number) and then click **Transfer**.



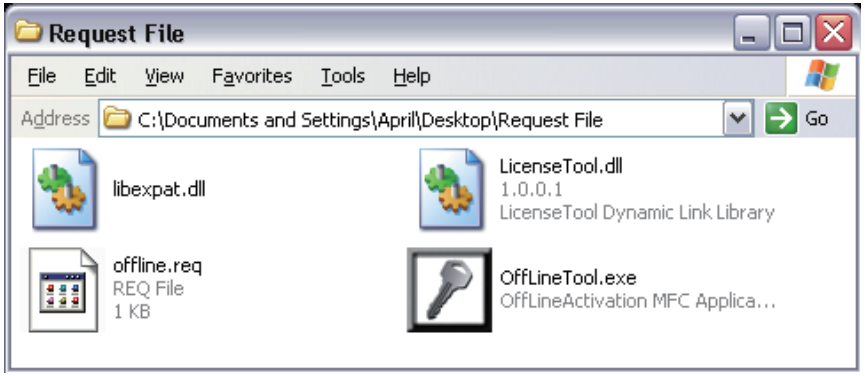
Step 4: Save the **Request File** and restart the MainConsole if activation is successful.

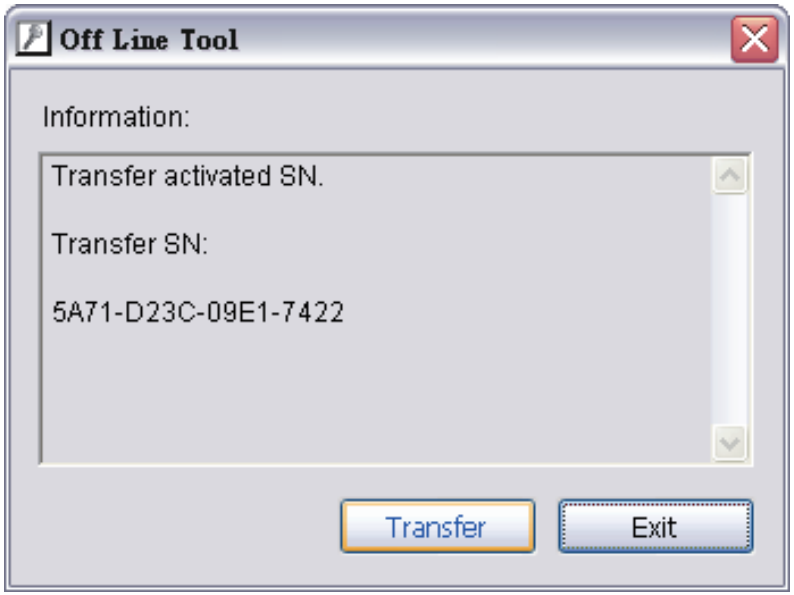
Step 5: Copy the **Request File** to another PC connected to internet.

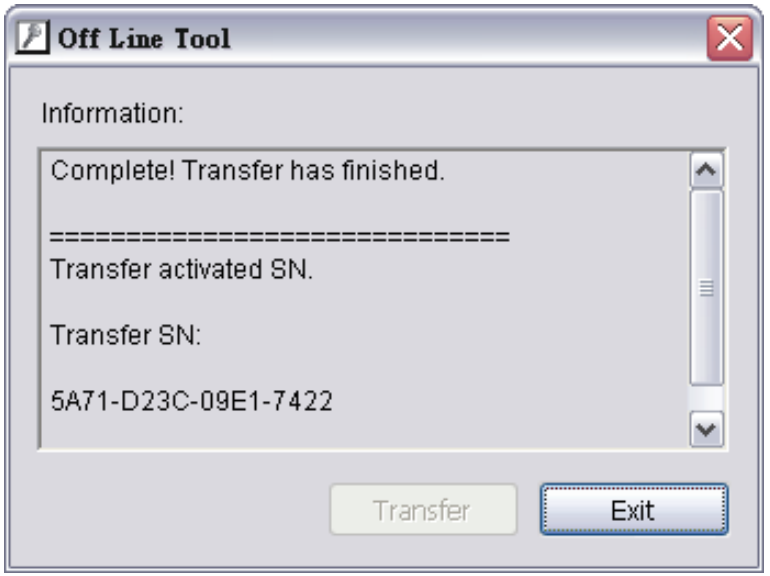
Step 6: Run **OffLineTool.exe**, select **Transfer SN** and click **Transfer** to send the **Request File** to the license server.

Note: Ensure to copy the request file to another PC and then send it to the license server, otherwise the SN cannot be re-activated again.

Step 7: Check if the transfer is complete.

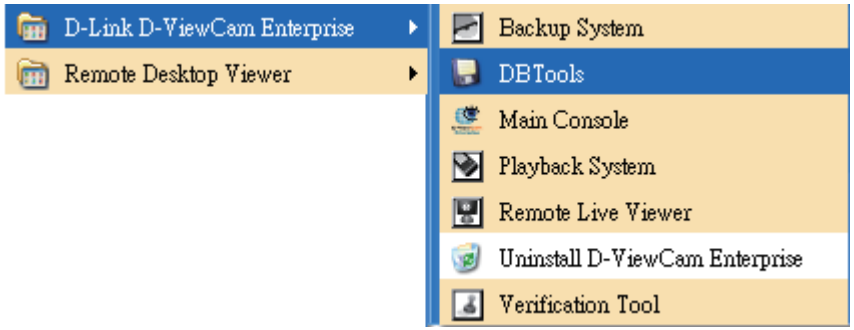




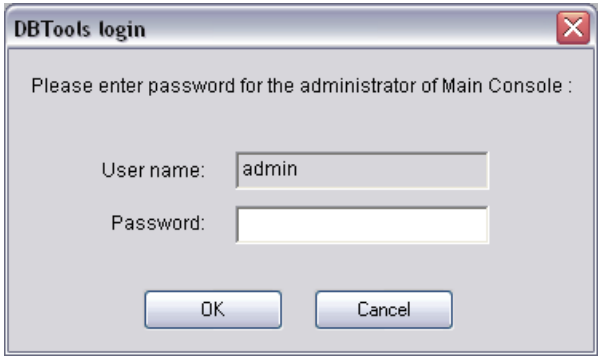


DB Tool

Step 1: Execute DB Tools from the Start menu.



Step 2: Enter the administrator password and click **OK** to log in.



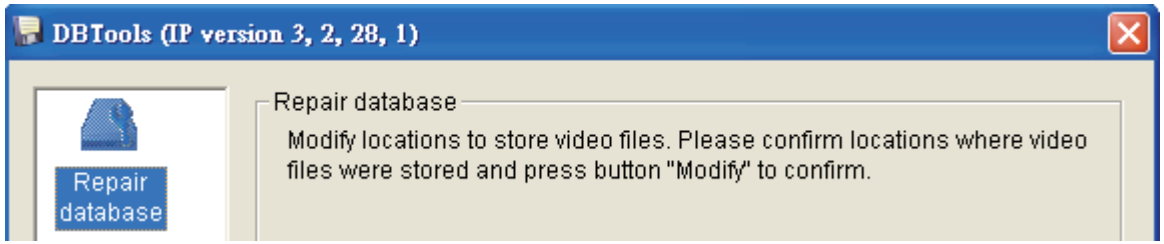
Repair Database

This window has three repair methods: **Modify Location**, **Verify Only**, and **Repair**.

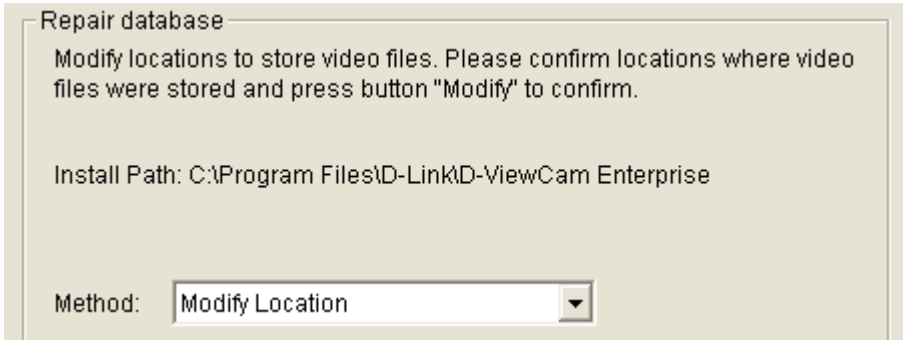
Modify Location
The Playback system can recognize all the recording videos which are listed list on **Main Console > General Setting > Setting > General > Storage**. Users need to use the Playback system to open recording video beyond storage location setting.

Note: The default storage location is in your installation directory, (ex: C:\Program Files\SCB_IP).

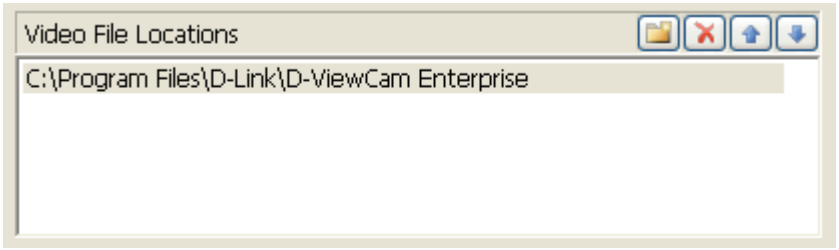
Step 1: Select **Repair Database**.



Step 2: Select **Modify Location** from the **Method** drop-down menu.



Step 3: Click and select a new location.
To remove a database location, select it from the list and click to delete location.

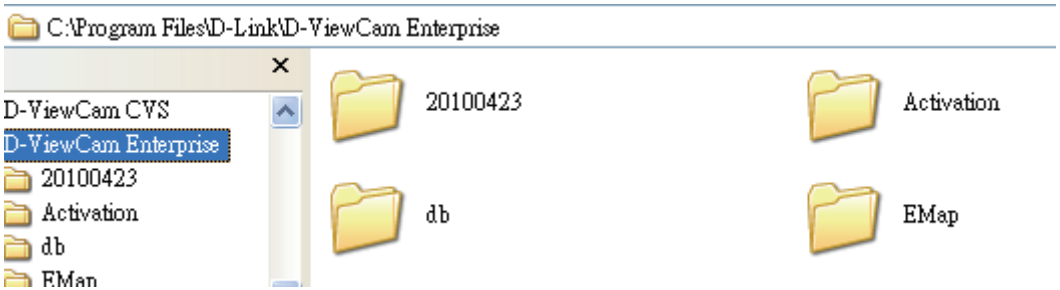


Step 4: Click **Modify** to save the location.

Example of modify database

To transfer video from one PC to another, follow this procedure:

1. Manually copy all recorded video data files from the default installation path or other user-defined storage path of the old PC.



2. Manually paste all recorded video files to the default installation path or other user-defined storage path of the new PC.

3. Follow the previous page to add new location on new PC.

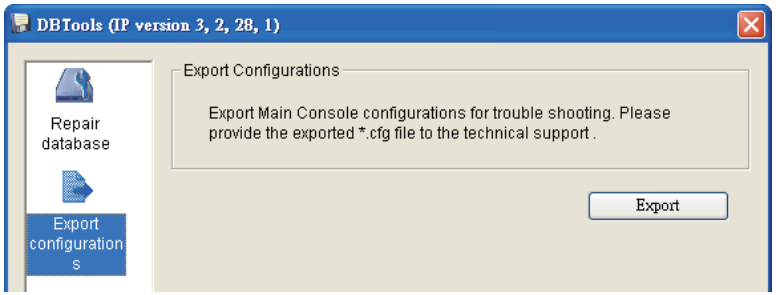
4. Old recorded video data can be viewed by the playback system on the new PC.

Verify and Repair

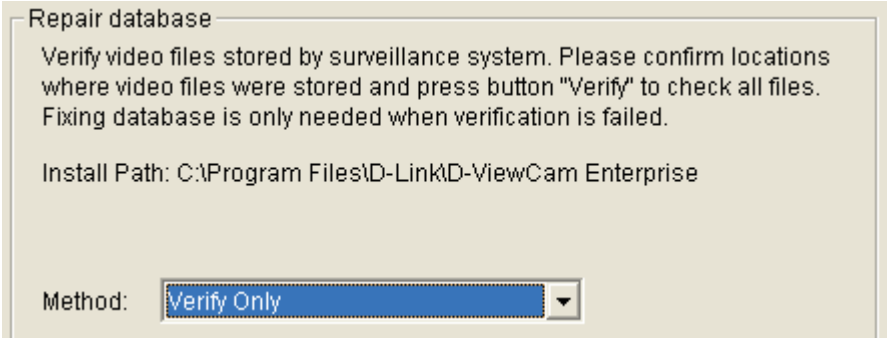
This tool is used to check and repair your database and recording video if the problems below exist:

(1) If there are records in database, but no video file, use DB Tools to delete records.
(2) If there are video files but no record in database, use DB Tools to rearrange the database and find these records.

Step 1: Switch to **Repair Database**.



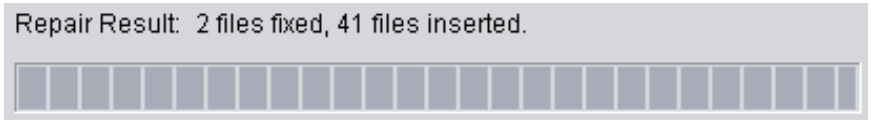
Step 2: Select **Modify Location** from the **Method** drop-down menu.



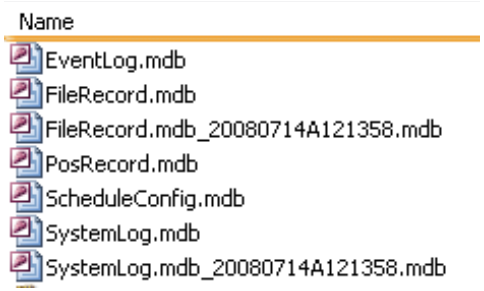
Step 3: Check the video location. The system will list all the video locations in the table, but if there are any missing locations, please use to insert a location. After inserting the location, the system will show a file count in the table.

Step 4: Select **Verify Only** and then click **Verify**. This method will only check the files without modifying. The Verify Result will show how many files are broken or missing.

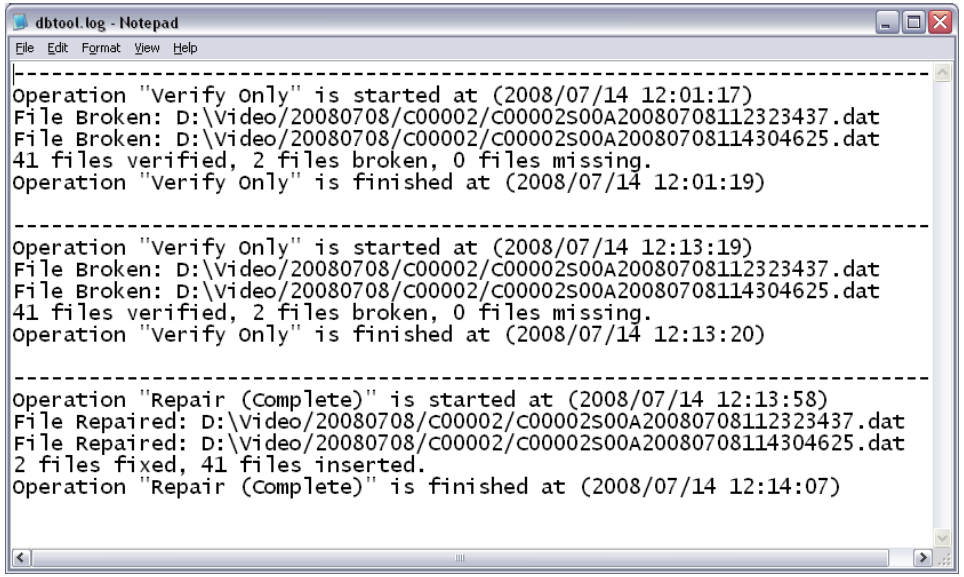
Step 5: Choose the method of Repair (Complete), and click **Repair**. The **Repair Result** will show the number of files that are fixed and inserted.



Step 6: The repair new database will replace the old ones. The original database will change file names with extended repair date and time as shown below.



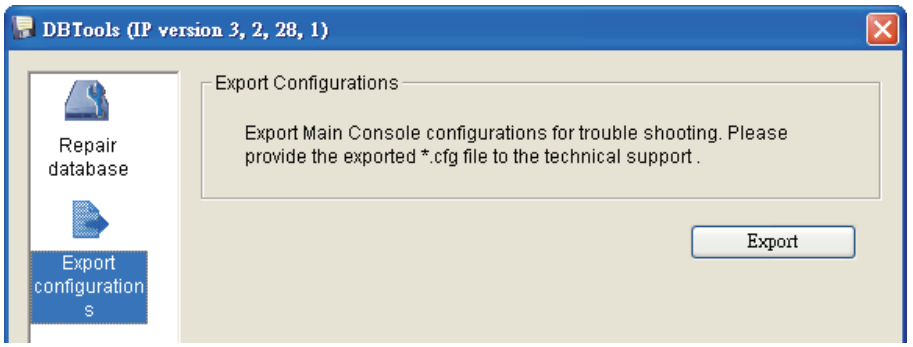
Note: Open Log is a tool to record repair database recodes. It will recode repair method, file operation, start time, and end time.



Export Configuration

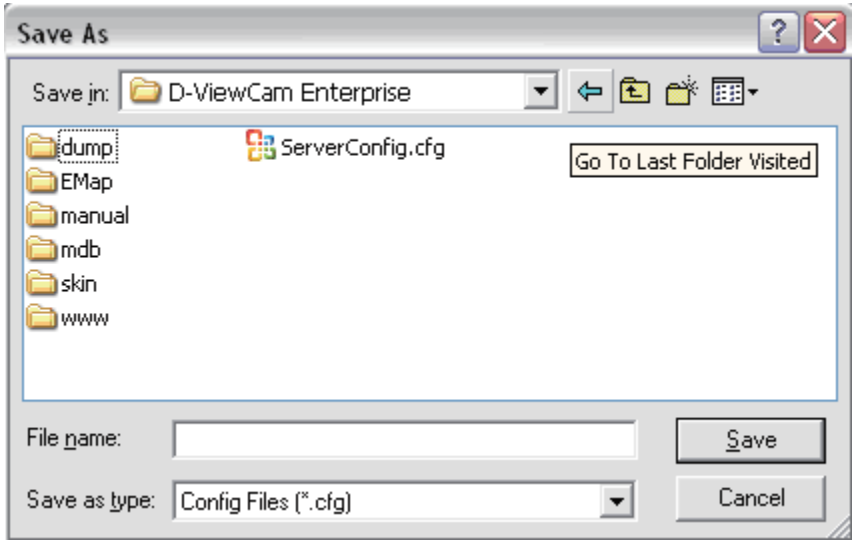
This tool is used when you want to export all configuration settings to a backup.

Step 1: Click **Export**.



Step 2: Select the location you want to export to and type the name of the config file.

Step 3: Click **Save**.



Remote Desktop Viewer

How to install Remote Desktop Viewer

Step 1: Insert the Installation CD.

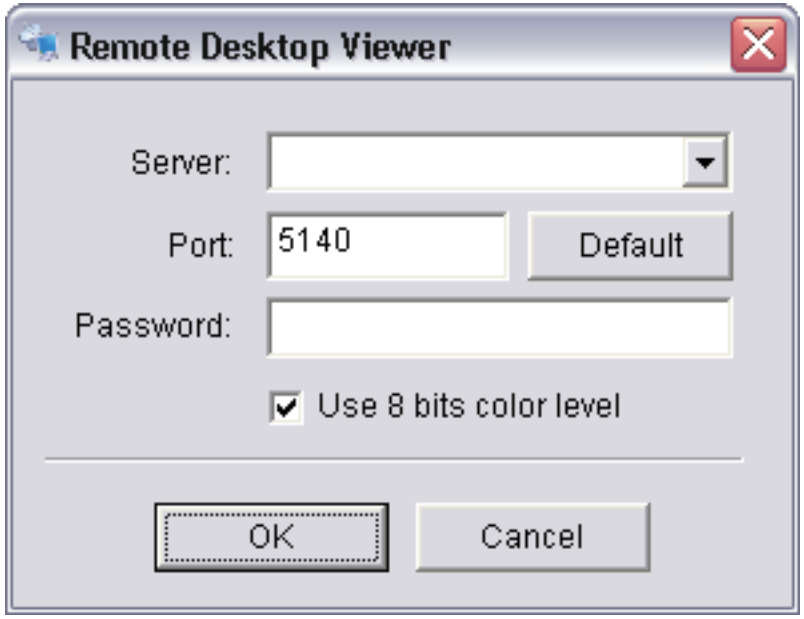
Step 2: Go to **RemoteDesktopViewer** and run the **Setup.exe** file.

How to Start Remote Desktop Viewer

Step 1: Go to **Start > All Programs > Remote Desktop Viewer > Remote Desktop Viewer**.

Step 2: Please enter the address, Port, and Password of the server and enable **Use 8 bits color level** to show steadier screen.

Step 3: Click **OK** to start Remote Desktop.



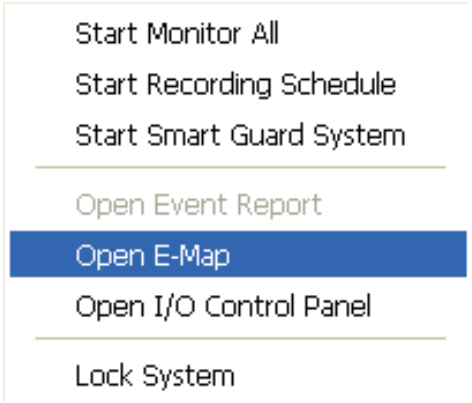
Frequently Asked Questions

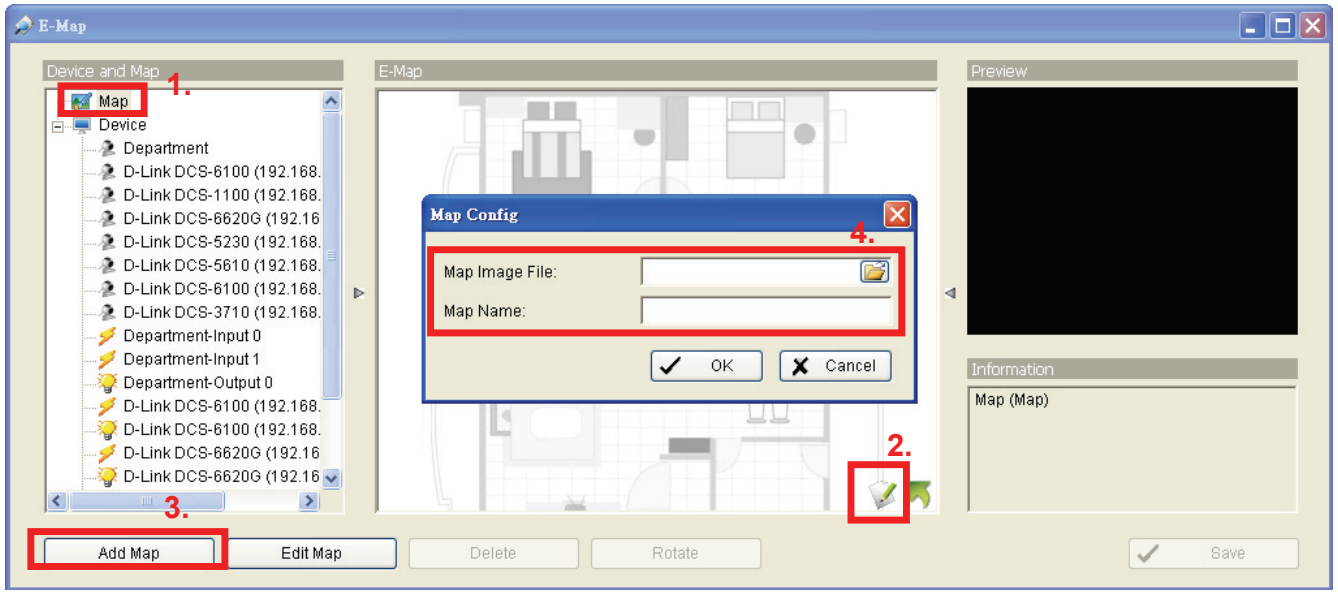
1. What languages does the D-ViewCam Standard/Professional/Enterprise software support?

Bulgarian	Chinese (Traditional)	Chinese (Simplified)	Czech	Danish
Dutch	English	Farsi	Finnish	French
German	Greek	Hebrew	Hungarian	Italian
Japanese	Korean	Norwegian	Polish	Portuguese (Brazil)
Portuguese (Portugal)	Romanian	Russian	Serbian	Slovakian
Slovenian	Spanish	Swedish	Thai	Turkish

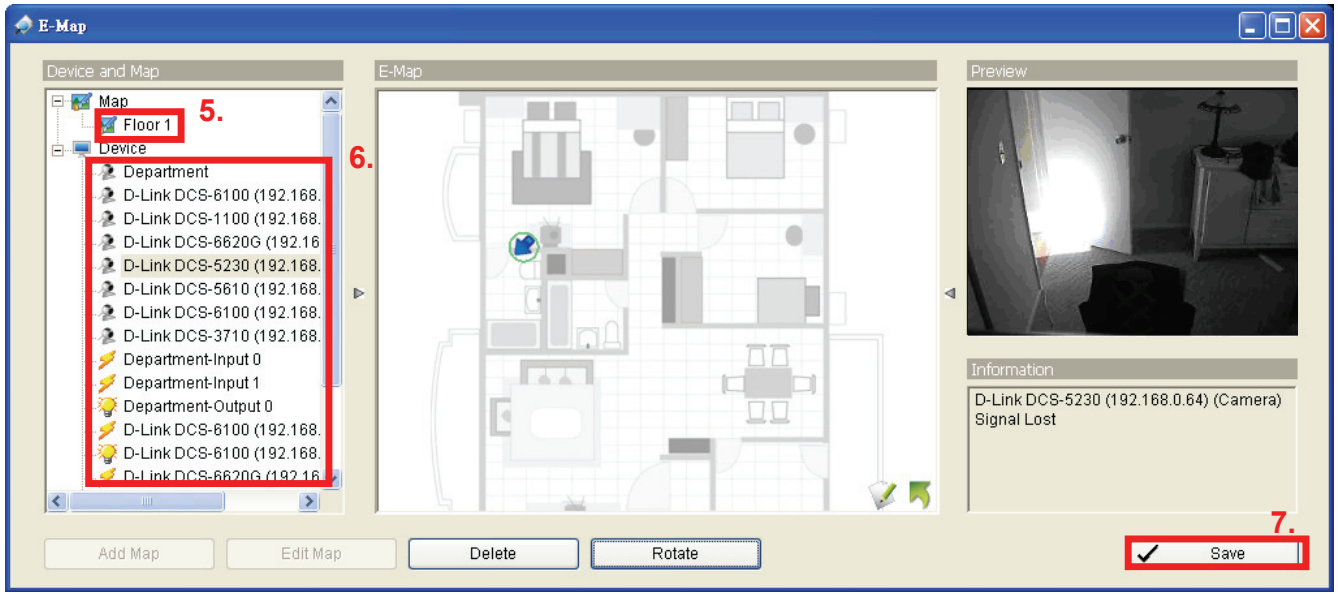
2. How do I set up E-Map?
Go to **Main Console > Start Monitor** and then click **Open E-map**.

Step 1: Select the map.
Step 2: Click **Browser/Edit Mode**.
Step 3: Click **Add Map**.
Step 4: Choose a map and then enter the map name.





Step 5: Select the Map that you earlier set.
Step 6: Drag and drop the camera or IO device to the map.
Step 7: Click **OK** to save your settings.

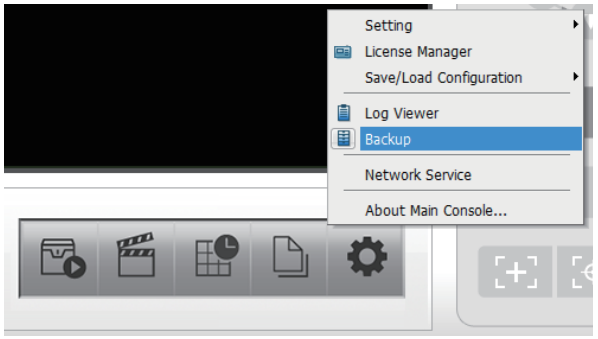


3. How do I backup video files?

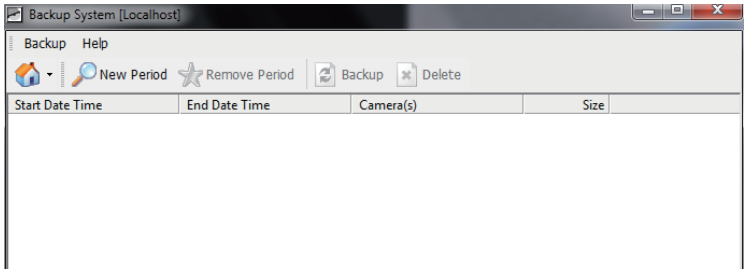
The system allows you can backup video record files into CD/DVD or other drives, and view those videos via playback.exe which will also be saved in the backup folder.

Follow these steps to backup your video:

Step 1: Go to **Main Console > General Setting > Backup.**



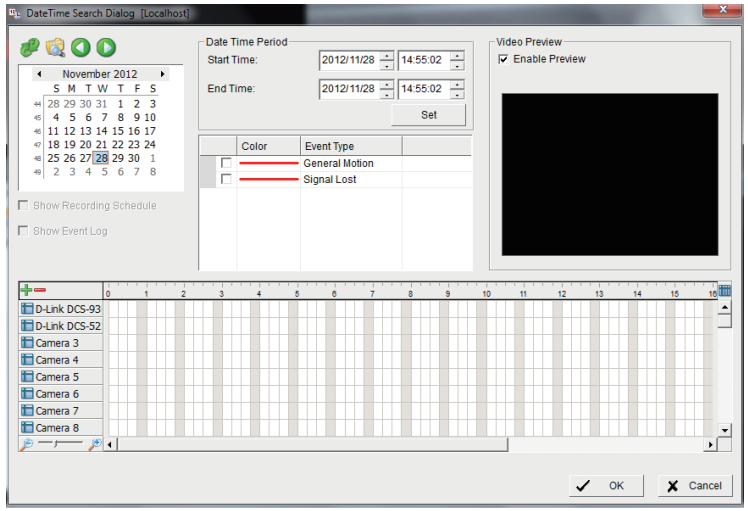
Step 2: Click **New Period**.



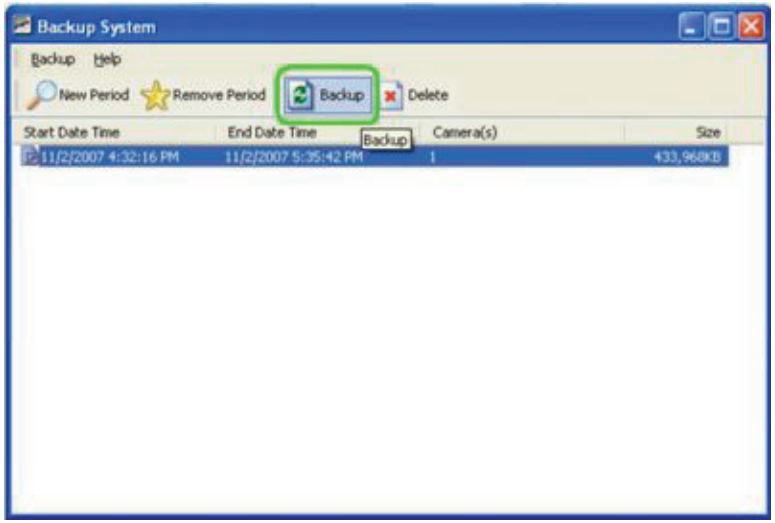
Step 3: Set the **Start** and **End Time**.

Step 4: Select the cameras that you want to backup.

Step 5: Click **OK**.



Step 6: Click **Backup.**



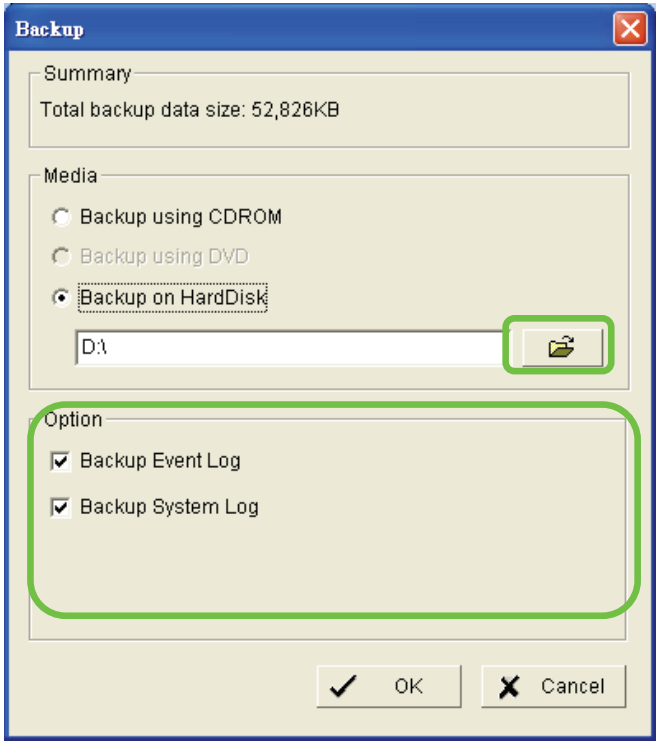
Step 2: Click **New Period**.

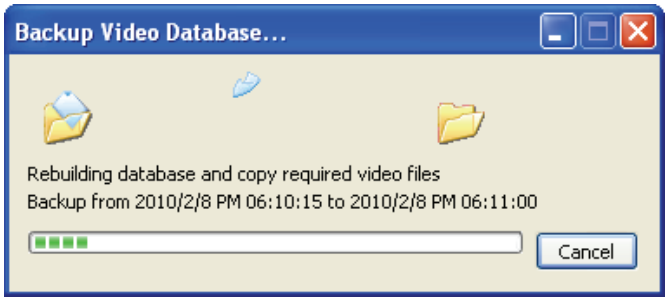
Step 7: Choose a location to backup media.

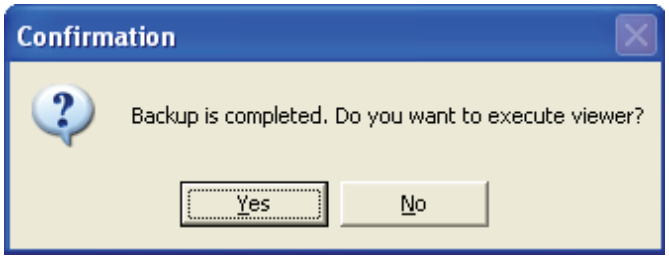
Step 8: Select **Backup Event Log** and **Backup System Log**.

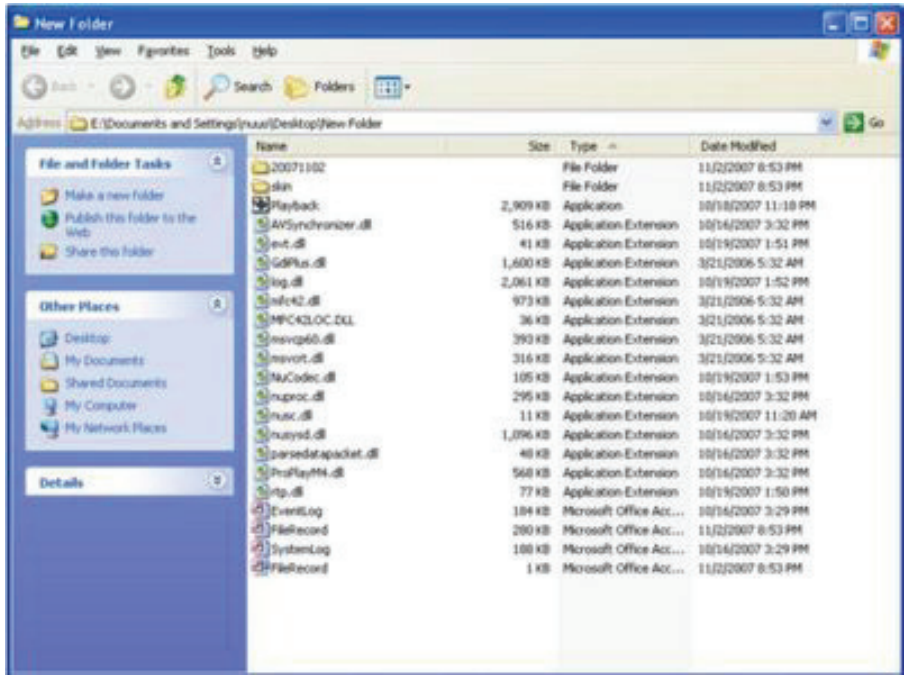
Step 9: Click **OK**.

Step 10: You can now execute the playback.exe to check your backup files.




Backup Video Database...
Rebuilding database and copy required video files
Backup from 2010/2/8 PM 06:10:15 to 2010/2/8 PM 06:11:00
Cancel

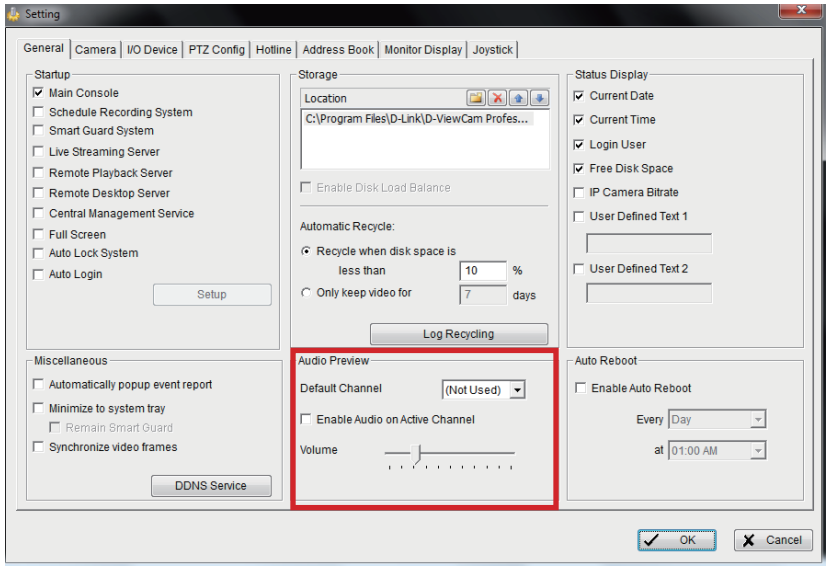

Confirmation
Backup is completed. Do you want to execute viewer?
Yes
No


New Folder
File Edit View Favorites Tools Help
Search
Folders
Address E:\Documents and Settings\nuuu\Desktop\New Folder
Go
File and Folder Tasks
Make a new folder
Publish this folder to the Web
Share this folder
Other Places
Desktop
My Documents
Shared Documents
My Computer
My Network Places
Details
Name
Size
Type
Date Modified

4. How do I enable audio in Live Streaming for IP cameras?

In order to save bandwidth, the default setting for audio is disabled. This function must be enabled manually. Please follow the steps given below.

Step 1: Go to **General Setting > Setting > General** and enable **Preview Active Channel**.



Step 2: Switch audio channels to hear audio.

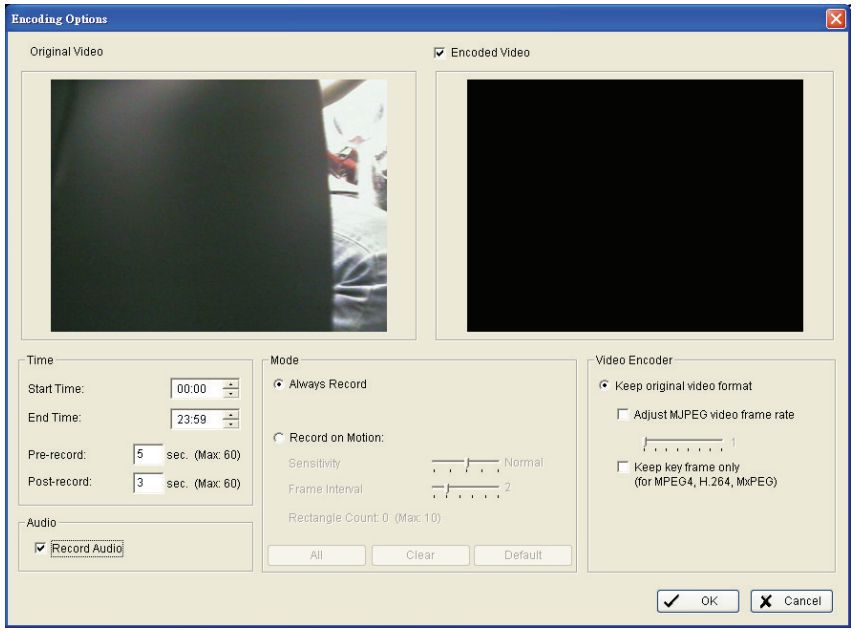
If you choose sub-screen 1, you will hear audio from camera 1 or if you choose sub-screen 2, you will hear audio from camera 2.

Note: If you don't choose any sub-screen, you will hear audio from the default channel.

5. How do I record audio for Network Cameras?

Step 1: Execute Main Console and go to **Schedule > Configure >** enable **Record Audio** and click **OK**.

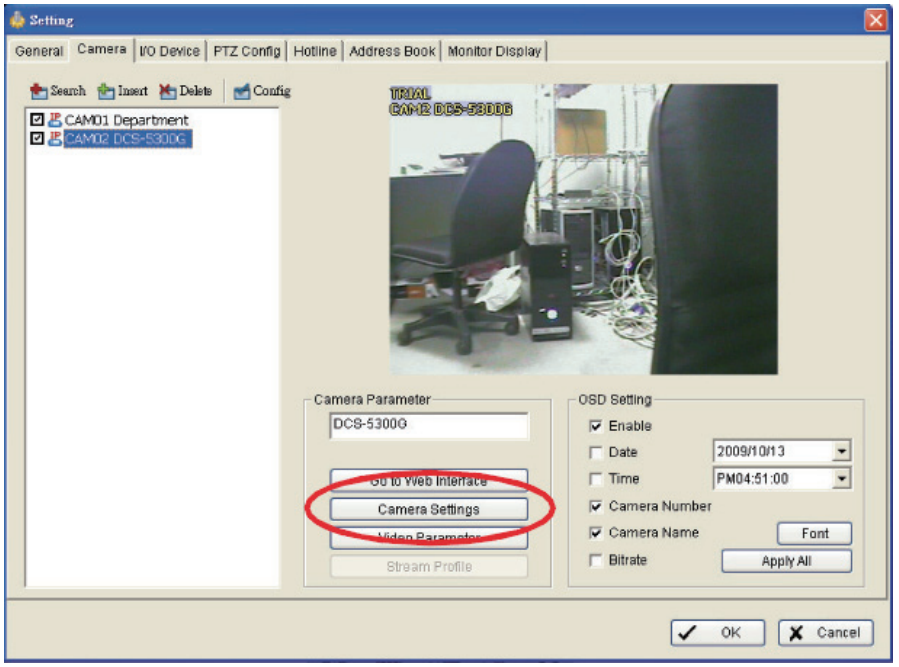
Step 2: Start **Recording Schedule**.



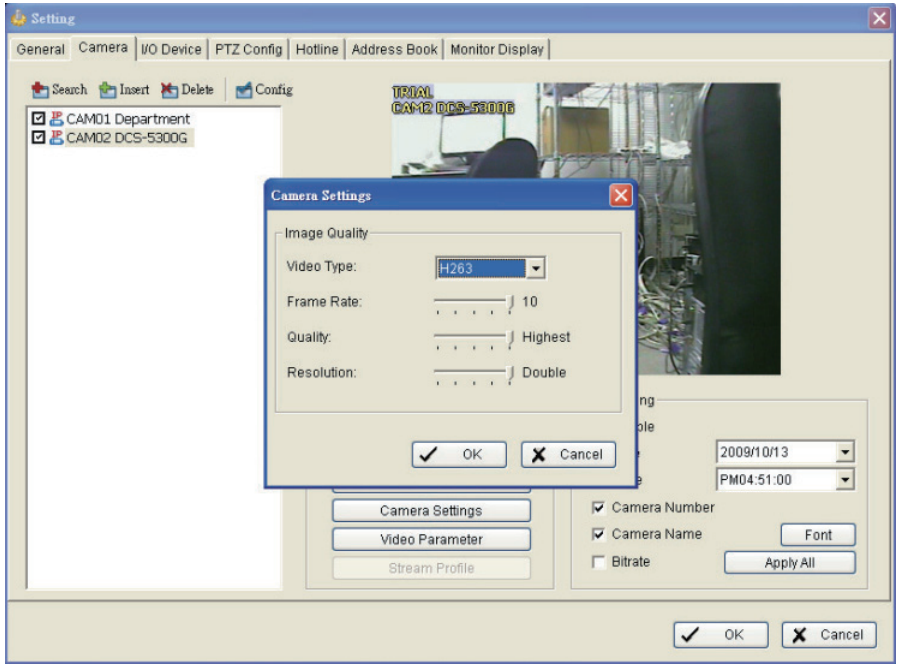
6. How do I change the recording frame rate and the resolution for network cameras?

Step 1: Open Main Console and go to **General Setting > Setting > Camera.**

Step 2: Select the camera to change the frame rate.



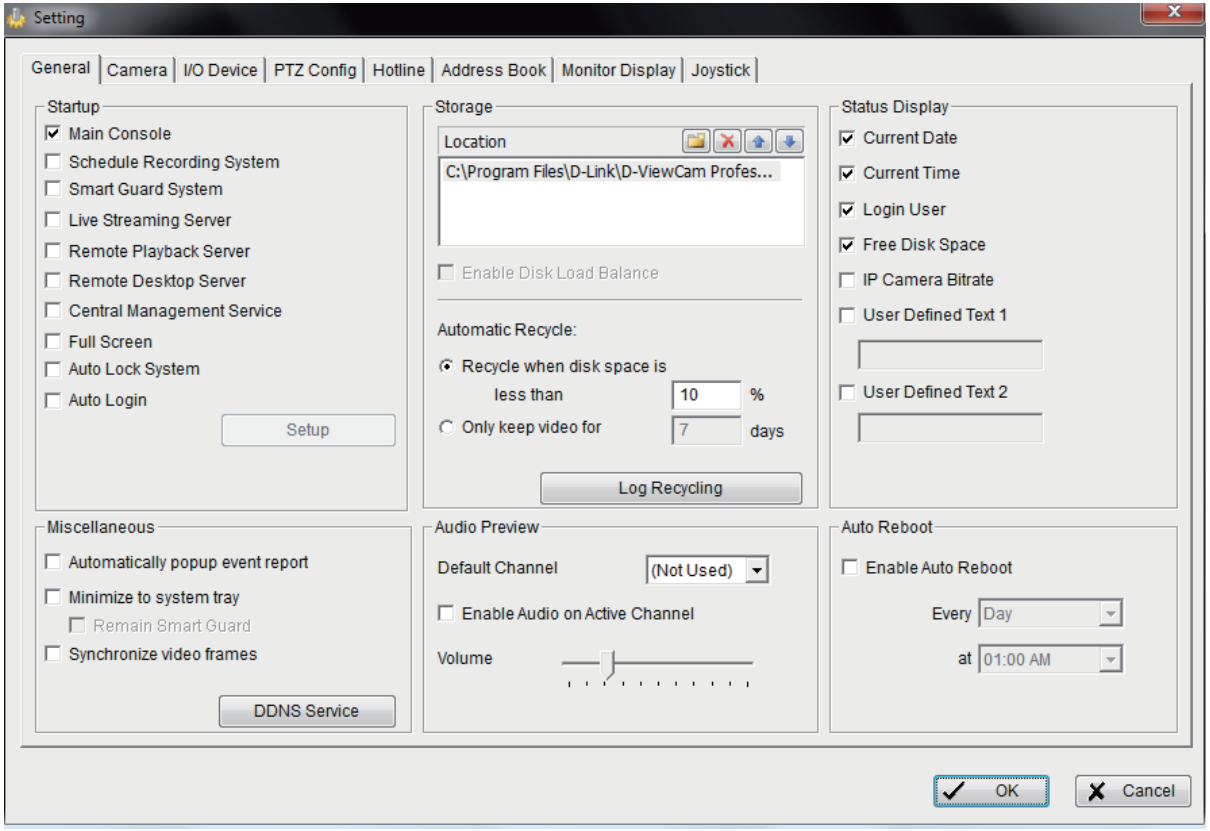
Step 3: Click **Camera Settings** to change the frame rate, resolution, and quality.



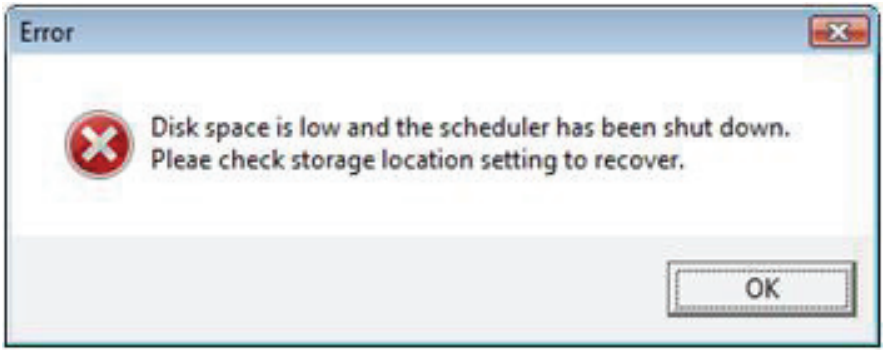
7. How do I set multiple storage paths for video recording?

The Main Console allows you to set up several hard disk drives as storage. When the first hard disk is almost full (the capacity is less than 800MB on system disks or 100MB on non-system disks), the Main Console will try to find a second storage with enough capaity. If it is not available, then the system will start recycling the data, if auto-recycling is enabled.

Go to **Main Console > Setting > General > Storage Location** to modify your settings.



8. Why do I see “Disk space is low and the scheduler has been shut down. Please check the storage location setting to recover”?



Please follow the steps below to solve this issue.

Step 1: Verify the following settings and configuration.

- Ensure the auto recycle, auto login, auto startup and schedule options are enabled in the Main Console.
- Remove NOD32 antivirus since it generates a large amount of log files (.tmp files) that occupy a lot of hard drive space and causes the recording to stop.
- Do not adjust the system clock once the recording is started.
- Do not unplug a removable disk when the system is recording.
- Check if any quota limit is set in your hard drive.
- Check if the hard drive is set as “read only” or if a folder name “1” exists.
- Check if the hard drive has bad sectors inside or damaged.
- Make sure you are not using the network hard drive.

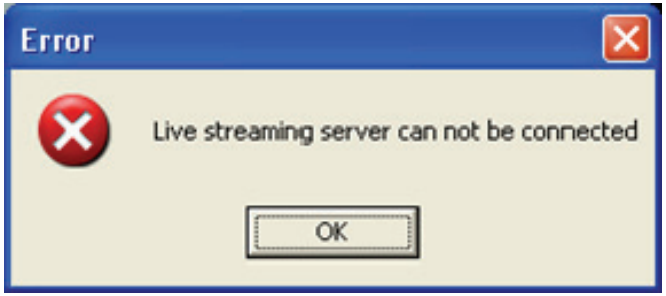
Step 2: Verify if the system stops recording which is caused by insufficient hard drive space.

- Check if the recording paths are the same in FileRecord.ini and Storage location.
- Remove the oldest video folders or move them to another hard drive.
- Check the dberr.log. This log file can be found in D-ViewCam installation folder. If there are a lot of Eventlog and Systemlog errors in dberr.log. Eventlog.mdb and Systemlog.mdb might be oversized due to frequent events or scheduler is set as record on motion while the cameras focus on a dynamic background.
- The system’s hard drive space must be more than 800 MB and the data hard drive space must be more than 500 MB for recording.

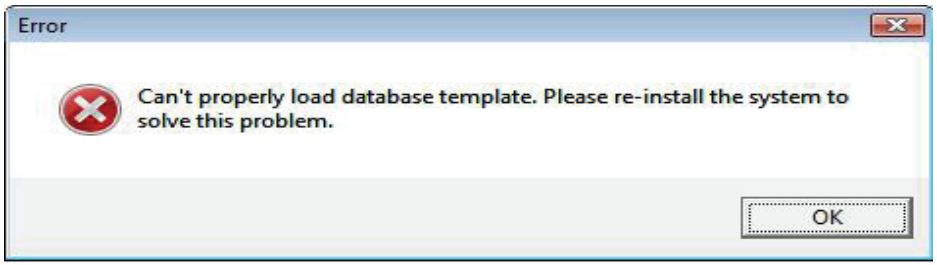
If you still experience this problem, then stop recording and use DB tools to repair/rebuild database.

9. Why do I get “Live streaming server can not be connected” message?

In general, this error message is caused by network problem, so always check your network connection first.
If you are connecting to a remote server or device through WAN. Please make sure the remote server or device is not behind a router’s firewall or the port is forwarded properly to bypass the router’s firewall.



10. Why do I get a “Cannot load database template. Please re-install the system to solve the problem” message?

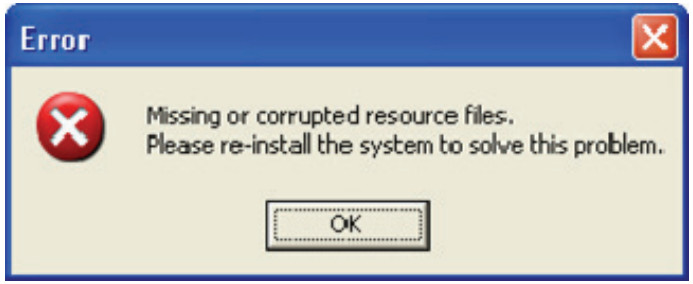


You will receive this error message if the Mainconsole has experienced a critical error when loading the database.

This problem is frequently observed on Windows Vista due to its tightened security system.

There are two ways to fix this error.
1.) Turn off UAC in control panel on Windows Vista.
2.) Enable the privilege level option in compatibility tab in Main Console properties.

11. Why do I get a “Missing or corrupted resource files. Please re-install the system to solve the problem” message?



This error message occurs when the software failed to execute the necessary file for the requested operation.

1. When loading the Main Console:

The skin files or database may be corrupted to cause this error message. Please uninstall the software, and install the latest version.

2. When loading ActiveX of web live viewer/ playback

Please follow the instructions below for troubleshooting.

Step 1. Turn off UAC in control panel on Windows Vista.
Step 2. Enable the privilege level option in compatibility tab in Main Console properties.

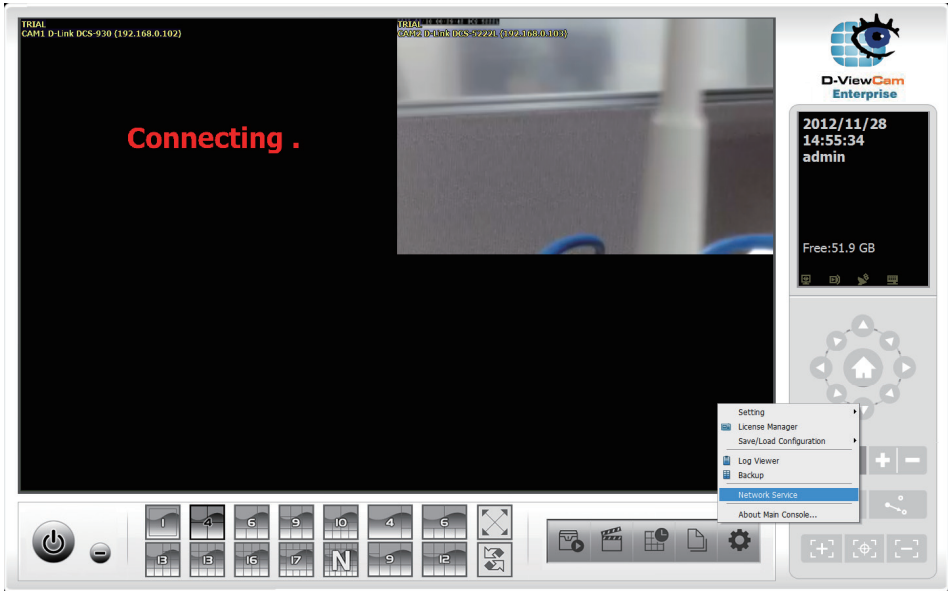
12. Why do I get a “The procedure entry point WMCreateWriter could not be located in the dynamic link library WMVCore. DLL.” message?

If you see this error message, then please upgrade your windows media player and this problem will be fixed.

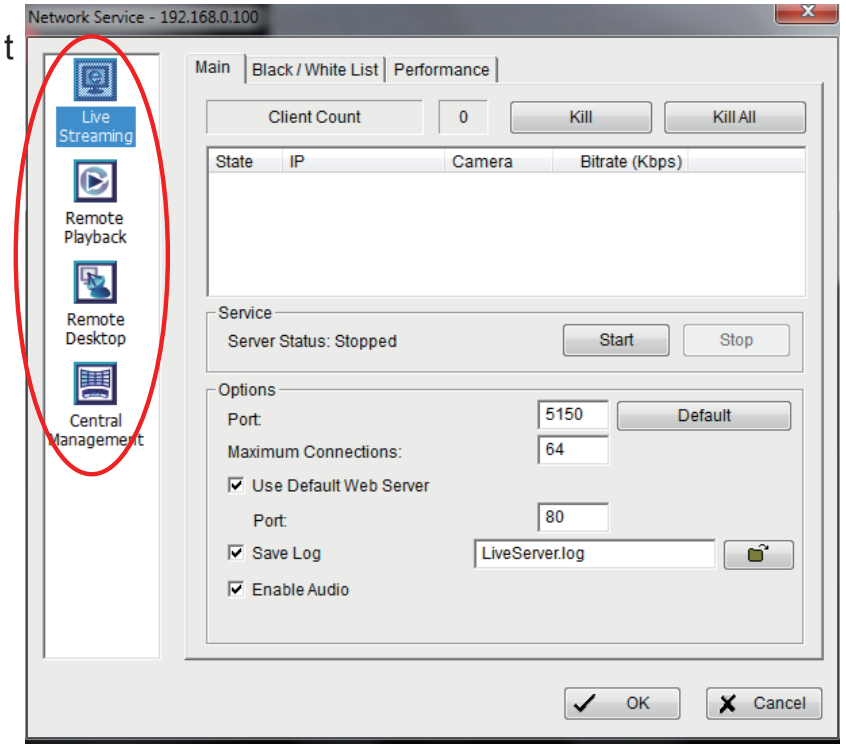
Please download the latest Windows media player here, http://www.microsoft.com/windows/windowsmedia/default.mspx.

13. How do I start network services?

Step 1: Go to **General Setting > Network services**.



Step 2: Please remember to click on the services you want to start in Main Console.



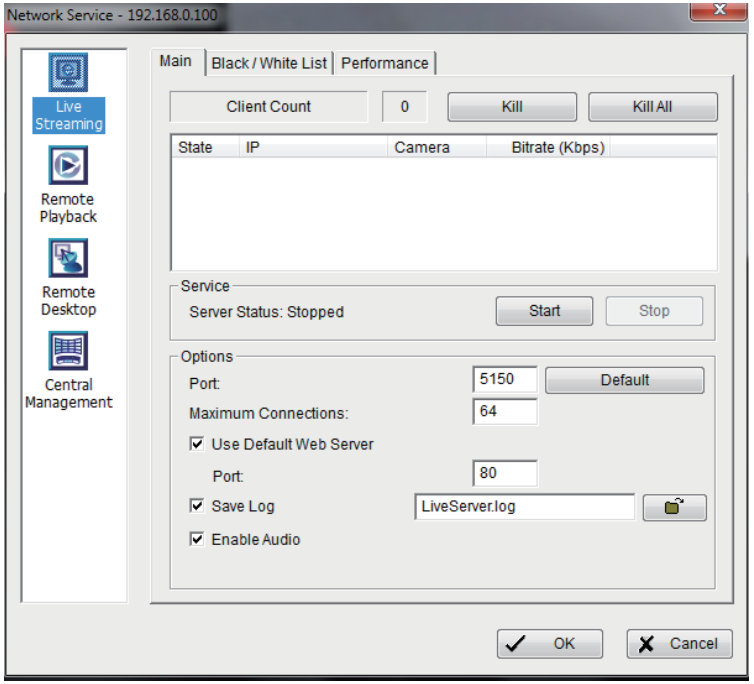
14. How to configure my PC/Server to allow remote access to Viewer and Playback?

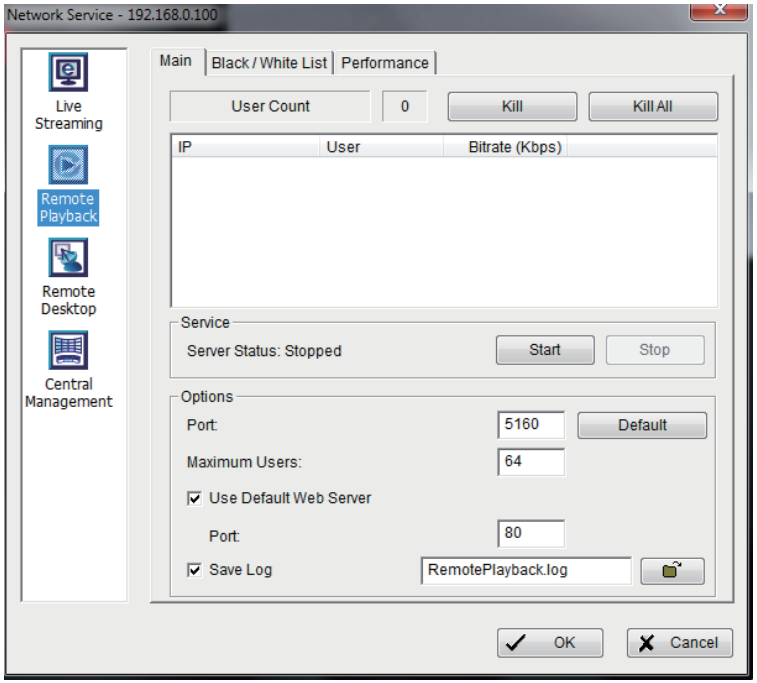
In order to view remote live viewer and remote playback from the internet, there are two things you have to do.

Step 1: Start Network Service in Main Console. To start, go to **Main Console > General Setting > Network Service** and then start this service.

- The default port number for live streaming is 5150.
- The default port number for remote playback is 5160.
- The default port for web browser is 80.

If you want to modify, please don't forget to set it to port forwarding on your router.





If you see the following error message, this means that your port 80 was occupied by the another device, therefore, you have to change the port number.

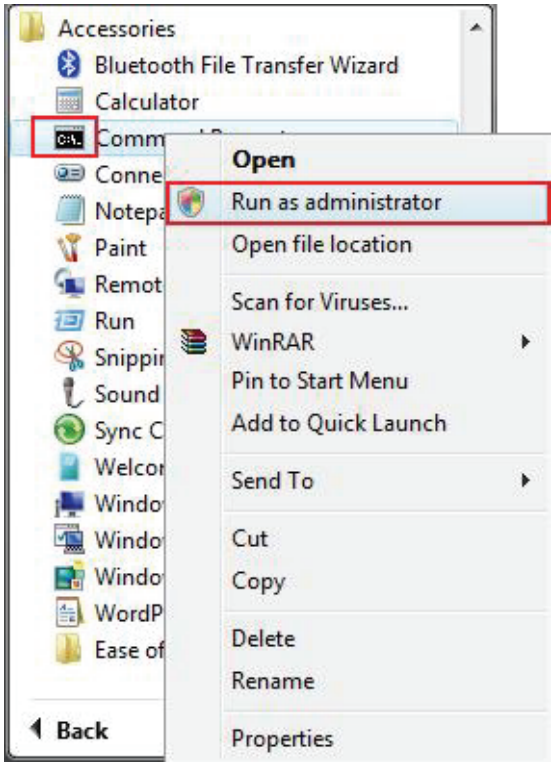
Step 2: Enable port forwarding in your router and then find the public IP address of your router and set port forwarding on the router to NVR LAN IP.
• You can see the public IP address of your router in the configuration menu.
• You can also configure NAT (or port forwarding) port 80, 5150 and 5160 to your NVR's LAN IP (e.g. 192.168.3.30) in the router.
• Port forwarding is similar to the example given below:
You have to forward 3 ports, one for 80, one for 5150 and one for 5160.
All 3 ports should point to e.g. 192.168.3.30

After you have successfully forwarded the 3 ports in your router, you will be able to access remote live viewer and remote playback from the internet.

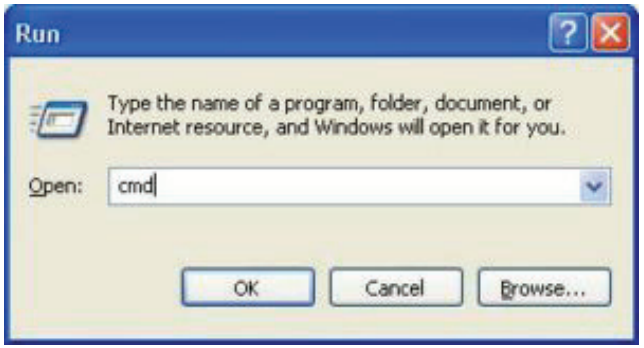
15. Why can't I see live view and video playback on Internet Explorer after upgrading to the latest version?

This is often caused by old temporary IE components in Windows. Please remove these IE components and reinstall ActiveX to solve the problem.

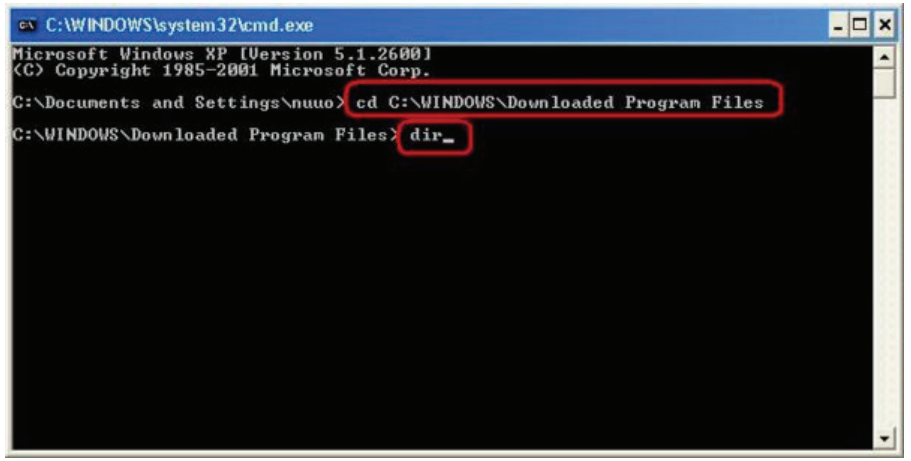
Step 1: Close IE and its related applications first. Otherwise some files may be locked during removal. If your OS is Vista, please run "Command prompt" as an administrator or you will not be able to remove these components.



Step 2: Go to **Start > Run >** enter **cmd** and press **OK**.

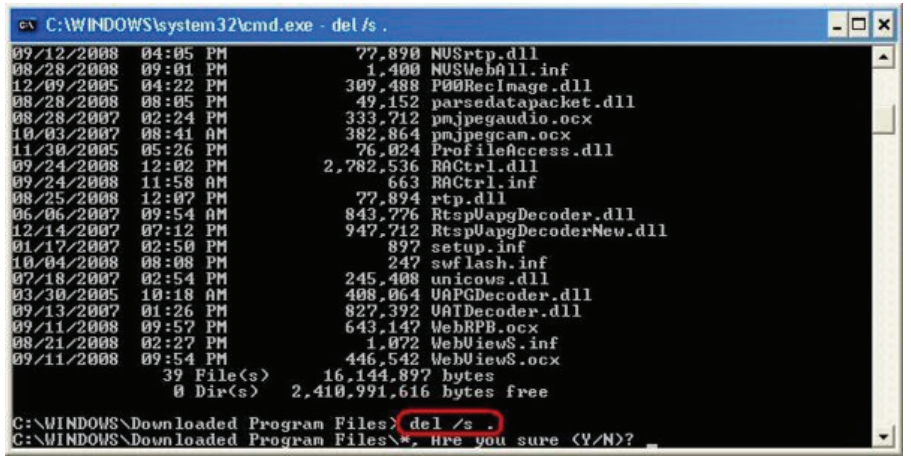


Step 3: Type **cd C:\WINDOWS\Downloaded Program Files**
Step 4: Type **dir** to list all the objects on this folder .



Step 5: Type **del /s.**
Note: Don't forget to add (.) after **/s**

Step 6: Keep pressing **Y** until you are prompted to delete all the files in the folder.

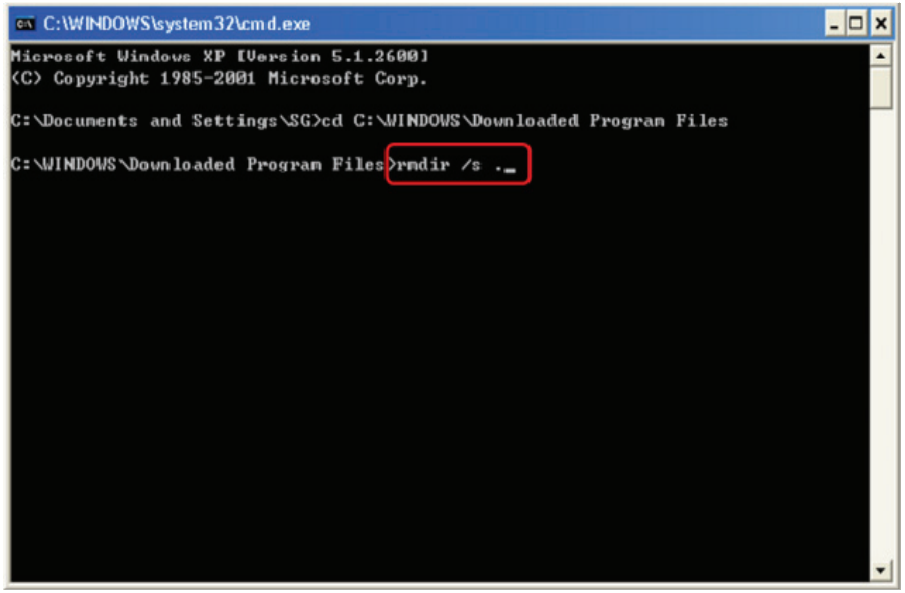


Step 7: Type **rmdir /s** .

Step 8: Continue pressing **Y** when prompted to clear up the remaining files in the folder

Step 9: Type **dir** and press **Enter** to check if the folder is empty.

Step 10: Re-install your ActiveX with web remote client.



16. What default ports are used for network service?

The default ports can be changed, but we strongly recommend you avoid using ports below 1024 because they are often used by other system services.

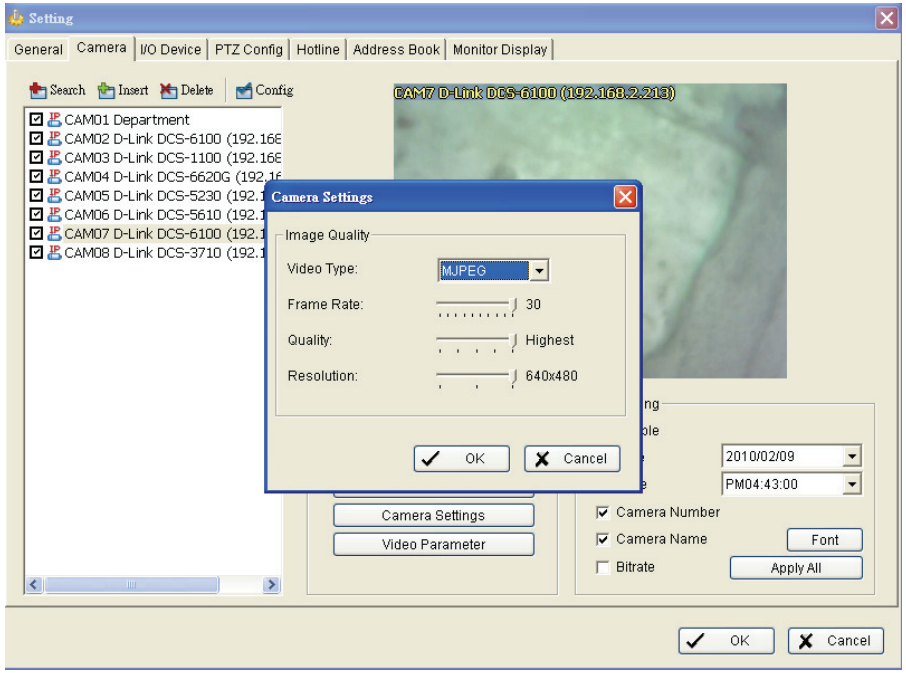
Service	Port	Purpose
Live streaming	5150	Communication between desktop remote live viewer and Main Console
Default web server	80	Access protocol of web based remote client

Remote playback	5160	Communication between desktop remote playback and Main Console
Remote desktop	5140	Remote access to Main Console

17. How to enable audio for the remote live viewer application and Internet Explorer browser?

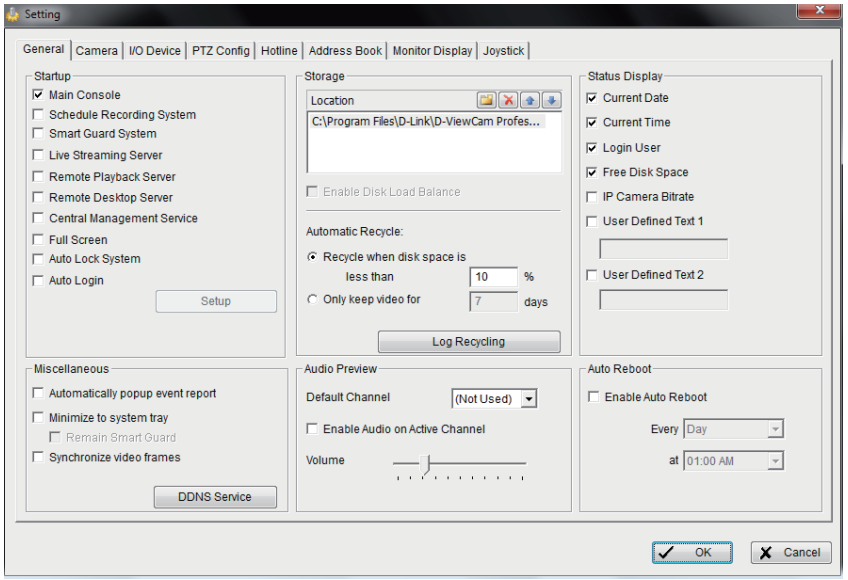
Please right click on the screen and select **Enable Audio.**

If you are using network cameras, go to **Main Console > General Setting > Setting > Camera > Camera Settings.**

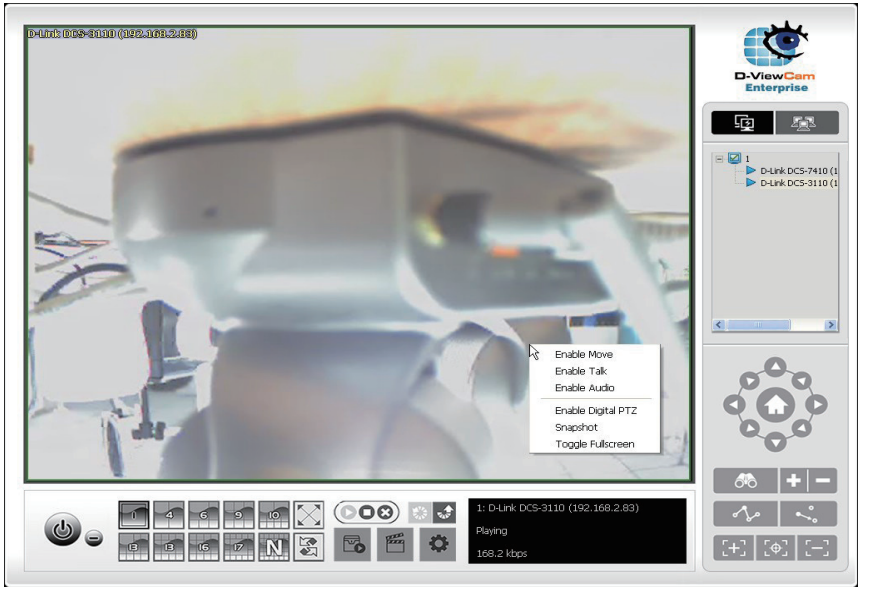


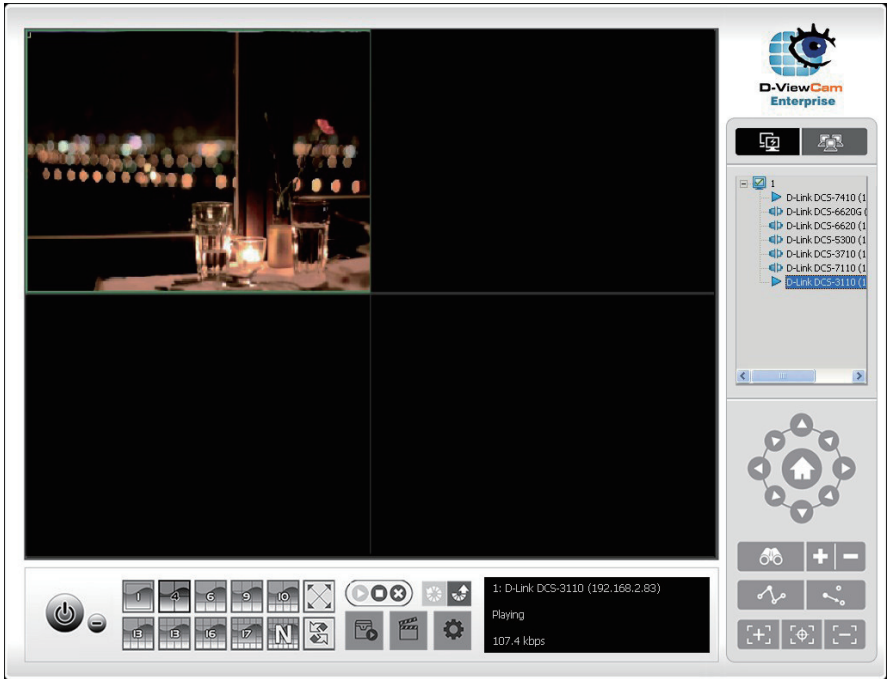
Right click on the screen and select **Enable Audio.**

If you are using analog cameras, please go to **Main Console > General Setting > Setting > Audio Preview**.



Go to remote live viewer and right click on the screen to check **Enable Audio**.



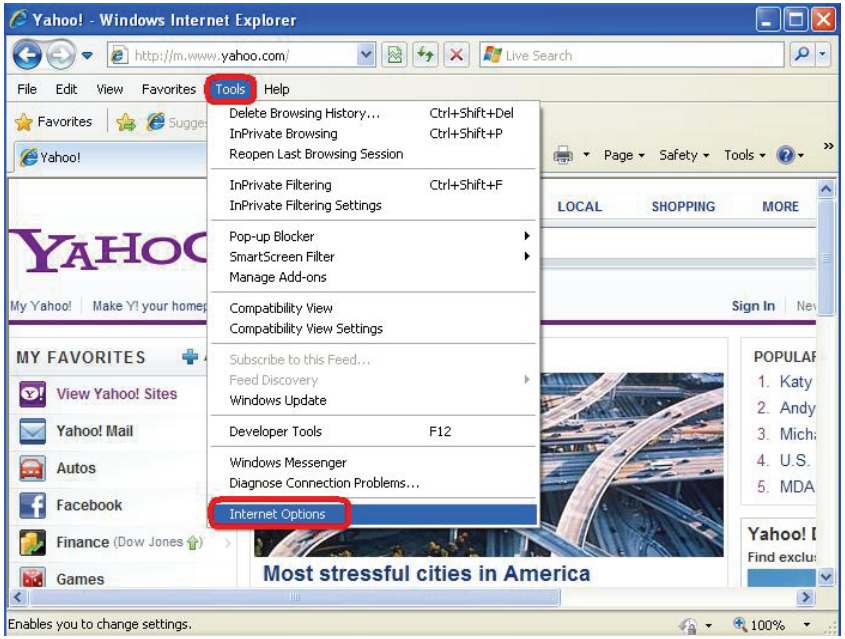


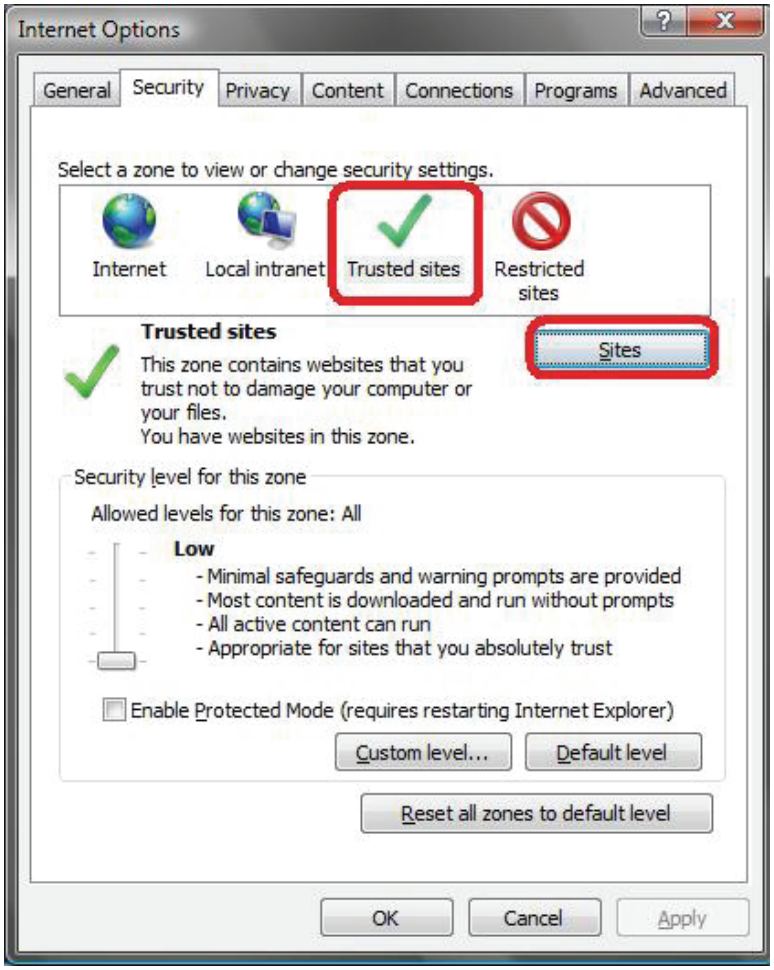
18. Why Internet Explorer 8 doesn't work well with software version 3.0?

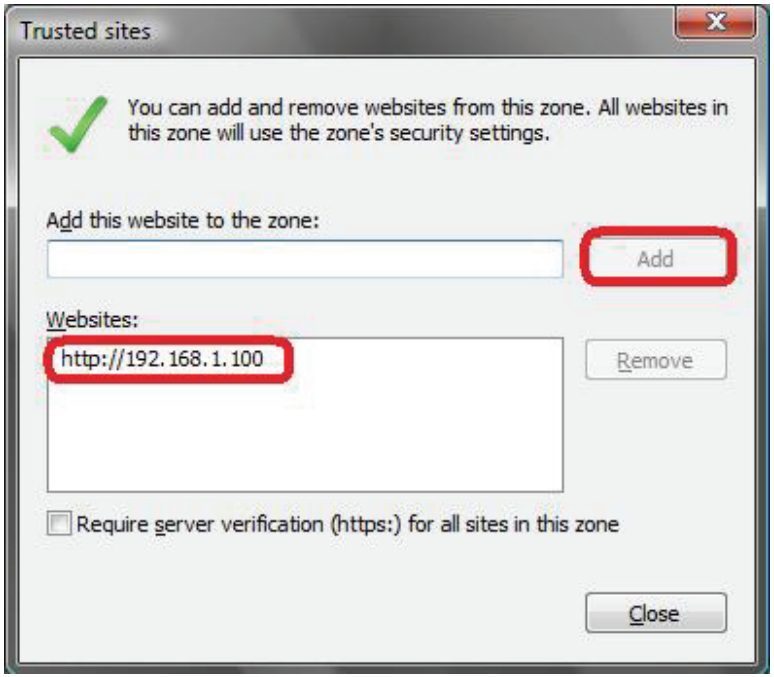
In order to install ActiveX in an IE 8 environment, we need to set up the following.

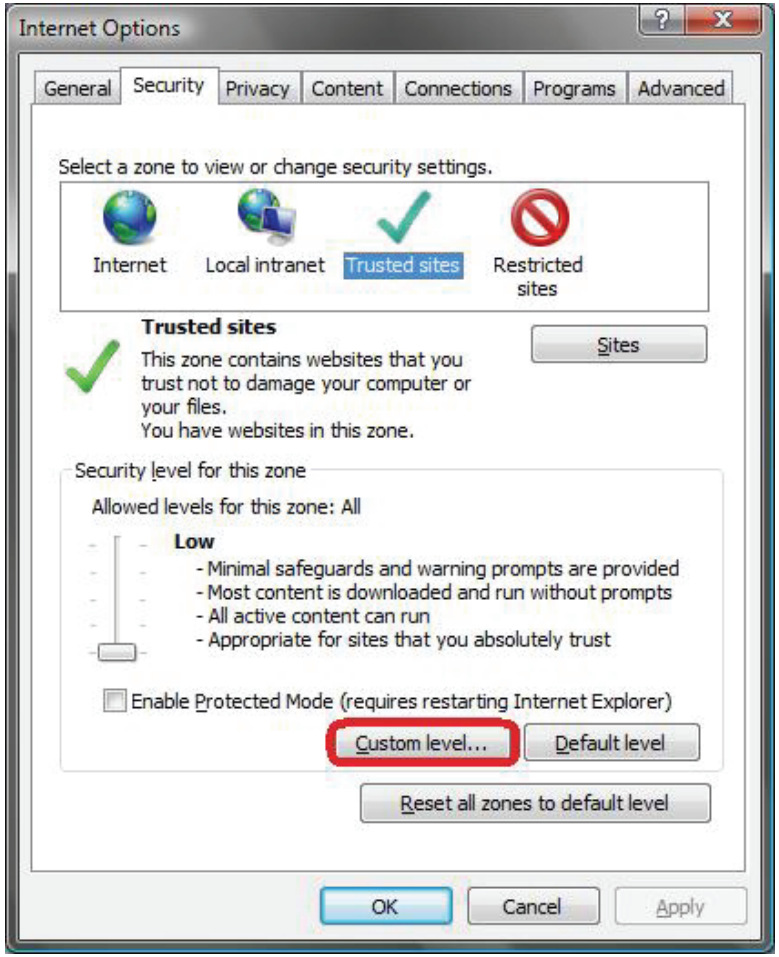
Ensure **vcredist_x86.exe** has already been installed.

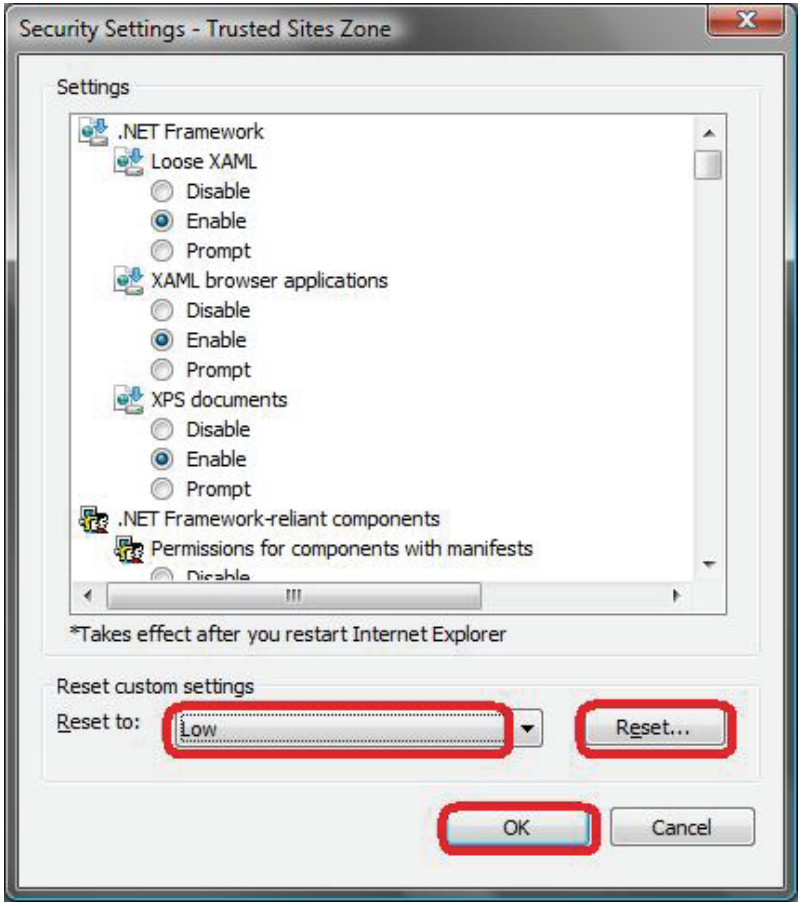
Step 1: Add the Server IP into Trusted Web Site.



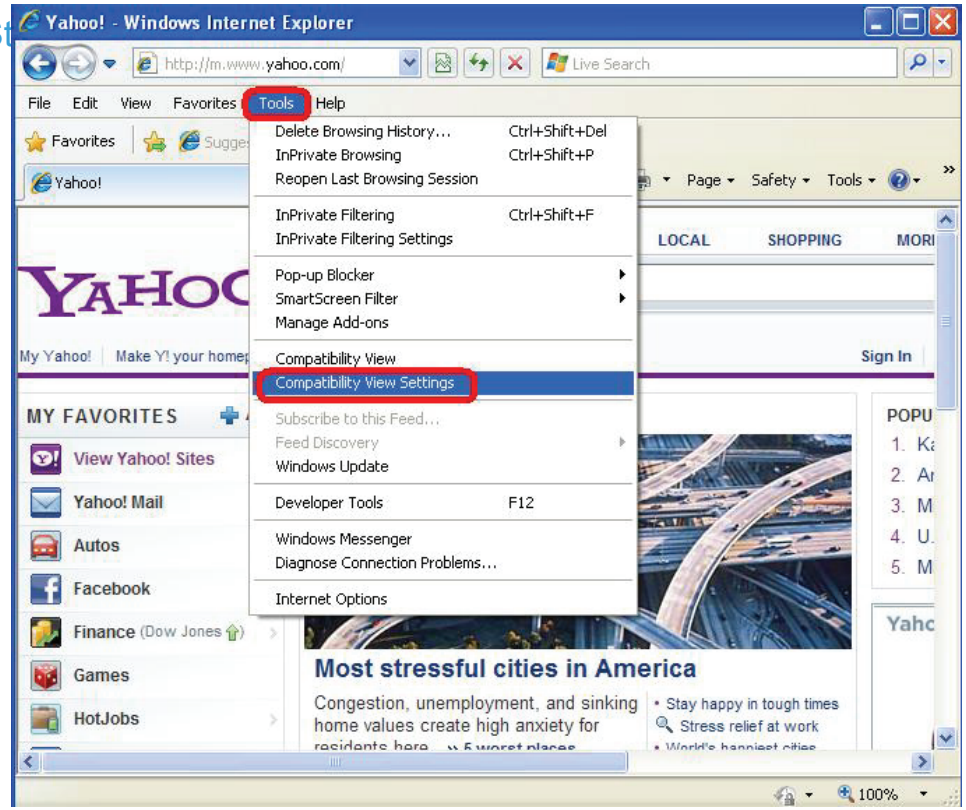

Internet Options
General
Security
Privacy
Content
Connections
Programs
Advanced
Select a zone to view or change security settings.
Internet
Local intranet
Trusted sites
Restricted sites
Trusted sites
This zone contains websites that you trust not to damage your computer or your files.
You have websites in this zone.
Sites
Security level for this zone
Allowed levels for this zone: All
Low
- Minimal safeguards and warning prompts are provided
- Most content is downloaded and run without prompts
- All active content can run
- Appropriate for sites that you absolutely trust
Enable Protected Mode (requires restarting Internet Explorer)
Custom level...
Default level
Reset all zones to default level
OK
Cancel
Apply

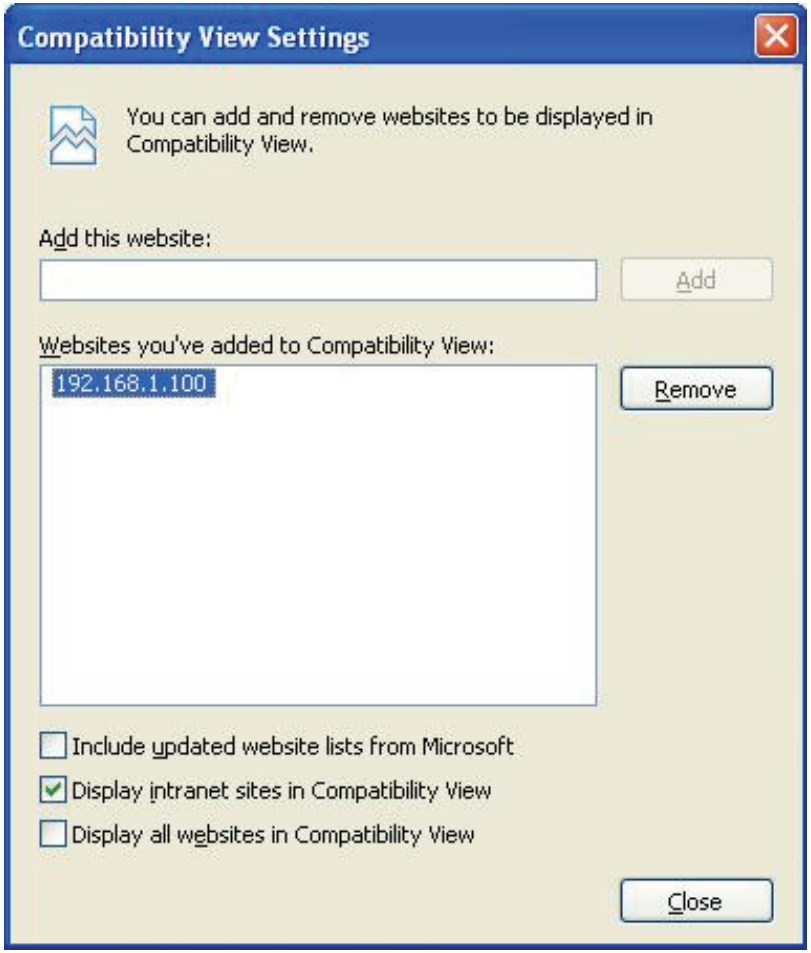

Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
Add
Websites:
http://192.168.1.100
Remove
Require server verification (https:) for all sites in this zone
Close

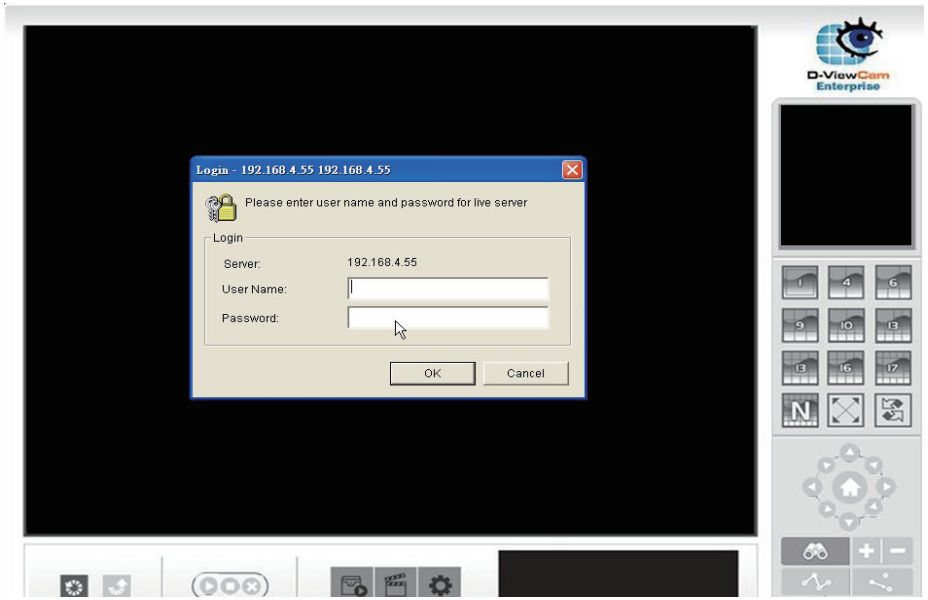

Internet Options
General
Security
Privacy
Content
Connections
Programs
Advanced
Select a zone to view or change security settings.
Internet
Local intranet
Trusted sites
Restricted sites
Trusted sites
This zone contains websites that you trust not to damage your computer or your files.
You have websites in this zone.
Sites
Security level for this zone
Allowed levels for this zone: All
Low
- Minimal safeguards and warning prompts are provided
- Most content is downloaded and run without prompts
- All active content can run
- Appropriate for sites that you absolutely trust
Enable Protected Mode (requires restarting Internet Explorer)
Custom level...
Default level
Reset all zones to default level
OK
Cancel
Apply


Security Settings - Trusted Sites Zone
Settings
.NET Framework
Loose XAML
Disable
Enable
Prompt
XAML browser applications
Disable
Enable
Prompt
XPS documents
Disable
Enable
Prompt
.NET Framework-reliant components
Permissions for components with manifests
*Takes effect after you restart Internet Explorer
Reset custom settings
Reset to:
Low
Reset...
OK
Cancel

Step 2: Go to **Tools > Compatibility View Settings** and add the Server IP Compatibility View Setting.

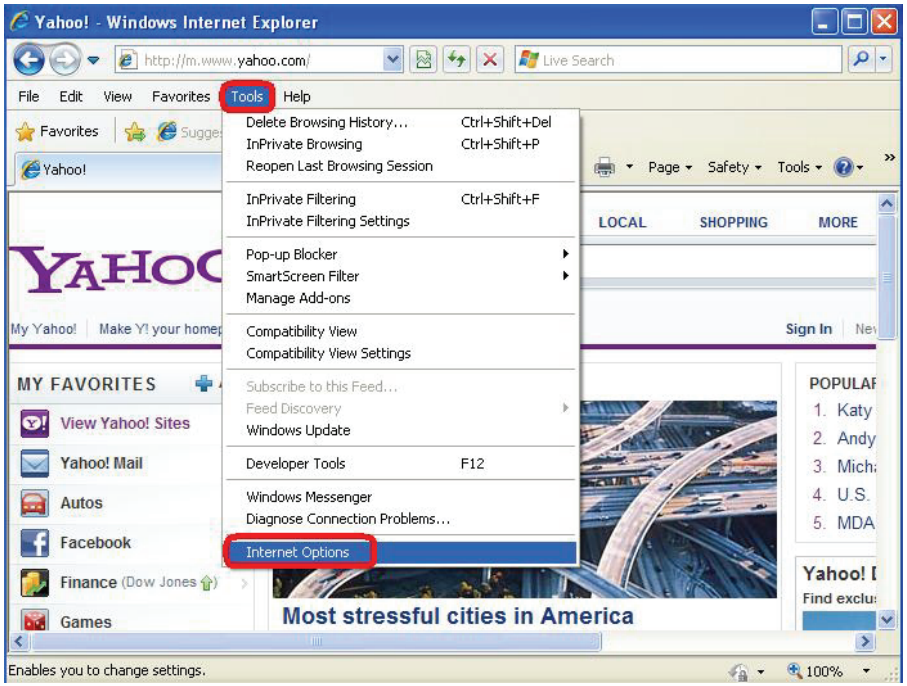


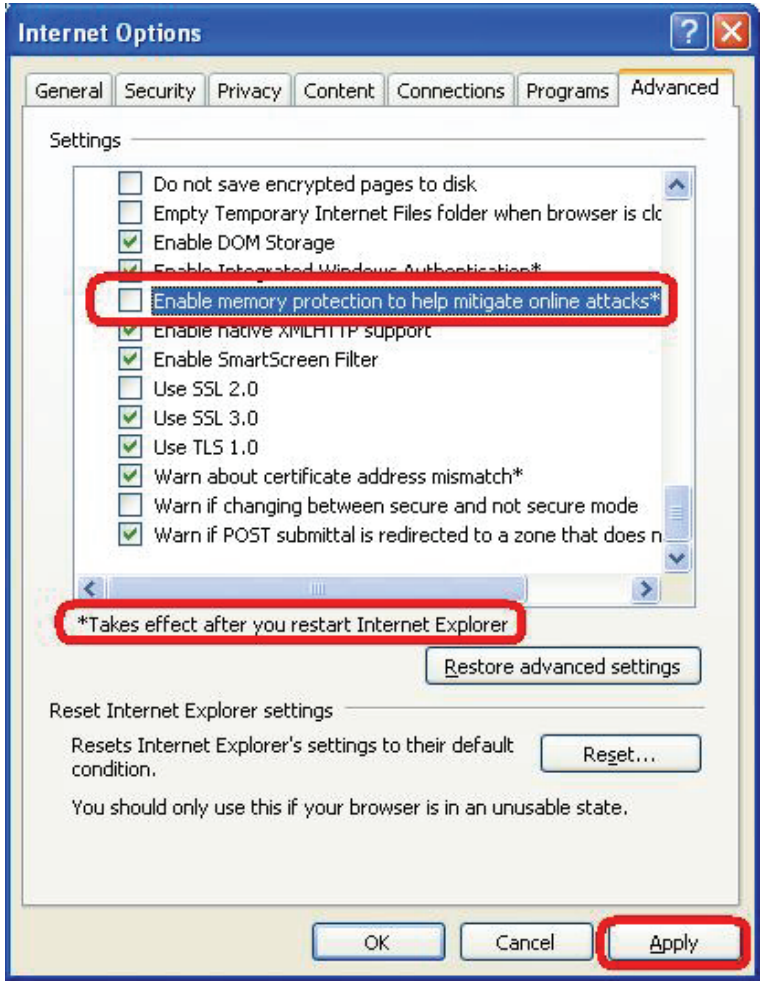




Enjoy 3.2 web live viewer with Internet Explorer 8.

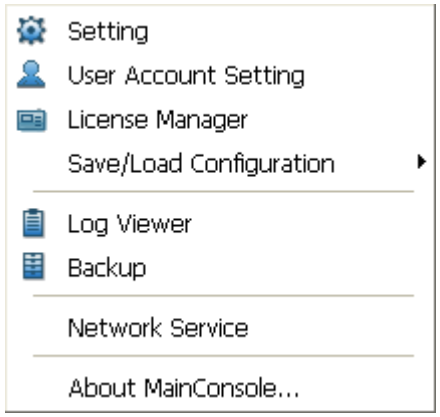
Step 3: If the instructions above doesn't work, please try the following method. (Optional)

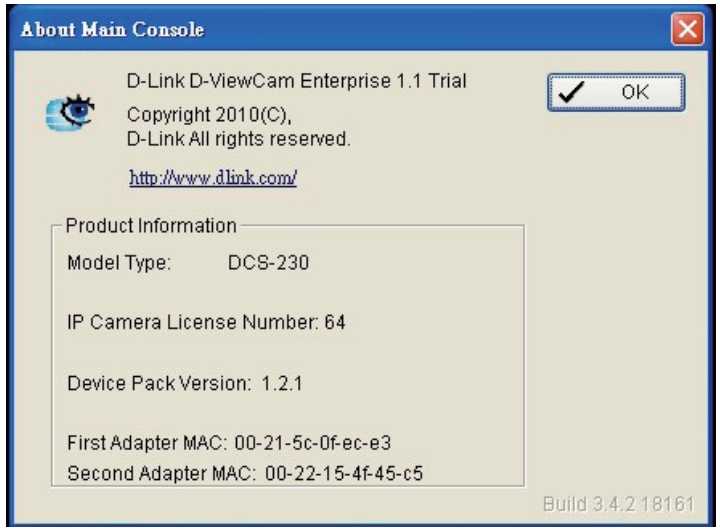




19. What is the version of my software?

Go to **Main Console > General Setting > About Mainconsole.**

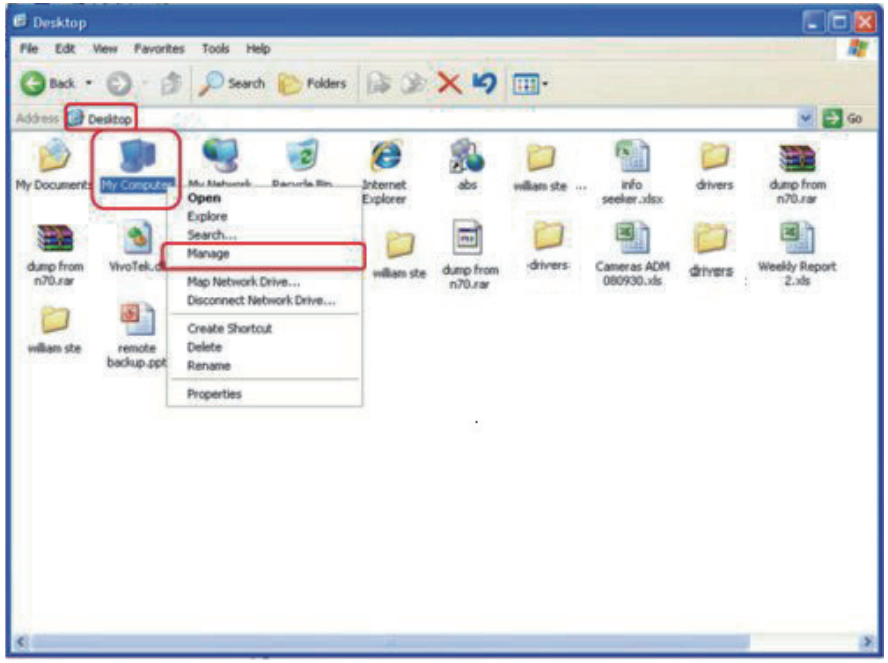




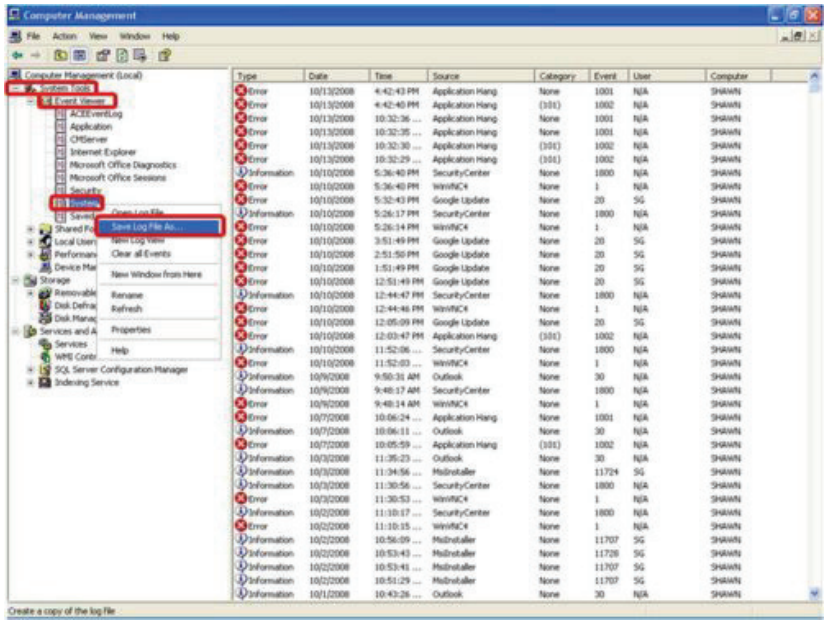
20. How do I get the Windows system log and application log?

System log
Step 1: Go to **Desktop >** right click on **My Computer > Manage**.

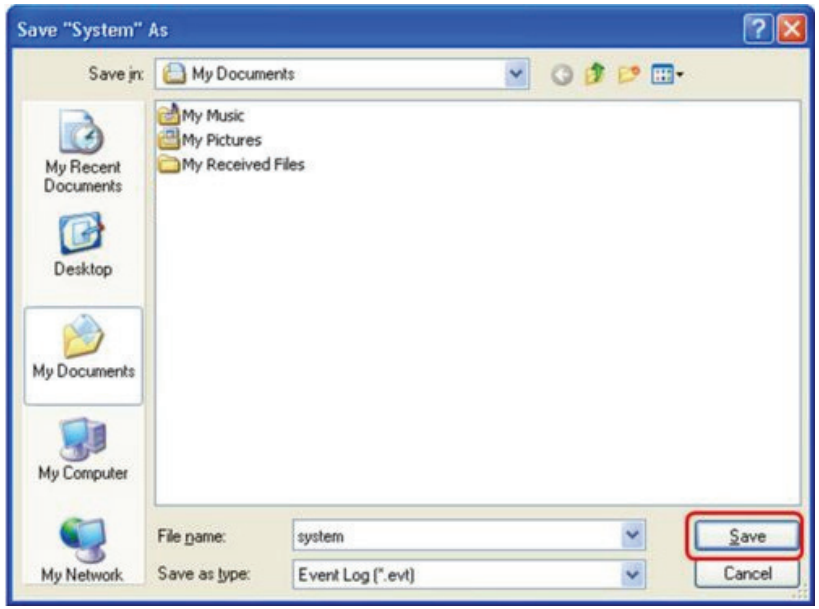
Step 2: In Computer Management, go to **System Tools > Event Viewer > System**.



Step 3: Right click on **System > Save Log File As...**

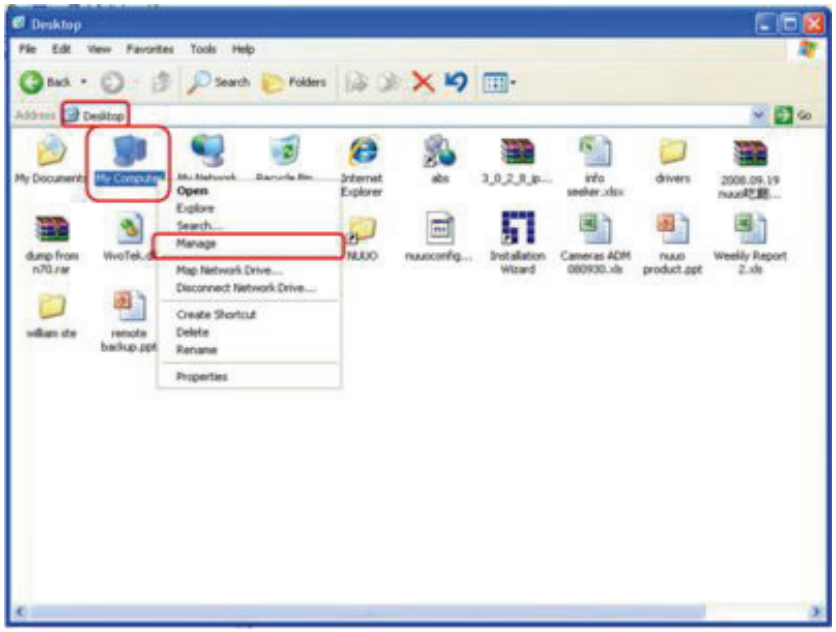


Step 4: Type **system** as file name and save file as .evt format Please name the file as **system** so we know that it is a system log file.



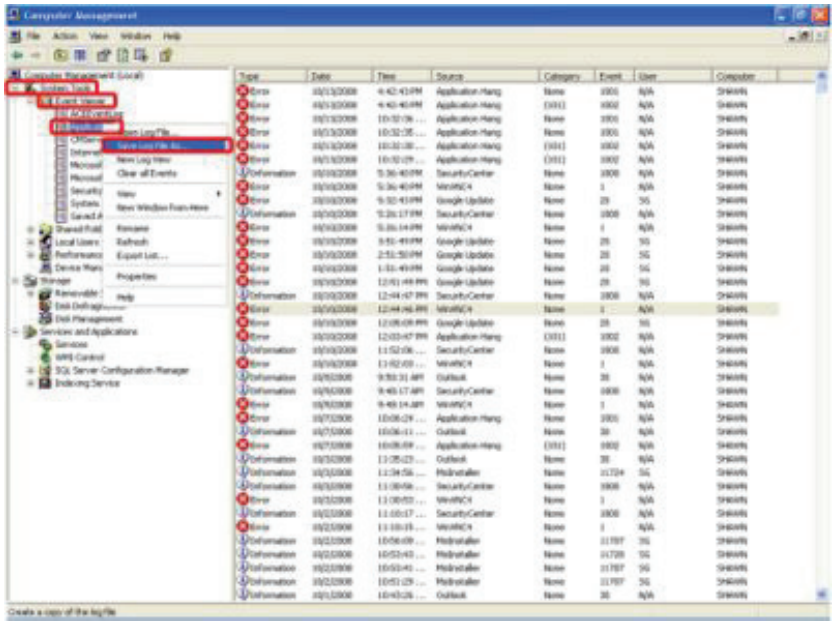
Application Log

Step 1: Go to **Desktop >** right click on **My Computer > Manage**.



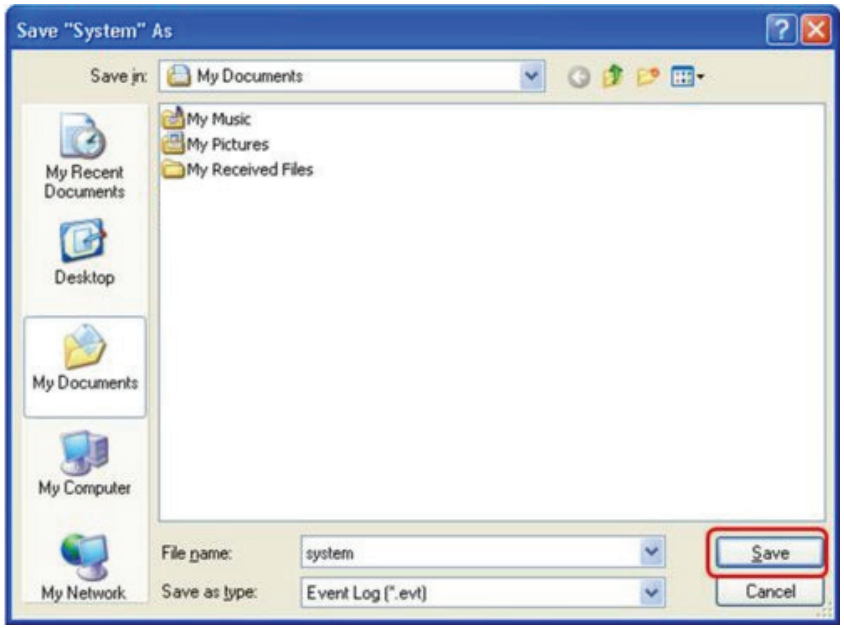
Step 2: In **Computer Management > System Tools > Event Viewer > Application**.

Step 3: Right click on **Application > Save Log File As...**.



Step 4: Type **application** as file name and save file in .evt format.

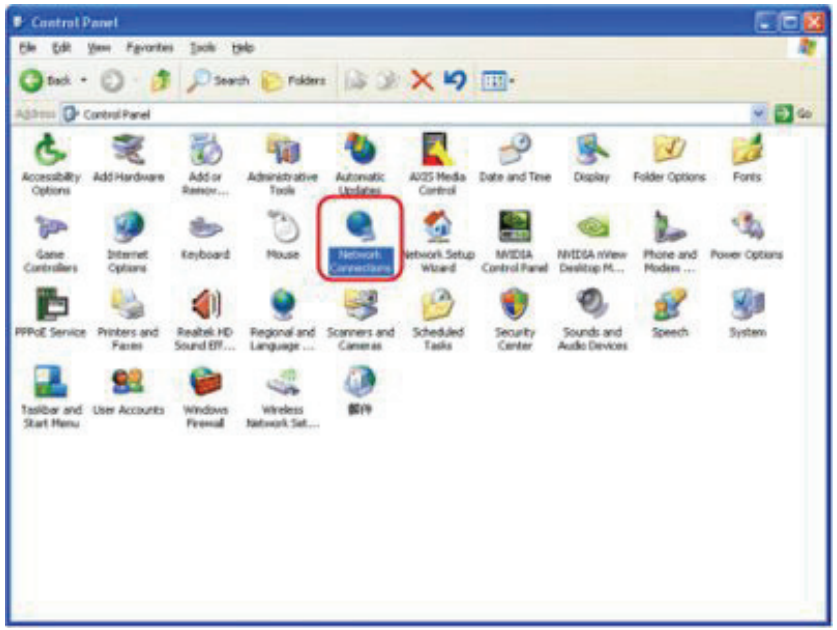
Note: Please name the file as **application** so we know that it is an application log file.



21. How many user accounts can I create?

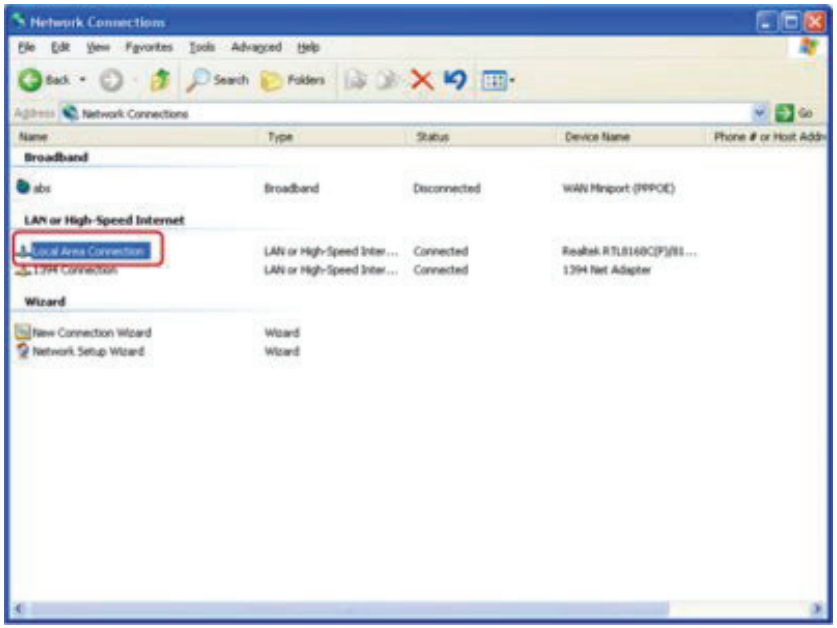
You can create an unlimited number of user accounts.

22. How do I setup local area network?
D-ViewCam Standard/Professional/Enterprise supports both LAN and WAN. If your surveillance system does not have internet access, you can setup a private network or LAN to establish networking between Mainconsole and other network devices such as an IP camera.

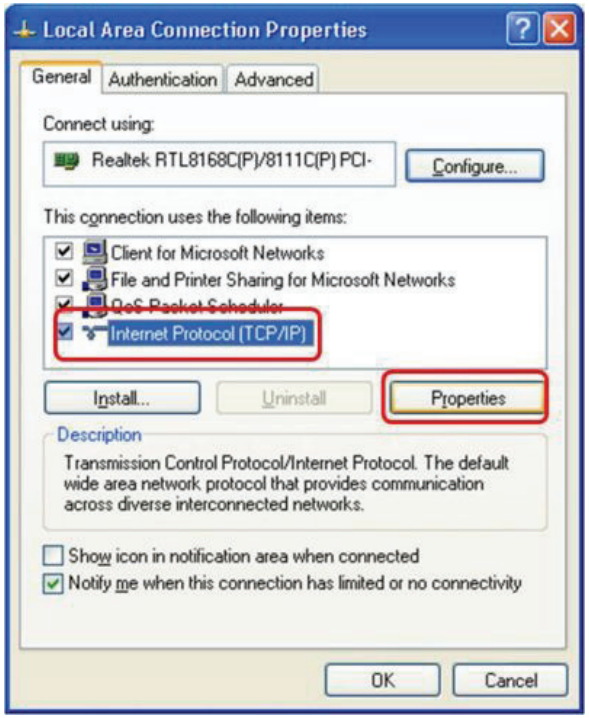


Setup with static IP
Step 1: Go to **Control Panel > Network Connections**.

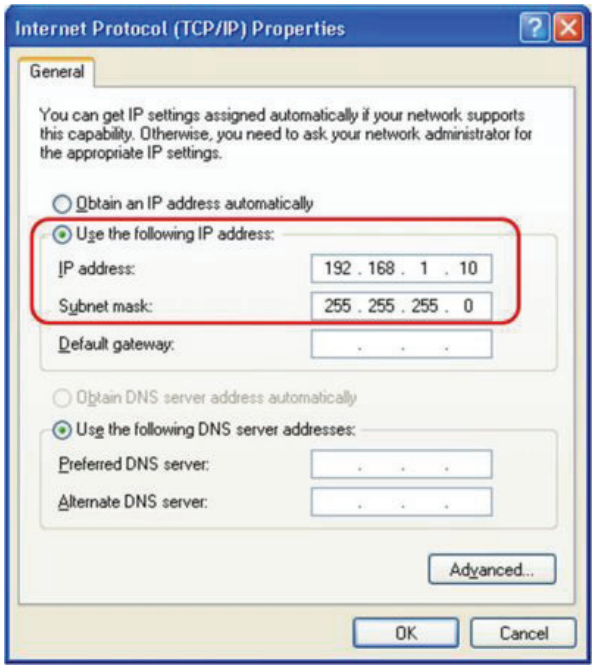
Step 2: Right click on **Local Area Connection > Properties**.



Step 3: Select **Internet Protocol(TCP/IP) > Properties**.



Step 4: Select **Use the following IP address** and update the fields as shown in the picture. [192.168.1.1] and [192.168.1.254] is normally occupied by the router or other network devices, so please try to avoid using these IP addresses.



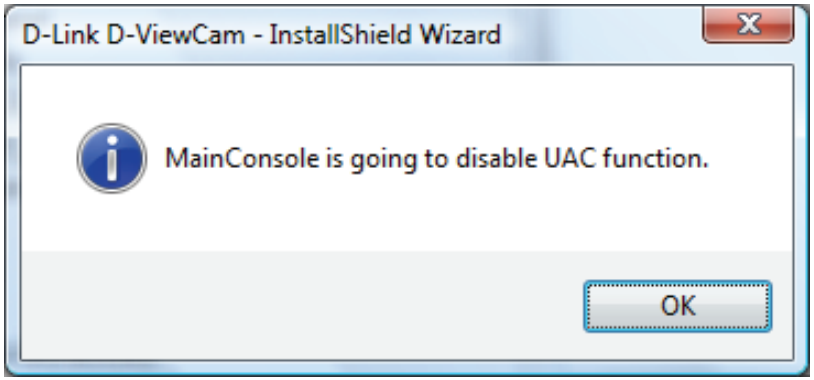
Please note that you will only be able to access IP addresses between the same subnet address, such as [192.168.1.1 to 192.168.1.254].

Setup with dynamic IP

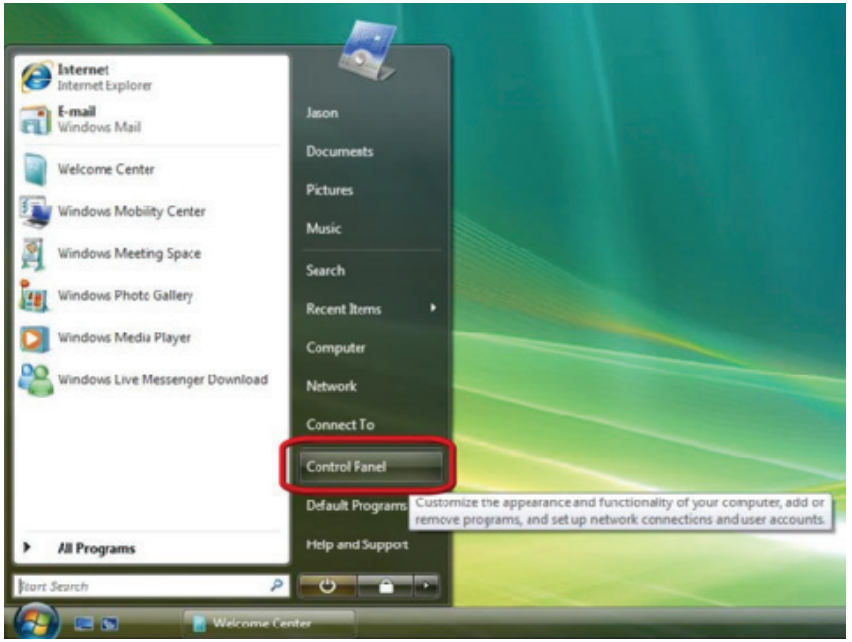
We strongly discourage assigning dynamic IP address to IP cameras that are based on DHCP. The IP address of each IP camera is temporary so whenever the address is reassigned, the camera will lose connection permanently to your D-ViewCam Standard/Professional/Enterprise server unless you manually rematch the camera's new IP address to D-ViewCam Standard/Professional/Enterprise server.

23. What should I do when I see this pop-up UAC message?

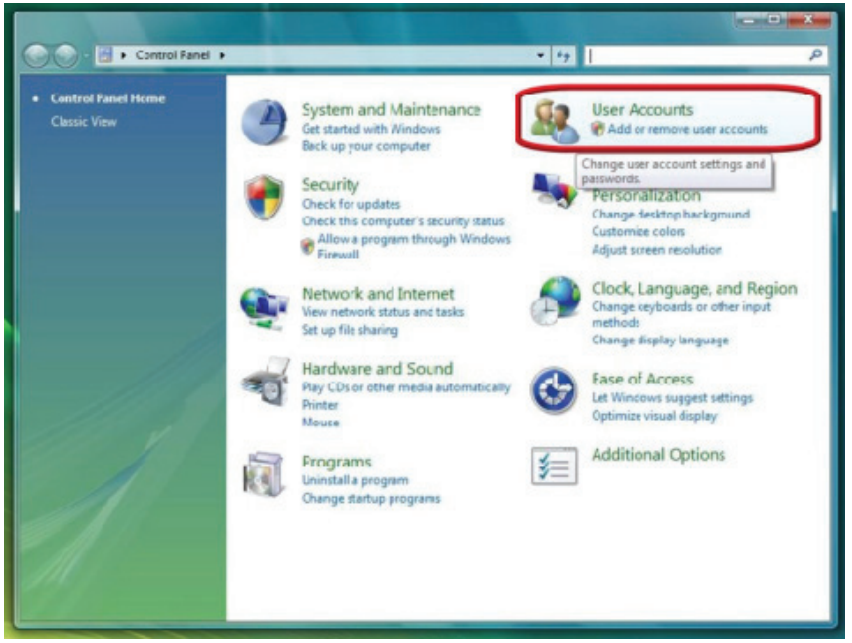
When using Windows Vista, the system will pop-up the following message to stop your D-ViewCam.



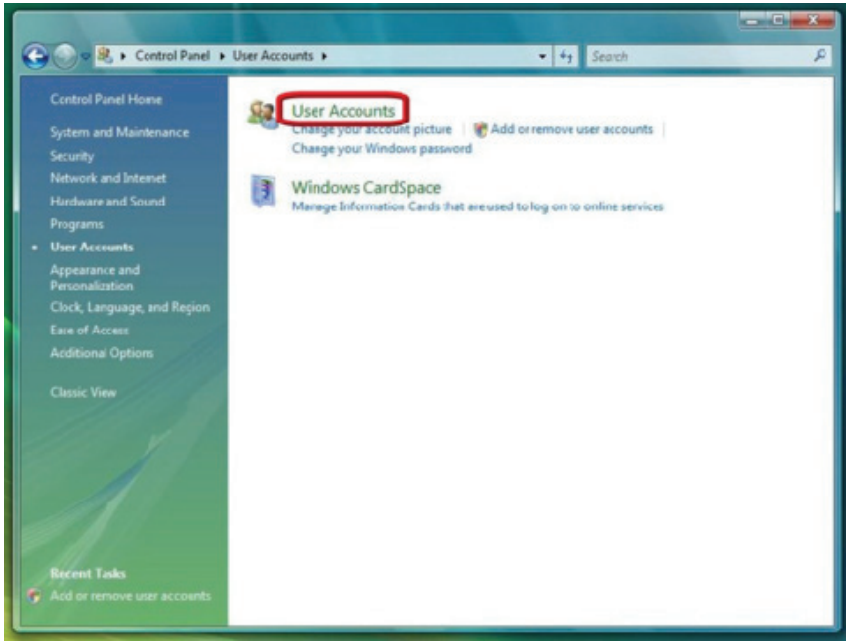
1.) Go to Control Panel.



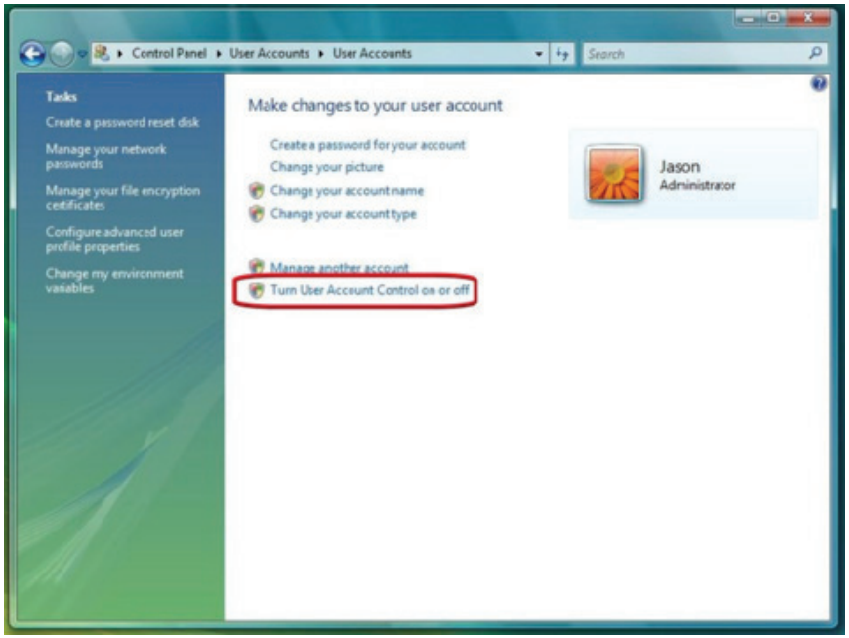
2.) Click on User Accounts.



2.) Click on User Accounts.

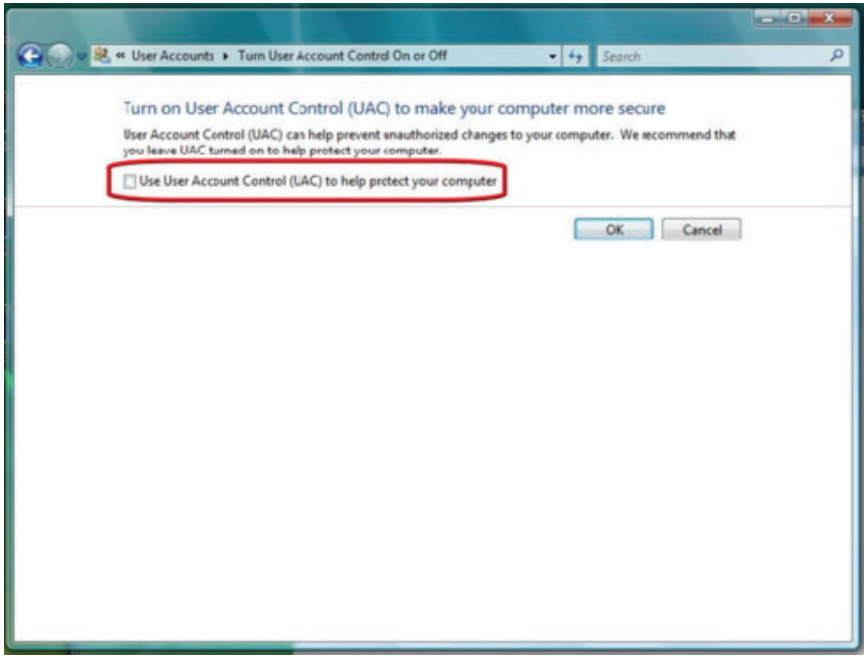


4.) Click **Turn User Account Control on or off**.



5.) Click to deselect **Use User Account Control (UAC) to help protect your computer**.

6.) Click **OK** and restart Windows.



24. What type of network does the D-ViewCam Standard/Professional/Enterprise support?

D-ViewCam Standard/Professional/Enterprise supports both LAN and WAN. If your surveillance system does not have internet access, you can setup a private network or LAN to establish connection between the Main Console and other network devices such as network camera.

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D-ViewCam Standard/Professional/Enterprise product makes use of the following software licensed under LGPL (Lesser General Public License). You can download the copies of the LGPL licensed software from the official web site listed as the following.

1.1 LIVE555 Streaming Media (www.live555.com/liveMedia/, GPL v2)
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1.3 FAAC v20020104 (sourceforge.net/projects/faac, GPL v2)
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(For example, a function in a library to compute square roots has a purpose that is entirely well-defined independent of the application. Therefore, Subsection 2d requires that any application-supplied function or table used by this function must be optional: if the application does not supply it, the square root function must still compute square roots.)

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b) Use a suitable shared library mechanism for linking with the Library. A suitable mechanism is one that (1) uses at run time a copy of the library already present on the user’s computer system, rather than copying library functions into the executable, and (2) will operate properly with a modified version of the library, if the user installs one, as long as the modified version is interface-compatible with the version that the work was made with.

c) Accompany the work with a written offer, valid for at least three years, to give the same user the materials specified in Subsection 6a, above, for a charge no more than the cost of performing this distribution.

d) If distribution of the work is made by offering access to copy from a designated place, offer equivalent access to copy the above specified materials from the same place.

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