Remote Monitoring Setup Guide

QC SERIES NVR MODELS

Setup Guide for Remote Internet and Smartphone Monitoring, MyQ-See DDNS, and Email Notification
Thank You for Choosing a Q-See Product!

This manual was accurate at the time it was completed. However, because of our ongoing effort to constantly improve our products, along with smartphone and router manufacturers adding and changing features on their products, it is possible that some functions may change from how they are described. We encourage you to visit our website at www.Q-see.com to check for the latest firmware and software updates as well as product announcements.

Throughout the manual we have highlighted warnings and other important information that will assist you in operating your new system in a safe and trouble-free manner. Please take the time to read and follow all instructions and pay attention to alerts as shown below:

IMPORTANT! Red boxes with this icon indicate warnings. To prevent possible injury or damage to the product, read all warnings before use.

NOTE! Text in blue boxes with the Information icon offer additional guidance and explanations about how to make the most out of your system.

Every effort has been made to make this manual easy to understand and follow. However, if you should run into any difficulties during any of these operations, we are here for you.

QUESTIONS OR COMMENTS? CONTACT US

24/7 TECHNICAL RESOURCES, KNOWLEDGE BASE AND MORE
www.Q-See.com/Support

(Continued Next Page)
4. REMOTE DEVICES

4.1 Connecting to IP Cameras Over the Internet
   Connecting to a Local Network
   Opened Ports and Internet IP address
   Connecting to the Remote IP Camera

4.2 Using the Web Service App
   Live View
   Setup
   Network
   Event
   Record
   System
   Alarm
   Logout

4.3 Troubleshooting Connection Issues
   Issues with DHCP
   Obtaining IP Information Using IPCONFIG

5. MOBILE SURVEILLANCE

5.1 iPhone and iPad
5.2 Android
5.3 BlackBerry
5.4 Symbian
5.5 Windows Mobile

REMOTE ACCESS

In order to access your NVR remotely, you must connect it to a router or a modem. Using a router allows you to connect to your NVR from other computers on your LAN (Local Area Network) in addition to over the Web. Directly connecting to a modem makes your NVR available for connection through the Internet only.

If you are using a router and wish to access your NVR from outside your LAN either over the Internet, or from your mobile device, then that router must be connected to the Internet. The instructions below will guide you through the process of configuring your NVR for remote access. Once completed, you will be able to access and control your system using one of two addresses. You will have a local IP address usable by computers connected to the same router as your NVR. This address can also be used by wireless devices as long as they are able to also connect to your router’s WiFi signal. Once you leave the area covered by your local network, you will need to use a second address to access the NVR. This is the address which will allow you to connect to your system from anywhere in the world with Internet access. And, by using Q-See’s free DDNS service, MyQ-See.com (more on this later), you’ll be able to do so using a conventional web address.

If you are using a router, proceed with Section 1.1. If you are connecting directly to the Internet via a modem then begin with Section 1.4.

NOTE! The minimum speed on the internet connection is 1Mbps download and 1Mbps upload for 4 and 8 channels, and 2Mbps download and upload for 16 channels. You can check the speed of your connection at both ends by going www.SpeedTest.net from both a computer attached to the same router as the NVR as well as the remote computer which you will be using.

Startup Wizard and the Remote Monitoring Quick Start Poster

If you were able to connect your computer to your network, and to the Internet, using the Startup Wizard when you powered up your NVR, you should skip to Section 1.3 Static Internal IP Address in order to ensure that your network address does not change in the event of a power outage.

Likewise, if you were able to successfully connect using the Startup Wizard, then the NVR was able to connect using UPnP, or Universal Plug ‘n Play and your ports have already been opened. In this case, it is very important to NOT attempt to open your ports as that will cause communication errors between your NVR and the network, possibly preventing reliable remote access.

If you were unable to connect to your network, the most likely cause is UPnP being disabled, or not available on your router. Two alternate connection options are presented for PC users on the Remote Monitoring Quick Start Poster. They are also presented again in Section 1.2 Opening Ports, along with instructions for Macintosh users.
1.1 CONNECTING YOUR NVR TO A NETWORK
First and foremost, you will need to physically connect your NVR to a router. This router can be part of an existing network of computers, or it can be the router/modem supplied by your Internet Service Provider (ISP) to connect you to the Internet. This connection will be made by plugging the included Ethernet cable into the port on the back of the NVR marked RJ45. Your NVR is not designed to be connected wirelessly to a network. It is also recommended that the router that the NVR is connected to should be connected directly to the Internet rather than to another router if Internet access is desired as multiple routers can create problems with connectivity. You will also need to have a computer connected to the same router - at least temporarily - to make certain settings. If, after following the instructions you are still not able to access your NVR, please see Section 1.7 Resolving Connection Issues later in this chapter.

BEFORE YOU GET STARTED
You will need to have:
- Your router’s brand, model number and manual. The manual is also usually available on your router’s manufacturer’s website.
- The “Manuals and Software” CD that came with your NVR. It contains necessary software and links to other important programs which are mentioned in this guide.
- Your router’s password (the default password should be in your router’s manual).

OBTAINING AN IP ADDRESS
Each device on a network - both a LAN or the Internet - has a specific IP address. This address is what allows different devices on the network to communicate with each other. Your QC-series NVR displays its IP address in the Network window.

STEP 1. Select Main Menu from the Shortcut Menu.

STEP 2. Click on the Settings icon in the Main Menu

STEP 3. Click on the Network icon in the Settings Menu.

STEP 4. Ensure that the box labeled “DHCP” is filled.
If it is not, please click on the box so that it is filled in white. Click on Save and then exit the window. Reopen the window to see the updated IP address.

STEP 5. Write down the:
1. NVR’s IP Address
2. Subnet Mask, and
3. Gateway (your Router’s address)

STEP 6. Exit Menu

You may now proceed to Section 1.2 Advanced Settings. However, if you are unable to obtain an IP address from your router, please proceed to Section 1.3 Static IP.
1.2 OPENING PORTS

To make your NVR accessible from outside of your local network, you have to “forward” ports 85 and 37777 through your router to your NVR's IP address. The most preferred - and easiest - method is UPnP. This is the method used by the Startup Wizard and for most users, the NVR should connect automatically. If not, we offer some other methods which should work for the majority of users. You will only need to use one of these methods - which are the same if you are using a Macintosh or Windows PC. If you are unable to connect your NVR to the Internet using any of these procedures, the likely cause is the presence of multiple routers on your network. The solution is covered in Section 1.7 Resolving Connection Issues.

OPTION 1: UPNP

The QC series of NVRs come configured to take advantage of the latest networking technology, UPnP or Universal Plug 'n Play right out of the box. If you have an UPnP-enabled router with that function turned on, you will only need to plug the NVR into your network and you will then be able to proceed to the end of this section.

Consult your router’s manual to determine whether it has UPnP or not. Please note that, as of this writing, 2Wire brand routers do not have the UPnP feature. If you do not have a UPnP-enabled Router, you will have to utilize another method to forward your ports.

If you wish to ensure that UPnP is turned on in your NVR, go to the Network window as described above, and check that the UPnP option is checked in the Advanced Settings area in the lower part of the window. If it is not checked, click on the box to add the check, then click on Save before exiting the window. When you reopen the window, the box should be checked.

IMPORTANT! If you connect your system to your network using UPnP you should NOT forward your ports as described later in this section as it will create connectivity problems. You may skip to Confirming that Ports are Opened.

OPTION 2: OPENING PORTS USING DMZ

Accessing your router's DMZ controls:

The exact location of DMZ within the router’s settings vary by manufacturer so please consult your router’s manual for the location of this feature. The method for accessing your router’s settings, however, is pretty standard.

STEP 1. On a computer connected to the same router as the NVR, open a web browser and enter the Gateway (Router’s IP address) into the browser window’s address bar to access your router.

STEP 2. Locate the DMZ settings in your router. Each manufacturer is different so please consult your router’s manual for the location of this setting. Two examples are shown at right.

STEP 3. Enable DMZ.

STEP 4. Enter the NVR’s IP address.

STEP 5. Click on Apply or Save to preserve your settings.

Leave your router control panel open as you will need to obtain DNS information from your router in Section 1.5 Domain Name System (DNS). You should now proceed to the section entitled Confirming that Ports are Opened.

NOTE! If you are an AT&T Internet or Uverse customer, you should follow the instructions laid out in Option 3 as they specifically apply to the brand of router used by AT&T.
OPTION 3: OPENING PORTS USING DMZ ON 2WIRE ROUTERS

Accessing your router’s DMZ controls:

2Wire brand routers are currently the exclusive router used for AT&T’s Uverse and other Internet servers. Their configuration protocols are different enough that you should follow these instructions rather than the generic router instructions in Option 2 if you are an AT&T customer.

STEP 1. On a computer connected to the same router as the NVR, open a web browser and enter the Gateway (Router’s IP address) into the browser window’s address bar to access your router.

STEP 2. Click on the Settings tab and then Firewall. Once in Firewall, click on Applications, Pinholes and DMZ.

STEP 3. In the Select Your Computer area, locate your NVR’s IP address and click on it.

STEP 4. Scroll down to select User Defined.

STEP 5. Click on Add a new user-defined application.

STEP 6. In the box labeled Application Profile Name, enter “NVR”.

STEP 7. Ensure that TCP is selected.

STEP 8. Enter 85 in the From and To boxes for Port (or Range).

STEP 9. Leave the next two boxes blank to use the default settings.

STEP 10. Click on Add to List. Your router will require you to log in to accept the settings. If you have not created your own password for your router, it is the 10-digit System Key printed on the label on your router between the square brackets “[]”.

STEP 11. Once your settings have been confirmed, repeat Steps 8-10, this time entering 37777 for the From and To ports.

STEP 12. Click on Back and then select NVR from the list of Applications. Clicking on Add and then Save.

Leave your router control panel open as you will need to obtain DNS information from your router in Section 1.5 Domain Name System (DNS).

CONFIRMING THAT PORTS ARE OPENED

To confirm that your ports have been forwarded successfully, go to www.canyouseeme.org using a computer connected to the same router as the NVR.

STEP 1. Enter “85” into the box labeled “What Port?”

STEP 2. Click on the Check button.

STEP 3. You should see a green “Success” message. If not, return to the NVR’s Network window and, in the Network tab, change port 85 to 81 or 83 and click Apply to save your changes before checking using that new number on CanYouSeeMe.

STEP 4. Repeat for port 37777. If there is a problem with port 37777, then try 37000 in the same manner as above.

This website will also display your Public IP address near the top of the page above the box where you entered your port number. This is the number which you will use to access the NVR using a web browser or your mobile device from outside of your local network (away from the building in which your NVR is located).

NOTE! If you are successful after changing from port 85, then you will need to add that to the IP address when accessing the NVR via the Internet. If, for example, you changed to port 81, the address would now read 64.245.112.90:81
1.3 STATIC INTERNAL IP (NETWORK) ADDRESS
Most routers assign connected devices a random IP address that is not currently in use by another device on your internal network. With the exception of 2Wire brand routers, when a router or networked device reboots due to a power loss or other issue, the addresses will change and the port forwarding configuration will no longer work. For that reason, unless you have a 2Wire router, we recommend changing your NVR’s network setting to a fixed, or “static” IP address which will not change.

**STEP 1.** Return to the Network Menu.
**STEP 2.** Uncheck the box marked DHCP.
**STEP 3.** Click Save.
Proceed to Section 1.5 Domain Name System (DNS) without closing the window.

---

1.4 PPPOE
If you are going to attach the NVR directly to a DSL or cable modem instead of to a router then select the PPPOE option in the Network options. Before you proceed, you will need to contact your ISP to obtain your User Name and Password. You will not have to worry about Static IP (previous section).

**STEP 1.** Click the Network Settings button.

**STEP 2.** Double-click on PPPOE to open the window.

**STEP 3.** Input the User Name and Password provided by your ISP into their respective fields.

**STEP 4.** Click OK to save your settings. Click on Save in the Network window before closing that window.

**STEP 5.** Restart your NVR and return to the PPPOE window. Your NVR will have automatically connected to the Internet and you can use the number in the IP address field to remotely access the NVR.
1.5 DOMAIN NAME SYSTEM (DNS)  
MACINTOSH AND PC USERS

Once you have completed the above sections, you are able to operate your NVR remotely. The sections below allow you to take advantage of additional features including the ability to access your NVR using a conventional domain name and having your system send out e-mail alerts. To access these functions, you will have to access your router to obtain your DNS (Domain Name System) number.

**STEP 1.** Return to your router’s control window.
If you did not have to open your router in a previous step, simply open a new browser window and enter the Gateway address (covered in Section 1.1)

**STEP 2.** Locate your router’s status window (may also be named “Information” or “Info”, it will list the DNS number. You will only need to use the primary set of numbers - write it down for later use.

**STEP 3.** In the NVR’s Network window, enter the DNS number in the area marked Preferred DNS. You do not need to have an alternate server.

**STEP 4.** Click Save to save your settings.

MACINTOSH COMPUTERS

In addition to retrieving the DNS info from the router, Macintosh users can get it from the computer’s Network window.

**STEP 1.** Click on the System Preferences icon at the bottom of the Macintosh’s screen.

**STEP 2.** Click on the Network icon.

**STEP 3.** Make sure that your network connection is highlighted in the list of connections to the right of the main part of the Network window and that its status reads “Connected.” The DNS server information will be shown. Write this down for use in the next section.
1.6 DYNAMIC DOMAIN NAME SERVICE (DDNS)
This is an optional step which allows you to take advantage of Dynamic Domain Name Service, or DDNS. Not to be confused with DNS above, DDNS allows you to enter a conventional web address when remotely logging into your NVR from outside of your network. It also allows you to avoid having to repeat Sections 1.3 and 1.5 when/if your ISP reassigned IP addresses. Q-See offers DDNS service for free at www.MyQ-See.com and your NVR is configured to accept account information from that site.

**STEP 1.** Open a browser window and go to www.MyQ-See.com

**STEP 2.** Register with the website and follow the instructions for creating a domain name. The website will display your public IP address and your domain name which will look like this: http://example.myq-See.com

**STEP 3.** In your NVR, open the Network window.

**STEP 4.** In the Advance Settings area at the bottom of the window, scroll until you find DDNS and double-click on it to open the DDNS window.

**STEP 5.** Check the Enable box and select MyQ-See.com in the DDNS server pull-down menu.

**STEP 6.** Enter your account information – including the user name and password that you used when creating your domain name.

**STEP 7.** Click the Save button to preserve your settings.

**STEP 8.** When you return to the Network window, ensure that the DDNS box is checkmarked before clicking on Save as well before closing.

1.7 RESOLVING CONNECTION ISSUES
There are several hardware-related situations which can prevent the NVR’s port from being properly forwarded. The presence of multiple routers or the routers not featuring UPnP or DMZ are the two most common issues.

**DETERMINE THE NUMBER OF ROUTERS ON THE NETWORK**
If there is more than one router between the NVR and the Internet it will block communication to and from your system. To find out the number of routers on your network, you will need to download a FREE router detection program.

**STEP 1.** Go to http://www.pcwintech.com/shanes-toolbox

**STEP 2.** Click on Detect Multiple Routers to begin the download.

**STEP 3.** Unzip the application to install it.

**STEP 4.** Click on the detect_routers application to run it.
STEP 5. Click on CHECK NOW to detect how many Routers are in the network.

STEP 6. If there is only one router detected, and you are using UPnP, then you will need to turn off that setting and attempt to connect using DMZ as described in Section 1.2 Opening Ports.

If you are using DMZ, check to make sure that the UPnP option is turned off.

If Multiple Routers are Detected
If there are multiple routers, you will see a display similar to Picture 1-26.
If so, it may be preferable to connect your NVR and computer to the router that connects directly to the Internet. However, this is not always possible depending upon your particular situation.

In this case, you will need to proceed with the next section and set up DMZ in the second router to allow communications to pass through it from the first. If only one router is detected you will need to consult your router's manual.

SETTING UP DMZ IN ROUTER 2

STEP 1. Login into Router 1 by putting the IP of Router 1 into the Internet Explorer browser, as in the example shown in Picture 1-25 where the IP address of Router 1 is 192.168.0.1

STEP 2. Find the status page on the router settings that shows the WAN/Internet IP address and write it down this WAN IP address.

STEP 3. Log into the Router 2 by putting the IP of Router 2 into the Internet Explorer browser, as in example shown in Picture 1-26 where the IP address of Router 2 is 192.168.1.1

STEP 4. Find the DMZ page in the router settings.

STEP 5. Enter the WAN IP for Router 1 into the DMZ page and enable DMZ.

NOTE! If you do not have a DMZ setting in the router, check to see if there is a Bridge setting. If so, then use the Bridge setting instead of DMZ.

STEP 6. Save your changes.
You have forwarded the ports on the router to which the NVR is connected, to the IP address of the NVR, and set the second router to pass the connection to this router.
2.1 ADVANCED NETWORK SETTINGS

Now that you’ve successfully connected your NVR to your network and to the Internet, there are additional features which you can take advantage of. These settings allow your NVR to send out e-mail alerts as well as post images and records to an FTP site. In addition, you can see which users are online, limit online access and more.

ONLINE USERS

A list of users accessing the NVR from over the network or through the Internet is shown in Online Users menu which itself is found in the Info menu.

The user’s name as well as the IP address used to access the NVR is displayed.

If you have proper system management rights (Configured in Account, See Section 4.4 Advanced in the User’s Manual for full instructions), you can disconnect or block a user. The maximum time a user can be disconnected is 18 hours (65,535 seconds).

Enter the trusted IP addresses into the field at the top of the window and select Add IP to add that address to the list of those allowed to connect to the NVR.

Once this feature is enabled, only IP addresses within this list can be used to access the NVR. If this feature is not enabled, then users can connect from any IP address if they have the correct user name and password information.

The IP Filter window is accessed through the Advanced Settings area of the Network menu.
Network Time Protocol (NTP) is used to synchronize the time of a computer or other device connected to the Internet. Utilizing this feature allows your NVR to keep an accurate time as well as automatically adjust to Daylight Savings Time changes.

NTP was set up as part of the Startup Wizard process, but you can always return via the Advanced Settings area of the Network menu to make adjustments.

Server IP - The default server used to obtain accurate time is the Windows server, but you can manually enter in another.

Port - This is the port that the NVR will use to contact the server.

Time Zone - You will need to set your time zone. For North America these are:

- Eastern Time Zone = GMT-5
- Mountain Time Zone = GMT-7
- Alaskan Time Zone = GMT-9
- Central Time Zone = GMT-6
- Pacific Time Zone = GMT-8
- Hawaii Time Zone = GMT-10

Update Period - This is the frequency at which the NVR will check the time with the server.

Synchronize - Clicking this will cause the NVR to update the time immediately.

SMTP Server – This the SMTP server IP name

Port – This is the port your mail provider uses

User Name and Password – These are for the sending e-mail address and were set up when you created the e-mail account.

Title – This is the subject line of e-mails generated by this NVR.

Receiver – This is the recipient e-mail account.

Attachment – This allows the e-mail to include one or more snapshots as attachments

SSL Enable – The system supports SSL encryption when this is enabled.

Interval – This adjusts the amount of time that will pass before the NVR sends out another e-mail. The interval can be set from 0 seconds to ten hours (3600 seconds). If you are getting too many e-mails, you may wish to increase the length of the interval. Using this feature also helps prevent overloading your outgoing e-mail server.

NOTE! Depending upon your settings, the system can generate a lot of e-mail alerts. For that reason, we recommend setting up a dedicated e-mail address specifically for the system to send alert notices. If you do not have your own e-mail system (such as a corporate mail server) you should consider using a free e-mail provider. However, because many free e-mail services allow only a limited amount of e-mail traffic we specifically recommend using Google’s Gmail service with its higher limit. Similarly, you will want the alert e-mails to go to a different account than the one sending them. This will ease your management of these alerts.
FTP

File Transfer Protocol (FTP) allows you to securely share, manage, and distribute files over the internet. You will need to already have a server and FTP service tool to utilize this feature on the NVR.

Follow the software’s instructions to set up your service, password and FTP folder. You will need to grant Write privileges to the FTP upload user.

Enter the FTP server address, port and remote directory. If the remote directory is left blank, the system will automatically create folders according to the IP, time and channel.

User Name and Password – This is the account information created when you set up your FTP and is used to allow the NVR to log into the server.

File Length – This is the maximum length (in minutes). Files under the maximum will upload completely. Files longer than the maximum limit will only upload to that limit and not continue. If the value is left at 0, there is no limit and the system will upload all files completely.

The lower portion of this window allows you to set up to two upload periods for each channel. Recordings made during the time(s) selected will be uploaded to the server. You can specify which type of incidents will be uploaded as well.

2.2 ADDITIONAL SETTINGS

You may need to adjust your settings in the Record Setting and Account windows to ensure trouble-free remote monitoring. Complete instructions on their use can be found in Chapter 5 of the User Manual.

RECORD SETTING

Whether monitoring your NVR via a computer or your smartphone, you may need to adjust the Extra Stream settings to match the capabilities of your network or wireless provider.

If you are experiencing any performance issues in your remote or mobile viewing, adjust the settings in the Extra Stream portion of the Record Setting window. Most QC-series NVRs will only allow the use of the smaller QCIF (Quarter CIF) resolution format for this second stream. The CBR bit rate type is generally better for remote streaming. Adjust the frame rate to find the best performance for your particular situation.

Remember that changes made in the Extra Stream section do not effect how your NVR records to its own drive.
ACCOUNT
When logging in remotely, you will have the same privileges and authorities as you do when accessing the NVR directly. This includes which cameras can be monitored and played back, PTZ controls and other aspects.

The Account window can be found in the Advanced menu.

REMOTE MONITORING
CHAPTER 3

3.1 ACCESSING YOUR NVR REMOTELY FROM A COMPUTER
You can access your NVR remotely using a computer on the same network as your system or from any computer using the Internet. QC-series NVRS can be accessed on a PC using the Windows operating system either through Internet Explorer or by using the PSS software that is included on the Manuals and Software CD that came with your system.

ACCESSING THE NVR USING INTERNET EXPLORER
Accessing your NVR using Internet Explorer is generally as simple as using an interactive website. Some users may need to configure Microsoft’s built-in ActiveX controls prior to logging into their NVR in order to ensure smooth operation.

Setting Up ActiveX Control

STEP 1. Open Internet Explorer
STEP 2. Click on Tools
STEP 3. Select Internet Options in the pull-down menu

STEP 4. Click on the Security Tab
STEP 5. Select Trusted Sites
STEP 6. Click on the Sites button

If you do not log out of your NVR - or if you wish to allow multiple users to monitor the NVR using the same account - then you should select the account, then click on Modify User. Check the box next to “Reusable” for that account before saving and exiting the window.
STEP 7. Uncheck the “Require server verification (https:) for all sites in this zone” button.

STEP 8. Type the NVR’s IP address (obtained during Network Setup) or DDNS domain name into the “Add this website to the zone:” box.

STEP 9. Click the Add button.

STEP 10. Close the window.

STEP 11. Click the Custom level… button.

STEP 12. Pull down the “Reset to:” menu button and select Low.

STEP 13. Click the Reset button.

STEP 14. Click “Yes” when asked, “Are you sure you want to change the setting for this zone?”

STEP 15. Click OK.

STEP 16. Click Apply.

STEP 17. Click OK.

STEP 18. Close Internet Explorer.

Open a browser window in Internet Explorer and enter the IP address or DDNS name (obtained in Section 1.1) into the address bar. You will see a log in screen similar to that shown in Picture 3-7 or yellow alert bar at the top of the window asking for permission to open an ActiveX application. Allow it to install webrec.cab control to reach the sign-in screen.

Proceed to Section 3.2 Monitoring with Internet Explorer for instructions on logging in and remote monitoring.
Troubleshooting: User Account Control for Windows Vista and Windows 7

Some users of computers using Windows Vista or Windows 7 operating systems may receive an error message informing of a codec that is missing or not installed. This conflict can be resolved by turning off User Account Control (UAC).

Windows Vista

STEP 1. Open the Control Panel (accessible by clicking on the Windows icon in the lower left of your screen.

STEP 2. Select User Accounts and Family Safety.

STEP 3. Select “Add or Remove User Account.”

STEP 4. Select the desired user account.

STEP 5. Select Turn User Account Control on or off.

STEP 6. Uncheck the box next to “Use User Account Control (UAC) to help protect your computer.”

STEP 7. You will then be asked to restart your computer for the change to take effect.

Windows 7

STEP 1. Open up the Start Menu (accessible by clicking on the Windows icon in the lower left of your screen.

STEP 2. Type “uac” into the search bar and hit ENTER. The User Account Control will open or you will be offered a link to click to open it.

STEP 3. Move slider to lowest setting and press OK.
ACCESSING THE NVR USING PSS ON A PC

In addition to using Internet Explorer to access the NVR from a remote computer, Windows PC users can also install and use the PSS (Pro Surveillance Software) program included on the CD that was packaged along with your NVR. The file is also available for free download on Q-See.com, but you will need to download an extraction program to be able to use PSS. One extraction program can be downloaded for free at http://rarlabs.com/download.htm

STEP 1. Double click on the Pro Surveillance System icon in the PSS for Windows folder to extract and install the program.

STEP 2. A shortcut icon for the PSS application should appear on the desktop. If you do not see it, the program can be found in the Programs folder.

STEP 3. Double click on the icon to run the program.

Please go to Section 3.3 Pro Surveillance Software (PSS) for instructions on controlling your NVR using PSS.

ACCESSING THE NVR ON A MAC

Mac users will not have to turn off UAC or enable ActiveX to access their NVR from their computer. Determine which version of the Mac OS you are using before proceeding. You can find which version of the Macintosh operating system your computer is running by selecting About This Mac from the Apple menu in the upper left of your screen.

OSX 10.6 and 10.7

If your computer is running OSX 10.6 or 10.7 you will need to install the latest version of the XQuartz application. It is available for free from CNet.com at:

http://download.cnet.com/XQuartz/3000-2094_4-10912185.html

You will also need to install and run the PSS (Pro Surveillance Software) program included on the CD that was packaged along with your NVR. The file is also available for free download on Q-See.com, but you will need to download an extraction program, UnrarX to be able to use the application. It is available for free at http://www.unrarx.com

PSS will automatically launch and run inside of XQuartz and will show up as “X11” in the application bar at the top of the screen.

STEP 1. Double click on the PSSSetup.pkg icon in the PSS for Mac folder to extract and install the program.

STEP 2. A shortcut icon for the PSS application should appear on the desktop. If you do not see it, the program can be found in the Applications folder.

STEP 3. Double click on the icon to run the program.

OSX 10.8

Apple’s OSX version 10.8 introduced fundamental changes in how the computer interacts with certain programs. This has led to some instability in the PSS software. This issue is currently being addressed with a completely new 10.8-compatible version of the PSS software available in December, 2012. In the interim, users running 10.8 are directed to use PSS Mini software available on your CD, or by download from our site at www.Q-See.com/Support. You will not need to download or install XQuartz to use PSS Mini.

You can also use PSS Mini on systems running 10.6 or 10.7 if you chose, without needing the XQuartz plug-in.

PSS Mini is installed and operated in the same manner as is PSS start with Step 1, above for installation), but a few features are not available:

- User will need to manually add a DVR or camera to the list.
- Can display maximum 16 channels at a time.
- Cannot remotely configure or reboot DVR.
- No Emap feature.
- Cannot record or backup video to computer’s hard drive.
- Snapshot feature is disabled

Please note that these features only apply to operations on the Mac computer itself. The DVR’s functionality is unchanged as are the operations when using QC view on a mobile device. These features will be restored in the new software.

For instructions on remotely controlling your NVR using PSS, please go to Section 3.3 Pro Surveillance Software (PSS).
3.2 REMOTE MONITORING WITH INTERNET EXPLORER

At present, the web-based monitoring software can only be utilized with Internet Explorer 7, 8 and 9. Safari is not supported. Google Chrome Plus and Mozilla Firefox require the Internet Explorer plug-in. Macintosh users and PC owners who do not wish to use Internet Explorer should use the version of Pro Surveillance Software appropriate to your platform. This software can be found on the Manuals and Software CD that came with your NVR, or it is available for download from www.Q-See.com.

**STEP 1.** Enter the IP address or the DDNS address obtained in Section 1.5 into an Internet Explorer window. You will see the Login screen shown in Picture 3-20.

**STEP 2.** Enter the User Name and Password in the appropriate fields. The default user name and password are admin and admin.

When you log into your NVR for the first time, your display may put the Camera Control and Picture Control panels below the Real-Time Monitor (Picture 3-21) window rather than to the right as intended (Picture 3-22).

**IMPORTANT!** We strongly recommend that you modify your password after you first log in for improved security.

To resolve this issue, select Compatibility View in the Tools drop-down to the upper right of the Explorer Window.

The page will refresh, and you will have to log in again before continuing.

Within the Explorer window, the display has several sections, each with their own function.
### Item # | Area | Function
--- | --- | ---
1 | Operations | Separate controls for NVR features including video search, alarms and logging out
2 | Channel Controls | Select which cameras to display along with activating bi-directional chat if available
3 | PTZ Controls | Controls for any attached PTZ cameras
4 | Picture Controls | Adjust hue, brightness, etc.
5 | Real-Time Monitor | Live viewing of selected channels
6 | Image View Options | Controls for number of channels viewable at once plus other options.

It should be noted that the screen outlined in green is the one that will be affected by any control inputs and that clicking on another screen will highlight that one instead, making it the one that will be controlled.

### Operations

There are five operations that can be selected: Search, Alarms, Config, About and Logout. Double-clicking on any of these will open a window over the live display allowing you to set or enable options and functions. Their use will be described later in this section.

### Channel Controls

In this area, you can select which cameras to view, which data stream to use, activate two-way communication with someone near a camera and play back a recorded video that has been saved on your computer.

**Cameras** - Clicking on one of the camera icons will open the corresponding channel. Cameras will be numbered as they are on the NVR.

**Stream** - You can select whether to use the main data stream or the smaller Extra Stream (also known as a SubStream) which may provide smoother video if you have bandwidth issues.

**Open All** - Opens all available cameras

**Refresh** - Refreshes camera list

**Start Dialog** - If you have a microphone and speaker co-located with a camera and you have a microphone connected to the input port on the back of the NVR, you can initiate a bi-directional dialog with a person near that camera. There are two options: DEFAULT and G711a.

**Local Play** - Open and playback a recorded video file saved on your computer. The files are saved as .dav format which will require conversion to .avi format using the Player software included on the CD to play in another application.

The color of the camera icons indicate their status:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Icon" /></td>
<td>Online</td>
</tr>
<tr>
<td><img src="image2" alt="Icon" /></td>
<td>Offline</td>
</tr>
<tr>
<td><img src="image3" alt="Icon" /></td>
<td>Playing</td>
</tr>
<tr>
<td><img src="image4" alt="Icon" /></td>
<td>Back</td>
</tr>
</tbody>
</table>

In live view mode, cameras can be turned on and off by clicking on their icon. They can be positioned as you desire within a multi-screen mode by clicking on a frame to highlight it and then clicking on the camera's icon to make it gold (active).
PTZ Controls

You must have already connected and set up one or more PTZ cameras as described in Chapter 6 PTZ Cameras in the User Manual before being able to use this function. This control panel operates just like the PTZ controls on the NVR itself.

While you can refer to 6.2 PTZ Control and Setup in the User Manual for instructions on general PTZ operation, there are a couple of features in this control panel that should be noted:

The arrow button at the bottom of the control panel will show or hide the controls for utilizing presets, tours and etc.

Selecting PTZ Set will open a window (Picture 3-27) which will allow you to set up new presets, tours and other PTZ commands in a similar manner as on the NVR itself.

Picture Controls

This control panel combines two tabs which allow you to control the appearance of the on-screen images (Color tab) as well as set the location where downloaded image and video files will be saved (More tab).

The color controls will only affect the screen view that is highlighted in green in the Real-Time Monitor window. They are, in order: Brightness, Contrast, Hue and Saturation and are adjusted by moving the respective slider. Selecting Reset will revert the settings to their defaults.

Pic Path and Rec Path both operate in the same manner in allowing you to set where downloaded still images and recorded videos, respectively, will be saved on your hard drive.

Clicking either will open a Set Path box (Picture 3-30). You can navigate to the desired save location as you would saving any file on the computer using the Browse option.

Videos will be saved as .dav format and will need to be converted using the included General Player software. Still images will be saved as .jpg files which can be viewed my most image viewing programs. Videos and still images can be saved in the same folder or in different areas of the computer depending on your preference.

Reboot will attempt to restart the computer. It will not work if you do not have administrator privileges on that computer or if there is another local user logged into the computer.
Real-Time Monitor

Live monitoring and recorded video playback takes place in the Real-Time Monitor section of the window. The number of screens being viewed at once is set with the Image View Options at the bottom of the screen (described below), but at any time, you can double-click on any channel in multi-view mode to make it a single-screen view. Double-clicking on the screen will return it to its place in the multi-view display.

At the top of each channel’s video display, there is a set of data and a set of six function buttons.

The data in the upper left shows the device’s IP address, the channel and the stream rate for that channel as well as which stream it is using.

The function buttons allow you to perform operations within the display. Each button will only affect the channel it is attached to. Other channels will not be affected.

Symbol | Button | Function
---|---|---
![Digital Zoom](image.png) | Digital Zoom | Select this button (it will highlight in white) and then click and drag within the video image to zoom in on that section. Clicking on the button again will return you to the original view.
![Multi-Screen/Single Screen View](image.png) | Multi-Screen/Single Screen View | This will switch between a multi-screen or single screen view of that video.
![Local Record](image.png) | Local Record | When this button is selected, you will begin recording it to your computer.
![Snapshot](image.png) | Snapshot | This will take still images of the video which will be saved according to your settings in Pic Path.
![Audio](image.png) | Audio | Turns audio on or off if this channel has audio connected to it. This does not have any relationship to the computer’s audio.
![Close Video](image.png) | Close Video | Ends the video display for that channel.

Symbol Button Function
![Image Quality](image.png) | Image Quality | This raises or lowers the quality of the image.
![Latency/Fluency](image.png) | Latency/Fluency | Allows you to prioritize image quality versus smoothness of the video.
![Full Screen](image.png) | Full Screen | Selecting this will expand the entire display to fill the full screen, hiding all the controls.

In the case of the Image Quality and Latency/Fluency buttons, only the channel highlighted in green will be affected.

In multi-screen mode, a channel can be clicked and dragged to another location. This is useful in those modes where one or two screens are larger than the others. The channel being replaced will move to the old location of the one that was moved.

Double clicking on a channel will bring that to single screen mode. Double clicking on it again will return to the previous multi-channel format.

Image View Options

This row of buttons along the bottom of the Real-Time Monitor area allow you to set how you will view the video feeds in addition to how many screens will be displayed simultaneously. Some settings will display more channels than a single NVR can connect to, but if you are controlling multiple NVRs of the same type using Q-See’s Centralized Management System (PSS) you will be able to display the signals from multiple NVRs simultaneously. When you do not have as many cameras as channels displayed, the empty channels will remain grayed out and display “No Signal” in the upper left where the IP, bitrate and channel data would normally appear.
Search
Clicking on the Search tab at the top of the monitoring window will open the Search window. This operates along the same lines as the Search function described in Section 4.5 Search and Playback in the User Manual.

STEP 1. Enter the date and time range for the event you’re searching for. You can also select the type of event as well as enable multi-channel playback.

STEP 2. Click on Search and the files that meet your criteria will be listed at the bottom of the window.

At this point, you can either play back or save the files.

Pressing the Playback button will close the Search window and will add a Playback bar at the bottom of the screen below the row of Image View buttons. Like in the NVR itself, each playback can be individually controlled. The screen with the green highlight will be the one that is controlled.

That camera’s icon will also be highlighted in green on the left hand side of the screen.

You can switch between multi-screen modes as well as to single-screen mode during playback. Double clicking on a video stream will bring it to single-screen mode just as in live view.

If you return to the Search window after playback, it will still retain your previous search results. You may select another file for playback or enter new search parameters.

Saving
Selecting a file and pressing Download will open the save dialog box. The system will append the date, start and end times to the file name just as when saving directly from the NVR. The files will be saved as .dav formatted videos which must be converted using the General Player software included on the CD that came with the NVR before they can be played by other software.

You cannot save a video file that you are currently playing back. You will have to end playback before selecting it for download.

In addition to playing back files saved on your computer using the Local Play button on the left of the screen, you can also select Open Local Record to do so as well.

There is no difference in the operation of the playback by using either option.

Alarm
Clicking the Alarm tab at the top of the screen will open the Alarm window where you can configure any connected alarms as well as setting when alarms occur. This is identical to the methods used to set these features on the NVR itself. Please see Chapter 7 Alarms in the User Guide for instructions.
Configuration
Clicking the Config tab at the top of the screen will open the Configuration window which gives you access to all the other functions of the NVR.

The list to the left of the window allows you to enter into the settings of your choice. The functionality is identical to that used in making these settings on the NVR. For details on configuring these settings to meet your needs, please reference the appropriate section(s) earlier in this manual.

About
This window provides information about the Webrec software.

Logout
This returns you to the Login screen. You will have to enter your user name and password again to go back to viewing the NVR.

3.3 USING PRO SURVEILLANCE SOFTWARE (PSS)
The included Pro Surveillance Software allows Mac and PC users a method to remotely monitor their NVR that is not browser-dependent. PSS is compatible with Windows XP, Vista and 7 as well as Mac OSX 10.6 and 10.7. The software interface is identical across computing platforms so both PC and Mac use is described. An expanded manual for the software is included on the CD that came with the NVR and is also located in the same folder as the program on your computer.

After installing the software (covered in Section 3.1), double click on the PSS icon to launch the program.

Enter the User Name and Password in the appropriate fields. The default user name and password are admin and admin.

IMPORTANT! We strongly recommend that you modify your password after you first log in for improved security.
The areas of the PSS display screen each have their own functions:

<table>
<thead>
<tr>
<th>Item #</th>
<th>Area</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Real-Time Monitor</td>
<td>Live viewing of selected channels plus playback of recorded video.</td>
</tr>
<tr>
<td>2</td>
<td>Window Controls</td>
<td>Close, minimize, lock or switch the program’s window.</td>
</tr>
<tr>
<td>3</td>
<td>Tool Bar</td>
<td>Controls include: Device List, PTZ Direction, PTZ Advanced, Tool and Setting Manager.</td>
</tr>
<tr>
<td>4</td>
<td>Image View Options</td>
<td>Controls for number of channels viewable at once plus other options.</td>
</tr>
<tr>
<td>5</td>
<td>Function Buttons</td>
<td>Controls and settings for various NVR functions.</td>
</tr>
<tr>
<td>6</td>
<td>NVR Status</td>
<td>Shows the status of the NVR, the hard drive and the cameras</td>
</tr>
</tbody>
</table>

Connecting to the NVR
Before you can begin to monitor the NVR, you must first connect to it.

**STEP 1.** Click on the blue Full Menu icon to the right of the Setting Manage button in the Tool Bar on the right side of the display.

**STEP 2.** Select Device Manage to open the Device Manage window.

**STEP 3.** Click the Add button and enter the NVR’s IP address (Section 1.1) or DDNS address (obtained in Section 8.5), port number, your user name and password (which are the same that you use to log into the NVR directly). You can also give the NVR an identifying name and you can add a note in the Description field. You can also add other types of devices such as a network backup storage drive using this window. Leave Login Type at its default Network Type TCP setting.

You can return to this window to update your passwords, add or remove other devices and make network access changes if need be.

A prompt will pop up at the bottom right of the screen to indicate that the NVR has been added to the program.
Step 4. The NVR will now appear in the Device List at the top of the Tool Bar. Click on the device name to expand the listing and you can add cameras.

STEP 5. Choose the screen view format you wish to use and then click on the segment of the screen where you want to place the first camera. Then, click on the camera number in the Device List to add that camera. Repeat by selecting a new area. The area highlighted in green is the current camera view. Clicking on a camera icon while a camera view is highlighted will replace that view with the channel you just selected.

Real-Time Monitor

Live monitoring and recorded video playback takes place in the Real-Time Monitor section of the window. The number of screens being viewed at once is set with the Image View Options at the bottom of the screen (described below), but at any time, you can double-click on any channel in multi-view mode to make it a single-screen view. Double-clicking on the screen will return it to its place in the multi-view display.

At the top of each channel’s video display, there is a set of data and a set of six function buttons.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Button Description</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="symbol.png" alt="Digital Zoom" /></td>
<td>Digital Zoom</td>
<td>Select this button (it will highlight in white) and then click and drag within the video image to zoom in on that section. Clicking on the button again will return you to the original view.</td>
</tr>
<tr>
<td><img src="symbol.png" alt="Multi-Screen/Single Screen View" /></td>
<td>Multi-Screen/Single Screen View</td>
<td>This will switch between a multi-screen or single screen view of that video.</td>
</tr>
<tr>
<td><img src="symbol.png" alt="Local Record" /></td>
<td>Local Record</td>
<td>When this button is selected, you will begin recording it to your computer.</td>
</tr>
<tr>
<td><img src="symbol.png" alt="Snapshot" /></td>
<td>Snapshot</td>
<td>This will take still images of the video which will be saved according to your settings in Pic Path.</td>
</tr>
<tr>
<td><img src="symbol.png" alt="Audio" /></td>
<td>Audio</td>
<td>Turns audio on or off if this channel has audio connected to it. This does not have any relationship to the computer’s audio.</td>
</tr>
<tr>
<td><img src="symbol.png" alt="Close Video" /></td>
<td>Close Video</td>
<td>Ends the video display for that channel.</td>
</tr>
</tbody>
</table>
**Image View Options**

This row of buttons along the bottom of the Real-Time Monitor area allow you to set how you will view the video feeds in addition to how many screens will be displayed simultaneously. Some settings will display more channels than a single NVR can connect to, but if you are controlling multiple NVRs of the same type using Q-See’s Centralized Management System (CMS) you will be able to display the signals from multiple NVRs simultaneously. When you do not have as many cameras as channels displayed, the empty channels will remain grayed out and the area above each screen where the device name, stream and frame rate would be displayed will remain blank instead.

The first three buttons in the row deal with image quality and size, while the remaining buttons will configure the display to show 1-64 images.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>![HD]</td>
<td>Image Quality</td>
<td>This raises or lowers the quality of the image</td>
</tr>
<tr>
<td>![Latency/Fluency]</td>
<td>Latency/Fluency</td>
<td>Allows you to prioritize image quality versus smoothness of the video</td>
</tr>
<tr>
<td>![Full Screen]</td>
<td>Full Screen</td>
<td>Selecting this will expand the entire display to fill the full screen, hiding all the controls.</td>
</tr>
</tbody>
</table>

In the case of the Image Quality and Latency/Fluency buttons, only the channel highlighted in green will be affected.

In multi-screen mode, a channel can be clicked and dragged to another location. This is useful in those modes where one or two screens are larger than the others. The channel being replaced will move to the old location of the one that was moved.

Double clicking on a channel will bring that to single screen mode. Double clicking on it again will return to the previous multi-channel format.

**Window Controls**

The buttons at the top right corner of the PSS display window allow you to lock the display, offer shortcuts to certain functions and let you toggle normal window operations such as full-screen, minimize and close the display.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Button</th>
<th>Function/Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Lock]</td>
<td>Lock</td>
<td>Locks the application. You will have to re-enter your password to resume control of the program.</td>
</tr>
<tr>
<td>![Full Menu]</td>
<td>Full Menu</td>
<td>Access Password settings, Log Out and shortcuts to function and menu buttons.</td>
</tr>
<tr>
<td>![Minimize]</td>
<td>Minimize</td>
<td>Hides the PSS display while keeping PSS running. This will also cause the PSS icon to disappear from your Windows application “tray” at the bottom of your screen in order to hide access to the program. It will be located in the “Hidden Icons” section of the tray until you select it at which time PSS will maximize.</td>
</tr>
<tr>
<td>![Switch]</td>
<td>Switch</td>
<td>Switch to and from full-screen display</td>
</tr>
<tr>
<td>![Close]</td>
<td>Close</td>
<td>Closes PSS. You will have to confirm the closure by entering your password.</td>
</tr>
</tbody>
</table>

For expanded descriptions on the operations and functions of these buttons, please see the PSS manual located on the installation disk or on your computer - located with the PSS software itself.
Tool Bar

This section of the PSS display contains many of the controls for on-screen viewing.

Device List - This is where you access the NVR(s) you wish to view and control from the software. This function was covered earlier in this section under “Connecting to the NVR.”

This is also where you access the NVR itself to change settings.

Step 1. In Device List, right click on the NVR you wish to access.

Step 2. Click on Advanced in the menu.

Step 3. Click on Device Config in the submenu.

The Device Configuration menu gives you access to the Setting and Advanced menus on the NVR. You can make changes or add new settings in the same manner as if you were at the NVR itself. These operations are covered in Chapters 3, 4 and 5 of the User Manual.

PTZ Direction - This operates in the same manner as the PTZ controls on the NVR itself as shown in Controls in Section 6.2.

By clicking on the padlock icon at the top of this menu, you can separate this control from the rest of the display and position it anywhere on the screen. Clicking on the padlock returns it to its position in the main display.

PTZ Advanced - Like the main PTZ controls, this control panel replicates the operations found on the NVR. The user can activate presets, tours and patterns plus other features that are dependent upon the model of PTZ camera in use.
Tool - This menu gives you access to several functions and features:

Begin Recording Plan - Activates a pre-defined local recording plan.
NVD Control - Opens a proprietary video playback and decoding window.
Health Report - Shows the status of all connected devices.
Log Query - Shows records of when PSS was accessed and by who as well as any system failures.
Alarm Video - Opens a pop-up window displaying selected channels when an alarm is activated.
Alarm Output - Open or close all alarm outputs.
Color Config - Adjust hue, balance, contrast and saturation.
Volume - Control for any connected microphones.

Setting Manage - Clicking on the blue icon on this tab reveals additional settings which parallel their counterparts on the NVR itself. However, these settings only apply to local recording from the NVR onto the computer and do not override the settings on the NVR.

Of note are three additional features - E-map Configuration, User Management and User Configuration. The first allows you to upload an image of a map which you can use to mark the location of cameras. This is utilized in the E-Map tab at the bottom of the screen. User Management allows you to define what PSS-specific rights users have and you can import or export those settings for use on other computers running PSS through User Configuration.

Function Buttons

The five function buttons; Task, Alarm, Playback, E-map and Configuration, are located at the bottom of the display.

Task
This allows you to run a pre-configured operation - set in the Scheme Task Configuration button under the Setting Management menu in the Tool Bar.

Alarm
This log shows all the events recorded by the NVR when motion is detected or an external alarm triggers recording.

Playback
This is where you access the recordings made on the NVR.
This window operates in the same manner as the Playback function on the NVR described in Section 4.5 Search and Playback.

STEP 1. Enter the date and time range for the event you’re searching for. You can also select the type of event as well as enable multi-channel playback.

STEP 2. Click on Search and the files that meet your criteria will be listed at the bottom of the window.

At this point, you can either play back or save the files. You can also export and save the files in the .avi format so they can be viewed by conventional video playback software.

In addition to the normal playback buttons, the Playback Bar at the bottom of the window lets you view the play list of selected files or open a file saved onto your computer for playback.
E-Map
This brings up a map image - set in the E-Map tab under the Setting Management menu described above.

The map (a .jpg file) can show a building’s layout, or in the case of multiple NVRs, a wider region. It is useful for determining where an event is taking place.

Right-clicking in the E-Map window will allow you to open the same configuration window found by using the tab.

Dragging the map in the big window will allow you to move between areas as shown in the larger scale map in the upper left corner.

Within the E-Map window itself, use the directional arrows to navigate around the map.

Double clicking on a camera’s icon on the map will open the live video feed in the Real Time Viewer.

Right-clicking on a camera’s icon will allow you to view a camera’s name and the name of the device it is connected to. You can also open that camera’s video feed in a separate pop-up window.

Configuration - This last button has two features; Password Change and Options. Password Change allows you to change your user password. Clicking on Options opens a new window.

In this window you can set the save path for locally recorded files and images, rules for how they are named, and attributes for how PSS operates on your computer.

Device Health Status
This displays the status of connected devices, including NVRs and cameras, but also the NVR’s hard drive. Double-clicking on this window will open the Alarm Record.

<table>
<thead>
<tr>
<th>Item</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name</td>
<td>Shows the device name and number of channels.</td>
</tr>
<tr>
<td>2</td>
<td>Hard Drive Status</td>
<td>Shows whether the hard drive is functioning normally, is damaged or missing.</td>
</tr>
<tr>
<td>3</td>
<td>IP</td>
<td>NVR’s IP address</td>
</tr>
<tr>
<td>4</td>
<td>Hard Drive Capacity</td>
<td>Shows how full the hard drive is.</td>
</tr>
<tr>
<td>5</td>
<td>Encoder/Decoder</td>
<td>Indicates problems with encoding/decoding of the audio stream (if any)</td>
</tr>
<tr>
<td>6</td>
<td>Camera Status</td>
<td>Green indicates camera is recording</td>
</tr>
<tr>
<td>7</td>
<td>Alarm Status</td>
<td>Red indicates an alarm</td>
</tr>
<tr>
<td>8</td>
<td>External Alarm</td>
<td>Blue indicates an external alarm</td>
</tr>
</tbody>
</table>
REMOTE DEVICES

CHAPTER 4

In addition to displaying video from cameras connected directly to the NVR through the Power Over Ethernet (POE) ports, your NVR is also capable of accessing IP cameras located on the same local network as well as those connected to the Internet. This remote connectivity feature extends to being able to accessing a camera attached to a another QC-Series NVR or NVR.

These remote devices may be accessed through the NVR using the Remote Device menu in addition to using the Internet and PSS viewers. Connecting to cameras on the same local network is covered in Section 4.5 of the User Manual.

4.1 CONNECTING TO IP CAMERAS OVER THE INTERNET

In the case of cameras which are connecting to the Internet through a router at a different location than the NVR, you must first forward ports 85 and 37777 much in the same way that you forwarded ports to allow your NVR to be accessed remotely. Most routers have either UPnP or DHCP functionality. The former will automatically forward those ports to the Internet while the latter will assign a local network IP address to the camera. In cases where the router is unable to automatically forward the ports, or where the camera has the wrong IP address, instructions to resolve these issues are at the end of this chapter. If you are connecting to an IP Camera other than a QC-Series device, certain settings may be different. Please consult your camera's manual.

While your NVR should readily identify IP cameras located on the same network, the steps in this section may be followed to aid in connecting to a local network even if you are not going to be connecting to them outside of that network.

CONNECTING TO A LOCAL NETWORK

To be accessible over the Internet, the IP camera must be connected to a network router that is connected to the Internet. Connect an RJ-45 Ethernet cable from the camera to the router or to a network port in the wall. You cannot connect the camera to the Internet through a modem because there is no method available to cause the modem to dial out to the ISP. Your camera will need to be directly connected to its own power supply - whether it is a power adapter or a Power Over Ethernet (POE) block. In the case of the latter, the POE block will then connect to the router or network.

Once you have connected the IP camera to a network, you will need to run the ConfigTool software on a computer connected to the same router.

This Windows software is located in the Software folder on the CD that came with your system. Macintosh computer users will need to use the Search Device function within the Device Manage window in PSS to locate the camera.

When ConfigTool launches, it will produce a list of all QC-Series IP cameras that are connected to the same network. This will confirm that your camera has been successfully added to your network.

To ensure that the camera and the connection are operating properly, right click on the camera's name in the list.

A pop up window saying, “Open Device Web” will open. Click on it to open a browser window.

When the browser window has opened, you will be presented with a login screen for the Q-See Web Service. Since you're on the same network as the camera, you will want to select LAN from the options at the bottom of the screen.

The default username and password are admin and admin. It is recommended for security reasons that you change the password before you add the device to your NVR. See Section 4.2 for instructions on modifying the password on your camera.

Internet Explorer users may be asked to download an ActiveX plug-in from Q-See International, Ltd. Firefox and Chrome users may be asked to allow QuickTime to run. In these cases, you should allow the required plugins to operate. In some cases, you will be returned to the log in screen after the plugin has loaded. This is normal.

Although ConfigTool is Windows only, the Web Service browser program will operate on Macintosh computers as well.

After you log in, you should see live video from your camera. This confirms that your connection and camera are operating optimally. You may also use the Web Service program to access your camera separately from your NVR and its use and features are covered in Section 4.2.

If you are unable to see video from your camera, you should check all connections and ensure that your computer software is operating properly. You may also wish to try to connect using a different browser or computer if the problem persists. Troubleshooting steps are presented at the end of this chapter.
OPENED PORTS AND INTERNET IP ADDRESS

Just as with your NVR, you will need to confirm that your ports are open and that your camera is accessible from the Internet. You will also need to get the Internet IP address which you will use to connect to the camera outside of its local network.

Confirming that the ports have been opened

To confirm that your ports have been forwarded successfully, go to www.canyouseeme.org using a computer connected to the same router as the camera.

STEP 1. Enter “85” into the box labeled “What Port?”

STEP 2. Click on the Check button.

STEP 3. You should see a green “Success” message. If not, return to ConfigTool and double-click on the camera in the list. Change port 85 to 81 or 83 and click Apply to save your changes before checking using that new number on CanYouSeeMe.

STEP 4. Repeat for port 37777. If there is a problem with port 37777, then try 37000 in the same manner as above.

Obtaining Internet IP address

This website will also display your Public IP address near the top of the page above the box where you entered your port number. This is the first part of the number which you will use to access the IP camera using your NVR, the Web Service browser app or your mobile device from outside of your local network (away from the building in which your NVR is located). The second part is the first port number that you confirmed was open. Using the number shown in the image above, you would enter http://81.919.622.24:85 with 85 being the opened port. If you used a number other than 85 for the first port, you will use that instead, placing it after the colon (:) in the address.

Be sure to record this address for use at your NVR. If you had to use a different port than 37777 you will need to record that as well.

CONNECTING TO THE REMOTE IP CAMERA

Once you have obtained the Internet IP address for your camera, you will need to enter it into your NVR to allow it to connect. This is done through the Remote Device window which is also covered in Section 4.5 of the User Manual.

This window can be reached by clicking on the Remote Device icon in the Main menu...

...or through the Shortcut menu by right-clicking on the screen and selecting Remote Device.

When you open the Remote Device window, it will show a list of available local network devices in the upper portion of the window and a list of already-connected devices at the bottom. Since your remote camera is on a separate network, it will not appear in either list until you add it.

To add your remote IP camera, start by clicking the Manual Add button at the bottom left of the window.
Clicking on Manual Add will open a window over the Remote Device window. Within the Manual Add window, some information may already be displayed but it may not be correct for the device you are intending to connect. You will need to enter the Internet IP address that you obtained from CanYouSeeMe in the previous section. Attempting to get the number using a different network than the camera’s, such as that which your NVR is connected to will not work.

Channel - Select an available channel to which you want to assign this device. If you have other cameras connected to your NVR, this will default to the first available channel.

Manufacturer - You can leave this unchanged.

IP Address - This is the full address that you obtained in the previous step.

Example: http://81.919.622.24:85

TCP Port - The default is 37777. If you were unable to forward port 37777 and instead used a different port, such as 37000, use that number instead.

User/Password - Enter the user name and password you set for the device. The default user name and password for QC-Series IP cameras are admin and admin. If you changed your password, please use the new one. For other brands, please consult your product manual.

Remote Channel - Leave this unchanged.

Decoder Buffer - Ranges from 80 to 480, but it is better to leave it at the default value of 280.

Once you click Save, your camera may take up to a minute to appear on the screen. The camera’s status indicator icon should be green to indicate a valid connection.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Meaning</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✍️</td>
<td>Editable</td>
<td>You may edit the settings on this device by double-clicking on it</td>
</tr>
<tr>
<td>✗</td>
<td>Cannot Delete</td>
<td>This device is connected directly to the NVR and must be physically unplugged to be removed from this list.</td>
</tr>
<tr>
<td>✗</td>
<td>Removable</td>
<td>This device may be deleted from the list by checking the box next to it and clicking on the Delete button below.</td>
</tr>
<tr>
<td>🟢</td>
<td>Device Status OK</td>
<td>The connected device is operating normally.</td>
</tr>
<tr>
<td>🟥</td>
<td>Device Error</td>
<td>There is an issue with the connected device that is preventing it from operating normally.</td>
</tr>
</tbody>
</table>

4.2 USING THE WEB SERVICE APP

You may also access IP cameras that are not directly connected to an NVR using the Web Service app. If you are on the same network as the camera, then enter the local IP address shown in ConfigTool into a browser address window. For cameras on a different network, you will need to use the address obtained using CanYouSeeMe. In either case, the operation will remain the same. You will not be able to access a camera directly connected to your NVR using the Web Service application.

Accessing the camera will bring up the login screen for the program. If you are connecting locally, the default video stream will be the larger Main Stream. Selecting WAN from the choices in the Login window will default to the lower-bandwidth Sub Stream. You can choose to switch between either stream once you have connected using the tabs above and to the left of the video display. The amount of activity on the network(s) can affect the streaming rate from the camera to your computer or mobile device.

LIVE VIEW

When you have logged in, you will see a live view from that camera. Live View is the default mode for the Web Service program. TCP is the default protocol. Use of the Multicast protocol for streaming requires it to be set up in your router.

The main function of the Live View window is, of course, to display the video stream from the camera. There are additional settings available from the tabs located to the upper right of the video image. The operations of these will be covered on the following pages.

Function Buttons (PC only)

PC users have three functions that can be performed while in Live View and the buttons for these are located immediately below the tabs in the upper right:

Digital Zoom - After clicking this button, click and drag on a section of the video image to enlarge it.

Snapshot - Clicking this will take a still image of the current video feed.

Local Record - This will begin recording video to your computer’s hard drive.

You will be able to set the location where video and still images are saved onto your computer’s hard drive in the Camera option under the Setup tab.
The options available in this tab are divided into several sections dedicated to the camera itself, the network connection, event monitoring, direct recording to an FTP server, system maintenance and history. Each of these sections will include one or more submenus to allow you complete control of your camera.

**Camera**

This is divided into two sub-menus - **Conditions** and **Video**. In Conditions, you can adjust the camera's settings to adjust for any lighting or environmental factors specific to its location for the best possible image.

**Brightness**, **Contrast**, **Hue** and **Saturation** sliders can be moved to improve image clarity.

**Gain** - For cameras located in darker areas, Gain allows the camera to electronically compensate by making the image brighter. The trade off is a potential loss in image quality due to increased “noise” in the picture. You can allow the camera to adjust automatically or manually, with an adjustable upper limit to prevent the image from reaching a point where it is unusable due to excessive noise.

**Exposure** - this controls the amount of light reaching the camera’s receptors. This allows the user to compensate for areas that are excessively lit resulting in overexposed images that have some detail areas “blown out.” On a traditional camera, this feature would be controlled by opening or closing the camera’s iris. On an IP camera, this is controlled electronically. You can “lock” the exposure level to a specific setting by selecting **Manual** and adjusting it from the pull-down menu.

**Scene Mode** - This allows the camera to compensate for sunlight versus moon light. This is done by adjusting the red and blue light levels. This can be done automatically, or is fully customizable by the user. The mode can also be disabled or set to permanently utilize only a single mode.

**Video**

The **Video** sub-menu contains four tabs controlling how video is streamed from the NVR, the camera’s built-in snapshot feature, on-screen displays and, on PCs the file path to save locally recorded video and snapshots.

**Snapshot** tab allows you to set the resolution, quality and frequency of snapshots captured by the camera. These are separate from the snapshots captured by the NVR using this camera.

You can change the camera’s name, create a privacy mask and enable/disable the on-screen display of the camera’s name and time in the Overlay tab. Your NVR is configured not to display the channel title info on its screen, but you may change that setting in the Overlay setting within the **Record Setting** menu (see Section 4.3 of the User Manual).

You may set up to four masked areas in the camera’s display. These are separate from those made in your system and cannot be overridden by the masks made in the NVR.

**Path** allows you to select the location on your PC’s hard drive where video and snapshots will be saved when the appropriate icon is selected in Live View.
NETWORK
The settings available in this menu govern how the camera connects to the outside world. Many of these features are exactly like the same functions on the NVR.

TCP/IP
Like your NVR - and every other device connected to your network router - the IP camera has an Internet Protocol, or IP address. As a general rule, this should not be changed in order to avoid future connection problems. However, if you wish to establish a static IP address, it is done here.

TCP/IP Settings
Host Name: IPC
Ethernet Card: Wire (DEFAULT)
Mode: Static
MAC Address: 90.02.a9.0B.e1.87
IP Version: IPv4
IP Address: 152.168.1.1
Subnet mask: 255.255.255.0
Default Gateway: 152.168.1.1
Preferred DNS Server: 0.0.0.0
Alternate DNS Server: 0.0.0.0

Connection
Connection Settings
Max Connection: 10
TCP Port: 37777
UDP Port: 37778
HTTP Port: 85
RTSP Port: 554

Static IP Address
All routers currently on the market have DHCP functionality. If this feature is enabled in the router as well as selected within this window, the camera will automatically receive an IP address. The reason for converting to a static IP address is to ensure that the camera’s IP address stays unchanged in case of a power loss by the router as explained in Section 1.3 Static IP Address.

To convert to a Static IP address, all you need to do is check that option and then click Save.

Connection
The fields in this window allow you to set the maximum number of simultaneous user connections, as well as showing which TCP port was forwarded.

PPPoE
Please see Section 1.4 PPPoE on how to set up this type of account.

DDNS
Like the NVR, you can use an easy-to-remember URL rather than an IP address to connect to this camera remotely. This process is covered in Section 1.6 DDNS.

IP Filter
Using this window, you can create a “white list” of trusted IP addresses for users who are allowed access to this camera. Any IP address that is not listed will not be allowed to access this camera. If you will only be accessing this camera through the NVR, then you should enter the NVR’s IP address as an extra layer of security. However, it is important to add the IP address that you are currently accessing the camera from to ensure that you are able to continue to make your settings without getting “locked out” of the camera. This address can be removed once you have completed configuring the camera.

SMTP (E-mail)
The camera can send out its own e-mail alerts - with snapshot attachments - in addition to those that the NVR creates. The camera’s e-mail address should be different than that used for the NVR to avoid confusion. Please see Section 2.1 for the steps needed to create an E-mail account.

UPnP (Universal Plug ‘n’ Play)
As described in Section 1.2, UPnP allows networked devices to communicate with each other. UPnP, like DHCP, allows the router to assign the camera an IP address on its network, and will automatically forward the ports for outside communication. In addition to the HTTP (port 85) and TCP (port 37777) communications protocols, UDP and RTSP allow the camera to stream data and communicate with other devices.

Bonjour
Bonjour is Apple Inc.’s version of UPnP to enable easy network connectivity.
**EVENT**

Like your NVR, your IP camera can detect motion events and when it is being blocked or masked. You can configure these features on your camera in the same manner as on your NVR and alerts can be e-mailed and/or alarms triggered. Using these features on the IP Camera would not interfere with the operations on the NVR and some users prefer the duplication of event detection as a backup in case the NVR is affected.

You can enable a motion alert to trigger several one or more events - video recording, e-mail alerts and snapshot images. Videos and snapshots are sent to an FTP site - which must be set up by the user. Some camera models allow the insertion of a Micro SD flash memory chip which can be used to store these images "onboard" the camera for retrieval using the PSS software. Video recording is controlled by the Recording Schedule (see following pages) which overrides the settings here. If the camera is set to record on motion detection, those recordings will only take place during the time period(s) configured in the Recording Schedule.

The operation and setup of these event monitoring is identical to that on the NVR itself. See Section 3.7 of the User Manual for full explanations.

**Motion Detection**

Clicking on Setup next to Working Period will open up a schedule allowing you to set the periods when the camera will actively detect motion events. You can set six periods each day for the camera to be "on alert" using the start and stop times at the bottom. Click Save to preserve your changes and they will appear on the schedule when you next open the window.

Click on the Setup button next to Area to turn off motion detection in certain areas, such as roads, a flag or trees that move in the wind to avoid false alarms. Clicking on a square in the grid, or clicking and dragging across multiple areas will remove the blue mask and deactivate motion detection in that area.

**Anti-Dither** - is the amount of time that the camera will delay before beginning the alarm response. If the motion isn’t detected again during the delay period, the camera will not treat it as an event.

**Sensitivity** - You can adjust the camera's sensitivity to motion to minimize false alarms caused by environmental factors such as insects.

**Record Delay** - This is the amount of time beyond the event that the camera will continue to record.

In addition to triggering recording, you can also have the camera take a snapshot and send an alert e-mail.

Click on the Setup button next to Area to turn off motion detection in certain areas, such as roads, a flag or trees that move in the wind to avoid false alarms. Clicking on a square in the grid, or clicking and dragging across multiple areas will remove the blue mask and deactivate motion detection in that area.

**Video Masking**

If the camera detects that it is being blocked or covered, it can be configured to record, send an e-mail and/or take a snapshot of what it sees. You can also set up a schedule so that it will not be active during a regularly scheduled period when it might be blocked by a door, for example.

**Disconnection**

If the IP Camera detects that it no longer has a network connection, and if it has an SD flash memory chip installed, it can record video to the chip for later recovery through the PSS software.

**IP Conflict**

Whether in DHCP or UPnP, the router will automatically assign IP addresses to devices on its network. If someone on the network manually changes the IP address of a connected device to an address identical to that of the IP camera, this can cause difficulty in accessing the camera remotely. You can enable the camera to begin recording if this occurs.
RECORD

If you have enabled the record function for this camera elsewhere in the Web Service program, you will need to set when those recordings will occur using the Record Schedule tab. In addition, you will need to configure the destination for those files along with the duration and quality of the recorded files.

Videos will be recorded in the .dav format and will require the use of the included video player software to review and convert to a different format.

Record Schedule

The camera is configured to allow event recording all day and every day. To change these settings, click on the Setup button to the right of the date you wish to schedule.

The pop-up Setup window will open allowing you to set up to six periods within a day during which recording will be enabled.

Snapshot Schedule

This is exactly like the Recording Schedule.

File Destination Path

Unlike the NVR, the camera does not contain a hard drive on which to record its files. The default method is to use an FTP (File Transfer Protocol) site to store the recorded files for later access. An FTP site is the equivalent of an Internet-accessible hard drive. There are both free and commercial sources for FTP hosting available through the web.

Some camera models allow the installation of a Micro SD card within the camera. Due to the nature of security cameras, these chips are not easily accessible once the camera has been installed, but the files may be retrieved using the PSS software. If you are using a camera with an installed Micro SD card, an extra tab (not shown) will appear allowing you to make additional configurations.

Both recorded video and snapshots can be saved to the FTP site. You can allow all types of events to be saved, or choose only Timer (scheduled recordings), Motion Detection or Alarm events to be saved to the FTP.

Use the FTP tab to direct the camera where to save the files. You will also need to enter the user name and password that you normally use when you log into the site yourself, or you can create a specific user account for this camera. The Remote Directory is the folder into which the files will be saved.

Record Control

This tab allows you to set the maximum length of the recorded video, along with amount of pre-event video is added to the file. Like the NVR, you can have the camera overwrite old files when the storage area is exceeded, or it can stop recording until the files are manually deleted.

Additionally, you may choose to record larger main stream of video, or the smaller - and lower quality - sub stream.
SYSTEM

This submenu is where the user can make changes to the camera itself, including setting local time, configuring user accounts, upgrade the firmware and reset all values to their default settings.

General

You can change the camera's device name here, which will make it easier to pick out in the Remote Device menu when adding it to your NVR.

Account

This window shows all the available user accounts. There are three pre-configured accounts available with different authority levels. The **admin** account has full privileges to view or change the camera's settings, while the **666666** user account can only view the camera's live feed. The Authority List at the bottom of the window shows what each account may do with the camera.

You may edit, add or delete accounts, with the exception of the **admin** account. It is strongly recommended that you change the passwords from their default settings. A malicious user would have to discover the camera’s IP address in order to access it in the first place, but changing the password prevents unauthorized tampering.

Default

Clicking this button will reset everything to the factory default settings.

Import/Export

You can back up your camera’s configuration settings onto a computer to later import back into the camera if needed.

Auto Maintain

This allows you to have the camera reboot on schedule to improve performance - much like a computer. You can set the time and day of the week when this reboot will take place.

Upgrade

Q-See releases firmware updates from time to time to address known issues, to address specific issues or to add functionality. You can download the firmware update file to the computer you are using to access the camera and then use the **Browse** button to navigate to the file before clicking on **Upgrade**.

English is the only language currently available and you can choose the video standard - NTSC (North America and most of South America) or PAL (Europe), but this won't generally make a difference when monitoring the camera through the Web Service program or the NVR.

Account Lock Enable is disabled by default. Enabling this feature will lock the camera from remote access - either by the NVR or through the Web Service - app if the wrong user names or passwords are entered the selected number of times. If the camera is locked out, it will need to be physically reset using the **Reset** button on or in the camera (depending on model).

Date & Time

The date and time can be set locally for the camera and it can synchronize with a time server and keep track of Daylight Savings Time just like the NVR.

The SyncPC button will set the time to that of the computer which you are using to access it. Keep in mind, that settings on the NVR can override this and synchronize the time with itself as described in **Section 4.3** of the User Manual.

You may edit, add or delete accounts, with the exception of the **admin** account. It is strongly recommended that you change the passwords from their default settings. A malicious user would have to discover the camera’s IP address in order to access it in the first place, but changing the password prevents unauthorized tampering.

Default

Clicking this button will reset everything to the factory default settings.

Import/Export

You can back up your camera’s configuration settings onto a computer to later import back into the camera if needed.

Auto Maintain

This allows you to have the camera reboot on schedule to improve performance - much like a computer. You can set the time and day of the week when this reboot will take place.

Upgrade

Q-See releases firmware updates from time to time to address known issues, to address specific issues or to add functionality. You can download the firmware update file to the computer you are using to access the camera and then use the **Browse** button to navigate to the file before clicking on **Upgrade**.
**Information**

This window shows both the current version of the software along with the camera’s serial number in addition to an event log that the camera maintains.

**PICTURE 4-31**

Clicking on an event will bring up detailed information in the bottom window, including the nature of the event.

You can also back up the logs to your computer or clear the log file.

**ALARM**

The Alarm window contains a log of all events, which can be searched by selecting the Alarm Type of interest.

**PICTURE 4-32**

You can also have the camera alert you of any events that occur while you’re monitoring it. Select an audio file from your computer to serve as the alarm tone.

**LOGOUT**

Clicking this tab will log you out of the camera and return you to the Login window.

---

**4.3 TROUBLESHOOTING CONNECTION ISSUES**

**ISSUES WITH DHCP**

As long as you are connecting your camera to a router with DHCP enabled, you should not have an issue connecting to your camera. The majority of routers do have the DHCP feature, but some users disable this feature and manually assign IP addresses to the devices on their network. The first step in resolving a connectivity issue, is to ensure that DHCP is active on your router. You will need to consult your router’s manual for information on where this feature is located.

If you have disabled DHCP and prefer to manually assign IP addresses to your network devices, you may do so using the ConfigTool software. If you do not know the correct IP information, you can use the Windows IPCONFIG command to obtain the needed information.

Double-click on the desired device to open the camera’s Login window within ConfigTool to open the IP Address Modification window.

Enter the IP address, default gateway and subnet mask.

Click OK to save, and you will see the information update in the Device List.

Right-click on the camera to open it in the Web Service browser program and proceed as described in Section 4.2, above.

Alternately, you may wish to turn on DHCP in your router long enough to allow the camera to obtain an IP address, which you can then change to Static in the Web Service’s Network TCP/IP window.

**PICTURE 4-33**

**PICTURE 4-34**

**PICTURE 4-34**

**PICTURE 4-34**
OBTAINING IP INFORMATION USING IPCONFIG

You will need to get your router settings to not only create an IP address, but for the Default Gateway information as well.

To get the router settings:

STEP 1. To access the router’s settings you will need to enter the Command (CMD) panel on a computer also connected to the same router.

STEP 2. Type “ipconfig” at the prompt (Red arrow in Picture 4-37) to access router settings.

STEP 3. Write down the IP4v address (Blue arrow) as well as the gateway and subnet mask numbers (Green arrows).

A. WINDOWS XP – Select Run from your Windows START menu (lower left of screen) and type “cmd” after the prompt.

B. WINDOWS VISTA and WINDOWS 7 – Click on the START menu (Windows icon) in the lower left of your screen. Type “cmd” into the field that says, “Search programs and files” and hit ENTER or click on the magnifying glass icon.

Enter the information into the proper fields in ConfigTool’s IP Address Modification window.

Click OK to save, and you will see the information update in the Device List.

Right-click on the camera to open it in the Web Service browser program and proceed as described in Section 4.2, above.
MOBILE SURVEILLANCE

CHAPTER 5

In addition to remotely monitoring your NVR over the Internet or a local network, you can view live feeds and recorded events on your iPhone, iPad, Android mobile device, Symbian, Windows Mobile or BlackBerry smartphone using free software.

Before you can access your NVR via a smartphone, you must have completed Port Forwarding for ports 80 and 37777 as discussed in Section 1.2 Opening Ports.

5.1 IPHONE AND IPAD

In order to monitor your system using your iPhone or iPad, you will need to install either the Q-See QC View app for smartphones or Q-See QC View HD app if you’re using a tablet. These are available for free through the Apple AppStore by searching for “Q-See.” Install either one as you would any other AppStore application.

Both versions have identical functionality. The HD version for the iPad differs in that you can view 16 cameras simultaneously and the viewing resolution is greater to take advantage of the tablet’s higher resolution screen.

For smartphones:

Q-See QC View
Utilities
Released Apr 28, 2012

For tablets:

Q-See QC View HD
Utilities
Released May 2, 2012

STEP 1. To launch QC View, simply tap on its icon in your app menu.

STEP 2. Upon launch, the program will display its main menu. To view your NVR, you will need to add it using the Device Manager option.

STEP 3. A connection to our Demonstration system is already pre-loaded on the application. You can remove this from your list at any time, but it offers an easy option to get the feel of how to control your NVR before you begin.

STEP 4. Click on Add to begin the process of configuring QC View to access your NVR.
STEP 5. You will need to enter certain details in order to access your NVR. You will most likely want to set up two methods to connect to your system - one for when you’re on the same network (i.e; within the same building as the NVR and able to connect wirelessly to your network) as well as one for times when you’re away and will be accessing using the Internet IP address.

NVR Title: This should be a descriptive name, such as “NVR Local” or “NVR Internet” to help you utilize the proper connection method.

Server: Enter the LAN or Internet IP address as appropriate. If you set up a domain name with MyQ-see.com, then you can enter that name for Internet connections.

Port: 37777.

User Name: admin (by default or use whatever user ID that you set in the NVR)

Password: admin (by default or whatever password you set in the NVR)

Channel amount: This can be the maximum number of channels that your NVR has, but if your network connection is slow, you can reduce the number.

OPERATION

Once you have selected the device you wish to monitor, you are able to perform most operations on your mobile device that you can on the NVR itself or using either of the computer-based remote monitoring options. The major exception are that you cannot reconfigure your NVR using QC View and you can only record still images from your cameras onto your mobile device, but not videos.

The Main menu gives you access to all of the functions of QC View. Touching the device’s Return button - whether on screen, or on a keypad - while in one window will return you back to this menu.

Initially, you will need to turn on each channel’s display individually from the Device List. You can bring up the device list by tapping on its icon on the right of the screen, or by double-tapping in an empty video display. Additionally, you can create a group of cameras using the Favorites option. Rearrange the layout by dragging a camera view to the desired area of the screen. Double-tapping on a channel will bring it to single-screen view. Double-tapping again, will return to the multi-channel display.

The camera feed with the green surround is the “active” channel and any actions performed using the buttons on the left of the screen will affect that channel.

Real-time Monitor: This window is where you will view the feeds from your cameras.
Playback: You can access video files recorded on your NVR. Click on a channel to open the Device Manager to select which camera’s record to view. You will then need to select the date and the start and end times to search for the video (Picture 5-8). The playback controls are self-explanatory. You can view multiple cameras simultaneously. Capture a still image using the Snapshot icon at the bottom of the screen. Images captured will be saved in your Photos folder.

Event List: When you set up Push Config (below) to notify you of events such as motion detection, camera masking (video blind) or a local alarm triggered at the NVR itself, QC View will keep a log of these events which can be reviewed in this list.

Channel Config: You are able to adjust the configuration of each video channel to optimize the performance on your iPad or iPhone. These settings will not change those set on your NVR, but instead allow you to compensate for being in areas where with poor connectivity, for example.

Push Config: This window provides you a check list allowing you to indicate which cameras will alert you based on motion detection, camera masking, or a local alarm triggered at the NVR itself. When Push is activated, you will receive alerts on your mobile device even when you’re not currently in the program. You can click on an alert and it will take you directly to video playback of the incident that triggered the alert.
**Favorites:** You may configure one or more groups of channels that you wish to view together using this button. These favorites can then be selected from the Device Manager list.

**Local Config:** PTZ camera configuration. Select a PTZ camera connected to your NVR for control from your mobile device. The slider sets the rotational speed. You can use the directional controls, or finger dragging on that camera’s video feed, to point the camera. Zoom in or out using the controls or with your fingers.

**Help:** Opens the internal help documentation.

---

**5.2 ANDROID**

In order to monitor your system using your Android smartphone or tablet, you will need to install either the Q-See QC View app for smartphones or Q-See QC View HD app if you’re using a tablet. These are available for free through the Android market by searching for “Q-See.” Install either one as you would any other Android application.

Both versions have identical functionality. The HD version for the Android tablet differs in that you can view 16 cameras simultaneously and the viewing resolution is greater to take advantage of the tablet’s higher resolution screen.

For smartphones:

![Q-See QC View DPSI](image)

Free

For tablets:

![Q-See QC View HD DPSI](image)

Free

---

**STEP 1.** To launch QC View, simply tap on its icon in your app menu.

**STEP 2.** Upon launch, the program will display its main menu. To view your NVR, you will need to add it using the Device Manager option.
STEP 3. A connection to our Demonstration system is already pre-loaded on the application. You can remove this from your list at any time, but it offers an easy option to get the feel of how to control your NVR before you begin.

STEP 4. Click on Add to begin the process of configuring QC View to access your NVR.

STEP 5. You will need to enter certain details in order to access your NVR. You will most likely want to set up two methods to connect to your system - one for when you’re on the same network (i.e., within the same building as the NVR and able to connect wirelessly to your network) as well as one for times when you’re away and will be accessing using the Internet IP address.

**NVR Title**: This should be a descriptive name, such as “NVR Local” or “NVR Internet” to help you utilize the proper connection method.

**Server**: Enter the LAN or Internet IP address as appropriate. If you set up a domain name with MyQ-see.com, then you can enter that name for Internet connections.

**Port**: 37777.

**User ID**: *admin* (by default or use whatever user ID that you set in the NVR)

**Password**: *admin* (by default or whatever password you set in the NVR)

**Max Channel**: This can be the maximum number of channels that your NVR has.

OPERATION

Once you have selected the device you wish to monitor, you are able to perform most operations on your mobile device that you can on the NVR itself or using either of the computer-based remote monitoring options. The major exception are that you cannot reconfigure your NVR using QC View and you can only record still images from your cameras onto your mobile device, but not videos.

The **Main menu** gives you access to all of the functions of QC View. Touching the device’s **Return button** - whether on screen, or on a keypad - while in one window will return you back to this menu.

Initially, you will need to turn on each channel’s display individually from the **Device List**. You can bring up the device list by tapping on its icon on the right of the screen, or by double-tapping in an empty video display. Additionally, you can create a group of cameras using the **Favorites** option. Rearrange the layout by dragging a camera view to the desired area of the screen. Double-tapping on a channel will bring it to single-screen view. Double-tapping again, will return to the multi-channel display.

The camera feed with the green surround is the “active” channel and any actions performed using the buttons on the left of the screen will affect that channel.

**Real-time Monitor**: This window is where you will view the feeds from your cameras.

**Snapshot** (saves to Local Files)

**Device list**

**Favorites** (groups of channels)

**Close Channel**

**Audio** (requires audio-enabled camera)

**PTZ Controls**
Play Back: You can access video files recorded on your NVR. Click on a channel to open the Device Manager to select which camera's record to view. You will then need to select the date and the start and end times to search for the video. The playback controls are self-explanatory. You can view multiple cameras simultaneously. Capture a still image using the Snapshot icon at the bottom of the screen.

Alarm Push: This window provides you a check list allowing you to indicate which cameras will alert you based on motion detection, camera masking, or a local alarm triggered at the NVR itself. When Alarm Push is activated, you will receive alerts on your mobile device even when you’re not currently in the program. You can click on an alert and it will take you directly to video playback of the incident that triggered the alert.

Favorites: You may configure one or more groups of channels that you to view together using this button. It also allows you to select the desired group.

Local Files: Snapshots captured from the Real-time Monitor or from Playback are stored here.

Config: PTZ camera configuration. Select a PTZ camera connected to your NVR for control from your mobile device. The slider sets the rotational speed. You can use the directional controls, or finger dragging on that camera's video feed, to point the camera. Zoom in or out using the controls or with your fingers.

Help: Opens the internal help documentation.

5.3 BLACKBERRY
The QC NVRs support phones running Blackberry Version 5.0. You will need to install a program called DMSS in order to monitor your NVR using your Blackberry smartphone. This software is available both on the CD that accompanied your NVR as well as via download from www.Q-See.com/Support. If you are downloading the software, begin with Step 1 below. Otherwise, copy the software from the CD to your computer’s desktop and begin with Step 3.

STEP 1. Download the phone software from Q-See.com/Support by looking up your NVR's model number and then selecting BlackBerry OS Smart Phone Software.

STEP 2. Extract the files from the software download. You will have two files; dmss.alx and dmss.cod. Save these files to your desktop.

STEP 3. Connect your Phone to the PC using a USB cable.

STEP 4. Run BlackBerry Desktop Manager and make sure it detects the application.

STEP 5. Click on Application Loader.

STEP 6. On Add/Remove Application, click on Start. Then click on Browse and Go to the Location where you have the dmss.alx file.

STEP 7. Once you finish uploading, you will see DMSS application in your blackberry (in the Download folder).
STEP 8. Click on the DMSS icon to launch the program. If this is your first time using this application on your phone, you will be presented with the login screen shown in Picture 5-19.

![DMSS Icon](Image)

PICTURE 5-18

STEP 9. Enter the following details:

- **Address**: Enter the Server IP (your public IP)
- **Port**: 37777
- **User ID**: `admin` (by default or use whatever user ID that you set in the NVR)
- **Password**: `admin` (by default or whatever password you set in the NVR)

After you log in, you will be able to see which channels are available to monitor.

Once you've selected a channel, it will display along with a list of selections.

- **Camera**: Go back to the camera selection window.
- **PTZ**: Display/Hide PTZ controls
- **Full**: Switch to full-screen display (no controls). Clicking on the phone's scroll ball will return the display to normal.
- **Set**: Go to Video Monitor Interface
- **Exit**: Exit the software.

**PTZ Control**

When selected, the PTZ controls appear below the video display. In normal display, use the scroll ball to operate the buttons. In full-screen mode, the camera can be directly controlled using the scroll ball.

In video monitoring mode, the E, S, X and F keys are used to control the PTZ direction.

![PTZ Controls](Image)

PICTURE 5-22

**Set**

This returns you to the Login window where you can enter the information to connect to another NVR or exit DMSS. You can also use the Exit button at the bottom of the screen.

![Login Window](Image)

PICTURE 5-23
5.4 SYMBIAN
The QC NVRs can be configured to be remotely monitored by a phone running the 3rd and 5th editions of the Symbian OS through the use of the DMSS software included on the disk that came with your NVR or available via download from www.Q-See.com/Support
If you are downloading the software, begin with Step 1, below. Otherwise, copy the software from the CD to your computer’s desktop and begin with Step 3.

STEP 1. Download the phone software from Q-See.com/Support by looking up your NVR’s model number and then selecting Symbian OS Smart Phone Software.

STEP 2. Extract the DMSS.sis application from the archive and save it to your desktop.

NOTE! The file you download will be a .rar formatted archive. We use this format to compress the file to the smallest possible size to speed up your downloading. If you need an extraction utility to open it, you can find free software at http://rarlabs.com/download.htm (PC) or http://www.unrarx.com (Mac)

STEP 3. Connect your phone to the computer using a wireless or infrared connection to send the software to your phone as a message. Or, you can use the Nokia PCSuite software with a local connection to transfer DMSS to your phone.

STEP 4. Double-click on the DMSS icon to launch it.

STEP 5. Enter the following details:
Address: Enter the Server IP (your public IP)
Port: 37777.
User ID: admin (by default or use whatever user ID that you set in the NVR)
Password: admin (by default or whatever password you set in the NVR)

STEP 6. Once you’ve entered the information and then the Login button, you’ll be connected to your NVR and can chose which channel to view.
STEP 7. Once you’ve selected a channel, it will display along with a list of selections.

Camera - Go back to the camera selection window.
PTZ - Display/Hide PTZ controls
Full - Switch to full-screen display (no controls). Clicking on the phone’s scroll ball will return the display to normal.
Video - Go to Video Monitor Interface

PTZ Control
When selected, the PTZ controls appear below the video display.
Use the directional button to control the movement of the camera and the other buttons to control the Zoom, Iris and Focus functions.

To exit, click the camera button at the bottom and then select Exit at the bottom right of the screen.

5.5 WINDOWS MOBILE
The QC NVRs can be configured to be remotely monitored by a phone running the Windows Mobile operating system through the use of the DMSS software included on the disk that came with your NVR or available via download from www.Q-See.com/Support
If you are downloading the software, begin with Step 1, below. Otherwise, copy the software from the CD to your computer’s desktop and begin with Step 3.

STEP 1. Download the phone software from Q-See.com/Support by looking up your NVR's model number and then selecting Windows Mobile Pro Smart Phone Software.

STEP 2. Extract the DMSS.cab file from the archive and save it to your desktop.

NOTE! The file you download will be a .rar formatted archive. We use this format to compress the file to the smallest possible size to speed up your downloading. If you need an extraction utility to open it, you can find free software at http://rarlabs.com/download.htm (PC) or http://www.unrarx.com (Mac)

STEP 3. Connect your phone to the computer and transfer the software to your phone in the usual manner. You will be asked whether you wish to install the software to your device or storage card.
STEP 4. After the program is installed, you can launch it from the Programs menu.

STEP 5. Upon launch, you will be presented with a login window. Enter the following details:
- **Address**: Enter the Server IP (your public IP)
- **Port**: 37777.
- **User ID**: admin (by default or use whatever user ID that you set in the NVR)
- **Password**: admin (by default or whatever password you set in the NVR)

STEP 7. Once you’ve logged in, select which camera that you wish to view by double-clicking on that camera’s name or by clicking on it once and then selecting the Video button. You will now be in the Video Monitor interface.

- **Camera**: Go back to the camera selection window.
- **PTZ**: Display/Hide PTZ controls
- **Full**: Switch to full-screen display (no controls). You can also click on the video itself, or use the maximize icon in the upper right of the screen.
- **Video**: Go to Video Monitor Interface.

PTZ Control
When selected, the PTZ controls appear below the video display.
Use the directional button to control the movement of the camera and the other buttons to control the Zoom, Iris and Focus functions.

To exit DMSS, click the X at the top right corner of the screen.
simplicity - quality - technology