Q-see®
simplicity - quality - technology

Remote Monitoring Setup Guide

QS SERIES DVR MODELS

PC with Windows
Operating System

iPhone

Android

BlackBerry*
* Select Models

Setup Guide for Remote Internet and Smartphone Monitoring,
MyQ-See DDNS, and Email Notification

Thank You for Choosing a Q-See Product!

All of our products are backed by a conditional service warranty covering all hardware for 12 months from the date of purchase. Additionally, our products also come with a free exchange policy that covers all manufacturing defects for one month from the date of purchase. Permanent upgrading service is provided for the software and is available at www.Q-See.com.

Be certain to make the most of your warranty by completing the registration form online. In addition to warranty and technical support benefits, you'll receive notifications of product updates along with free downloadable firmware updates for your DVR. Register today at www.Q-See.com!

Please see the back of this manual for exclusions.

ONLINE PRODUCT REGISTRATION

Register your product to receive
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Qsee

About this Manual

This remote monitoring guide contains information extracted from the user's guide and presents it in this smaller document for your convenience. and was accurate at the time it was completed. However, because of our ongoing effort to constantly improve our products, additional features and functions may have been added since that time and on-screen displays may change. We encourage you to visit our website at www.Q-see.com to check for the latest firmware updates and 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.

TABLE OF CONTENTS

REMOTE ACCESS

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

If you are using a router and wish to access your DVR 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 DVR 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 DVR. 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 DVR. 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 1.3**.

1.1 CONNECTING YOUR DVR TO A NETWORK

First and foremost, you will need to physically connect your DVR 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 DVR marked **RJ45**. Your DVR is not designed to be connected wirelessly to a network. It is also recommended that the router that the DVR 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 DVR, please see **Section 1.6 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 DVR. 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 QS-series DVR displays its IP address in the **Network Setup** window.

STEP 1. Using the mouse, right-click on the screen and then select **Main Menu** in the pop-up shortcut menu.
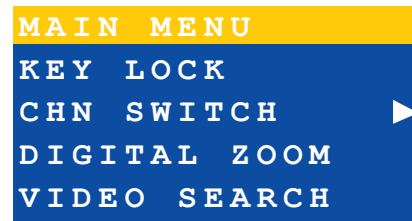
PICTURE 1-1

STEP 2. Select **ADVANCE** in the **Main Menu** window.
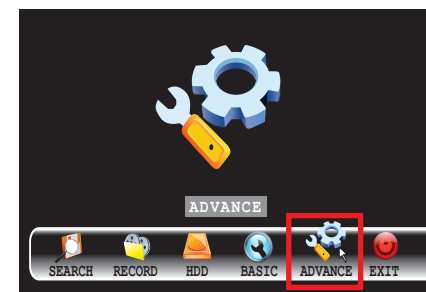
PICTURE 1-2

STEP 3. Click on **NETWORK** in the **Advanced Settings** Menu.

PICTURE 1-3

STEP 4. Make sure that **DHCP** is selected in the drop down menu at the top (item "**a**"). If it is not, select it, click **Apply** and then **Exit** before restarting the DVR and returning to this window.

Write down the DVR's IP address (Item "**b**"). At this time, you should consult your Router's manual to determine it's IP address, also known as the Internet- or Network Gateway address.

PICTURE 1-4

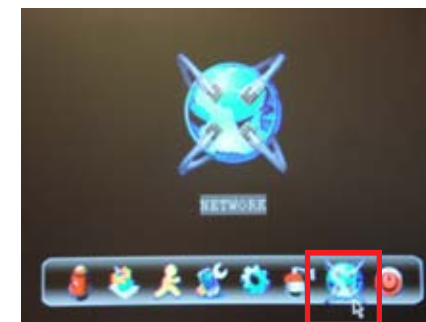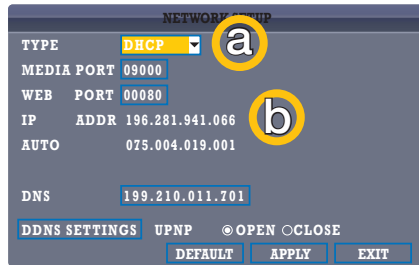For your convenience, the table below lists some common router manufacturers along with their most frequently used default gateway adresses.

Router Manufacturer	Default IP Addresses
3Com	192.168.1.1
Apple	10.0.1.1
Asus	192.168.1.1, 192.168.1.220
Belkin	192.168.2.1, 10.1.1.1
Buffalo	192.168.11.1
Dell	192.168.1.1
D-Link	192.168.0.1, 0.30, 0.50, 1.1, 10.1.1.1
Linksys	192.168.0.1, 1.1
Microsoft	192.168.2.1
Motorola	192.168.10.1, 20.1, 30.1, 62.1, 100.1, 102.1, 1.254
MSI	192.168.1.254
Netgear	192.168.0.1, 0.227
Senao	192.168.0.1
SpeedTouch	10.0.0.138, 192.168.1.254
Trendnet	192.168.0.1, 1.1, 2.1, 10.1,
U.S. Robotics	192.168.1.1, 2.1, 123.254
Zyxel	192.168.1.1, 2.1, 4.1, 10.1, 1.254, 10.0.0.2, 0.138

STATIC IP

The first number you wrote down, the DVR's IP address, is what you can use to access your DVR *while you are on the same network*. This address can be entered into a Windows Explorer browser as you would a regular web address. See **Chapter 2 Remote Monitoring** for full instructions on using this feature.

However, in the event of a power outage or other event that causes the router to restart, the router will often reassign a new IP address to connected devices and you will have to repeat the procedure above to be able to log into your DVR.

In some situations where only your router is disconnected or powered off whlle your DVR is unaffected, you may have to restart your DVR to refresh the information on the Network Setup page to get the new IP address.

To avoid this issue, return to the Network Setup window and change the pull-down **Type** menu to **Static**. Click on **Apply** to save your changes before exiting the menu.

IMPORTANT! As of this writing, 2Wire brand routers do not support Static IP. Because of this, in the event that your router has to restart, you will need to repeat the steps to obtain the new IP address. Connecting the router to an uninterruptible power supply (UPS) can prevent this issue.

1.2 OPENING PORTS

If you wish to access your DVR outside of your local network, you will need to configure your router to allow data to pass through its firewall using specified ports. This is referred to as Port Forwarding and does not constitute a security risk for your network as it only allows for specific communication to and from your DVR. For QS-series DVRs, the three ports that will be forwarded are; 80, 100 and 9000.

Below are two methods available which will forward ports for the vast majority of users; UPnP and DMZ. Please be advised that you will only need to use one process or the other to connect and implementing both will actually cause connection difficulties.

UPNP

UPnP or Universal Plug 'n' Play is an industry-standard set of networking protocols which allows networked devices to instantly locate each other and communicate. Most routers produced since 2009 feature UPnP. At this time you should consult your router's manual to ensure that it features UPnP. As of this writing, 2Wire brand routers DO NOT have UPnP capability and users of these routers as well as other routers without UPnP functionality will need to use the DMZ method described immediately below this section to forward their ports.

By default, your DVR comes pre-configured with UPnP turned on. This setting is accessible in the **Network Setup** window. If UPnP is not selected as **Open**, you will need to select that option and then click **Apply**.

Proceed to the end of this section for instructions on how to confirm that your ports are open using an online tool.
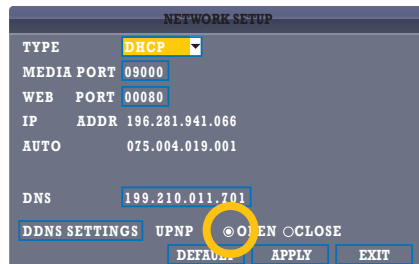
PICTURE 1-5

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

DMZ

DMZ stands for Demilitiarized Zone and is a way to instruct your router to allow data to pass to and from the ports you specify. Most current models of routers feature 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.** Open a web browser and enter your router's IP address into the address bar. This address is listed in your Router's manual. This should open your router's control panel.

Pictures 1-6 and **1-7** show two examples of the location of the DMZ controls.

> **STEP 2.** Once you have located the DMZ controls, ensure that they are enabled or turned on.

PICTURE 1-6

> **STEP 3.** Enter the DVR's IP address in the area provided. This is the first string of numbers you wrote down in **Section 1.1 Obtain an IP Address**.

> **STEP 4.** Click on **Apply** or **Save** as appropriate to preserve your settings.

PICTURE 1-7

CONFIRMING THAT PORTS ARE OPENED

Whether you used UPnP or DMZ to open your ports, you should confirm that they have been opened without being blocked by going to *www.canyouseeme.org* using a computer connected to the same router as the DVR.

STEP 1. Enter "**80**" into the box labeled "**What Port?**"

STEP 2. Click on the Check button

STEP 3. You should see a green "Success" message.

If you get a red error message, you will need to return to the DVR's **Network Settings** page and change the **Web Port** to 81, 83 or 85 and click Apply to save your changes. The DVR will need to reboot to use the new settings. You can then reattempt the check by entering that new number in the **Port** field.

> Browser - Windows Internet Explorer
> http://canyouseeme.org/
> Open Port Check Tool
>
> CanYouSeeMe.org - Open Port Check Tool
> This page will serve as a free utility for remotely verifying a port is open or closed. It will be useful for users who wish to check to see if a server or ISP is blocking certain ports.
>
> Your IP: **81.919.622.24**
> What Port?
> Check
>
> Success: I can see your service on
> **81.919.622.24** on port **(80)**
> **Your ISP is not blocking port 80**

PICTURE 1-8

STEP 4. Repeat for ports 100 and 9000. If ports 100 and 9000 are blocked, then use a number in that range (ie; 110, 9100, etc.)

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 DVR using a web browser or your mobile device from outside of your local network (away from the building in which your DVR is located). Please note that if you had to use a different port number than 80 for the web port, you will have to add a colon (:) and that port number to the end of the address shown. Example 82.919.622.24:81.

1.3 CONNECTING VIA A MODEM
PPPOE

If you are going to attach the DVR directly to a DSL or Cable modem instead of a router you will want to select the **PPPOE** option in the **NETWORK** options. This method is instead of UPnP or DMZ and only applies if you are not using a router.

Contact your ISP for the User Name and Password needed for the router. Select **PPOE** from the Type pull-down menu and hit **OK**. Enter the User Name and Password into the appropriate fields.
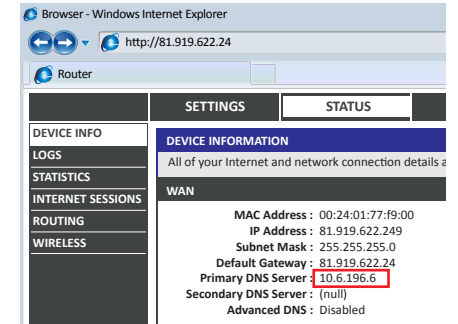
> NETWORK SETUP
> TYPE   PPPOE
> MEDIA PORT 09000
> WEB PORT   00080
> PPPOC NAME
> PASSWORD
> DNS   202.096.134.133
> DDNS SETTINGS   UPNP   ●OPEN ○CLOSE
> DEFAULT   APPLY   EXIT

1.4 ACTIVATING DNS (DOMAIN NAME SERVER)

Once you have completed the previous sections, you are able to operate your DVR remotely. However, in order to activate features such as the ability to send e-mail alerts from your system as well as being able to access it using a conventional web address, you will need to obtain the DNS (Domain Name Server) number. You will be obtaining this number from your router and entering it into the appropriate field within your DVR's **Network Setup** window.

STEP 1. Open a web browser and enter your router's IP gateway address into the address bar. This address is the second set of numbers you wrote down in **Section 1.1 Obtain an IP Address** and it ends with 001. This should open your router's control panel.

> Browser - Windows Internet Explorer
> http://81.919.622.24
> Router
>
> | SETTINGS | STATUS |
> | --- | --- |
>
> DEVICE INFO
> LOGS
> STATISTICS
> INTERNET SESSIONS
> ROUTING
> WIRELESS
>
> **DEVICE INFORMATION**
> All of your Internet and network connection details a
> **WAN**
> MAC Address : 00:24:01:77:f9:00
> IP Address : 81.919.622.249
> Subnet Mask : 255.255.255.0
> Default Gateway : 81.919.622.24
> Primary DNS Server : 10.6.196.6
> Secondary DNS Server : (null)
> Advanced DNS : Disabled

STEP 2. Locate your router's **Status** window (it may also be named "Information" or "Info"), it will list the DNS number – copy this down.
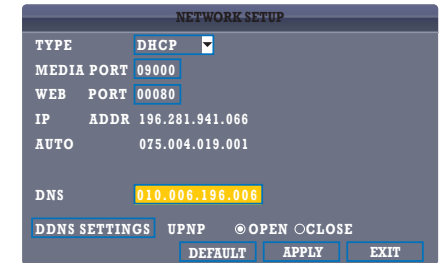
PICTURE 1-10

Each brand of router is different. **Picture 1-10** shows an example of the location of the DNS number in a router's status window.

STEP 3. Return to the **Network Setup** window in your DVR and enter the DNS number into the field marked **DNS** using the Virtual Keyboard.

In cases where the DNS number on your router only shows one or two digits in a section you should enter zeroes BEFORE the number(s) to complete the three-digit section.

> NETWORK SETUP
> TYPE   DHCP
> MEDIA PORT 09000
> WEB PORT   00080
> IP   ADDR   196.281.941.066
> AUTO   075.004.019.001
>
> DNS   010.006.196.006
> DDNS SETTINGS   UPNP   ●OPEN ○CLOSE
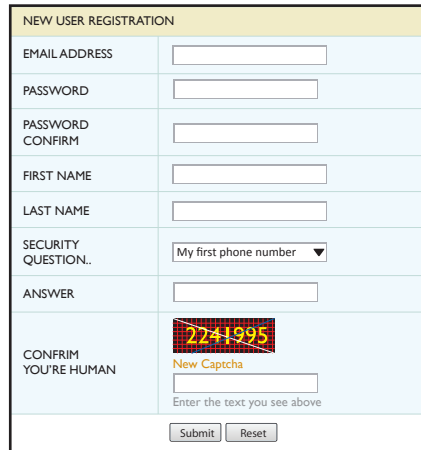> DEFAULT   APPLY   EXIT

PICTURE 1-11

STEP 4. Click **Apply** to save your changes before exiting the window. You will need to restart your DVR for the changes to take effect. If you are continuing on with the next section, **Setting up DDNS**, you can wait until making those settings before restarting.

1.5 SETTING UP DYNAMIC DOMAIN NAME SERVICE

This is an optional step which allows you to take advantage of Dynamic Domain Name Service, or DDNS. Not to be confused with DNS in the previous section, DDNS allows you to enter a conventional web address when remotely logging into your DVR from outside of your network. It also allows you to avoid having to repeat steps in **Obtain an IP Address** when/if your ISP reassigns IP addresses. Q-See offers DDNS service for free at www.MyQ-See.com and your DVR is configured accept account information from that site.

STEP 1. Open a browser window and go to www.MyQ-See.com
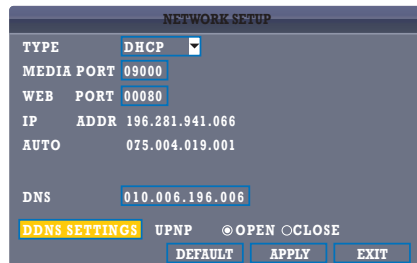
STEP 2. Register with the website and follow the instructions for creating a domain name. The website will display your pubic IP address and your domain name which will look like this: http://example.MyQ-See.com

NEW USER REGISTRATION	
EMAIL ADDRESS	
PASSWORD	
PASSWORD CONFIRM	
FIRST NAME	
LAST NAME	
SECURITY QUESTION..	My first phone number ▼
ANSWER	
CONFRIM YOU'RE HUMAN	2241995 New Captcha Enter the text you see above
	Submit Reset

PICTURE 1-12

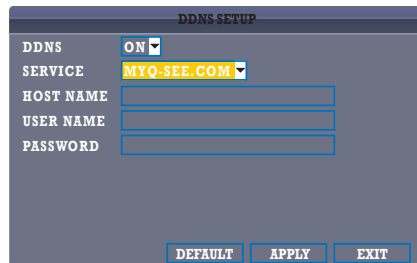**STEP 3.** Return to the **Network Setup** Window in your DVR and click on the **DDNS Settings** button to open the **DDNS Setup** window.

```
            NETWORK SETUP
TYPE         DHCP  ▾
MEDIA PORT   09000
WEB   PORT   00080
IP    ADDR   196.281.941.066
AUTO         075.004.019.001

DNS          010.006.196.006
DDNS SETTINGS   UPNP  ◉OPEN ○CLOSE
         DEFAULT   APPLY    EXIT
```

PICTURE 1-13

STEP 4. In the DDNS Setup window, turn DDNS on to reveal the other required fields. Select MyQ-See.com as the service and enter the domain name along with the user name and password you used to create your account.

STEP 5. Click on **Apply** and then exit the window to return to **Network Setup**. Click **Apply** again and then exit. You will need to restart your machine for the settings to take effect.

```
            DDNS SETUP
DDNS       ON ▾
SERVICE    MYQ-SEE.COM ▾
HOST NAME
USER NAME
PASSWORD




         DEFAULT   APPLY    EXIT
```

PICTURE 1-14

1.6 RESOLVING CONNECTION ISSUES

There are several hardware-related situations which can prevent the DVR'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 DVR 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.
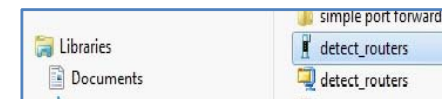
STEP 1. Go to *http://www.pcwintech. com/shanes-toolbox*

STEP 2. Click on **Detect Multiple Routers** to begin the download.
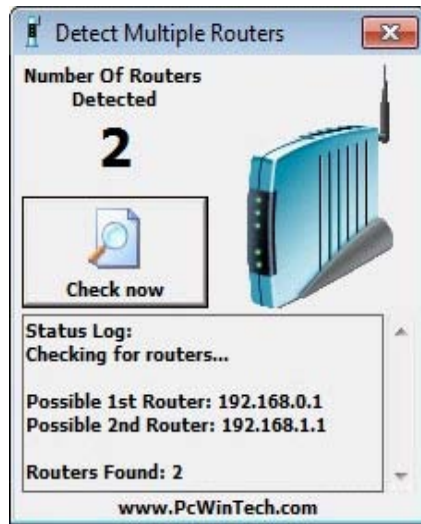
PICTURE 1-13

STEP 3. Unzip the application to install it.

STEP 4. Click on the **detect_routers** application to run it.

PICTURE 1-14

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STEP 5. Click on **CHECK NOW** to detect how many Routers are in the network.
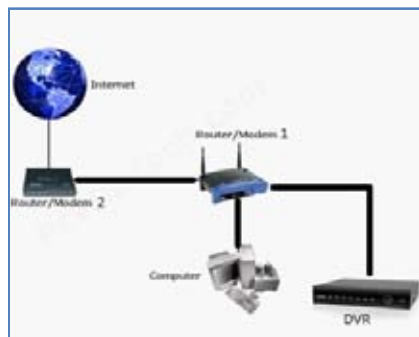

PICTURE 1-15

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 1-16**.

If so, it may be preferable to connect your DVR and computer to the router that connects directly to the Internet. However, this is not always possible depending upon your particular situation.
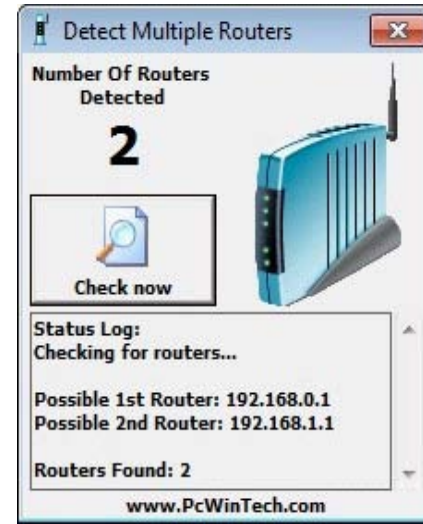

PICTURE 1-16

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 1-17** 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 1-17** 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.

PICTURE 1-17

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 DVR is connected, to the IP address of the DVR, and set the primary router to pass the connection to this router.

REMOTE MONITORING

2.1 ACCESSING YOUR DVR REMOTELY

Once you have configured the network settings on the DVR to match those on your router and forwarded the ports needed by the DVR to enable remote access over the Internet, you will be ready to remotely view your cameras using a webcam program based on an ActiveX control. For this to work, you will have to enable the ActiveX control options that are built into Internet Explorer. It is strongly suggested that you be running the latest version of Internet Explorer (currently IE9). As of this writing, the QS434 is being updated to work with IE9. In the interim, continue to use IE 8. The instructions below will describe the process using both version 8 and 9 of Internet Explorer.

ACCESSING THE DVR USING INTERNET EXPLORER

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).
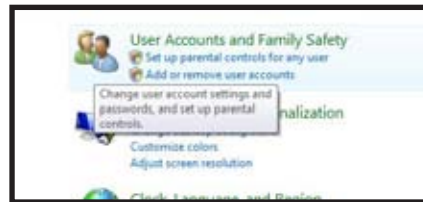
Windows Vista

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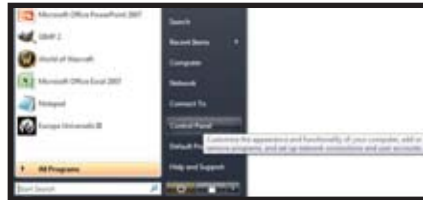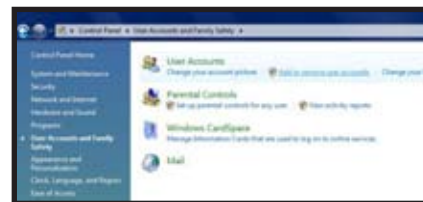

PICTURE 2-1

> **STEP 2.** Select User **Accounts and Family Safety**.

PICTURE 2-2

> **STEP 3.** Select "**Add or Remove User Account**."
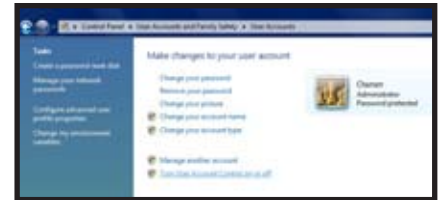

PICTURE 2-3

STEP 4. Select the desired user account.

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

PICTURE 2-4

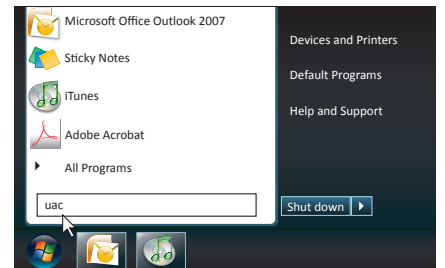**STEP 6.** Uncheck the box next to "Use User Account Control (UAC) to help protect your computer."

PICTURE 2-5

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

PICTURE 2-6

Windows 7

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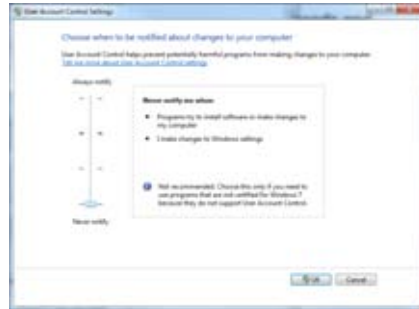

> **STEP 2.** Type "uac" into the search bar and hit **ENTER**. The User Account Control will open or you will be offered a link to click to open it.

PICTURE 2-7

> **STEP 3.** Move slider to lowest setting and press **OK**.
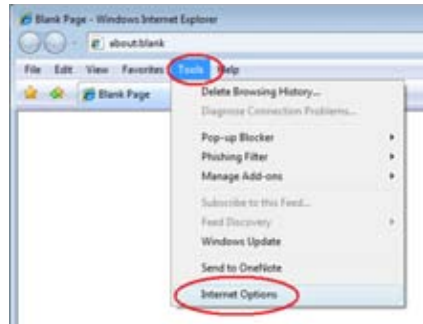
18

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Setting Up ActiveX Control

STEP 1. Open Internet Explorer

STEP 2. Click on **Tools**

PICTURE 2-8

STEP 3. Select **Internet Options** in the pull-down menu

PICTURE 2-9

STEP 4. Click on the **Security** Tab

STEP 5. Select **Trusted** Sites

STEP 6. Click on the **Sites** button

PICTURE 2-10

STEP 7. Uncheck the "**Require server verification (https:) for all sites in this zone**" button.

STEP 8. Type the DVR'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.
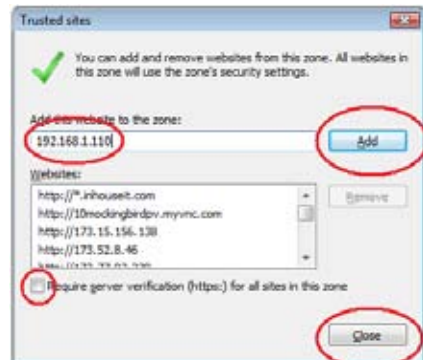
PICTURE 2-11

STEP 11. Click the **Custom level…** button.

PICTURE 2-12

STEP 12. Pull down the "**Reset to:**" menu button and select **Low**

PICTURE 2-13

20

21

STEP 13. Click the **Reset** button

STEP 14. Click "**Yes**" when asked, "Are you sure you want to change the setting for this zone?"
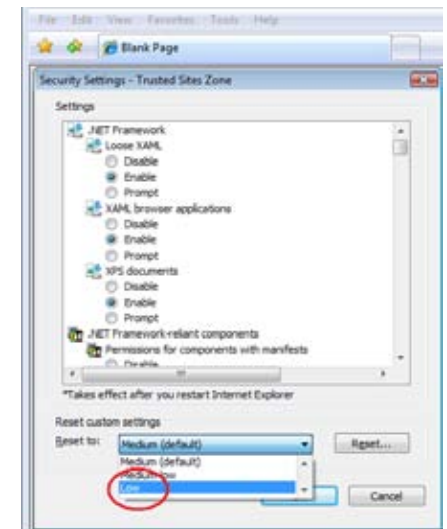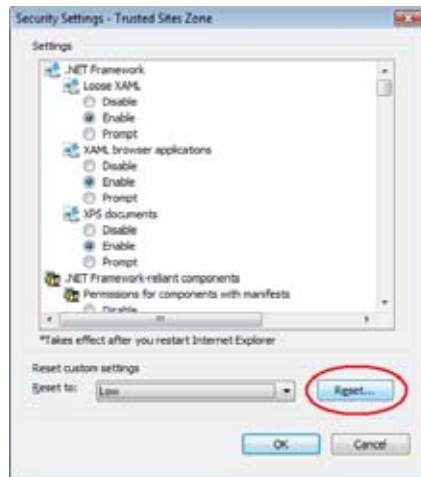
STEP 15. Click **OK**

STEP 16. Click **Apply**

STEP 17. Click **OK**

STEP 18. Close Internet Explorer

PICTURE 2-14

You are now ready to access the DVR using Internet Explorer.

2.2 REMOTE MONITORING

The system features a built-in browser-based software that allows you to access your system remotely over your local area network (LAN) or over the Internet using Internet Explorer®.
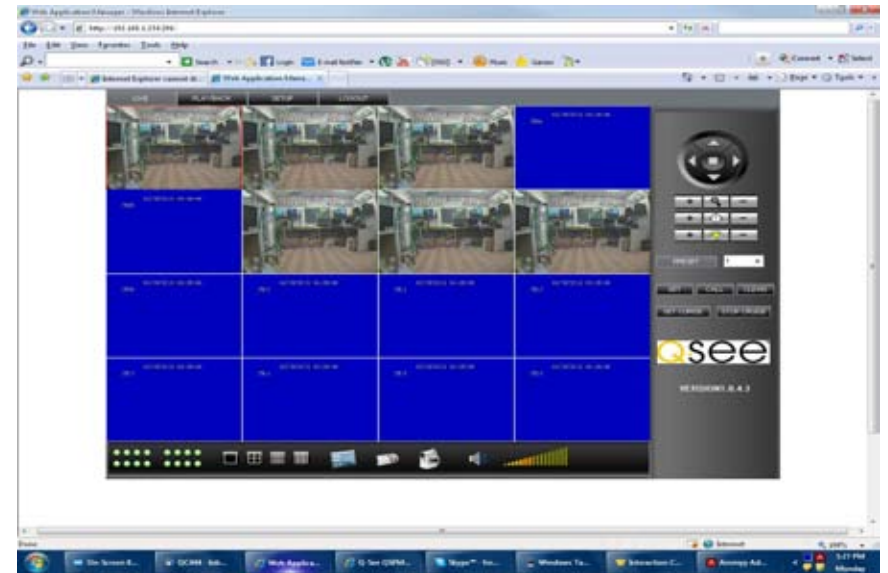
PICTURE 2-15

The software will install the first time you access the DVR through Internet Explorer and will allow you to operate the network remotely. The DVR supports access over LAN and WAN, also supports IP and domain name access.

LOGGING IN REMOTELY

After you have installed the remote monitoring software, any time you acces the DVR from your computer you will have to sign onto the DVR through the Login window.

Select LAN or INTERNET from the drop-down menu and click LOGIN. The process will last for 1~2 minutes.

PICTURE 2-16

THE LIVE VIEW WINDOW

After logging in, the Remote Surveillance main screen will appear in your browser.

PICTURE 2-17

#	Item	Function
1	Modes	LIVE, PLAYBACK, SETUP and LOGOUT.
2	Main Screen	Main display screen for live viewing and playback.
3	Time Stamp	Time stamp appears on each channel.
4	Channel	Channel number appears in the top left corner.
5	PTZ Control	PTZ control for any connected PTZ cameras (not included).
6	Functions	Click the icons to show/hide channels, take screen captures, and record.
7	Display Modes	Click the icons to view channels in single-channel full-screen, quad, and split-screen configurations.
8	Volume/Mute	Select a channel (outlined in red) and then click the bars to increase/decrease volume; click the icon to mute/un-mute volume.*

*Audio-capable cameras or powered microphones (not included) required for audio listening and recording.

Live Viewing Controls

• Click LIVE at the top of the main screen.

• Click the display mode icons to view the main screen in single-channel, quad, or split-screen configurations. You can also double-click a channel at any time to view it in single-channel.

• Click [icon] to show or hide all the channel windows.

• Click [icon] to start/stop manual recording to your PC on ALL channels. For more details see **RECORDING**.

• Select a channel (outlined in red) and then click the audio bars to increase or decrease listening volume. Click the icon to mute/unmute.

> **NOTE!** The Talk function is not enabled on this DVR.

RECORDING
You can record video directly to your PC using the remote surveillance software.

To record video to your PC:

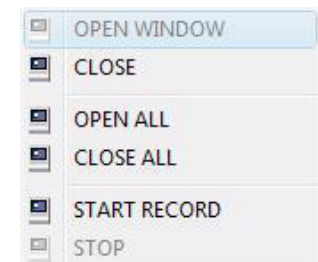From Live viewing, click to start/stop manual recording to your PC on ALL channels

> **NOTE!** You will record video to your PC regardless of the recording mode on the system itself. By default, recorded files are saved in C:\DVR\[ip_address]\Record.

SHORTCUT MENU

Right-click any channel to open the Shortcut Menu.

| OPEN WINDOW |
| CLOSE |
| OPEN ALL |
| CLOSE ALL |
| START RECORD |
| STOP |

PICTURE 2-18

PTZ CONTROL

You must have a PTZ camera (not included) connected to the system in order to use the PTZ controls.

Controlling a PTZ Camera

• Select the channel of the connected PTZ camera(s).

• Click the navigation arrows to pan and tilt the camera.

• Click **+ /-** to control zoom, focus, and iris.

• Enter presets.

• Click **SETTING**, **HAND**, and **CLEAR** to further control presets.

PICTURE 2-19

SCREEN CAPTURES

Use the remote surveillance software to take a snapshot of the channels on the main display screen. Screen Captures can be useful for your own records, or may be needed by authorities in case of a security incident.

To take a screen capture:

> **STEP 1.** In Live Viewing, select the channel you want to capture. The selected channel will be highlighted in a red frame.
>
> **STEP 2.** Click .
>
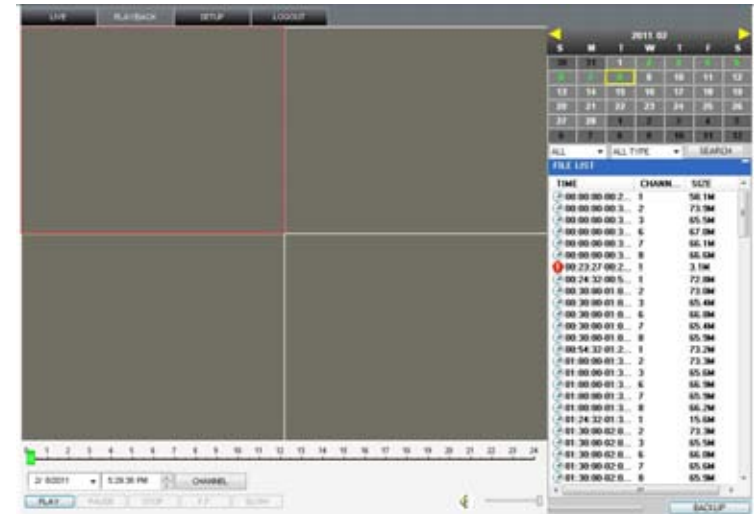> **STEP 3.** Click **OK** in the confirmation window.

Screen captures are saved as BMP files to the default save location (C:\DVR\...).

PLAYBACK

Use the **Playback** menu to search and playback recorded video on your system.

> **NOTE!** When playing back video files online, you can only view a single camera at a time.

PICTURE 2-20

To use the replay menu:

> **STEP 1.** Click PLAYBACK at the top of the main screen. The main screen will be grey.
>
> **STEP 2.** Click REFRESH below the calendar to view the recorded files for the current month.

Normal recording is indicated by a clock icon; alarm recording (alarm, loss, and motion events) are indicated by an exclamation mark icon.

> **STEP 3.** Double-click a file from the File List to playback the file in the main screen. The icon in the file list changes to "▶" .Control playback using the buttons at the bottom of the main screen.

PICTURE 2-21

The blue bar above **BACKUP** indicates the download progress. The green marker above **PLAY** indicates playback progress. You can click and drag the playback marker to advance or rewind playback as needed.

Pause	Switch between pause/play
STOP	Stop play
F.F.	Fast play
SLOW	Slow play

SEARCH

Use the calendar and drop-down menus to search for recorded video on your system.

• Click **< >** to change the month on the calendar. Dates with recorded video data will appear in bold.

• Click the date. Recorded video files will populate the **File List**.

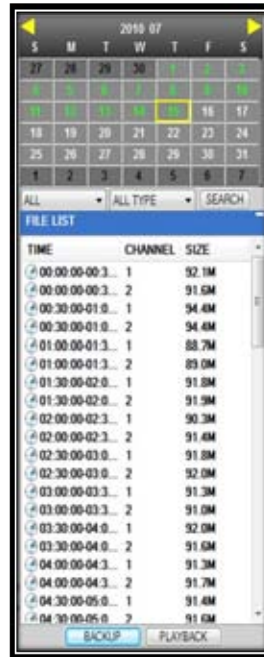• In the Channel drop-down menu, select a specific channel or select **ALL CHANNEL** and then click **SEARCH**.

• In the Type drop-down menu, select **COMMON** (normal recording), **ALARM**, or **ALL TYPE** and then click **SEARCH**.

• Double-click the file from the File List to playback the file in the main screen.

PICTURE 2-22

REMOTE BACKUP

You can backup recorded video files from your system to your PC using the Replay menu in the remote surveillance software.

To backup files remotely:

> **STEP 1.** Click **REPLAY** at the top of the main screen.
>
> **STEP 2.** Select a date(s) on the calendar and click **REFRESH**.
>
> **STEP 3.** Double-click a file from the **File List** to begin playback.
>
> **STEP 4.** Click **BACKUP**. Backup begins to C:/DVR/[ip_address]/Backup

NOTE! If you play back a file, you must wait for the file to load before backing it up otherwise you may receive an error message.

PICTURE 2-23

When file backup is complete, click **OK** in the confirmation window. The confirmation window will show the save path of the backup file.

The files will be saved with the **.264** extension and can be viewed with the **Player** software included with your DVR. or available on our website.

PICTURE 2-24

REMOTE SETUP

Use the Setup tab to configure the settings of your system from a remote location. If the Main Menu is open on the system, you will not be able to make changes to the system from the remote location.

Opening Remote Setup

Click **SETUP** at the top of the main screen. The Remote Setup menu features the following tabbed options: **Record**, **Alarm**, **PTZ**, **Network**, **Setting**, **Host Info**

Click [SETUP] to enter into setup interface, this interface include record, alarm, PTZ, network, setting and system information six menus.

Record

Click [RECORD] to enter into setup interface; the parameter settings are the same as on the DVR.


PICTURE 2-25

Alarm Setting

Click "**ALARM**" to enter into setup interface; the parameter settings are the same as on the DVR.

PICTURE 2-26

PTZ

Click [PTZ] to access setup interface; the parameter settings are the same as on the DVR.

PICTURE 2-27

Network

Click [NETWORK] to access setup interface; the parameter settings are the same as on the DVR.

PICTURE 2-28

Setting

Click [SETTING] to access setup interface; the parameter settings are the same as on the DVR.

PICTURE 2-29

BANDWIDTH: Set the bandwidth in kbps (128k, 192k, 256k, 384k, 512k, 1024k) that you want to allocate for traffic depending on the available internet bandwidth. This bandwidth does not include audio.

FILE SAVE PATH: The save path of captured picture and recording video. IE login password and DST settings you can set as DVR setting.

Maintenance

Click [MAINTENANCE] to access maintenance interface; you can reboot DVR or remotely upgrade firmware.

PICTURE 2-30

Host Info

Click [HOST INFO] to access system information interface (see Figure 4.3.14). This interface includes hard drive status, remaining recording time, firmware version and MAC Address. All the information is fixed, it cannot be changed.

PICTURE 2-31

E-MAIL NOTIFICATION

The system can send an email notification with a JPEG snapshot for triggered events on the system. Selecting **Email Setup** in the **Alarm Setup** menu will open the **Email Setup** menu. Your DVR will need to be connected to the Internet - either through a router or by being directly connected to a modem - in order to be able to send out email alerts.

> **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.
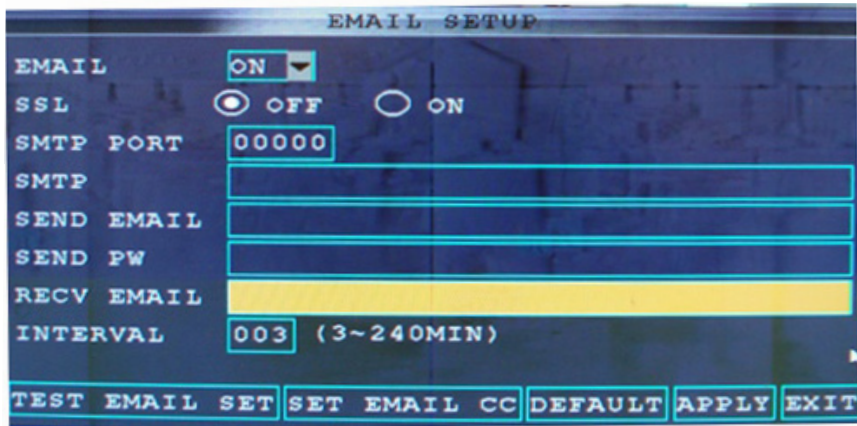
PICTURE 3-1

For the example below, we will use Gmail. The settings can be found under **Options** when logged into your Gmail account. If you have a corporate mail server, you will need to consult with your IT department regarding proper settings.

STEP 1. Select **ON** in the pull-down menu to the right of **EMAIL**.

STEP 2. **SSL** Leave SSL turned OFF. SSL deals with encryption. Only advanced users should enable this option.

STEP 3. **SMTP PORT** Enter the SMTP port of your email server. Gmail's is 465.

STEP 4. **SMTP** Enter the SMTP address of your email server. For example, smtp.gmail.com

STEP 5. **SEND EMAIL** The "from" address of your alerts.

STEP 6. **SEND PW** Enter the password of your sending email account

STEP 7. **RECV EMAIL** Enter the destination email address for your notifications.

STEP 8. Click **APPLY** and then click **CLOSE** in the confirmation window.

STEP 9. Click **EXIT** in all menus until all windows are closed.

---

MOBILE SURVEILLANCE

4.1 ENABLING MOBILE SURVEILLANCE

You can access your DVR from your cellular phone running Windows Mobile Pro (6.0 or later), Symbian (S60 3rd or later), Android, Blackberry (Curve 8900, Bold 9700, Tour 9630), or iPhone on 3G networks. We have included the software - or the links to it - for your phone on the disk accompanying your DVR. Instructions for operating the software is included on the following pages as well as separately on the disk as well. Be sure to check our website from time to time to see if updated software has been released.

> **NOTE!** Before you can use mobile access you need to setup the network configuration on the DVR and forward ports 80, 100, and 9000 from the router the DVR is attached to, to the IP address of the DVR as described in **Chapter 1**.

The Mobile Setup window is found in the Advanced Menu.
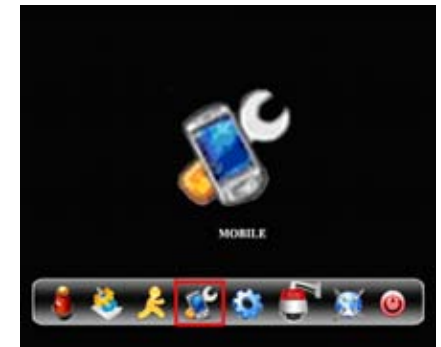
To configure mobile notification settings:

PICTURE 4-1

STEP 1. Under **MOBILE NETWORK**, select 3G

STEP 2. Under **MOBILE PORT**, enter your mobile port number.

STEP 3. Click **APPLY**. Click **CLOSE** in the confirmation window.

PICTURE 4-2

4.2 MOBILE SURVEILLANCE SOFTWARE

ANDROID

STEP 1. Insert the CD that comes with your DVR into your computer.

STEP 2. Plug your phone into your computer using a USB cable.

STEP 3. Open up your sync software for your phone.

PICTURE 4-3

STEP 4. After clicking on the Application installer (**Red box in Picture 4-3**), the installer will display the image shown in **Picture 4-4**.

PICTURE 4-4

STEP 5. Click the next button and browse the CD to locate the Android1.5.apk file.

PICTURE 4-5

STEP 6. Click **Next** then **Finish**.

PICTURE 4-6

STEP 7. Go to your phone and install Meye by clicking on the **Install** button on the screen.
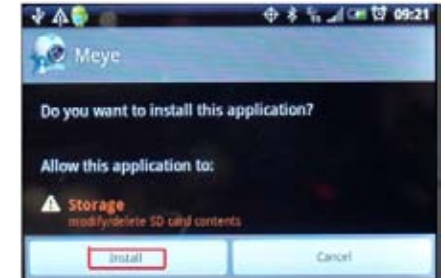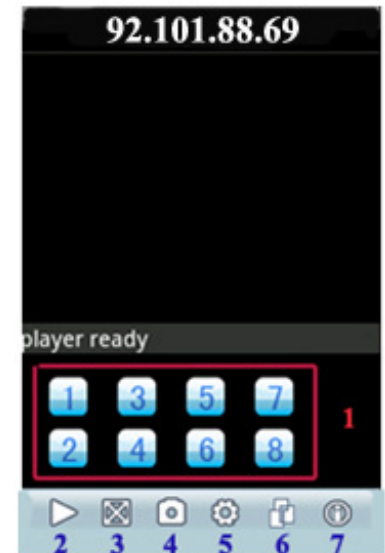

PICTURE 4-7

STEP 8. Once installed, click on **Open** to access the program.
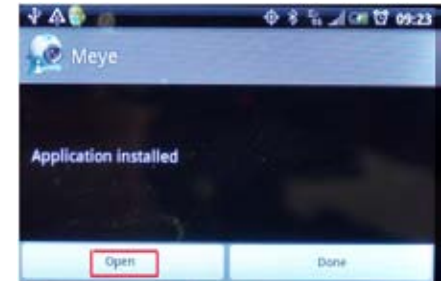
Below Meye's main screen are the program controls.

PICTURE 4-8

Icon	Function
#	Channel buttons
▷	Start/Stop
⊠	Normal View/Magnified View
⊙	Snapshot
⚙	Settings
⊡	Next channel group
⊕	Program information

Snapshots are saved to the phone's default gallery directory.

PICTURE 4-9

Channels

Select a channel by clicking on its button and the program will open the corresponding channel and show its video feed. By default, Meye will show the buttons for channels 1 through 8. By selecting the channel group button you can switch to channels 9 through 16.

34

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⚙ Settings

Clicking on the gear icon will take you to the setup window.

- **Address**: The DVR's public IP address or DDNS
- **Port**: DVR's port server setting (100 by default)
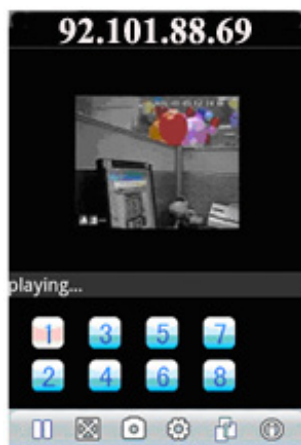- **User ID**: The same User Name used on the DVR
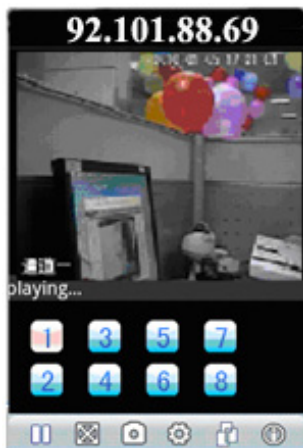- **Password**: The same User Password used on the DVR

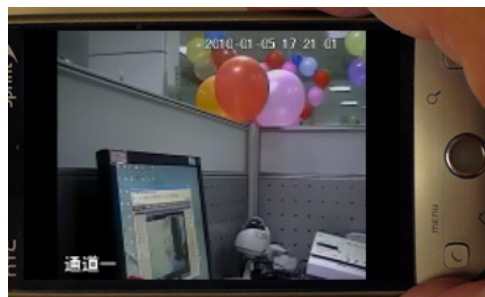**PICTURE 4-10**

⊠ Video Display

You can switch between normal viewing mode (**Picture 4-11**) and a magnified view of the camera's feed (**Picture 4-12**). In addition, the display will automatically switch to full screen mode (**Picture 4-13**) if you tilt your phone horizontally.

PICTURE 4-11

PICTURE 4-12

PICTURE 4-13

BLACKBERRY

System requirements: Smartphone OS: 5.0 or 6.0

Your phone must support H264 video.

Installation

The needed software files, MEye.cod and MEye.alx can be found on the disk that comes with your DVR.

STEP 1. Connect the BlackBerry to your PC via USB Cable.

STEP 2. Launch BlackBerry Desktop Manager and run select **Import Files**.

PICTURE 4-14

STEP 3. Locate MEye.alx (it may be easier to copy the two files to your hard drive) and click on **OPEN**.
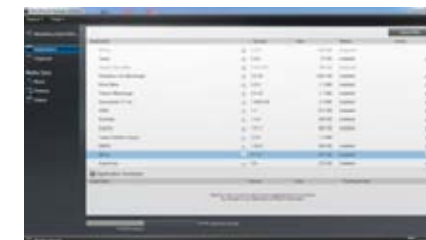

PICTURE 4-15

The files will be imported to your phone.

PICTURE 4-16

Deskop Manager will show that MEye is now installed on your phone.

PICTURE 4-17

36

37

STEP 6. Remove the USB Cable and go the Download Menu on your phone.

PICTURE 4-18

STEP 7. Launch the software to reach the main screen.

Icon	Function
#	Channel buttons
▷	Start/Stop
⊠	Normal View/Magnified View
📷	Snapshot
⚙	Settings
🗗	Next channel group
ⓜ	Program information

The icons which are not defined above are non-functional.

⚙ **Settings**

Click on the gear icon to open the settings window and enter the required information to allow the phone to connect with your DVR.
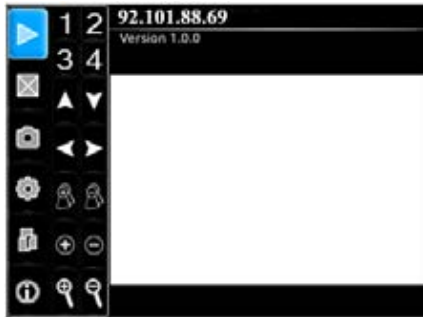
Server Address: The DVR's public IP address or DDNS

Server Port: DVR's port server setting (100 by default)

User ID: The same User Name used on the DVR

Password: The same User Password used on the DVR

Network Type: Select network mode, WIFI or 3G

PICTURE 4-19

PICTURE 4-20

IPHONE AND IPAD

System requirements:

iPhone or iPad with at least 800KB of free space.

STEP 1. Open your iPhone and click App Store.

STEP 2. Under the search bar type "Meye" and click search button. Download the Mobile Viewing Application for free, the file name is Meye.
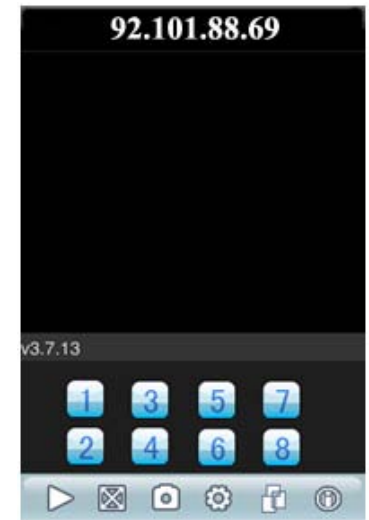
STEP 3. Click the Meye icon, the application will install on your iPhone.

PICTURE 4-21

Once the application is installed on your phone, you can log in and access your system.

Icon	Function
#	Channel buttons
▷	Start/Stop
⊠	Normal View/Magnified View
📷	Snapshot
⚙	Settings
🗗	Next channel group
ⓜ	Program information

PICTURE 4-22

Settings

STEP 1. Click the **MEye** icon to launch the program.

STEP 2. Click **Settings**. Enter the IP address of your system or DDNS address into the **Address** field.

STEP 3. Enter the port number of your system (Default setting is 100).

STEP 4. Enter the same username and password that you use to log onto the DVR.

STEP 5. Click **Back**. And click play, The Mobile Viewer will connect automatically.

STEP 6. Use the channel number buttons to switch between cameras. You can only view one channel at a time.

PICTURE 4-23

If you are having trouble connecting, please check the wireless network configuration on your phone.
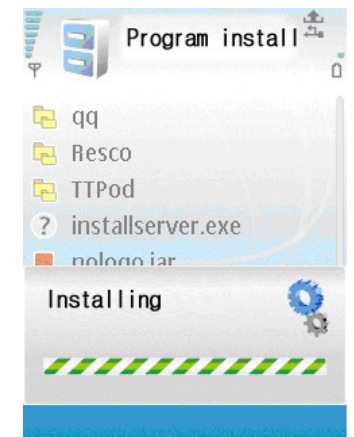
SYMBIAN OPERATING SYSTEM

STEP 1. Copy the install program MEye. sisx appropriate to your version of the Symbian operating system from the CD included with your DVR to your mobile phone. Use MEye.3rd for third edition and MEye_5th for fifth edition. The default save path is memory card.
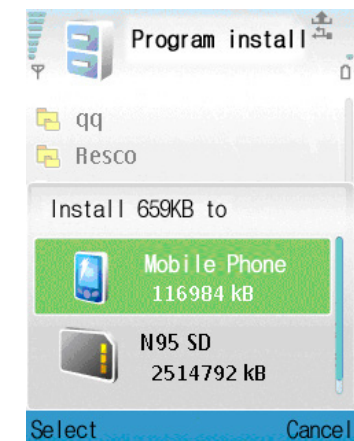

PICTURE 4-24
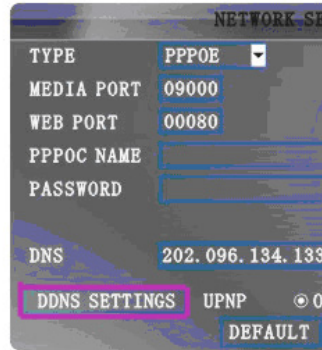
STEP 2. Click the program to install it.

PICTURE 4-25

STEP 3. Choose to install the program to the phone's internal memory or onto an SD card.
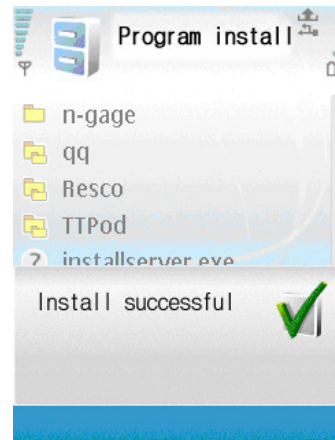

PICTURE 4-26

40

41

STEP 4. Allow the program to connect to the network.

PICTURE 4-27

STEP 5. The message, "Install successful" will display after the program is finished installing.
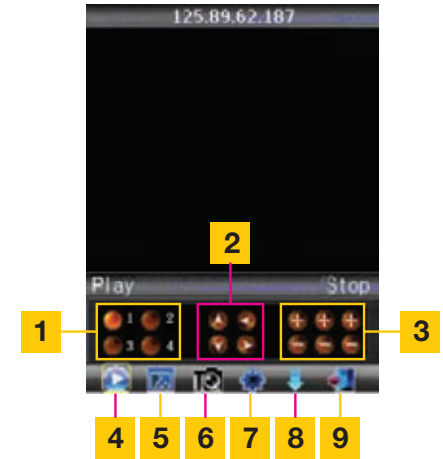

PICTURE 4-28

STEP 6. Locate the MEye icon in the Application menu and launch it.

PICTURE 4-29

STEP 7. When MEye launches, it will open to the main window with controls appearing underneath the video viewing portion of the screen.

#	Function
1	Channel Selection
2	PTZ Directional Control
3	PTZ Zoom, Focus and Iris Controls
4	Play/Pause
5	Full/Normal Screen View
6	Snapshot
7	Settings
8	Next Channel Group
9	Exit

PICTURE 4-30

The snapshot default save path is: "C:\Data\Images\"

Settings

When you log in for the first time, you will need to configure your phone to connect to the DVR in the **Settings** menu

Default Access Point: Please select the network, GPRS/EDGE/3G

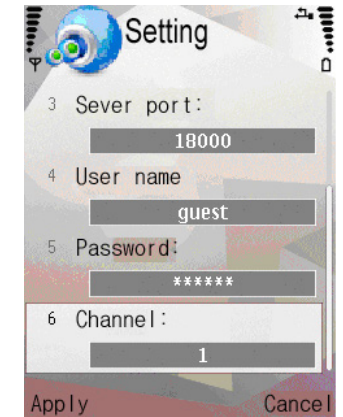**Sever Address**: The public IP or dynamic domain name of DVR.

Server Port: The server port is the mobile port you set up in DVR.
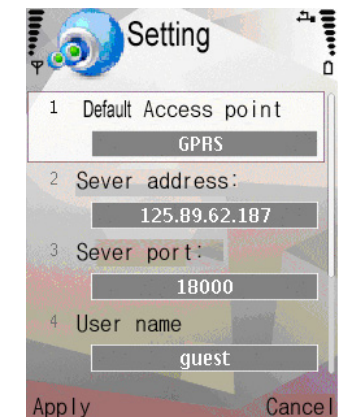
User Name: The same you use on the DVR.

Password: The same you use on the DVR.

Channel: Set the default channel you want to check.

Select **Apply** after you are finished with your settings.

PICTURE 4-32

PICTURE 4-33

WINDOWS MOBILE

STEP 1. Copy the installation program named **windows mobile.cab** from the included CD to the **Documents** folder on your mobile phone.

PICTURE 4-34

STEP 2. Click on the program to begin the installation. The program should be installed onto the phone rather than onto a removable memory card or other device.
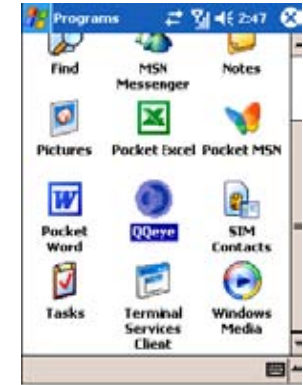

PICTURE 4-35

STEP 3. Click the **Install** button to begin the installation.

PICTURE 4-36

STEP 4. After installation is complete, click the MEye icon to run the program.

PICTURE 4-37

STEP 5. The program will open to the main window.

Channel: Select the channel you want to monitor. When you select a channel, it will connect to the DVR automatically.

Connect/Disconnect: Connect to the DVR or end your monitoring session

Settings: You will need to enter the Settings menu when you first access this program in order to configure the phone to access the DVR.

#	Function
1	PTZ Directional Controla
2	PTZ Zoom
3	PTZ Focus
4	PTZ Iris Controls
5	Snapshot

PICTURE 4-38

The default save path for Snapshot images is is: Program>MEye> photo

Settings

When you log in for the first time, you will need to configure your phone to connect to the DVR in the **Settings** menu
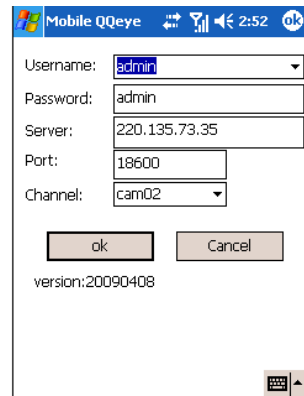

User Name: The same you use on the DVR.

Password: The same you use on the DVR.

Address: The public IP or dynamic domain name of DVR.

Port: The server port is the mobile port you set up in DVR.

Channel: Set the default channel you want to check.

PICTURE 4-39

Display Mode

Tapping on the screen will switch between normal viewing mode and full-screen mode.

PICTURE 4-40

Q-SEE PRODUCT WARRANTY

Q-See is proud to back all of our products with a conditional service warranty covering all hardware for 12 months from the date of purchase. Additionally, our products also come with a free exchange policy that covers all manufacturing defects for one month from the date of purchase. Permanent upgrading service is provided for the software.

Liability Exclusions:

Any product malfunction or abnormalities in operation or damage caused by the following reasons are not within the free service scope of our company:

1. Equipment damage caused by improper operation.
2. Improper equipment operation environment and conditions (e.g., improper power, extreme environmental temperatures, humidity, lightning and sudden surges of electricity).
3. Damage caused by acts of nature (e.g., earthquake, fire, etc).
4. Equipment damage caused by the maintenance of personnel not authorized by Q-See.
5. Product sold over 12 months ago.

In order to fulfill the terms of your warranty, you must complete the registration process after purchasing our product. To do this, simply fill out the User's Information Card on our website at www.Q-See.com

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