DIGIMERGE | Right for Business

DH200⁺ SERIES
Digital Video Surveillance Recorder
8/16 H.264 / CMS-DH / 3G Mobile / 240/240

Instruction Manual
English Version 4.0

www.digimerge.com

Thank you for purchasing this product. Digimerge is committed to providing our customers with a high quality, reliable security solution.

This manual refers to the following models:

- DH200+ Series

For more information on this product, firmware updates, and accessory products, please visit us at:

www.digimerge.com

CAUTION

RISK OF ELECTRIC SHOCK
DO NOT OPEN

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK DO NOT REMOVE COVER. NO USER SERVICABLE PARTS INSIDE.

REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the products ' enclosure that may be of sufficient magnitude to constitute a risk of electric shock.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

WARNING: TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE.

CAUTION: TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF THE PLUG TO THE WIDE SLOT AND FULLY INSERT.

Important Safeguards

In addition to the careful attention devoted to quality standards in the manufacturing process of your video product, safety is a major factor in the design of every instrument. However, safety is your responsibility too. This sheet lists important information that will help to assure your enjoyment and proper use of the video product and accessory equipment. Please read them carefully before operating and using your video product.

Installation

1. **Read and Follow Instructions** - All the safety and operating instructions should be read before the video product is operated. Follow all operating instructions.

2. **Retain Instructions** - The safety and operating instructions should be retained for future reference.

3. **Heed Warning**s - Comply with all warnings on the video product and in the operating instructions.

4. **Polarization** - Do not defeat the safety purpose of the polarized or grounding-type plug.

   A polarized plug has two blades with one wider than the other.

   A grounding type plug has two blades and a third grounding prong.

   The wide blade or the third prong are provided for your safety.

   If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

5. **Power Sources** - This video product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your location, consult your video dealer or local power company. For video products intended to operate from battery power, or other sources, refer to the operating instructions.

6. **Overloading** - Do not overload wall outlets of extension cords as this can result in the risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard. Periodically examine the cord, and if its appearance indicates damage or deteriorated insulation, have it replaced by your service technician.

7. **Power Cord Protection** - Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the video product.

8. **Ventilation** - Slots and openings in the case are provided for ventilation to ensure reliable operation of the video product and to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the video equipment on a bed, sofa, rug, or other similar surface. This video product should never be placed near or over a radiator or heat register. This video product should not be placed in a built-in installation such as a bookcase or rack unless proper ventilation is provided or the video product manufacturer's instructions have been followed.

9. **Attachments** - Do not use attachments unless recommended by the video product manufacturer as they may cause a hazard.

10. **Camera Extension Cables** – Check the rating of your extension cable(s) to verify compliance with your local authority regulations prior to installation.

11. **Water and Moisture** - Do not use this video product near water. For example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement, near a swimming pool and the like.

    Caution: Maintain electrical safety. Powerline operated equipment or accessories connected to this unit should bear the UL listing mark of CSA certification mark on the accessory itself and should not be modified so as to defeat the safety features. This will help avoid any potential hazard from electrical shock or fire. If in doubt, contact qualified service personnel.

12. **Accessories** - Do not place this video equipment on an unstable cart, stand, tripod, or table. The video equipment may fall, causing serious damage to the video product. Use this video product only with a cart, stand, tripod, bracket, or table recommended by the manufacturer or sold with the video product. Any mounting of the product should follow the manufacturer's instructions and use a mounting accessory recommended by the manufacturer.

Service

13. **Servicing** - Do not attempt to service this video equipment yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.

14. **Conditions Requiring Service** - Unplug this video product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
    - When the power supply cord or plug is damaged.
    - If liquid has been spilled or objects have fallen into the video product.
    - If the video product has been exposed to rain or water.
    - If the video product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the video product to its normal operation.
    - If the video product has been dropped or the cabinet has been damaged.
    - When the video product exhibits a distinct change in performance. This indicates a need for service.

15. **Replacement Parts** - When replacement parts are required, have the service technician verify that the replacements used have the same safety characteristics as the original parts. Use of replacements specified by the video product manufacturer can prevent fire, electric shock or other hazards.

16. **Safety Check** - Upon completion of any service or repairs to this video product, ask the service technician to perform safety checks recommended by the manufacturer to determine that the video product is in safe operating condition.

17. **Wall or Ceiling Mounting** - The cameras provided with this system should be mounted to a wall or ceiling only as instructed in this guide, using the provided mounting brackets.

18. **Heat** - The product should be situated away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.

Use

19. **Cleaning** - Unplug the video product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

20. **Product and Cart Combination** - Video and cart combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the video product and car combination to overturn.

21. **Object and Liquid Entry** - Never push objects for any kind into this video product through openings as they may touch dangerous voltage points or "short-out" parts that could result in a fire or electric shock. Never spill liquid of any kind on the video product.

22. **Lightning** - For added protection for this video product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the video product due to lightning and power line surges.

General Precautions

1. All warnings and instructions in this manual should be followed.
2. Remove the plug from the outlet before cleaning. Do not use liquid aerosol detergents. Use a water dampened cloth for cleaning.
3. Do not use this unit in humid or wet places.
4. Keep enough space around the unit for ventilation. Slots and openings in the storage cabinet should not be blocked.
5. During lightning storms, or when the unit is not used for a long time, disconnect the power supply, antenna, and cables to protect the unit from electrical surge.

FCC CLASS A NOTICE

NOTE

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause harmful interference with radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case you will be required to correct the interference at your own expense.

This equipment has been certified and found to comply with the limits regulated by FCC, EMC, and LVD. Therefore, it is designated to provide reasonable protection against interference and will not cause interference with other appliance usage.

However, it is imperative that the user follows the guidelines in this manual to avoid improper usage which may result in damage to the unit, electrical shock and fire hazard injury.

In order to improve the feature functions and quality of this product, the specifications are subject to change without notice from time to time.

DIGIMERGE

www.digimerge.com

Features

- H.264 compression, supports D1 resolution video recording
- Security Certified Hard Disk with up to 2TB of data storage
- Backup through USB port to flash and optical drives*
- Excellent quality live and recorded video and audio
- 480fps 'real-time' viewing, 240fps recording (8/16 channel)
- CMS-DH application supports up to 300 DVRs, 64 channels, live-playback, E-map, full
- control, up to 8 screen display
- 3G Smart phone viewing and control with Windows Mobile™*
- Fully compatible with both PC and Mac
- **Lite Touch** pad control

*Please visit www.digimerge.com/Touch for information, firmware, and compatibility updates for mobile viewing

TABLE OF CONTENTS

GETTING STARTED

The system comes with the following components:

DIGIMERGE TOUCH+ DIGITAL VIDEO RECORDER

POWER SUPPLY

MOUSE

REMOTE CONTROL

**OCTOPUS CABLE
[16-CHANNEL ONLY]**

**INSTRUCTION MANUAL,
QUICKSTART GUIDE, &
SOFTWARE CD**

HARD DRIVE SIZE, NUMBER OF CHANNELS, AND CAMERA CONFIGURATION MAY VARY
BY MODEL. PLEASE REFER TO YOUR PACKAGE FOR SPECIFIC CONTENT DETAILS.

CHECK YOUR PACKAGE TO CONFIRM THAT YOU HAVE RECEIVED THE COMPLETE SYSTEM,
INCLUDING ALL COMPONENTS SHOWN ABOVE.

BASIC SETUP

1. Connect the cameras

a. Connect BNC cameras to the BNC ports on the rear panel (4/8-channel models).

OR

a. **16-CHANNEL MODELS ONLY**: Connect the single end of the octopus cable to the VIDEO IN1-16 port (see figure 1.1).

b. Connect BNC cameras to the octopus cable.

Figure 1.0 Connect BNC cameras to the system

2. Connect a monitor

a. Connect a VGA cable (not included) from the VGA port on the rear panel to the VGA port on your monitor.

OR

a. Connect a BNC terminated cable from one of the Video OUT ports to a TV or CCTV monitor.

Figure 1.1 Octopus cable port (16-channel only)

Figure 1.2 Connect to a VGA or CCTV monitor, or a TV

3. Connect the mouse (USB or PS/2)

a. Connect the mouse to the USB mouse port on the rear panel.

> **NOTE:** If using a PS/2 mouse, a USB adapter will be required (not included).

4. Connect the Ethernet cable

a. Connect an Ethernet cable to the LAN port on the rear panel of system; connect the other end of the Ethernet cable to an empty LAN port on your router or switch (not included).
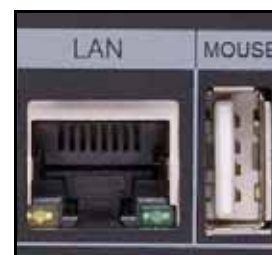
Figure 1.3 Connect an Ethernet cable and mouse

5. Connect the power cable

a. Connect the power supply to the DC 12V port on the rear panel of the system; connect the power cable to an outlet, power strip, or surge protector.

Figure 1.4 Connect the power cable

FRONT PANEL
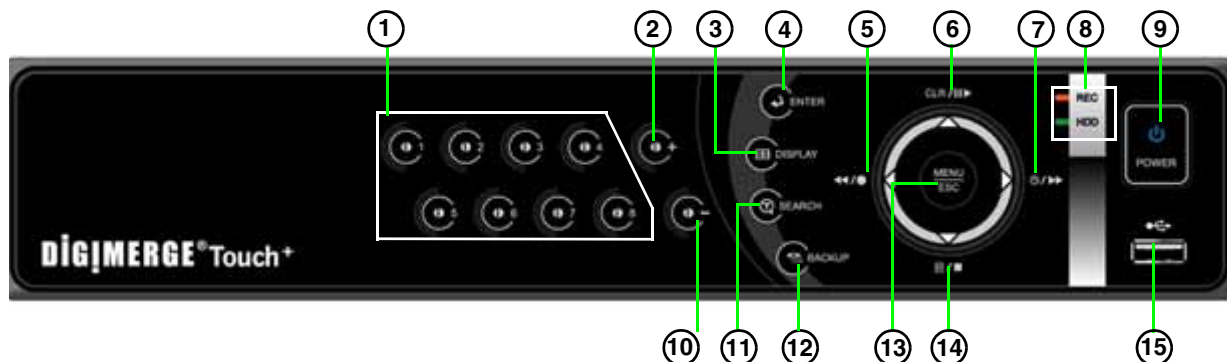
Figure 1.5 Front panel (8-channel model shown)

1. **Channel buttons**: Press to view channels individually in full-screen.

2. ⦿ : Press to increase values in menu options.

3. ⊞ : Press to switch between full-screen single channel, quad, and split-screen display views.

4. ↵ : Press to confirm menu options.

5. ◀◀ / ● : Press to perform the following:
    - *Live viewing*: Start/Stop recording (password required for stoppage)
    - *Playback*: Increase reverse playback speed 1X, 2X, 4X, 8X, and 16X
    - *Menu*: Move cursor left

6. **CLR II ▶** : Press to perform the following:
    - *Live viewing*: Show/hide onscreen display (OSD)
    - *Playback*: Play/pause playback
    - *Menu*: Move cursor up

7. 🕘 / ▶▶ : Press to perform the following:
    - *Live viewing*: Start/stop scheduled recording (Recording Schedule must already be configured; password required for stoppage)
    - *Playback*: Increase forward playback 1X, 2X, 4X, 8X, and 16X
    - *Menu*: Move cursor right

8. **LEDs**: REC will be solid red during recording; HDD will flash green when the system is accessing the HDD.

9. **POWER**: Press to power the system ON/OFF (password required).

Front Panel (cont'd.)
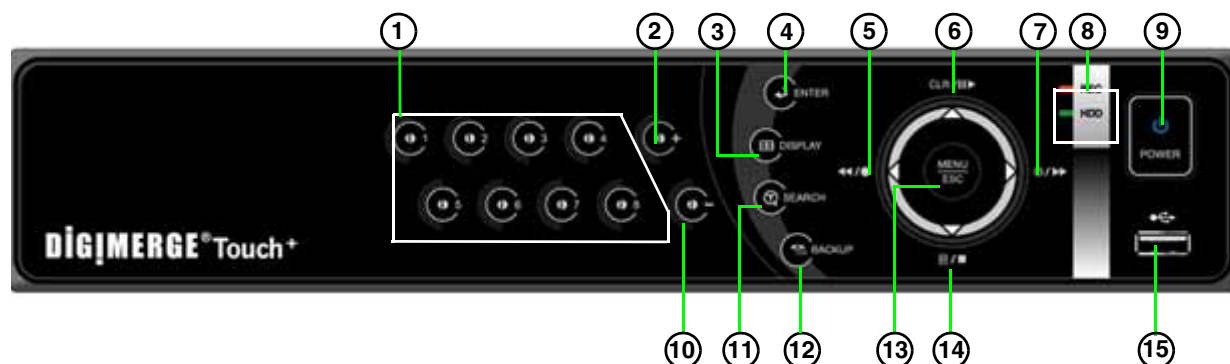
Figure 1.6 Front panel (8-channel model shown)

10. ⊙ : Press to decrease values in menu options.

11. ⓣ : Press to open/close the Time Search menu.

12. ⊜ : Press to open/close the Backup menu.

13. **MENU/ESC**: Press to open/close the Main Menu; press to close menu windows.

14. ▤/■: Press to perform the following:
    - *Live viewing*: Open the Log menu
    - *Playback*: Stop playback
    - *Menu*: Move cursor down

15. **USB Port**: Connect a USB flash drive, HDD, or optical drive for critical data backup; connect a USB flash drive for firmware upgrades

REAR PANEL
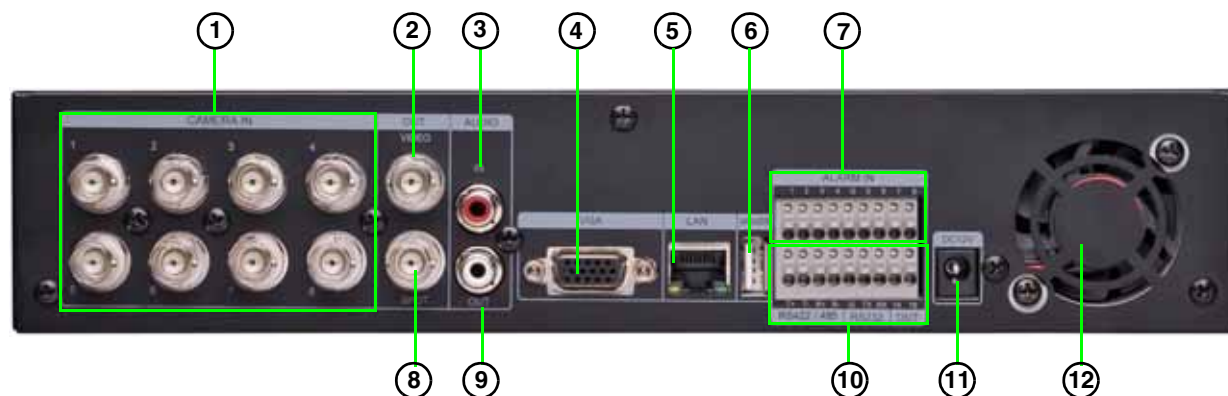
Figure 1.7 Rear panel (8-channel model shown)

1. **CAMERA IN**: Camera input ports for BNC cameras (4/8-channel);
   VIDEO IN 1-16: Port for octopus cable (16-channel models **only**—see figure 1.8)

2. **VIDEO OUT**: Video output (BNC) to connect the system to a secondary monitor or DVR.

3. **AUDIO IN**: One 3.5" RCA port (mono) for recording audio from an audio capable camera (not included).

4. **VGA**: VGA port to connect the system to a VGA monitor.

5. **LAN**: Connect an Ethernet cable to connect the system to a router or switch (not included).

6. **MOUSE**: USB port to connect a USB or PS/2 mouse (PS/2 mouse requires USB adapter).

> **NOTE:** On the 4-channel DH200+ models, the rear USB port is used for the mouse only. Do not connect a USB flash drive / external DVD writer to the rear USB port.
>
> **NOTE:** On the 4-channel DH200+ models, you must use a PS/2 compatible USB mouse (included). A regular USB 2.0 mouse will not work on the rear panel USB port.

7. **ALARM IN**: Alarm block to connect external alarm or motion devices (not included).

8. **SPOT OUT**: Video output to connect the system to an external monitor (not included). Spot Out mode only displays channels switching in an automatic sequence.

9. **AUDIO OUT**: One 3.5" RCA port (mono) for audio output.

10. **RS422 / 485 / OUT**: Connection block for an RS422/485 PTZ camera (not included).

    NOTE: The RS232 ports are for development purposes only. A PTZ camera cannot be controlled from these ports.

11. **DC 12V**: Port for 12V DC 3A power supply (included).

12. **Exhaust fan**: Do not block. Keep clear to allow for proper ventilation.

Figure 1.8 Octopus cable VIDEO IN (16-channel only)

REMOTE CONTROL

1   **POWER**: Press to power the system ON/OFF (password required).

2. **Navigation/Menu**:
    - ▲: Press to move cursor up
    - ▼: Press to move cursor down
    - ◄: Press to move cursor left
    - ►: Press to move cursor right
    - **MENU**: Press to open the Main Menu

3. ⊞ : Press to switch between single channel full-screen, quad, and split-screen displays.

4. ↵ : Press to confirm menu options/selections.

5. **Playback controls**:
    - ◄◄ : Press to increase reverse playback speed 1X, 2X, 4X, 8X, and 16X.
    - ◄► : Press to begin playback; press to switch between forward and reverse playback
    - ►► : Press to increase forward playback speed 1X, 2X, 4X, 8X, and 16X
    - ⊕◄‖ : During playback, press to pause; press repeatedly for frame-by-frame playback; during live viewing, press to open the PTZ menu
    - ■ : Press to stop playback
    - ▣► : During playback, press to pause; press repeatedly for frame-by-frame playback; during live viewing, press to Spot Out.

6. **Channel buttons**: Press to view channels 1~8 individually in full-screen; press to input passwords; when entering camera titles, press for alpha-numeric characters.

7. 🔍 : Press to open the Time Search menu.

8. **CANCEL/ESC**: Press to close menu windows; press to show/hide the on-screen display (OSD); press to clear channel indicators (loss, alarm, etc.).

9. **+**: Press to increase values in menu options.

10. **–** : Press to decrease menu options in menu options.

11. ● : Press to start/stop manual recording.

You can use the channel buttons on the remote control to enter numbers, letters, and other characters.

No	1st Press	2nd Press	3rd Press	4th Press	No	1st Press	2nd Press	3rd Press	4th Press
1	A	B	C	1	7	S	T	U	7
2	D	E	F	2	8	V	W	X	8
3	G	H	I	3	9	Y	Z	@	9
4	J	K	L	4	0	.	-	_	0
5	M	N	O	5	10+		SPACE		
6	P	Q	R	6					

MOUSE CONTROL

The mouse is the primary control device for the system. To connect a USB mouse:

* Connect a USB / PS/2 mouse to the USB port on the rear panel—*DO NOT* connect the mouse to the USB port on the front panel. The USB port on the front panel is strictly intended for data transfer.

1. **Left-Button**: While in a split-screen display mode, double-click an individual channel to view it in full-screen; double-click again to return to the split-screen display mode. While navigating menus, click to select a menu option; double-click to open the next menu.

2. **Right-Button**: Right-click anywhere on the screen to open the Virtual Remote; double-click anywhere on the screen to return to the previous menu.

3. **Scroll-Wheel**: Move the scroll wheel up or down to increase/decrease the value of a selected menu option.
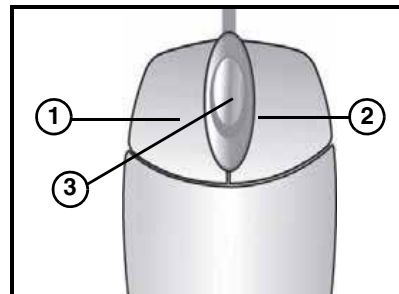
Mouse Tips

When using the mouse, the **ENTER** and **EXIT** buttons appear in the top-right corner of every menu window. When you change system settings and configurations, click ⏎ to confirm your changes.
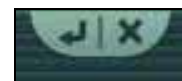
Touch Panel Tips and Tricks

If using the Touch panel, you will often use the following buttons when controlling the system:

* **CLR** ‖ ▶ : *Menus*: move cursor up; *Playback*: pause playback; *Live viewing*: show/hide OSD; clear channel icons

* /■: *Menus*: move cursor down; *Playback*: stop playback; *Live viewing*: open Log menu

* ◀◀ / ● : *Menus*: move cursor left; *Playback*: increase reverse playback speed; *Live viewing*: start/stop recording

* ⏱ / ▶▶ : *Menus*: move cursor right; *Playback*: increase forward playback speed; *Live viewing*: start/stop scheduled recording

* Press the **MENU/ESC butto**n to open the main menu **AND** close windows/exit

   NOTE: This manual refers to the CANCEL/ESC button on the remote control for closing/exiting menu windows. If using the front panel, press **MENU/ESC** to close/exit menu windows.

* Press the ⊙⁺ button to increase values for selected menu options

* Press the ⊙⁻ button to decrease values for selected menu options

* Press the ⏎ button to enter/confirm.

USING THE SYSTEM

To power the system ON/OFF:
1. Connect the power cable to the port on the rear panel.
2. Press the **POWER** button on the front panel or remote control.

   NOTE: You need to press the Power button for initial startup *only*. The system will load the live viewing screen on subsequent resets.

   NOTE: You will need to input your system password to power off the system.

Quick Setup

By default, the system has Quick Setup disabled. Quick Setup lets you quickly adjust the time and record mode on the system. The system menu will appear as the Quick Setup menu with only Time and Record options available.

Figure 2.0 Quick Setup menu

To access the Quick Setup menu, from the Main menu, select **Display→Quick Setup**. Then select "ON" to enable Quick Setup.

Using Quick Setup

Use Quick Setup to set the time and configure basic recording settings.

To set the time:
1. Under the Time tab, select **DATE** and press the **ENTER** button. Enter the month, day, and year.
2. Select **TIME** and enter the time (hh/mm/ss).

   NOTE: If using the mouse, you will enter the date and time with the Virtual Keyboard.

3. Press the **ENTER** button to save your changes.

To configure recording settings:
1. Stop ALL RECORDING on the system. Enter your system password (by default, 000000).
2. Under the RECORD tab, select **RECORD MODE** and select one of the following: **CIF 4CH**, **FIELD 4CH**, **FRAME 4CH**, **CIF 8CH**, **FIELD 8CH**, **FRAME 8CH**, or **CIF + FRAME**.

   NOTE: If "CIF + FRAME" recording mode is selected, only channel 1 will record in frame—the remaining channels will record in CIF.

3. Under the RECORD tab, select **RECORDING DAYS**. Press the +/ - buttons and select **12 HOURS, 1~6 DAYS, 1~20 WEEKS**, or **NONE**.

Using Quick Setup (cont'd.)

4. Under PRIORITY, select **QUALITY** (the quality of the video) or **RATE** (frames per second). If you select RATE, the video quality and frames per second will be at the lowest possible setting. This will reduce overall video quality, but will maximize the available hard drive space. Adjust this setting to best suit your recording environment and security needs. For details on configuring recording options, see "RECORD" on page 28.

    NOTE: The necessary recording parameters will appear under RECORD SETUP INFO at the bottom of the Quick Setup window.

5. Press the **ENTER** button to save your settings.

Enabling/Disabling Quick Setup

You must disable Quick Setup in order to access the full system main menu.

To disable Quick Setup:

1. Under the ADVANCED tab, select **RUN ADVANCED**.
2. Select **ON** and press the **ENTER** button. The window closes. Quick Setup has been disabled. The full main menu will appear when you press the MENU button.

To enable Quick Setup:

1. Press the **MENU** button. The Main menu opens.
2. Select **DISPLAY** and press the **ENTER** button.
3. Under the DISPLAY SETUP tab, move the cursor to **QUICK SETUP**, select **ON** and press the **ENTER** button.
4. Press the **CANCEL/ESC** button to exit.

Press the **MENU** button again to open the Quick Setup menu.

Password

The default system password is **000000**. However, you do not have to enter a password upon initial startup. You can enable this option in Main Menu>System>**General**. For details, see "GENERAL" on page 34. For complete information on changing your password and managing users on the system, see "ACCOUNT" on page 34.
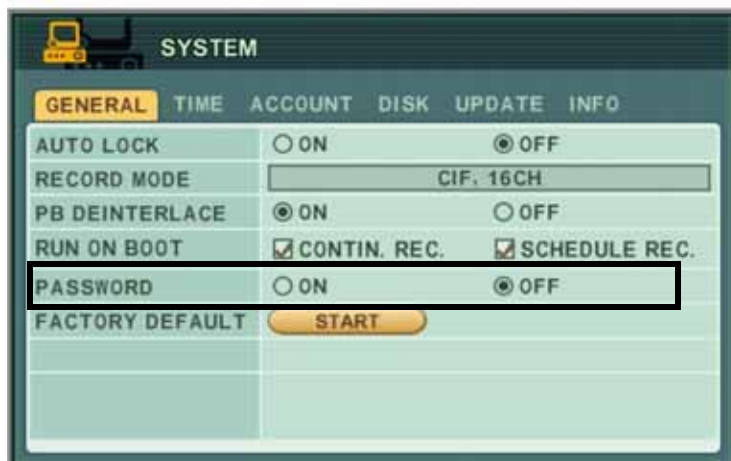
Figure 3.0 Enable password (optional)

On-Screen Display

The system shows the following for all display views:
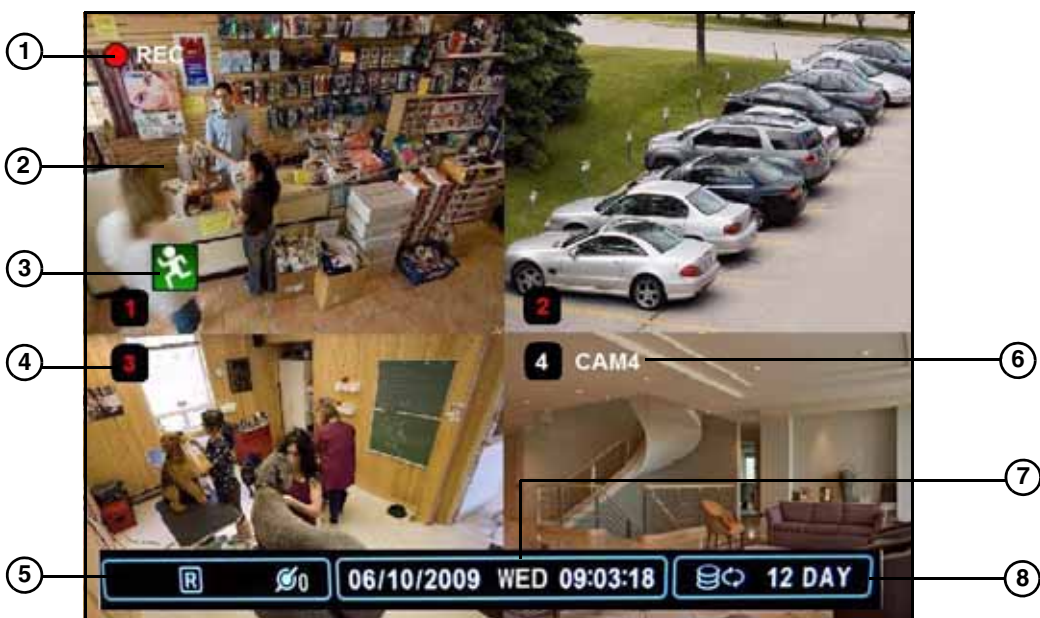
Figure 4.0 Main system display

1. **Recording**: "REC" indicates that continuous recording is enabled on at least one channel.

   NOTE: If REC does not appear on the onscreen display the system is NOT RECORDING.

2. **Display**: Show live video and playback in single channel full-screen, quad, and split-screen configurations.

3. **Camera Status**: Will display a green Motion icon, purple Loss icon, or red Alarm icon.

4. **Channel number**: By default, the individual channel number appears at the bottom of the frame with either a RED number (recording) or WHITE number (no recording).

   NOTE: A white number may mean that a channel has been assigned motion recording. For details, see "Recording" on page 16.

5. **Status**: Shows recording, display type, and network status. "**R**" indicates recording; 🕐 indicates schedule recording.

   NOTE: Always check for these icons. If "**R**" does not appear in the status bar, the system is NOT RECORDING. If 🕐 does not appear in the status bar, Schedule Recording is NOT ENABLED.

6. **Channel Title**: You can customize the channel with a unique name for each channel. See "CAMERA" on page 27.

7. **Date/Time**: Shows the date (mm/dd/yyyy), day of the week, and time (24-hour clock).

8. **HDD/Record days**: The percentage of free space remaining on the hard disk; number of recording days remaining.

Using the Virtual Remote

Right-click anywhere on the screen to open the Virtual Remote. The Virtual Remote gives you quick access to many of the system's features using only a USB mouse (included).

1. **Quick Function Keys**:

   - 🔍 : Time Search
   - 🖼:Window Positioning
   - Log
   - Spot Out

   - i System Info
   - 🖥 Backup
   - ⊞ : Display Mode
   - Zoom
   - PTZ

2. **Navigation/Menu**:

   - ▲: Move cursor up

   - ▼: Move cursor down

   - ◀: Move cursor left

   - ▶: Move cursor right

   - **MENU**: Press to open/close the Main Menu; press to close menu windows

   - ↵ : ENTER/confirm menu options/selections

   - ESC: Close menu windows; press to show/hide the onscreen display (OSD); press to clear channel indicators (loss, alarm, etc.)

   - **+**: Increase values in menu options.

   - **−** : Decrease menu options in menu options

3. **Playback controls**:

   - ■: Stop playback

   - ◀◀ : Increase reverse playback speed 1X, 2X, 4X, 8X, and 16X

   - ▶: Start playback; press to switch between forward and reverse playback

   - ▶▶ : Increase forward playback speed 1X, 2X, 4X, 8X, and 16X

   - ●: Start manual recording (if scheduled recording is not active)

   - ⏱ : Starts/stops Schedule Recording

   - ⊕◀∥ : During playback, click to pause; click repeatedly for frame-by-frame playback; during live viewing, click to open the PTZ menu

   - ▯∥▶ : During playback, click to pause; click repeatedly for frame-by-frame playback; during live viewing, click to SPOT OUT

Figure 4.1 Virtual Remote

4. **Channel buttons**: Click to view channels 1~8 individually in full-screen; click to input passwords; when entering camera titles, click for alpha-numeric characters.

   NOTE: The button labeled **0/10** means **0 when entering passwords,** and **10 when entering channel 10** for the 16 channel model DVR.

Playback

During playback, you can right-click anywhere on the screen to open a condensed version of the Virtual Remote.

1. **Navigation/Menu**:
    * ▲: Move cursor up

    * ▼: Move cursor down

    * ◀: Move cursor left

    * ▶: Move cursor right

    * **ZOOM**: Click to open/close the Zoom windows. Click ↵ to activate zoom then click **+ / -** to increase 2X, 4X.

    * ↵ : Click to confirm menu options/selections

    * **ESC**: Click to close menu windows; click to show/hide the onscreen display (OSD); click to clear channel indicators (loss, alarm, etc.)

    * **+**: Increase values in menu options.

    * **-** : Decrease menu options in menu options

2. **Playback controls**:
    * ■: Stop playback

    * ◀◀ : Increase reverse playback speed 1X, 2X, 4X, 8X, and 16X

    * ▶: Start playback; press to switch between forward and reverse playback

    * ▶▶ : Increase forward playback speed 1X, 2X, 4X, 8X, and 16X

3. **Quick Function Keys**:
    * 🔍 : Click to open the Time Search menu

    * **Log**: Click to open the Log menu

    * ◀❙❙ : During playback, click to pause; click repeatedly for frame-by-frame playback

    * ❙❙▶ : During playback, click to pause; click repeatedly for frame-by-frame playback
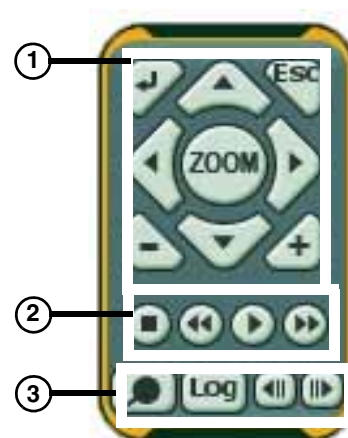
Figure 4.2 Virtual Remote during Playback

Using the Virtual Keyboard

When configuring certain options, such as Camera Title, the Virtual Keyboard opens to make mouse input easier.

Figure 4.3 Virtual Keyboard

Setting the Time

It is highly recommended to set the time on the system prior to doing any recording.

> **NOTE:** All recording must be stopped on the system in order to set the time.

Figure 5.0 Time menu

To set the date and time:

1. Stop recording on the system by pressing ◀◀/● on the front panel, or pressing the ● button on the remote control and enter your 6-digit system password (by default, **000000**).

   > **NOTE:** If using the mouse, right-click and then click ● on the Virtual Remote.

2. Press the **MENU** button to open the system menu. Select **SYSTEM** and press the **ENTER** button. The System menu opens.
3. Select the **TIME tab**.
4. Select **DATE** and enter the date (mm/dd/yyyy).
5. Select **TIME** and enter the time (hh/mm/ss).

   > **NOTE:** If using the mouse, use the Virtual Keyboard to enter the date and time.

6. Press the **ENTER** button to save your changes.
7. Press ◀◀/● on the front panel, or press the ● button on the remote control to resume Continuous Recording.

   > **NOTE:** If using the mouse, right-click and then click ● on the Virtual Remote.

Multi-Screen Display

The system can display channels in full-screen single channel, quad, and multi split-screen displays.

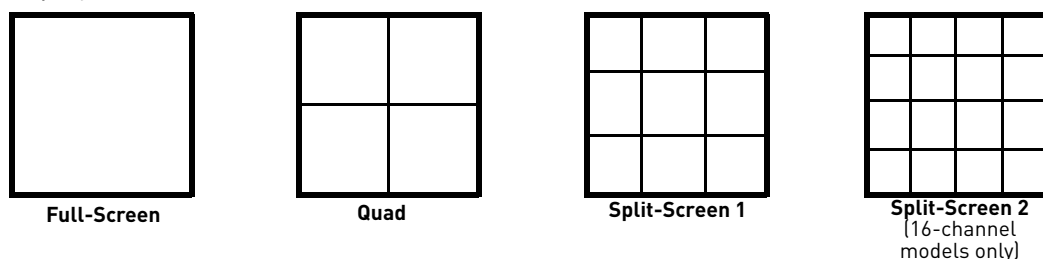**Full-Screen**   **Quad**   **Split-Screen 1**   **Split-Screen 2**
(16-channel
models only)

Repositioning Channels

You can reposition the channels on the display screen. This can be very useful when monitoring a live location(s).

To reposition the display channels:

1. Using the mouse, remote control, or front panel, place the main display screen in either a quad display, or in a multi split-screen configuration.

    NOTE: Repositioning will not work if the main display screen is in full-screen single channel.

1. Using the mouse, right-click anywhere on the screen to open the Virtual Remote.

2. From the Virtual Remote, click [icon]. The Blue Window cursor appears in the top-left channel (typically channel 1).

3. Reposition the channels through the following:

    • **Remote Control**: Press the button for the channel you wish to place in the location of the Blue Window cursor. For example, if the cursor is on channel 1, and you want to have channel 4 in its location, press the 4 button on the remote control

    • **Front Panel**: Press the button for the channel you wish to place in the location of the Blue Window cursor

Figure 6.0 Blue Window cursor is in channel 1
Press the 3 button to move channel 3 to the channel 1 position.

Figure 6.1 Channels repositioned
Channel 3 is now in the channel 1 position.

4. Press the ▲▼◄► to change the location of the Blue Window cursor.
5. Press the **ENTER** button to save your settings.

Zoom

Use the system's built-in 2X digital zoom to get a closer look at images in full-screen (full-screen mode only).

To use zoom:

1. From live viewing, press the number buttons on the front panel or remote control to select a channel to view in full-screen.

   NOTE: The zoom function will not work if the main display screen is in quad or split-screen configurations.

2. Press the **ENTER** button. The OSD disappears. A black frame appears in the center of the screen.
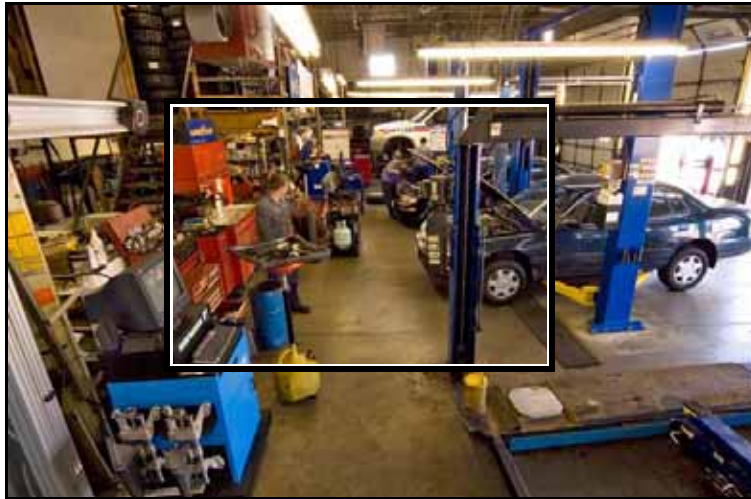
Figure 7.0 Zoom frame (full-screen only)

OPTIONAL:

Once the frame is visible, you can also perform the following:

- Press **+ / –** to shrink the frame
- Press the **ENTER** button to zoom in **2X**

3. Once the frame is visible, perform any of the following:
   - Press ▲▼◄► to move the frame anywhere on the screen
   - Press the **ENTER** button to zoom in **1X**
   - Press **+** to zoom in **2X**; press **–** to zoom out **1X**
   - Press ▲▼◄► to scan the image

4. Press the **CANCEL/ESC** button to exit zoom and return to live viewing.

Sequential Setup (Auto Sequence)

Sequential Setup (Auto Sequence) allows you to view connected cameras in an automatic sequence. Sequential Setup can include both full-screen and split screen modes.

For more details on Sequential Setup, see see "Sequential Setup" on page 26.

RECORDING

By default, the system is set to immediately record at startup from connected cameras—continuous recording. It is highly recommended to keep continuous recording on at all times.

The system can perform Continuous Recording, Event Recording, and Schedule Recording. However, the system can only perform one type of recording at a given time.

Continuous Recording

By default, all camera channels are enabled with continuous recording. During Continuous Recording, the **REC icon** appears in the top left corner of the OSD, "**R**" appears in the status bar at the bottom of the OSD, and any connected cameras will have their channel numbers in **RED** (see figure 0.0).
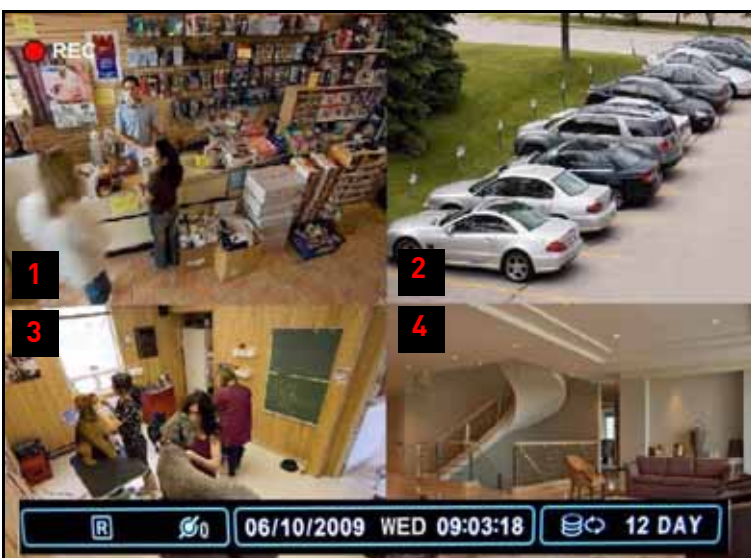
• In this example, Continuous Recording is on ALL channels (default)

Figure 8.0 Continuous recording on all channels (4CH model shown)

Event Recording

The system includes three modes of event recording:

- **Motion**: The system **only** records when motion is detected by the affected camera
- **Alarm**: The system records when an alarm or sensor is triggered
- **Video Loss**: The system records when a camera is disconnected or suffers video loss. The system employs a pre-record function to capture video seconds before the video loss occurred

You can customize the recording parameters (video quality, frames-per-second) of Event Recording in the Record menu. See "RECORD" on page 28.

Motion

Motion Detection must be applied to specific cameras. If you assign Motion Detection to a camera, that camera will **only record** when a motion event is triggered. The camera enabled with Motion Detection will have a **WHITE** number on the OSD (see figure 8.1).

Figure 8.1 Motion assigned to channel 4 (4CH model shown)

• In this example, motion detection was assigned to camera 4, so the channel number is WHITE

• Continuous Recording remains on channels 1~3

> **NOTE:** A white number can also indicate that recording on a camera has been disabled. For better security it is highly recommended to keep continuous recording for all cameras on at all times. Use caution when assigning motion detection to specific cameras.

When motion is detected by the camera, the motion icon will appear, and the channel number will turn **RED** (see figure 8.2).

Figure 8.2 Motion was detected on camera 4 (4CH model shown)

• In this example, motion was detected on camera 4—the motion icon appears and the channel number turns RED

• Continuous Recording remains on channels 1~3

> **NOTE:** Press the CANCEL/ESC button on the remote control, front panel, or Virtual Remote to clear the motion icon.

> **NOTE:** If you assign motion detection to ALL cameras, the REC icon will not appear in the top-left corner, but the "**R**" will remain in the status bar of the OSD.

Alarm

When an alarm is triggered, the system will continue to record, but can apply unique recording parameters that you can set in the Alarm menu (Main Menu>Alarm). For details, see "EVENT" on page 30.

> **NOTE:** Press the CANCEL/ESC button on the remote control, front panel, or Virtual Remote to clear the alarm icon.

Video Loss

If a camera is disconnected or is damaged, the video loss icon will appear for the affected channel. The channel number will turn WHITE.

> **NOTE:** Once video has been restored, press the CANCEL/ESC button on the remote control, front panel, or Virtual Remote to clear the video loss icon.

Setting Motion-only Recording

The system can record in "Motion-only" recording. During Motion-only Recording, the system records during motion events, but will temporarily pause recording (on a particular channel) when there is no movement.

ENABLING MOTION-ONLY RECORDING

Step 1 of 3: Enable Motion recording in the Recording schedule

1. Press the **MENU** button on the front panel, remote control, or virtual remote to open the main menu.

2. From the main menu, click **RECORD (RECORD)**.

3. Configure the following for the channel you wish to enable motion:

   - **CONTI**. (Continuous recording): Select **OFF**
   - **MOTION**: Select **ON**.
   - **QUALITY**: Select the desired video quality.
   - **ALARM**: Select **ON** if you wish to enable Alarm recording.
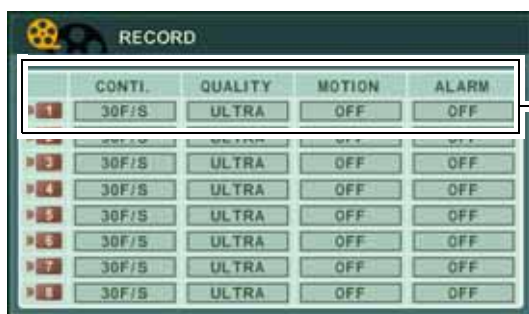
Motion-only recording enabled for channel 1

4. Click ![save icon] to save your settings.

Step 2 of 3 (OPTIONAL): Configure motion detection areas

By default, the entire channel area is selected for motion recording. Follow the steps below to customize the area of the channel that you wish to enable motion recording.

1. From the main menu, click **CAMERA** (CAMERA).
2. From the camera section tab, click on the camera that has motion enabled.

Select camera

3. Beside MOTION GRID, use the ▦ ▦ ▦ buttons to select all, or select a certain portion of the screen that will detect motion. In the motion grid, you can select the areas that you wish to monitor for motion.

Motion Grid

Select all ——— De-select all ——— Custom Select
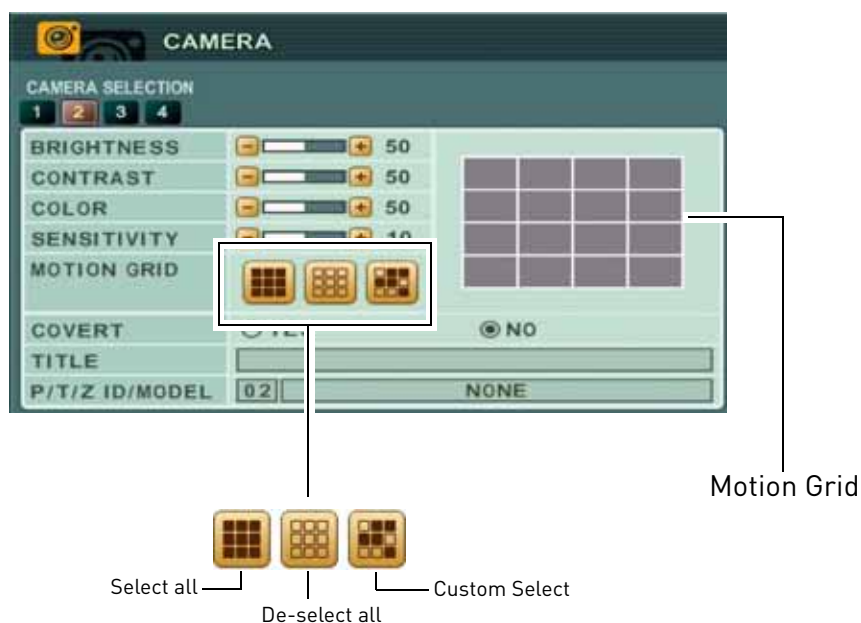
NOTE: If you use Custom Select, double-click the Motion Grid on the area that you wish to enable motion. Motion activated areas highlight with a blue grid.

4. Click ↵ to save your settings.

Step 3 of 3: Configuring Motion Recording frame rates

You can configure the recording frame rate when the system detects motion. For example, you may want the system to record in a higher frame rate (30FPS) during motion recording.

1. From the Main Menu, click **EVENT (** EVENT **).**
2. Configure the following beside the channel that has motion enabled:
   - **MOTION**: Select the frame rate the system will record at when it detects motion (i.e 30F/S)
        - Select the recording quality (LOW, MIDDLE, SUPER, HIGH, ULTRA)
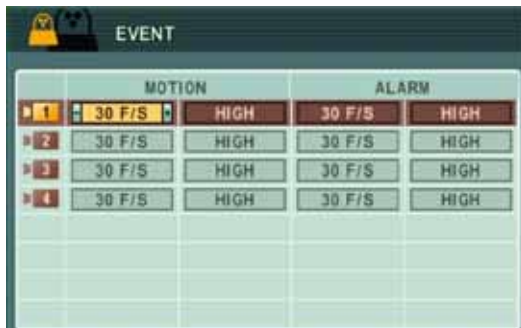
Final Results

   - When the system detects motion, the system begins recording as a "Motion" event. The system records at a specific frame rate designated by the user.
   - When the post-recording alarm ends, the system pauses recording in the particular channel where motion-only recording was enabled.
   - The system resumes motion-recording when it detects motion.

Setting Continuous & Motion Recording (C+M)

In Continuous and Motion recording mode, the system records 24 hours a day. But as soon as a camera detects motion, the system records in Motion recording mode. This allows the system to record at higher frame rates during motion recording, and mark the video as an "event".

Step 1 of 2: Enable Continuous and Motion recording
1. From the RECORD menu, configure the following on the cameras that will record in C+M:
   - **CONTI.** (Continuous): Select the continuous recording frame rate (i.e. 15 F/S)
   - **MOTION**: Select **ON**.
   - **QUALITY**: Select the desired video quality during Motion and Alarm recording.
   - **ALARM**: Turn ON/OFF to enable/disable Alarm recording.
   - **ALARM**: Select **ON** if you wish to enable Alarm recording.

2. Click [icon] to save your settings.

CONTI. is set to 30F/S.
This means Channel 2 will
record at 30 FPS during
continuous recording.

Motion is set to ON. This
means the system will
start motion recording
when the system detects
motion.

	CONTI.	QUALITY	MOTION	ALARM
2	30F/S	ULTRA	OFF	OFF
3	30F/S	ULTRA	OFF	OFF
4	30F/S	ULTRA	OFF	OFF
5	30F/S	ULTRA	OFF	OFF
6	30F/S	ULTRA	OFF	OFF
7	30F/S	ULTRA	OFF	OFF
8	30F/S	ULTRA	OFF	OFF

Step 2 of 2 : Configure Motion Recording frame rates

1. From the Main Menu, click **EVENT (EVENT)**.
2. Configure the following beside the channel that has motion enabled:
   • **MOTION**: Select the frame rate the system will record at when it detects motion (i.e 30F/S)
        • Select the recording quality (LOW, MIDDLE, SUPER, HIGH, ULTRA)

	MOTION		ALARM	
1	30 F/S	HIGH	30 F/S	HIGH
2	30 F/S	HIGH	30 F/S	HIGH
3	30 F/S	HIGH	30 F/S	HIGH

	MOTION		ALARM	
1	30 F/S	HIGH	30 F/S	HIGH

Enter the desired
recording frame rate
during Motion
recording

Enter the image
quality during
Motion recording

3. Click [icon] to save your settings

Final Results

   • The system records continuously with the assigned parameters. In this example, the system will record at 15 FPS during continuous recording.
   • When the system detects motion, Motion recording begins. In this example, the system will record at 30 FPS when motion is detected (Motion Recording).
   • When the post-alarm recording ends, Motion recording stops, and continuous recording resumes at 15 FPS.

Schedule Recording

Schedule Recording can be set manually or at startup. Schedule Recording features customizable recording parameters that you assign to each camera.

ATTENTION: Schedule Recording takes priority over all other recording modes.

Figure 8.3 Schedule Recording screen

The Schedule recording icon— 🕐 —indicates schedule recording is enabled. If you do not see the 🕐 icon, schedule recording is NOT ENABLED.

For details on setting a recording schedule, see "SCHEDULE" on page 28.

Recording Audio

The system can record one channel of audio. You must have an audio enabled camera or self-powered microphone connected to the system in order to use this function. For details on connected audio recording devices, see "Appendix K: Using Listen-in Audio" on page 142.

PLAYBACK

View recorded video on the system through playback mode.
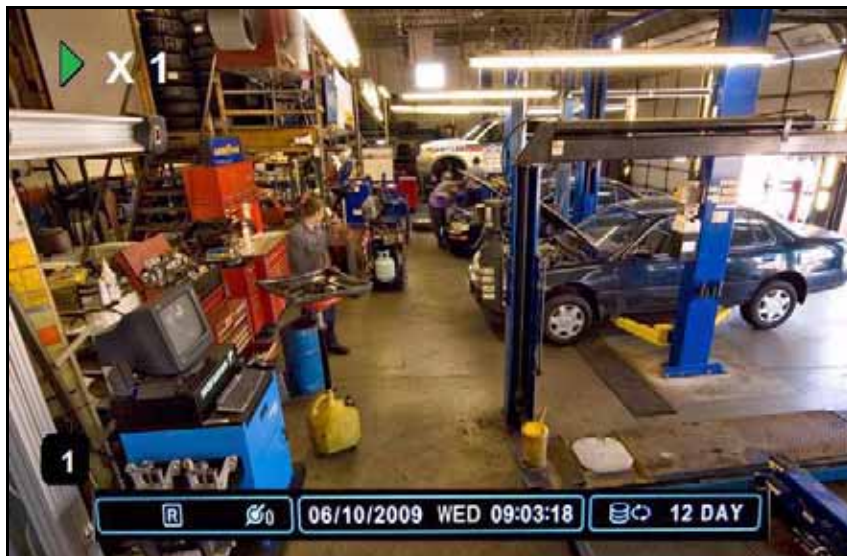
Figure 9.0 Playback display view

To begin playback:

1. Press the ◀▶ button on the remote control. The system will play the last few minutes of the most recently recorded video.

2. Press the following buttons on the remote control to use playback functions:

   • ◀▶ : Press to switch between forward and reverse playback

   • ⊕◀❙❙ : Press to pause playback; press repeatedly for frame-by-frame reverse playback

   • ▢❙▶ : Press to pause playback; press repeatedly for frame-by-frame forward playback

   • ◀◀ : Press to increase reverse playback speed 1X, 2X, 4X, 8X, and 16X

   • ▶▶ : Press to increase forward playback speed 1X, 2X, 4X, 8X, and 16X

   • ■ : Press to stop playback and return to live viewing

SEARCH

Search for recorded video data on the system using the Time Search menu.

To open the Time Search menu:

- Press the Ⓣ button on the front panel or remote control

Figure 10.0 Time Search menu

To search for recorded video:

1. Press ◄► to select the month.
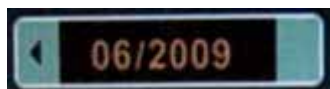
2. Press▼ to move the cursor to the calendar. The date is highlighted with a black square.
3. Press ▲▼◄► to select dates with either Alarm, Motion, or Normal recordings and press the **ENTER** button. The detailed Time Search menu opens.

Figure 10.1 Time Search sub-menu

4. Press ▲▼◄► to select recording blocks in Hour, Minute, or Camera and then press the **ENTER** button. Recording blocks are distinguished by Alarm (red), Motion (green), and Normal (orange).
5. Use the playback buttons on the remote control or the front panel to control playback.
6. Press ■ to stop playback and return to live viewing.

USING THE MAIN MENU

To open the Main Menu:
- Press the **MENU** button on the front panel or the remote control

Figure 11.0 System Main Menu

1. **DISPLAY**: Adjust OSD borders, camera titles, colors, split-screen configuration, and Auto Sequence settings.
2. **CAMERA**: Adjust brightness, color, contrast, title, PTZ settings, and enable/disable convert.
3. **RECORD**: Enable/disable recording for each camera, configure the recording quality, frame rate, and motion.
4. **SCHEDULE**: Customize four kinds of recording modes according to a daily or weekly schedule.
5. **EVENT**: Configure motion recording, and alarm recording settings.
6. **DEVICE**: Configure post recording time, key sensitivity, audio recording, and alarm settings.
7. **NETWORK**: Configure IP, email, and DDNS settings.
8. **SYSTEM**: Configure various system settings including date/time, users, Quick Setup, HDD settings, and system information.

DISPLAY

Use the Display menu to configure the OSD and Auto Sequence settings.
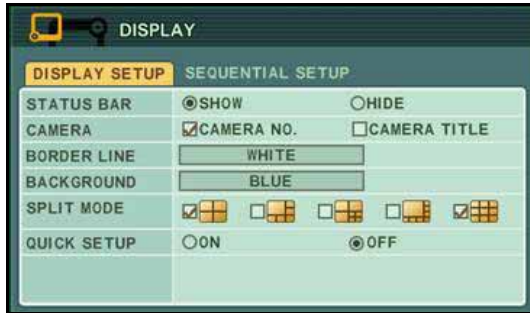
Figure 12.0 Display menu

To change display settings:

1. Select the **DISPLAY SETUP** tab, and configure the following:

   • **STATUS BAR**: Select to Show or Hide the status bar on the OSD.

   • **CAMERA**: Select to show the CAMERA NO. or the CAMERA TITLE or both.

   • **BORDER LINE**: Set the color for the borders of the OSD: WHITE, BLACK, DARK GREY, or GREY

   • **BACKGROUND**: Set the background color for disconnected cameras on the main display: GRAY, WHITE, BLUE, or DARK GREY

   • **SPLIT MODE**: Set up to four split-screen display modes

   • **QUICK SETUP**: Select **ON/OFF** to enable/disable the quick setup menu. By default, Quick Setup is OFF.

2. Press **ENTER** to save your changes and exit.

Sequential Setup

Configure Sequential Setup (Auto Sequence) settings.

Figure 12.1 Auto Sequence setup

To configure Sequential Setup settings:

1. Select the **SEQUENTIAL SETUP** tab and configure the following:

   • **DWELL TIME**: Set from 1~30 seconds.

   • **SEQ. MODE**: Set the display mode, from single channel full-screen to 8-channel split-screen

      NOTE: You *must* select one of these display modes to enable Auto Sequence mode. If none of these modes are selected, Auto Sequence *will not* begin.

   • **FULL SCREEN**: Select channels for full-screen display. If selected, these channels will appear in full-screen during Auto Sequence mode

2. Press the **ENTER** button to save your settings and enable Auto Sequence. Auto Sequence will immediately begin.

3. Press the **DISPLAY** button to stop Auto Sequence.

Auto Sequence with Front Panel and Remote Control

Once you have configured the Auto Sequence settings in the Display menu, you can use the remote control to turn Auto Sequence on/off.

To enable/disable Auto Sequence:

1. Press and hold ⊞ on the front panel or remote control for 2 seconds.

2. To exit press ⊞. The main screen will return to a quad display.

CAMERA

Configure various camera settings, such as brightness, contrast, title, and covert.

Figure 13.0 Camera menu

To configure camera settings:

1. Under CAMERA SELECTION, press ◄► to select the camera.
2. Press ▼ to configure the following:

   • **BRIGHTNESS**, **CONTRAST**, **COLOR**: Adjust from **0~100**.

   • **SENSITIVITY** : Select the motion sensitivity of the system. The greater the number, the more sensitive the system is to motion.

   • **MOTION GRID**: Select the area of the screen that you wish to enable motion recording.

   • **COVERT**: Select **YES**/**NO**. If YES, the camera channel will be obscured from live viewing to give the impression that no camera is recording. Use this option if the display monitor is in public view.

     NOTE: The Covert channel will use the same background color as a disconnected camera. To change the background color, see "DISPLAY" on page 26.

   • **TITLE**: Use the alpha-numeric buttons on the remote control to enter a name/title for the camera. Press ◄► to move the cursor left/ right. If you make a mistake, press **CANCEL/ ESC** to return to the Main Menu and start again.

   • **PTZ ID**: Enter your PTZ ID (PTZ ID should match the camera channel to which you have connected the PTZ camera)

   • **PTZ MODEL**: Select the model of your connected PTZ camera (not included).

3. Repeat for other camera connected to the system.
4. Press **ENTER** to save your settings. Press **CANCEL/ESC** to close remaining menu windows.

CONFIGURING MOTION

Configure the motion grid and motion sensitivity for specific channels.

   NOTE: If motion detection is applied to a camera, the system will record from that camera **only** when motion is detected.
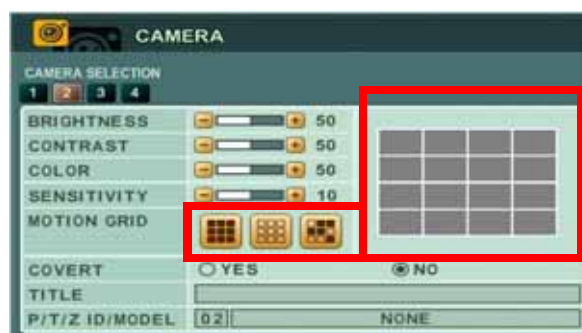
Figure 14.0 Motion settings in the Camera menu.

To configure motion settings:

1. Press ▼ to select CAMERA SELECTION and press ◄► to select the camera that you wish to configure.
2. Press ▼ to select SENSITIVITY, and adjust from **1~20**. The higher the number, the greater the sensitivity.
3. Press ▼ to select MOTION GRID.
4. Select [icons] to select the area of the motion grid that you wish to highlight.
5. Click on the area of the grid that you wish to enable motion recording. A green motion icon appears on the grid.
6. Press **ENTER** to save your settings. Press **CANCEL/ESC** to close remaining menu windows.

RECORD

Configure recording parameters for each channel.

Figure 15.0 Record menu

To configure recording settings:

1. Press ▲▼ to select a camera you wish to configure.
2. Press ◄► to select an option and the press **+** / **−** to configure the following:

   • **CONTI.** (Continuous recording): Select continuous recording frame rate (**1**~**30** fps)

   • **QUALITY**: Select **LOW**, **MIDDLE**, **HIGH**, **SUPER**, and **ULTRA**.

   • **MOTION**: Select **ON/OFF**. Motion Grid and sensitivity must be configured in the Motion menu. See "CONFIGURING MOTION" on page 27.

   • **ALARM**: Select **ON** or **OFF** to enable or disable alarm recordings.

3. Press **ENTER** to save your settings. Press **CANCEL/ESC** to close remaining menu windows.

> **Setting Motion-only &
> Continuous + Motion (C+M) Recording**
>
> • For details on how to set the system record only when motion occurs, see "Setting Motion-only Recording" on page 18.
>
> • For details on how to set the system to record in Continuous + Motion mode, see "Setting Continuous & Motion Recording (C+M)" on page 20.

SCHEDULE

Set four recording modes in a daily or weekly schedule.

NOTE: Daily has priority over a Weekly schedule.

Figure 16.0 Alarm Setup

To set a recording schedule:

1. Press ◄► to select **MODE1** (red), **MODE2** (orange), **MODE3** (green), or **MODE4** (blue).
2. With a mode selected, configure the following:

   • **USE**: Select **ON/OFF**. If OFF, the selected camera(s) will not record.

   • **QUALITY**: Select **LOW**, **MIDDLE**, **HIGH**, **SUPER**, and **ULTRA**.

   • **RATE**: Select **1**, **2**, **3**, **4**, **5**, **6**, **7**, **10**, or **15** fps.

   • **MOTION**: Select **ON/OFF**. Motion Grid and sensitivity must be configured in the Motion menu.

3. Select the **CHART tab** and select **ALL**, **SUN**, **MON**, **TUE**, **WED**, **THU**, **FRI**, or **SAT**, and press the **ENTER** button or **+/−**. The Schedule sub-menu opens.
4. Enter **BEGIN** and **END** times, and select the **MODE** for ten time slots.

5. Press the **ENTER** button to save your settings. The Schedule sub-menu closes. The assigned mode appears in the main Schedule window.

6. Press **CANCEL/ESC** to close remaining menu windows.

7. To enable the recording schedule, press ⏱/▶▶ on the front panel or ⏱ on the Virtual Remote.

Figure 16.1 Schedule recording

Stopping Scheduled Recording

If you need to stop a recording schedule, press ⏱/▶▶ on the front panel or ⏱ on the Virtual Remote and enter your 6-digit system password (by default, **000000**).

> **NOTE:** Always look for the ⏱ icon in the status bar. If you do not see the ⏱ icon, schedule recording is NOT ENABLED.

Overnight Recording

If you want to program an overnight recording schedule, you will need to split the time using the available time slots in the Schedule sub-menu.

Example

You are a small business owner that wants your custom recording schedule to record from **9 PM to 8 AM, Monday to Friday**.

To set the schedule:

1. From the Schedule menu, select **MODE1~4**.

Figure 16.2 Split the overnight recording time

2. Customize the **video quality**, **frame rate**, and **motion detection** for the desired channels. For this example, **Mode 1** will have **cameras 1** and **2** set to **ULTRA** and **15 fps**, while the remaining cameras will be set to **HIGH** and **7 fps**.

3. Select the **CHART** tab and select **MON** and then press the **ENTER** button. The Schedule sub-menu opens.

4. Under BEGIN, press the **number buttons** on the front panel or remote control to enter **21:00**. Under END, enter **23:59**.

   NOTE: If using the front panel, you can select digits by pressing **+ / -**. You need to press **+ / -** to select 0.

5. Under MODE, select **MODE1**.

6. Press ▶ to move the cursor to BEGIN in the right-hand column. Enter **00:00**. Under END, enter **08:00**.

7. Under MODE, select **MODE1**.

8. Press the **ENTER** button to save your settings and return to the main Schedule menu. Mode 1 (red) will appear in the designated time block in the schedule.

9. Repeat steps 1~8 for **Tuesday~Friday**.

10. Press ⏱/▶▶ on the front panel or ⏱ on the Virtual Remote to enable scheduled recording.

EVENT

Configure recording parameters for motion and alarm recording.

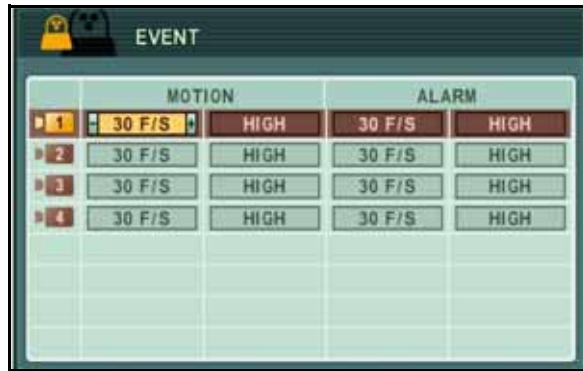**NOTE:** An external alarm device is not included with the system.

Figure 17.0 Event menu

To configure Motion & Alarm settings:

1. Select the channel that you wish to configure.
2. Under MOTION, press **+** / **–** to adjust the frames per second (default 30 F/S). Select the quality of the recording (select from **LOW, MIDDLE, SUPER, HIGH**, and **ULTRA**).
3. Under ALARM, press **+** / **–** to adjust the frames per second (default 30 F/S). Select the quality of the recording (select from **LOW, MIDDLE, SUPER, HIGH**, and **ULTRA**).

DEVICE

Configure post-recording time, Alarm Out, Alarm Buzzer, and alarm input settings.

Figure 17.2 Device menu

> You must stop the system from recording before you can adjust the settings in the Device menu.
>
> Press the Record button on the remote control or from the virtual remote, and enter the system password to stop recording.
>
> Be sure to resume recording once you are finished.

The GENERAL tab

The GENERAL tab allows you to configure Post Recording time, Audio recording, Key Tone (key "beeps"), and Key Sensitivity.

1. Configure the following in the General tab:
   • **POST RECORD TIME:** Press + / - to enter the post recording duration (adjust from
   • **AUDIO RECORD:** Select **ON** or **OFF** to enable or disable audio recording.
   • **KEY TONE:** Select **ON** or **OFF** to enable or disable the "beeps" when a button is pressed.
   • **KEY SENSITIVITY:** Press the - / + buttons to adjust the sensitivty of the keys on the front panel of the system.
2. Press **ENTER** to save your settings. Press **CANCEL/ESC** to close remaining menu windows.

The ALARM tab

The ALARM tab allows you to configure the system Alarm Buzzer and Alarm Input type on each channel (i.e. N.O and N.C (normally open and normally closed) settings)).

Figure 17.3 Alarm menu

1. Configure the following in the Alarm tab:
    • **RECORD CAMERA:** Select **ALL** if you want all the cameras to record if motion is detected. Select **1:1** if you only want the camera that detected motion to record.

    • **ALARM BUZZER:** Select **ON** or **OFF** to enable or disable the system alarm buzzer.

    • **ALARM OUT1**: Select the type of event that will trigger an event. Select from **ALL ALARM, ALARM IN 1~8, HDD FAIL, VIDEO LOSS, MOTION**.

        • ALL ALARM: Triggers an alarm output if the hard drive fails, if there is video loss, motion detection, or an alarm IN trigger.
        • ALARM IN1~8: Triggers an alarm output if a device connected to the ALARM IN block triggers.
        • HDD FAIL: Triggers an alarm if the DVR hard drive fails.
        • VIDEO LOSS: Triggers an alarm if video loss occurs.
        • MOTION: Triggers an alarm if the camera detects motion.
    • **INPUT:** Select the alarm type connected to the particular channel. Select from N.O or N.C (Normally Open, or Normally Closed).

2. Press **ENTER** to save your settings. Press **CANCEL/ESC** to close remaining menu windows.

Alarm recording will take priority over continuous recording, even if a camera is disabled in standard recording parameters.

TIP!
If an alarm is triggered on the system, press the Cancel/ESC button to cancel the buzzer (if enabled). Cancelling the buzzer *will not* stop recording.

NETWORK

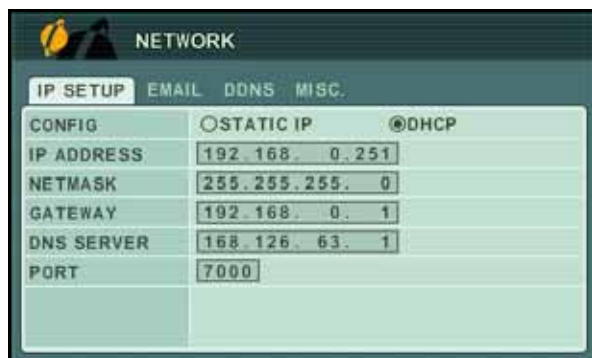Configure network and DDNS options.

Figure 18.0 Network menu (IP setup)

To configure IP Setup:

1. Connect an Ethernet cable to the LAN port on the rear panel of the system.
2. Disconnect the power cable and let the system power down for a few moments. Reconnect the power cable. The system automatically powers on.
3. Under CONFIG, select **STATIC** or **DHCP**. DHCP allows you to instantly obtain an IP address when first networking your system. STATIC IP lets you manually enter a fixed IP address. If you select STATIC, go to step 4.

   NOTE: DCHP allows you to quickly connect to your network by obtaining an IP address from the router. After the initial setup, we recommend that you disable DHCP and set the IP address between 1~100. For example, if your IP address is 192.168.0.107, change the last digits to 90 (i.e. 192.163.0.90). This ensures that port forwarding will not change in the event of power failure or resetting of your network.

4. Press **ENTER** to save your settings. Press **CANCEL/ESC** to close remaining menu windows.

EMAIL

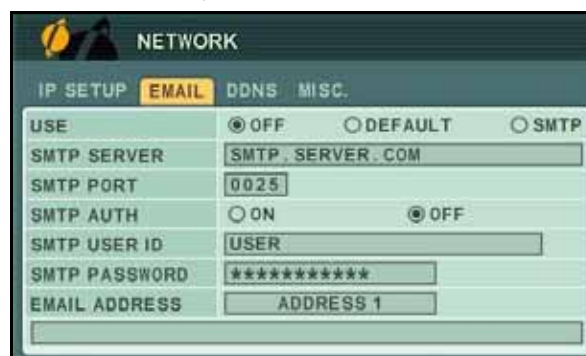Configure settings for email notification of events on the system.

Figure 18.1 Email menu

To configure email settings:

1. Under USE, select **DEFAULT** or **SMTP** (your own email server). If you select DEFAULT, go to step 7. If you select SMTP, go to step 2.
2. Under SMTP SERVER, enter **your SMTP email server**.
3. Under SMTP PORT, enter **your SMTP port**.
4. Under SMTP AUTH, select **ON**.
5. Under SMTP USER ID, enter **your SMTP user name**.
6. Under SMTP PASSWORD, enter **your SMTP password**.
7. Under EMAIL ADDRESS, enter the recipient email address for the email notification. You can add up to five email addresses.
8. Press **ENTER** to save your settings. Press **CANCEL/ESC** to close remaining windows.

   NOTE: When an event is triggered, you will receive an email alert. If no events occur in the next 5 minutes, you will no receive another email.
   If a new event is triggered during that minutes, you will only receive the new email 5 minutes after the first email.

DDNS

Configure Digimerge DDNS settings.

> **NOTE:** You must register for the FREE Digimerge DDNS service prior to configuring DDNS settings.

Figure 18.2 DDNS menu

To configure DDNS settings:

1. Under USE, select **DIGIMERGE** or **OFF**.
2. Under DOMAIN NAME, enter only the **first portion of your DDNS domain** from the confirmation email. For example, if your domain name is tomsmith.digimerge.net, you only need to enter *tomsmith* in the text field.
3. Under USER ID, enter your **Digimerge DDNS user name**.
4. Under PASSWORD, enter your **Digimerge DDNS password**.

   > **NOTE:** Obtain your Digimerge DDNS user name and password from the confirmation email.

5. Under DDNS TEST, select **START**. If successful, you will see "GOOD." If unsuccessful, you will see "ERROR." If you receive an error, please check your network connections and carefully re-enter your Digimerge DDNS information.
6. Press **ENTER** to save your settings. Press **CANCEL/ESC** to close remaining windows.

MISC

Configure additional network settings.

Figure 18.3 MISC menu

To configure bandwidth settings:

1. Under BANDWIDTH, select **64 KBPS**, **128 KBPS**, **256 KBPS**, **512 KBPS**, **1 MBPS**, **2 MBPS**, **4 MBPS**, **8 MBPS**, or **UNLIMITED**.

   > **NOTE:** By default, the system is set to UNLIMITED. Change the bandwidth setting to maximize your network performance.

2. Press **ENTER** to save your settings. Press **CANCEL/ESC** to close remaining windows.

Connecting to your system

After you have port forwarded the required port, created a DDNS account, and enabled DDNS on your system, you must enter the DDNS URL into Internet Explorer to access your DVR.

The DDNS URL must include **http://** , the name of your DDNS URL, **followed by a colon, then the port number of your DVR.**

For example:

http://tomsmith.digimerge.net:80

DDNS URL   Port Number

> **NOTE:** If you change your default port number (port 80) to a different port, you still need to enter your port number after the DDNS address.

SYSTEM

Configure System settings.

Figure 19.0 Setup menu

GENERAL

To configure general system settings:

1. Select the GENERAL tab and configure the following:
   - **AUTO LOCK**: Select **ON/OFF**. If ON, the front panel touch-screen will be disabled after 3 minutes of inactivity. Enter your system password (by default, 000000) to disable.

     NOTE: Auto Lock is not available if Password is set to "OFF."

   - **RECORD MODE**: Displays the current resolution on the system. To edit the resolution, you must stop the system recording. Once the DVR stops recording, return to the System menu, and click on the RECORD MODE field to edit the recording resolution.

   - **PB INTERLACE**: Select **ON/OFF**. If ON, image flickering will be reduced, but overall image quality may also be reduced. If OFF, there will be better image quality on still images, but image flickering during live viewing and playback.

   - **RUN ON BOOT**: This option sets the default recording mode when the system starts up. Select **CONTIN. REC** for Continuous recording; select **SCHEDULE REC** for the system to record according to a recording schedule(s). For more details on setting recording schedules, see see "SCHEDULE" on page 28.

- **PASSWORD**: Select **ON/OFF**. If ON, the system will prompt you for a password when opening the main menu

  NOTE: You must set the Password to "ON" in order to use the Auto Lock.

- **FACTORY DEFAULT**: Select **START** and press the **ENTER** button to restore the system to the original factory settings

2. Press **ENTER** to save your settings. Press **CANCEL/ESC** to close remaining windows.

TIME

For more details, on setting the date and time, see "Recording" on page 16.

ACCOUNT

Only the ADMIN can configure user authorities on the system.

Figure 19.1 Account menu

To configure user and account settings:

1. Select the ACCOUNT tab, and configure the following:
   - **USER**: Select **ADMIN** or **USER1~5.**
   - **ACTIVATE**: Select **ON/OFF** to enable the settings for the specific user type
   - **AUTHORIZATION**: Select **MONITORING**, **BACKUP**, **NETWORK**, **PLAYBACK**, **CONFIGURATION**, or **SHUTDOWN**
   - **PASSWORD**: Enter a **6-digit password** for the user

2. Press the **ENTER** button to save your settings.

DISK

Figure 19.2 Disk menu

Use the Disk menu to format the internal HDD, external USB flash drive (not included), external USB HDD, and configure Overwrite and Disk Monitor settings.

Formatting Disks

ATTENTION: You must stop all recording before attempting to format the internal HDD.

To format the internal HDD/external HDD/USB flash drive:

1. Under the DISK tab, select **FORMAT** and select **Internal HDD, USB HDD,** or **USB Memory Stick**.
2. Under ACTION, select **START**. Formatting begins. Once formatting is complete the system will reset (internal HDD *only*).
3. Press **CANCEL/ESC** to close windows (USB flash drive *only*).

Overwrite

Disk overwrite will overwrite the oldest data on the internal HDD once it full.

To enable/disable disk overwrite:

1. Under the DISK, select **OVERWRITE** and select **ON/OFF**. If OFF, the system will stop recording once the HDD is full.

   NOTE: By default, the system is set to overwrite.

2. Press the **ENTER** button to save your settings.

Disk Monitor

If enabled, Disk Monitor will alert you if the internal HDD fails.

To enable/disable disk monitoring:

1. Under the DISK tab, select **START/STOP**.
2. Press the **CANCEL/ESC** button close

Auto Delete

Configure the duration the system should keep the data on the hard drive before it is deleted. For example, if you choose 12 hours, the system keeps the last 12 hours of recording, deleting the older footage.

Prerequisite

- Stop system recording (click the stop button on the virtual remote; system password required)

To enable auto-delete:

1. Under AUTO DELETE, select from 12 hours ~ 30 days.
2. Press the **ENTER** button to save your settings.
3. Resume system recording (press the record button on remote control or front panel).

UPDATE

Figure 19.3 Update menu

Use the Update menu to upgrade system firmware.

> **NOTE:** The system supports most major brands of USB flash drives with a capacity of 10 MB ~ 16 GB.

To upgrade firmware:

1. Download the latest firmware update from the Digimerge website.
2. Copy the firmware to a blank USB flash drive.

   > **NOTE:** Do not have any folders on the USB flash drive—just the firmware file.

3. Connect the USB flash drive to the USB port on the front panel.
4. Stop all recording on the system.

   > **NOTE:** You must stop all recording in order to perform the upgrade.

5. Open the Main Menu and select **SYSTEM**.
6. Under the UPDATE tab, select **UPDATE**.
7. Select **START** and press the **ENTER** button. Firmware upgrade begins. *Do not* remove the USH flash drive until the upgrade process is complete. *Do not* press any buttons or power off the system during the upgrade process.

When upgrade is finished, press the **ENTER** button in the prompt window to restart the system.

INFO

Figure 19.4 System Info menu

View important system information:

- **LANGUAGE**: The current system language
- **S/W VERSION**: The current system firmware version
- **DOMAIN NAME**: Your Digimerge DDNS domain name
- **MAC**: The physical address of the DVR on your network
- **NETWORK**: The IP address of the system
- **INTERNAL HDD**: 1 HDD, size and space remaining
- **USB (FRONT)**: The status of the USB port on the front panel
- **USB (REAR)**:
  - 4 Channel models: The status of the USB mouse port. Note that on the 4 channel models, the rear USB port is only used for mouse connectivity.
  - 8/16 Channel models: The status of the USB port.
- **IDE BUS**: The status of the HDD—will show "GOOD" or "ERROR"

BACKUP

Backup critical video data on your system to a USB flash drive, external USB HDD, or an external USB CD/DVD-RW drive (not included).

> **NOTE:** The system supports most major brands of USB flash drives with a capacity of 10 MB ~ 4 GB. Most major brands of USB HDDs and CD/DVD-RW drives are supported.

USB Flash Drive

To backup recorded video:

1. Connect a blank USB flash drive to the USB port on the front panel.
2. Format the USB flash drive if you have not already done so. For details on formatting the USB flash drive, see "DISK" on page 35.
3. Press the **BACKUP** button on the front panel.
4. Under DEVICE, make sure to select **USB (FRONT PANEL)**.
5. Under SELECT, select specific cameras or select ALL. Select **NORMAL**, **ALARM**, or **MOTION** recording. Select all boxes if desired.
6. Under RANGE, enter date and time for the system to scan for video. If the system finds a file, it will immediately begin backing up the data. Monitor the backup progress in the ACTION frame.

Figure 20.0 Backup menu—USB flash drive

> **NOTE:** If there is no video available in the range, the system will prompt, "STATUS: NO FILE."

7. Under ACTION, select **START** and press **ENTER**.
8. Once backup is complete, press **CANCEL/ESC** to close remaining windows.
9. You will be prompted to re-start recording on the system. Press **CANCEL/ESC** to close the prompt, and ◀◀/● to resume Continuous Recording; press ⏱/▶▶ to resume Schedule Recording.

External USB HDD

ATTENTION: You must STOP ALL RECORDING on the system prior to backing up any video data to an external USB HDD or external USB CD/DVD-RW drive.

To backup recorded video:

1. Connect an external USB HDD to the USB port on the front panel.
2. Format the external USB HDD if you have not already done so. For details on formatting the external USB HDD, see "DISK" on page 35.
3. Press the **BACKUP** button on the front panel.
4. Under DEVICE, make sure to select **USB HDD**.
5. Under SELECT, select specific cameras or select ALL. Select **NORMAL**, **ALARM**, or **MOTION** recording. Select all boxes if desired.

Figure 20.1 Backup menu—USB HDD

6. Under RANGE, enter date and time for the system to scan for video. If the system finds a file, it will immediately begin backing up the data. Monitor the backup progress in the ACTION frame.

   NOTE: If there is no video available in the range, the system will prompt, "STATUS: NO FILE."

7. Under ACTION, select **START** and press **ENTER**.
8. Once backup is complete, press **CANCEL/ESC** to close remaining windows.
9. You will be prompted to re-start recording on the system. Press **CANCEL/ESC** to close the prompt, and ◄◄/● to resume Continuous Recording; press ⏱/►► to resume Schedule Recording.

USB CD/DVD-RW

To backup recorded video:

1. Connect an external USB CD/DVD-RW drive to the USB port on the front panel.
2. Insert a CD/DVD-R/W disc into the drive.
3. Press the **BACKUP** button on the front panel.
4. Under DEVICE, make sure to select **USB - CD/DVD-RW**.
5. Under RANGE, enter date and time for the system to scan for video. If the system finds a file, it will immediately begin backing up the data. Monitor the backup progress in the ACTION frame.

   NOTE: If there is no video available in the range, the system will prompt, "STATUS: NO FILE."

Figure 20.2 Backup menu—USB CD/DVD-RW

6. Under ACTION, select **START** and press **ENTER**. If your backup data spans more than one disc, the system will eject the completed disc and prompt you to insert a new blank disc. Backup will continue as normal.

7. Once backup is complete, press **CANCEL/ESC** to close remaining windows.

8. You will be prompted to re-start recording on the system. Press **CANCEL/ESC** to close the prompt, and ◀◀/● to resume Continuous Recording; press ⏰/▶▶ to resume Schedule Recording.

Time Search and Backup

Use the Time Search menu to set a Time Range, then use the Backup menu to backup critical video to a USB flash drive, external USB HDD, or external USB CD/DVD-RW drive (not included).

To set the Time Range:

1. Press the ⓠ button on the front panel or remote control.
2. Press ◀▶ to select the month.
3. Press ▼ to move the cursor to the calendar. The date is highlighted with a black square.
4. Press ▲▼◀▶ to select dates with either Alarm, Motion, or Normal recordings and press the **ENTER** button. The detailed Time Search menu opens.
5. Press ▲▼◀▶ to select recording blocks in Hour, Minute, or Camera and then press the **ENTER** button. Recording blocks are distinguished by Alarm (red), Motion (green), and Normal (orange).

Figure 20.1 Time Search sub-menu

6. Press **-** set a START TIME. The block will turn grey.

7. Press ▲▼◀▶ to select other blocks in your desired time range. Press **+** to set the END TIME. All the block in the time range will turn grey.

8. Press **CANCEL/ESC** to exit.

To backup video:
1. Press the **BACKUP** button on the front panel.
2. Under DEVICE, make sure to select **USB (FRONT) - MEMORY STICK, USB - HDD,** or **USB - CD/DVD-RW**.
3. Under SELECT, select specific cameras or select ALL. Select **NORMAL**, **ALARM**, or **MOTION** recording. Select all boxes if desired.
4. Under RANGE, the START and END TIMES you select in the Time Search menu should appear.
5. Under ACTION, select **START** and press **ENTER**.
6. Once backup is complete, press **CANCEL/ESC** to close remaining windows.

Figure 20.2 Backup menu

Viewing Backup Video

Along with copying the files, the system adds a Backup Video Player (McdPlayer) and an AVI converter to the USB flash drive, external HDD, and external USB CD/DVD-RW drive. Use the Video Player to view the backed up video files on your PC.

> **NOTE:** You can also view the files using the browser-based remote surveillance software.

To view backup video:

1. Connect the USB flash drive or external USB HDD with the backed up video data to your PC; or insert the CD/DVD-R/W disc into your PC's CD/DVD-RW drive.

2. McdPlayer should launch automatically. If Autorun does not start, search the drive/disc and double-click **mcdplayer.exe** to launch the Backup Video Player. McdPlayer launches and begins to load your backed up video. For more details, see "Viewing Backup Video" on page 40.

   > **NOTE:** If the drive contains more than one video file, first select the file and click **OK**.

3. When the purple progress bar has loaded, you can begin to playback the video.
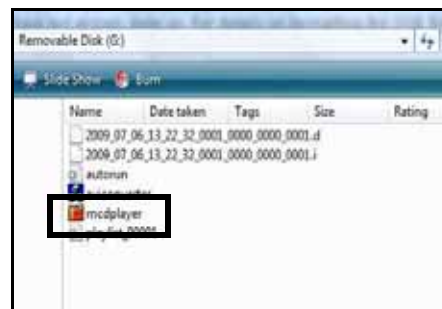
Figure 20.3 Backup video player file
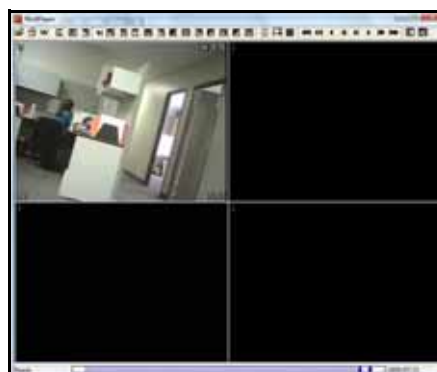
Figure 20.4 Playback in McdPlayer

> **NOTE:** The "C" button stands for Capture. The "D" button stands for de-interlace.

Using MCD Player

MCD Player is a small application that the system places on your USB flash drive when you backup critical video.

To use MCD Player:

1. Connect the USB flash drive or external HDD with the backed up video data to your PC; or insert the CD/DVD-R/W disc into your PC's CD/DVD-RW drive.
2. Double-click **mcdplayer.exe** to launch the Backup Video Player. The Video Player launches and begins to load your backed up video.

   NOTE: If the drive contains more than one video file, first select the file and click **OK**.

Figure 20.5 McdPlayer main window (image simulated)

3. When the purple progress bar has loaded, you can begin to playback the video.
4. Use the playback buttons at the top of the main screen to control playback.

   - ◀◀ : Reverse playback -4X
   - ◀◀ : Reverse playback -2X
   - ◀ : Reverse playback -1X
   - ◀ : Backward step (frame-by-frame)

   - ▶ : Forward step (frame-by-frame)
   - ▶ : Forward play 1X
   - ▶▶ : Forward play 2X
   - ▶▶ : Forward play 4x

5. To view full-screen, click the **number buttons**. Click the **split-screen buttons** to view Quad and multi Split-Screen.
6. Click and drag the purple playback slider to pause, advance or restart playback.
7. Click **W** to for a watermark on the file. If the file has a watermark, the following prompt will appear: "Has not been tampered with."
8. Click the **PRINT ICON** to immediately print a still frame from the video to your default printer.

   NOTE: The date and time will appear below the printed image.

CMS-DH CENTRAL MANAGEMENT SOFTWARE

CMS-DH is a central management software that allows you to view and manage up to **300** DH200 series DVRs.

System Requirements

Your system must meet the system requirements below:

Minimum system requirements	Recommended system requirements
• Windows XP SP 1	• Windows XP SP 1
• Pentium 4, 2.4Ghz	• Pentium 4, 3.0 Ghz
• 512 MB RAM	• 1GB RAM
• 64 MB AGP video card	• 256 MB, PCI-E video card
• 1024 x 768 monitor resolution	• 1600 x 1200 monitor resolution
• Direct X 7.0	• Direct X 9.0
• 100MB Ethernet LAN	• 100MB Ethernet LAN
• 10 GB free storage space	• 40 GB free storage space

Prerequisites

- Port forward port **80** (default port) to the router that the DVR is connected to
- Create a DDNS account
- Enable DDNS in the DVR
- Enter the DDNS information into the DVR
- DVR must have access to the Internet or Local Area Network (LAN)

Installing CMS-DH

To install CMS-DH:

1. Locate the CMS-DH software included with the software CD.
2. Double-click the CMS-DH setup file.

    NOTE: You may receive installation warnings.This is normal. Accept the security warnings to continue.

3. Follow the on-screen instructions to install the software.
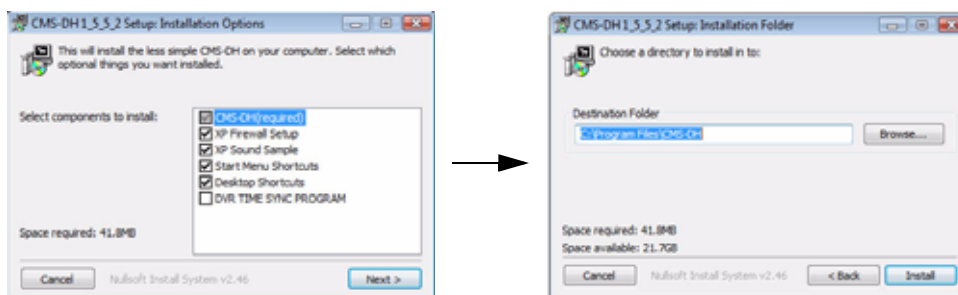
4. Click **Yes** to restart the computer when prompted.
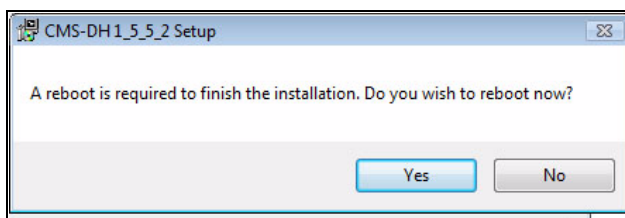
Starting CMS-DH

To start CMS-DH:
- • Double-click the CMS-DH icon ( ) on the desktop.

Adding a DVR from the local area network (LAN)

Once you open CMS-DH, you can add a DVR.

To add a DVR to CMS-DH:

1. Click **Device**.

Device
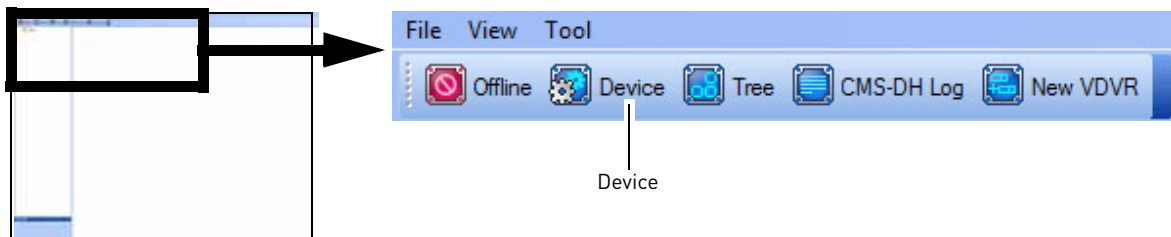
2. Click **Scan** to locate connected DVRs on the network.

DVRs that were discovered on the LAN

NOTE: By default, when adding a DVR from the LAN, the DVR name will automatically be named the last 3 digits of the IP address.

Scan button
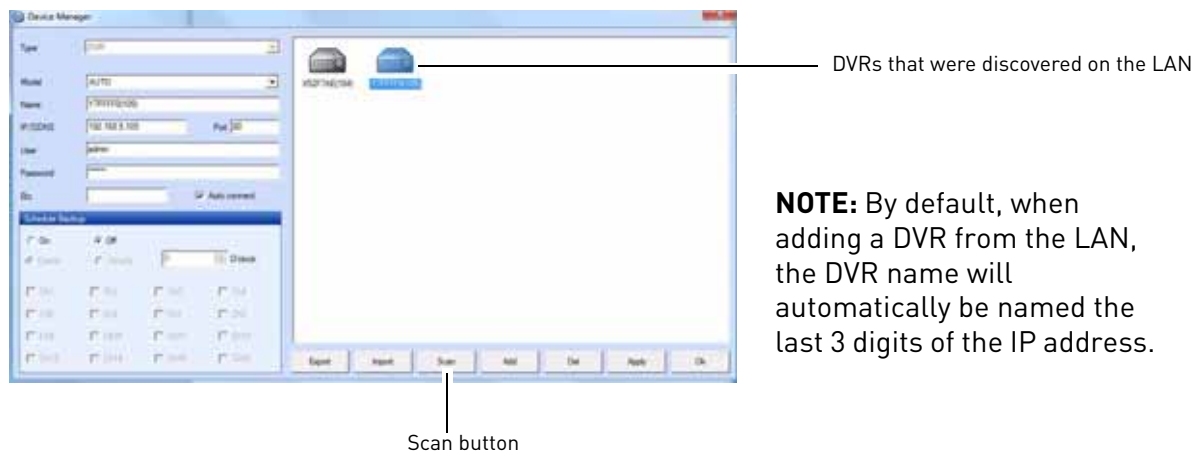
3. Click on the DVR you wish to add to CMS-DH, and then click **Apply→OK**.
    • The DVR appears on the left panel.

Apply   Ok
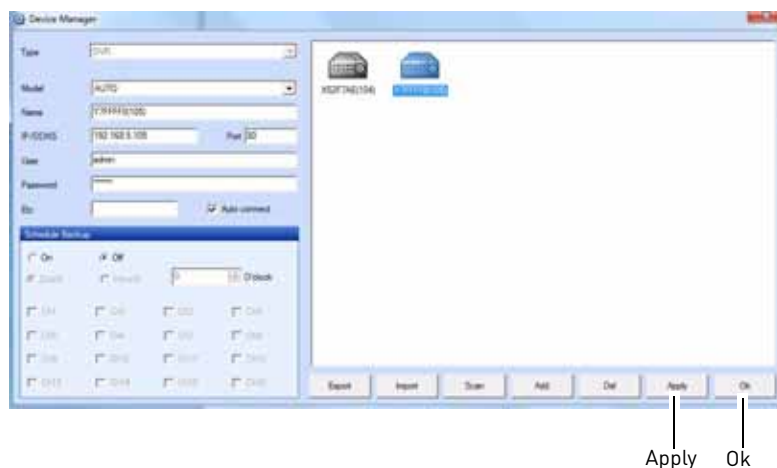
If you have changed the default password of the DVR,
you must select the DVR from the list, then manually
re-enter the new password in the Password field, and
then click Apply and then OK.

4. Click on the DVR you want to connect, and click the **Offline** button.

2. Click the Offline button

1. Select the DVR you want to connect.
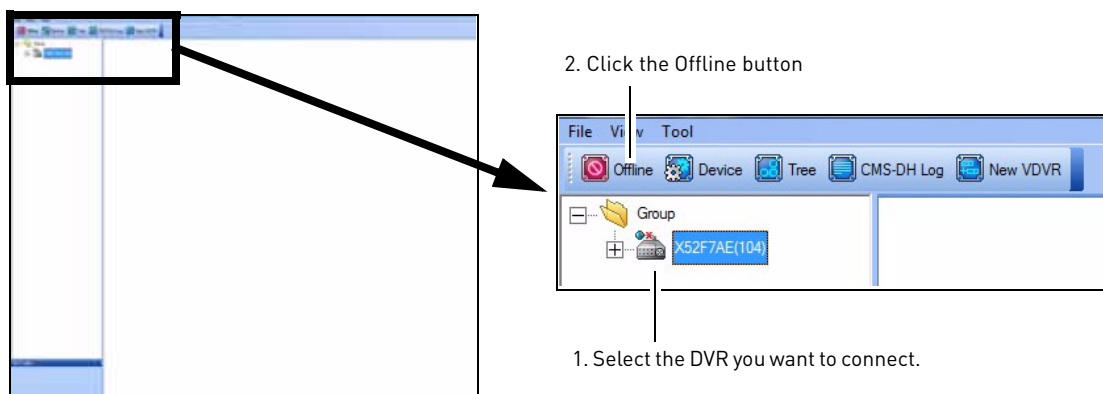
5. Double-click the name of the DVR to connect to the system.

Double-click to connect to DVR
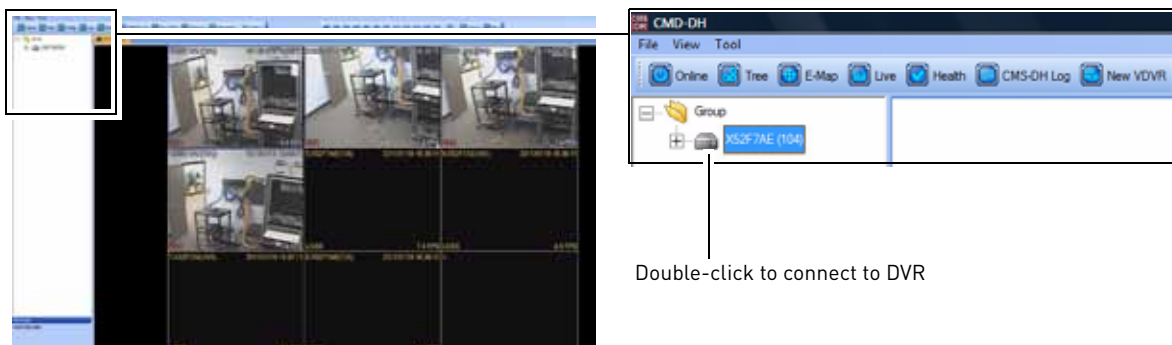
NOTE: To add another DVR from the network, you must click the **Online** button to disconnect
the DVR. Then repeat steps 1-5 to add the new DVR.

Adding a DVR using a DDNS address

If you have DVR systems that have DDNS set up, you can add them to CMS-DH.

Prerequisites

- Create a DDNS account.

- Enter the DDNS information into the DVR locally.

- Port forward the required port (default, port 80) to the router.

To add a DVR using a DDNS address:

1. Make sure the DVRs have been disconnected from CMS-DH. Click **Device**.
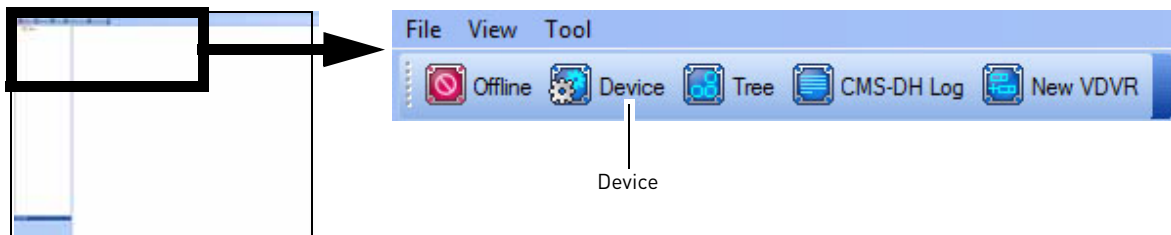
Device

2. In the Device manager window, click **Add**.

Add
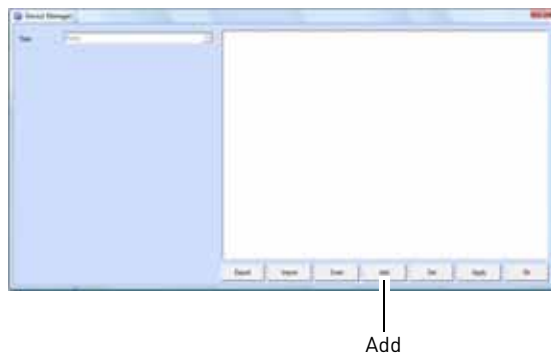
3. Beside the Type drop-down menu, select **DVR**.
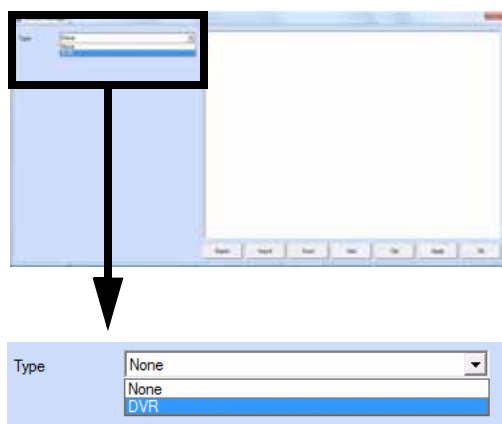
4. Enter the following into the blank fields:
   • **Name**: Enter the DVR name of your choice.

   • **IP/DDNS**: Enter the DVR's DDNS address (for example tomsmith.digimerge.net)

   • **Port:** Enter the DVR's port number (by default, port **80**)

   • **User**:Enter the DVR's user name (by default, **admin**)

   • **Password**:Enter the DVR's password (by default, **000000**)

5. Click **Apply→Ok**.

6. Click the **Offline** button to connect to the DVR. Double-click the DVR icon to begin viewing.

1. Click the Offline button

2. Double-click DVR icon
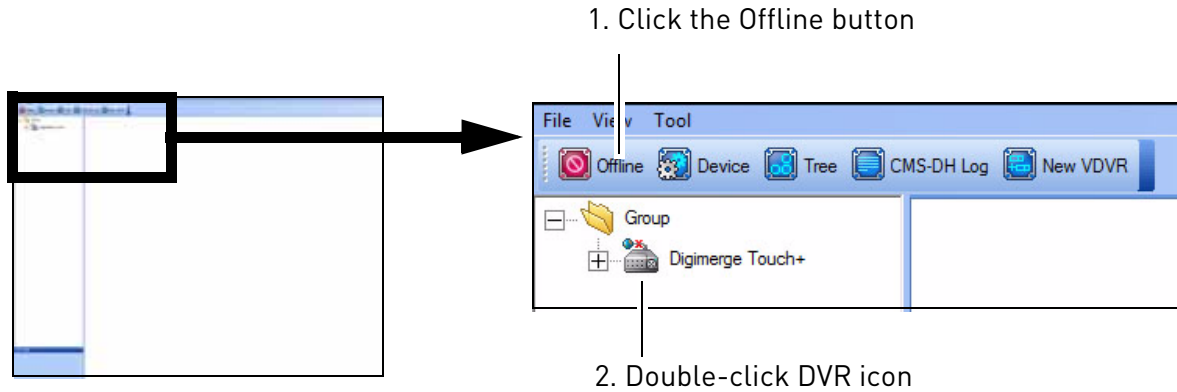
Final Result

Once you have added the DVR, you can add multiple DVRs and view them in the tab. To switch DVR, click on the tabs near the top of the window.

Click the tab to switch DVR

Adding a Virtual DVR

A virtual DVR allows you to add video sources from multiple DVRs, into one main window.

Example

In the example below, multiple video sources from two DVRs are grouped into the Virtual DVR.
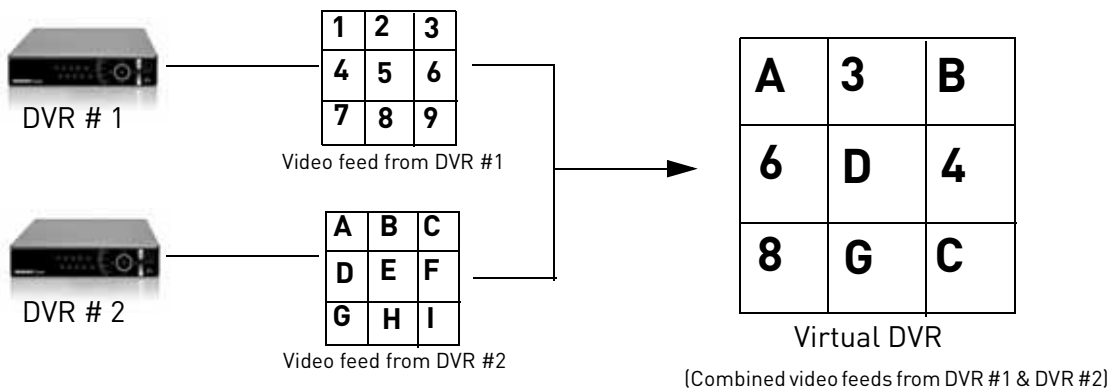
Prerequisites

• Ensure the DVRs are online, and connected to CMS-DH.

To add a Virtual DVR:

1. Click the **New VDVR** button (New VDVR).
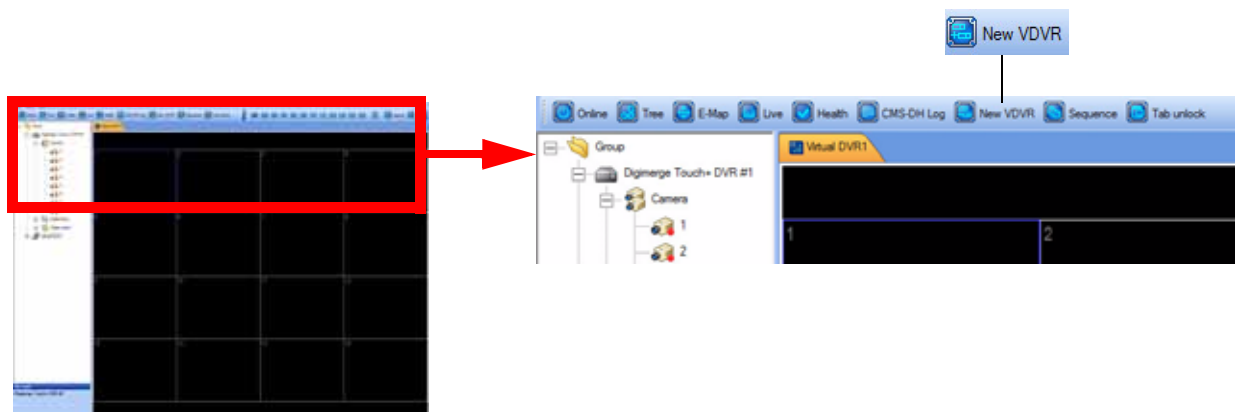
2. Double-click the virtual DVR icon in the tree menu on the left.
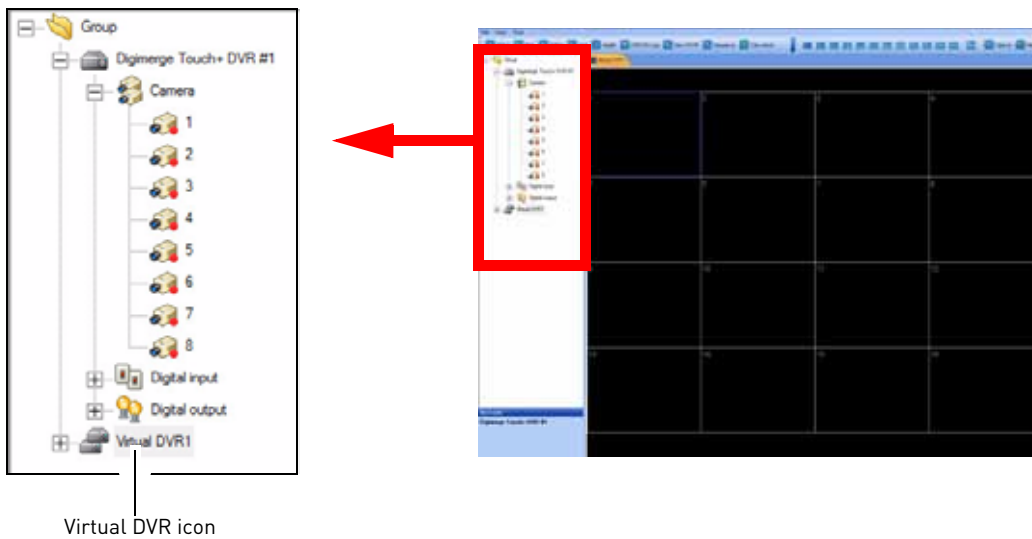
Virtual DVR icon

3. Click the **+** symbol to expand the DVR menu tree.

Click the **+** symbol to expand menu tree
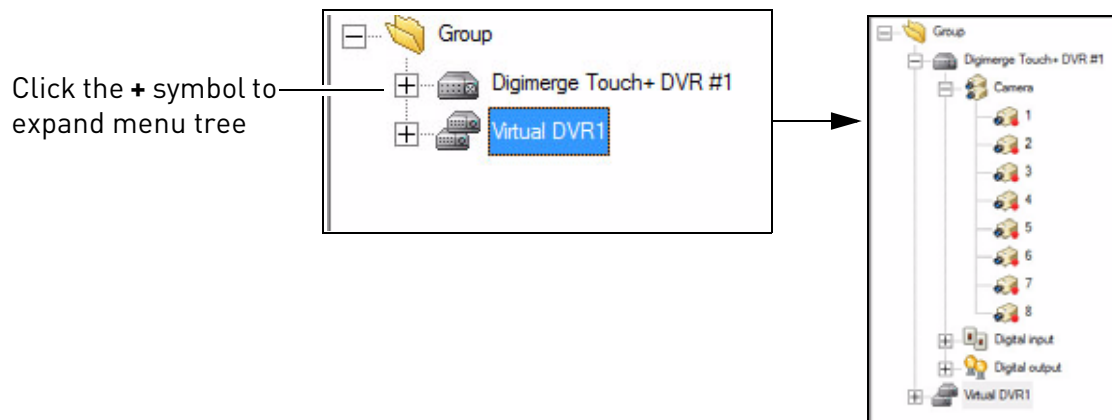
4. Drag the desired camera into the Virtual DVR window.
   NOTE: You can drag the camera into any desired channel in the virtual DVR.

   Example
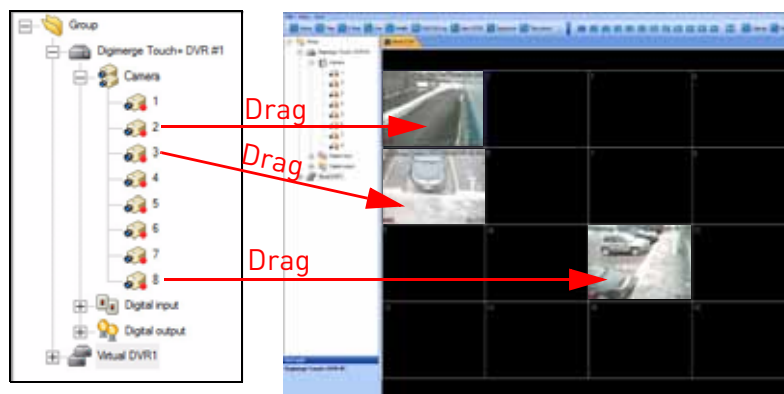
5. Repeat step 3-4 as required for different DVRs.

Creating New Group Folders & Sub folders

Creating group folders and sub-folders helps you organize multiple DVRs. For example, you can create a new folder for each different DVR.

To create group folders:

1. Right-click on the Group folder, then click **New Group**.
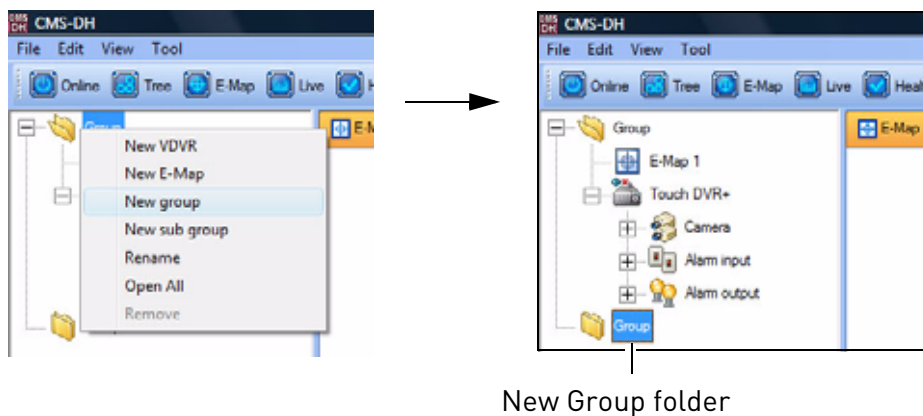
New Group folder

2. Drag the desired DVR into the new folder.

To create a sub-group:

• Right-click on the Group folder, then click **New sub group**.

Configuring General System Settings

To configure general system settings:

1. Open CMS-DH to access the Login window and then click **Setup** (Or, click **File→ Setup** once you are logged in to CMS DH)
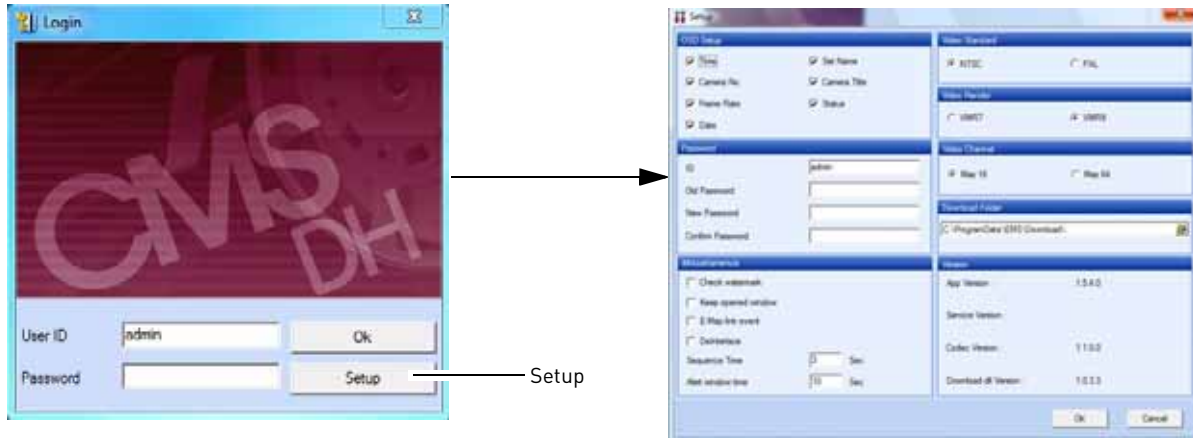
Setup

2. Configure the following in the Setup menu:

• **OSD Setup:** Configure the on-screen display items that you want to appear in the channel (i.e. camera name, time, frame rate etc.).

• **Password:** Change the CMS-DH login name and password. Enter your desired ID (user name) and password, and then click **OK** to save your settings.

• **Miscellaneous:** Select the items you wish to enable:

• **Check Watermark**: Checks the system screenshots to ensure that they have not been tampered.

• **Keep Opened Window:** Automatically re-opens the windows that were closed after you restart the program.

• **E-Map Link Event:** When selected, the E-map will open pop-up windows when an event occurs (setup required).

• **De-interlace:** Enable De-interlace to reduce "feathering" effect of video playback.

• **Sequence Time**: Enter the sequence time of each DVR.

• **Alert Window Time:** Enter the amount of time the Alert window remains on screen**.**

• **Video Standard:** Select from NTSC or PAL video output.

• **Video Render:** Select the DirectX type of your system. Select VMR7 if your system uses Direct X 7.0. Select VMR9 if your system uses Direct X 9.0.

• **Video Channel:** Select the maximum amount of DVR channels that the software displays. Choose Max 16 for 16 maximum channels, Max 64 for 64 maximum channels.

• **Download Folder:** Select the download destination on your hard drive. The download folder

stores saved videos and images. Click the browse button ( ) to select the default download directory.

Adding Users

You can add multiple users to CMS-DH, specifying the DVR menus that each user is allowed to access.

To add a new user:

1. Log in to CMS-DH.
2. Click **File→CMS-DH Account**.
3. Enter the following:
   - **ID:** Enter the desired user name.

   - **Password**: Enter the desired user password.

   - **Confirm Password**: Re-enter the user password.

Add   OK

4. Under the DVR list, click the checkbox to select the DVR the user will have access to.
5. Under 'Uses' click the checkbox to select the type of menus the user will have access to.
6. Click **Add** and then click **OK** to save your settings.

To remove a user:

1. Log in to CMS-DH as the administrator (default user name: **admin**, default password: **0**)
2. Click **File→CMS-DH Account**.
3. Click the user name that you wish to remove.
4. Click the **Del** button to remove the user.

Recording Video to the hard drive

CMS-DH allows you to record video to your local hard drive. The amount of video that you can record depends on the size of your computer's hard drive.

To record video:

1. During live view, click the **Rec** button ( ). The Rec button turns red.

   NOTE: If you want to capture a single channel of video, double-click the channel to view the channel in full screen mode, then click the **Rec** button.

   NOTE: If you want to capture all channels, ensure that you are viewing the DVR in split screen mode, and then click the **Rec** button.
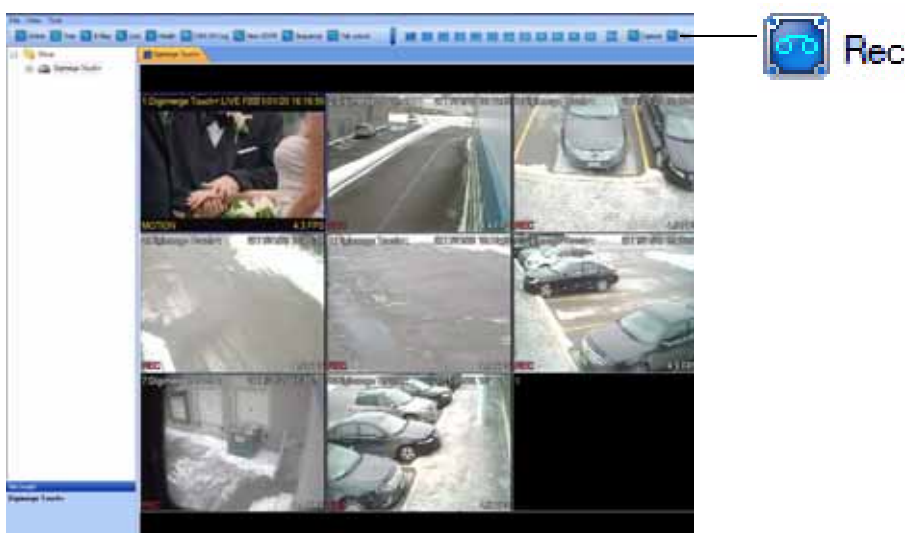
2. Click the **Rec** button ( ) again to stop recording.

   NOTE: The file is saved into the default save directory of the CMS-DH software. To locate the save directory of the video files, click **File→Setup**, and look under Download Folder to determine where the file is saved.

Playing back recorded video

The video is saved as a proprietary file that is playable only by CMS-DH.

To play back previously recorded video files:

1. From the main window, click **File→File Playback**.

2. Click the **Open** button.

    Open button

3. Select the desired file you wish to play and click **Open**.

    Open button

4. Use the video playback controls to watch the video.
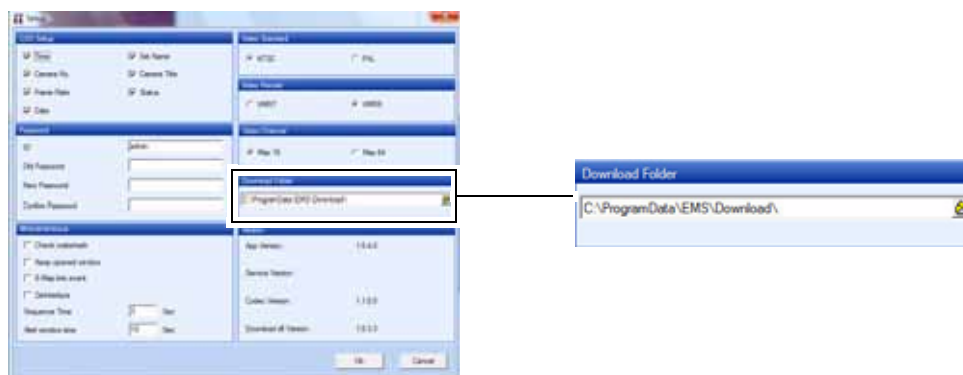
Remote Search

Remote search allows you to search for archived video on the DVR.

Prerequisite
- Ensure you are connected to the DVR that you wish to search from.

To search for video:

1. Right-click on the DVR that you wish to search video from, then click **Remote Search**.
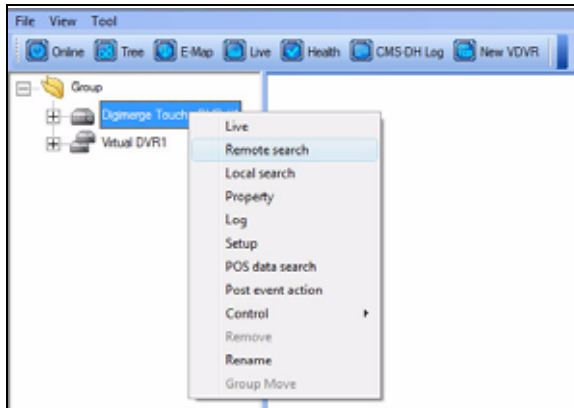
2. To search for the video:

    a. Click [◄] [►] to select the desired month.

    b. Select the date of the video.

    c. Select the hour.

    d. Select the minute.

3. Click the **Play** button to begin watching the video.

Video Playback Controls

Once the video begins to play, use the video controls to manipulate video playback.

Use the playback controls to control video speed

Select hour

Select minute

Video speed slider
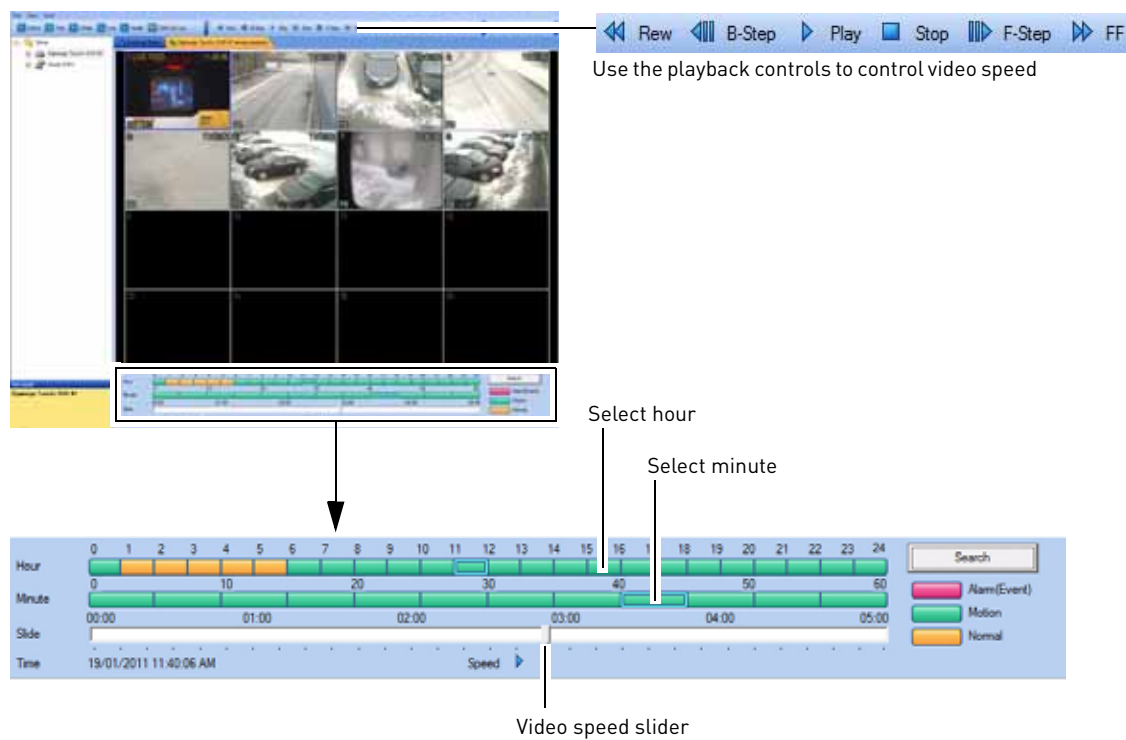
Local Search

Local search allows you to search for video stored locally on the computer hard drive.

Prerequisite

Ensure you are connected to the DVR that you wish to search from.

To search for videos stored on your hard drive:

1. Right-click on the DVR that you wish to search video from, then click **Local Search.**
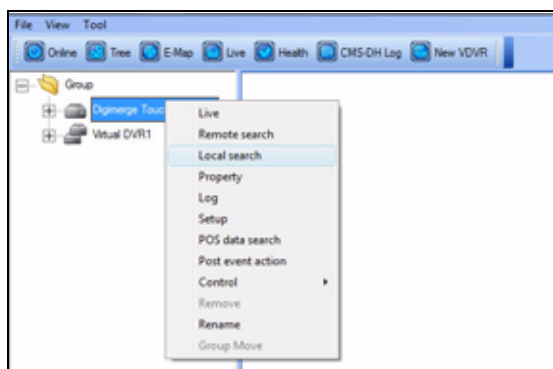
2. To search for the video:

a. Click [◄] [►] to select the desired month.

b. Select the date of the video.

c. Select the hour.

d. Select the minute
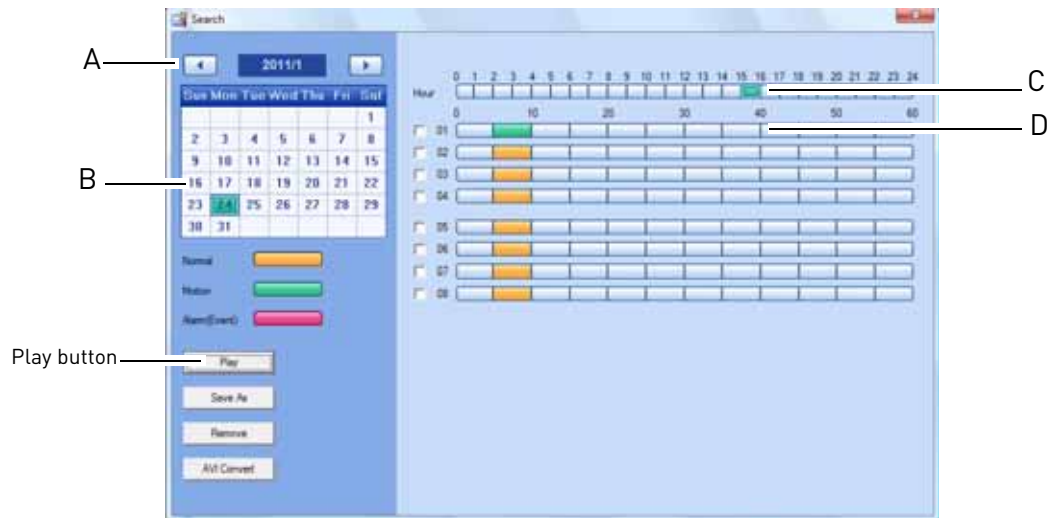
3. Click the **Play** button to begin watching the video.

Saving Video Files

You can save the proprietary video files to your local hard drive from the Search menu. The video file ends in a **.cms** extension, and requires CMS-DH for playback.

To save video files from the search menu:

1. Select the month, date, and time of the video.

2. Click the **Save As** button.
3. Select the desired save directory, and click **OK** to save the file.

Converting video files to AVI

Converting proprietary .**CMS** video files to AVI allows you to play the video on a computer that does not have the CMS-DH software.

> **NOTE:** To convert video files without using CMS-DH, you can also use the standalone DVI video converter. For details, see "Appendix L: Converting Video Files to AVI" on page 143.

Prerequisite
- Make sure that you are in the Local Search menu (Right-click on the DVR, and click **Local Search**)

To convert video files to .AVI:

1. Select the month, date, and time of the video.

Select camera checkbox

AVI Convert button

2. Select the checkbox beside the camera you wish to back up video from.

3. Click the browse button ( ) and select the file output directory.
4. Click the **AVI Convert** button.
   - CMS-DH converts the file, and stores it in the output directory.

Click the browse button to select save directory

Schedule Recording

To enable/disable schedule recording:

1. Right-click on the DVR you wish to configure and then click **Control→Schedule→Start / Stop**
   • Click **Start** to enable schedule recording. Click **Stop** to stop schedule recording.
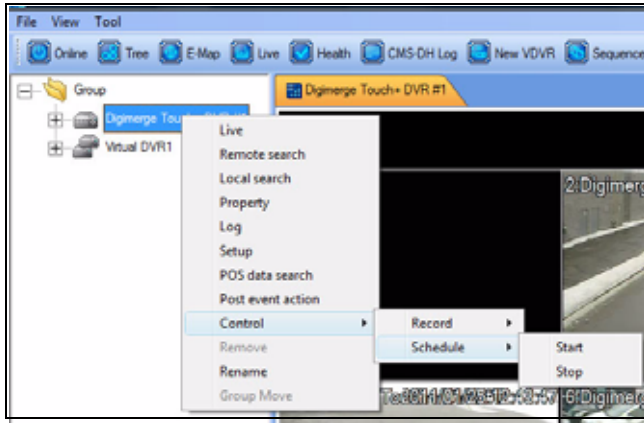
Schedule Backup

You can schedule regular backup of video to your local hard drive. The schedule can be configured to back up 24 hours of video, or during a specified time only.

Prerequisite
   • 3GB of hard drive space (backup will not function if there is less than 3GB)

   • DVRs must be in offline mode

To configure Schedule Backup settings:

1. Click the DVR that you wish to configure.

2. Click the Device button ([Device]).
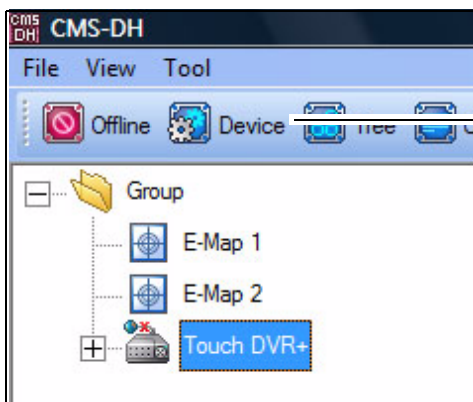
3. Select **On** to enable schedule backup.

Select channels you wish to back up
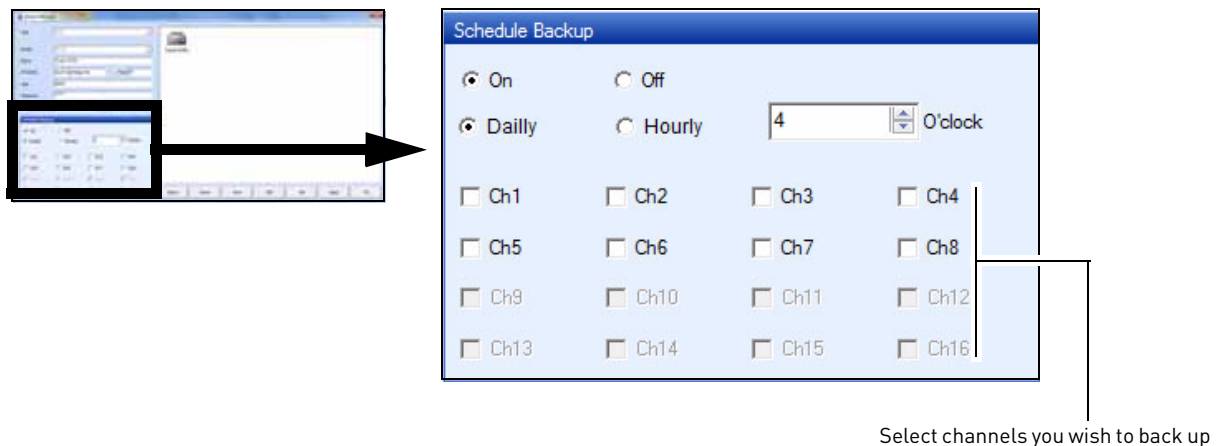
4. Select **Daily** to back up 24 hours of video to your hard drive. Go to step 6.
   • Select **Hourly** to back up every hour of video to your hard drive. Go to step 5.

5. In the Minute drop-down menu, enter how many minutes the system should wait before recording. For example, if you enter 10 minutes, the system will backup video footage from 8:10 a.m to 9:10 a.m.

6. In the Hour drop-down menu, enter the time you wish to begin backup. For example, if you enter 5:00pm (05:00hr), the backup will start at 5:00pm, and end at 4:49am (the next day). Enter the hourly time in 24-hour format.

7. Select the channels that you wish to enable schedule backup.

Select channels you wish to back up
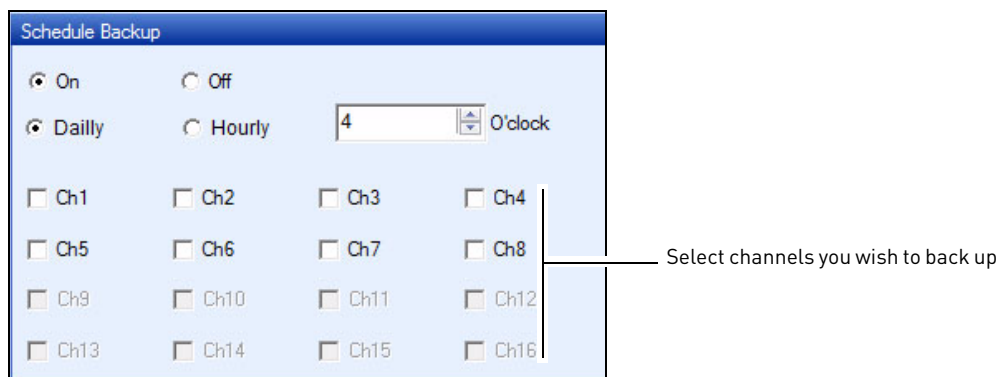
8. Click **Apply** and then click **OK** to save your settings.

Taking Screen Captures

You can capture screen shots as JPeg or Bitmap images (JPG or BMP).

To take a screen capture:

1. During live view, click **Capture** ([📷 Capture]).

Click the Print button to print the image to a printer.
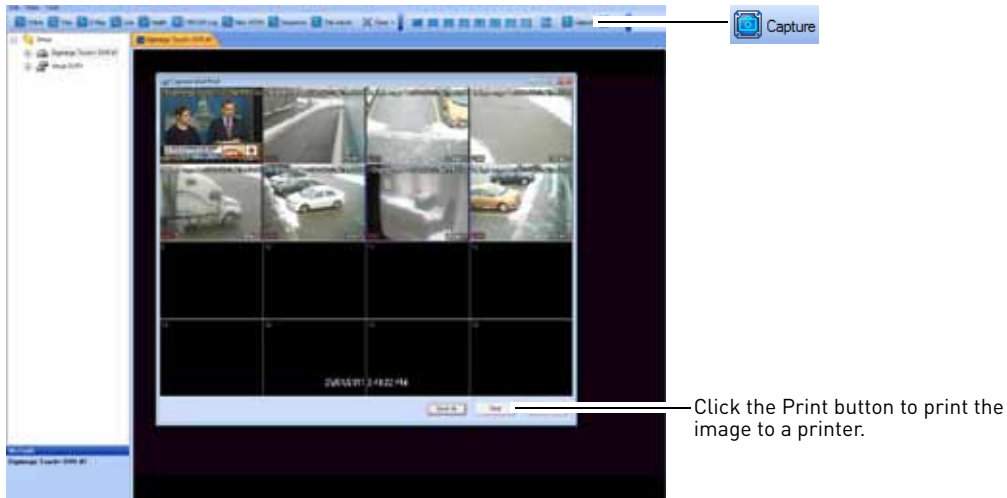
2. Click the **Save As** button. Enter the desired picture name, and select the desired save directory, and then click **Save**.

   NOTE: To take a screen capture of a full-screen, double-click the desired channel, then click the **Capture** button.

Viewing File Download Status

To check the download status of your video files:

1. Connect to the DVR you wish to check the video status on.
2. Click on **Tools→Download→Status**.
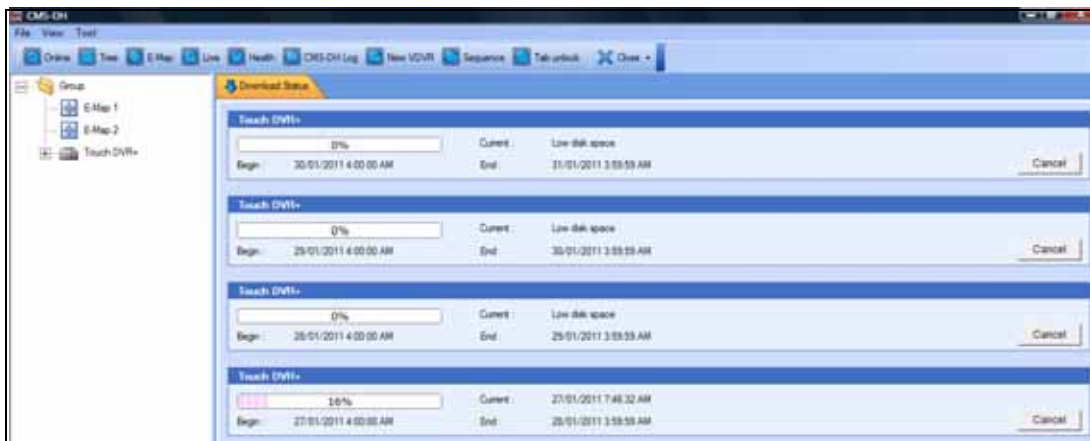
3. To cancel the download, click **Cancel**.

Changing viewing modes

To change the viewing modes of CMS-DH:

1. Log in to CMS-DH, and connect to a DVR.

2. Click (▦▦▦▦▦▦▦▦)to change the viewing mode (single-channel, quad-channel etc).

Click to change viewing modes
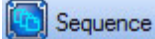
Sequencing

If you monitor multiple DVRs, you can have each tab change continuously. This process is called sequencing. You can perform sequencing as long as you have two or more DVRs. Virtual DVR's work with sequencing as well.

Prerequisite

- Log in to two or more DVRs

To start a sequence:

- Click the **Sequence** button (Sequence).

Sequence button

The two DVR tabs will continually switch between eachother

NOTE: To change the sequence time, click **File→Setup**. Under "Miscellaneous", enter the desired sequence time in seconds, and click **Ok**.

E-Map

The E-Map feature allows you to visually map your cameras over a Jpeg image.

Example
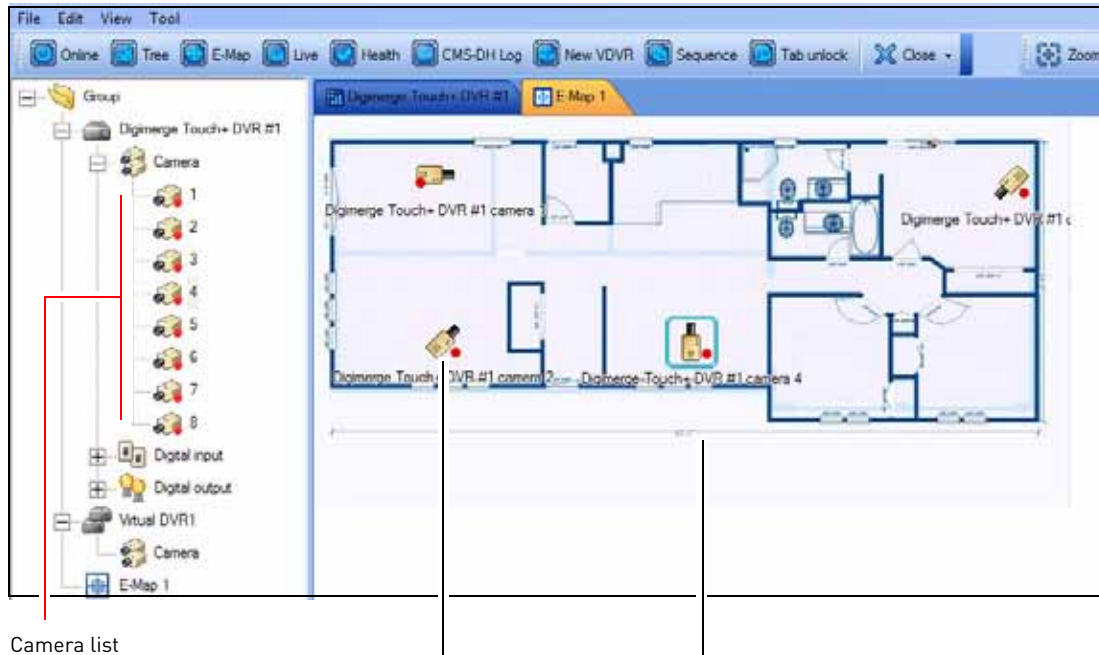
Camera list

From the camera list, you can drag
the camera icon over the Jpeg image

Jpeg image of a house blueprint

Prerequisite

• Ensure the DVRs are online.

To set up an E-Map:

1. Click the **E-Map** button ( ).

E-Map button
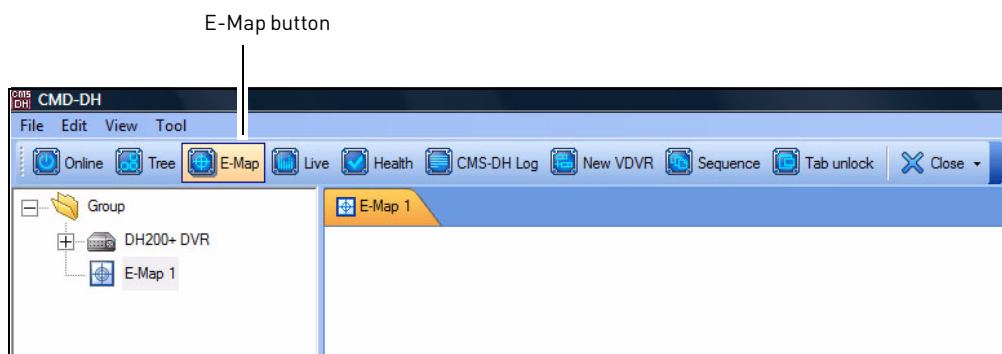
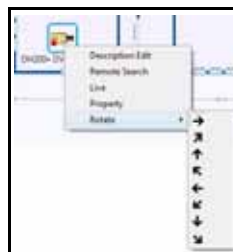2. Click **File→Background**. Locate the file you wish to import, and then click **Open**.
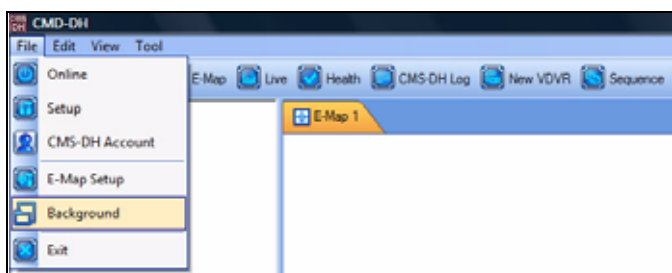
3. Drag the desired cameras from the camera list, over the image.

   TIP: You can also drag the DVR icon and E-MAP icon over the image.
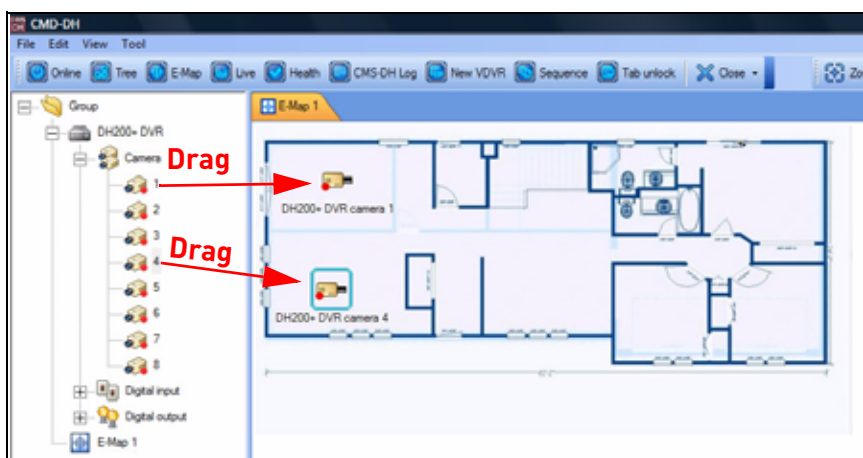
Tip:

To rotate the camera, right-click on the camera, and click Rotate.

Click the desired turning position to rotate the camera icon.

E-Map Setup

To configure the E-Map setup menu:

1. Click **File→E-Map Setup**.
2. Configure the following:
   • **Title:** Change the camera title.

   • **Show Description:** Show/hide camera name.

   • **Lock:** Locks the camera position.

   • **Description color:** Change e-map font color.

3. Click **Ok** to save your settings.
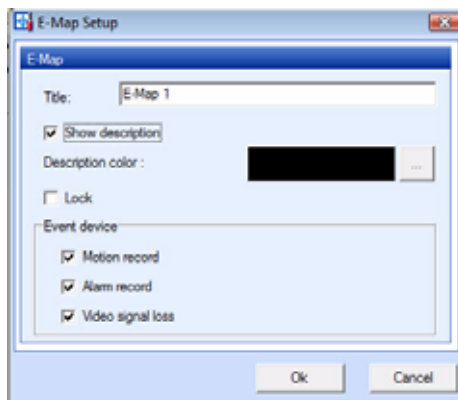
Viewing video on E-Map

Once you have mapped your cameras on E-Map, you can view, and search channels from the E-Map directly.

To view live video on E-Map:

• Double-click on the desired camera icon to open live view.

Live channel

Configuring E-Map camera settings

To configure E-Map camera settings:

1. Right-click on the camera you wish to configure.
2. Configure the following:
    • **Description Edit**: Edit the camera name on the E-Map.

    • **Remote Search**: Opens the video search menu.

    • **Live**: Opens a live view window of the camera.

    • **Property**: View DVR properties.

    • **Rotate**: Rotates the camera icon in the E-Map.
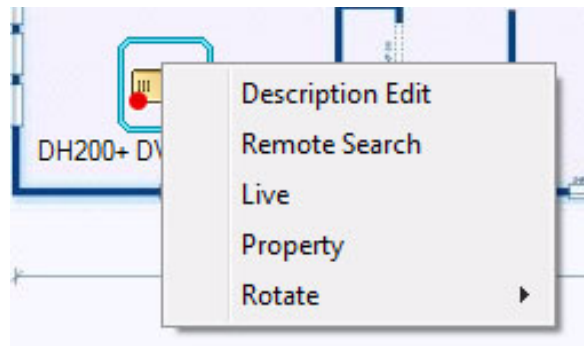
Right-click on the camera to open camera sub-menu options.

Zooming into the E-Map

• To zoom into the E-Map, click the **Zoom In** / **Zoom Out** buttons ([Zoom In] [Zoom Out]).

Zoom In/ Zoom Out

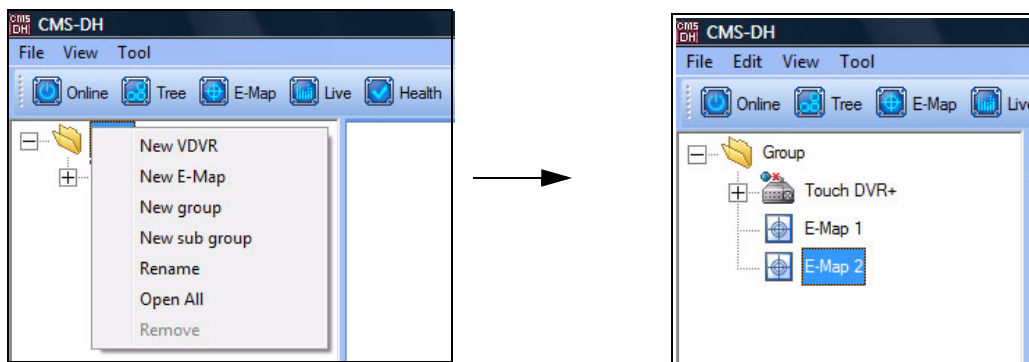## *Removing camera icon in the E-Map*

• Select the camera icon in the e-map, and click the **Remove Item** button ([Remove Item]).

Remove Item
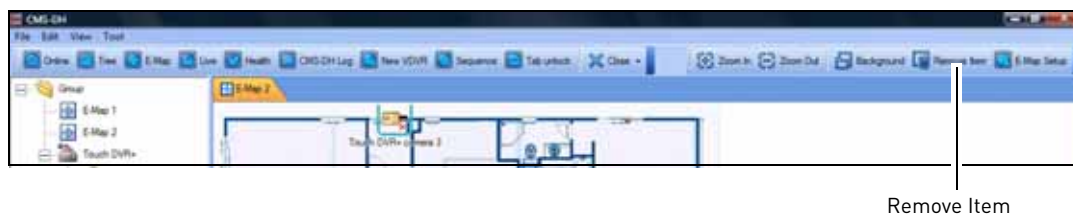
Adding Multiple E-Maps

To add multiple E-Maps:

• Right-click the Group folder, and click New E-Map.

To remove the E-Map:

• Right-click on the E-Map, and then click **Remove**.

Tip: After you have created a second E-Map, you can drag the E-Map icon over a Jpeg image in the E-Map.

Viewing DVR Health

To view the status of the DVR:

1. Select the DVR on the menu tree on the left.
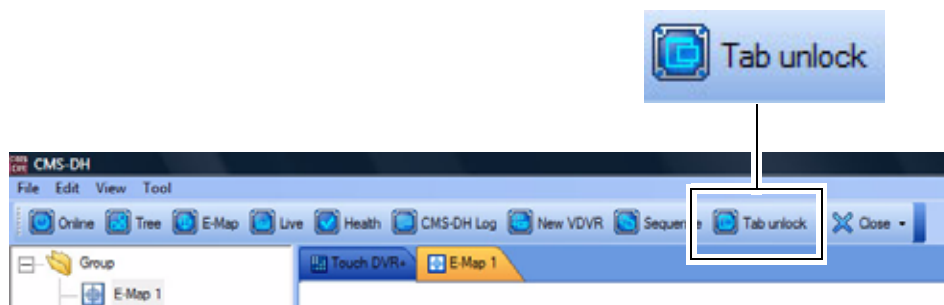
2. Click the **Health** button ( ).

Closing windows

To close open tabs:

• Click the Close button, and select Close or Close All.

Locking Windows

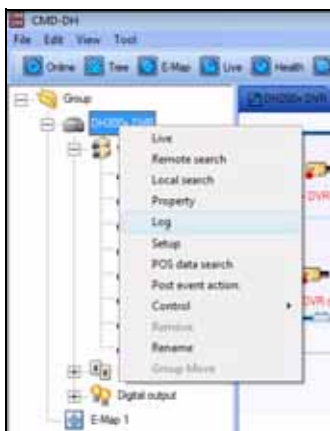• To prevent the tab from being dragged, click the Tab Unlock button.

DVR Log

The DVR log allows you to check events that occurred in the DVR, such as hard drive malfunction, video loss, motion detection, and alarm settings.

To access the DVR log:

1. Connect to the DVR that you wish to view the log from.
2. Right-click on the DVR, and click **Log**.

3. Configure the following:
    *   **Begin & End**: Specify the start and end date and time.

    *   **Query**: Select the event type you wish to search for

Enter the start and stop date and time

Select an event type from the drop-down menu
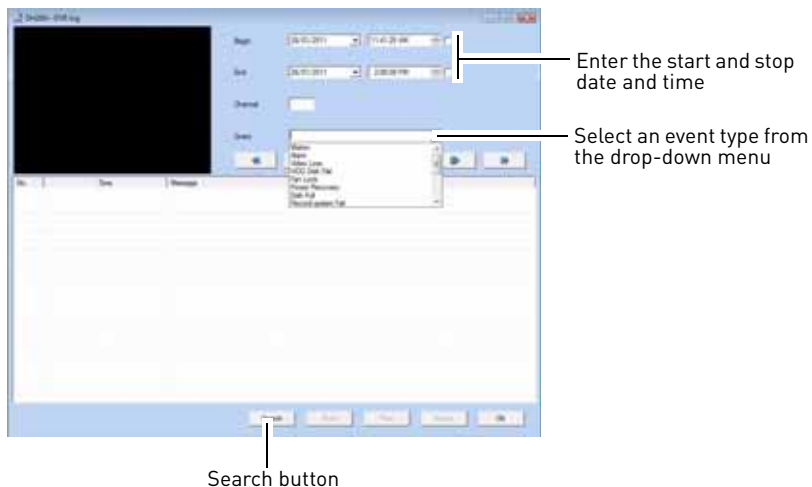
Search button

4. Click **Search** to populate results.

    NOTE: Select the event and click the **Export** button to export the log as a text file. The log allows you to see any events logged by the DVR (i.e motion loss etc.).
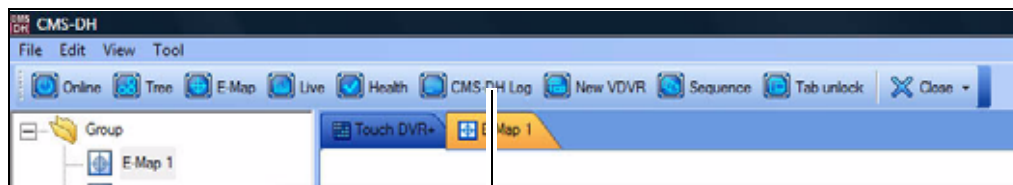
CMS-DH System Log

The CMS-DH log allows you to view video events that occurred in the system (i.e motion and camera loss events).

Prerequisite:
   • Ensure the DVR(s) are online and connected to CMS-DH

To view the system log:

1. Click the CMS-DH Log button (CMS-DH Log).

CMS-DH Log button

2. Configure the following settings:
    • **Begin:** Enter the Month, Date, Year, and time you wish to begin to search the log.

    • **End**: Enter the Month, Date, Year, and time you wish the log search to stop.

    • **Channel**: Enter the channel number you wish to search.

Playback screen

Begin / End

Channel

Playback controls

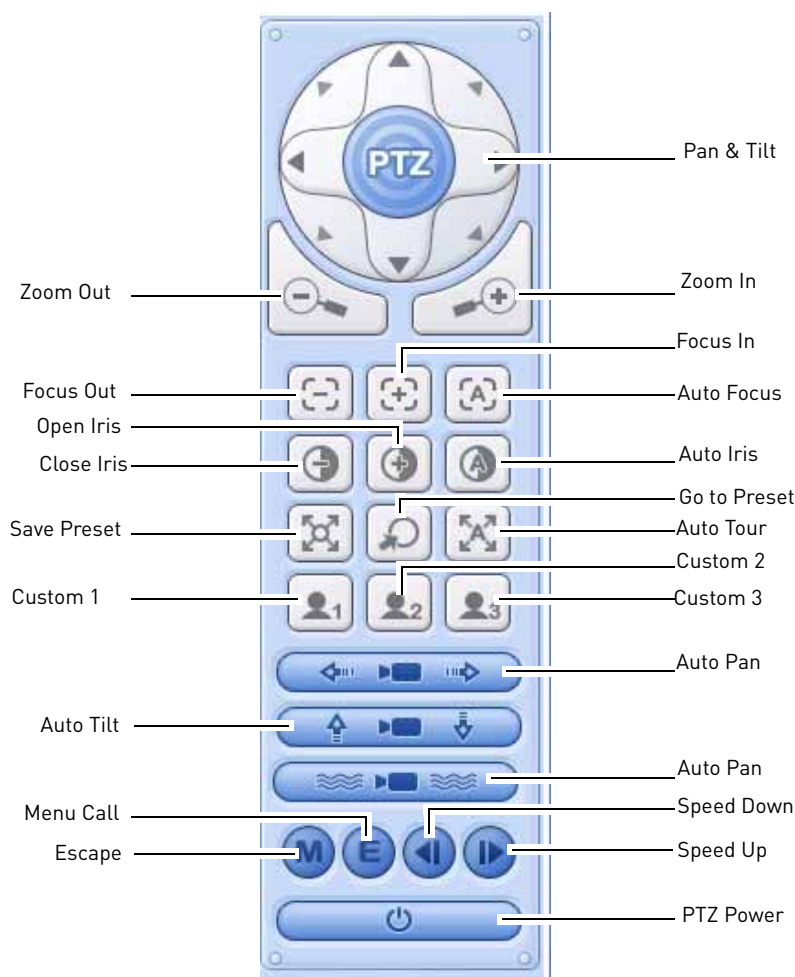Search results
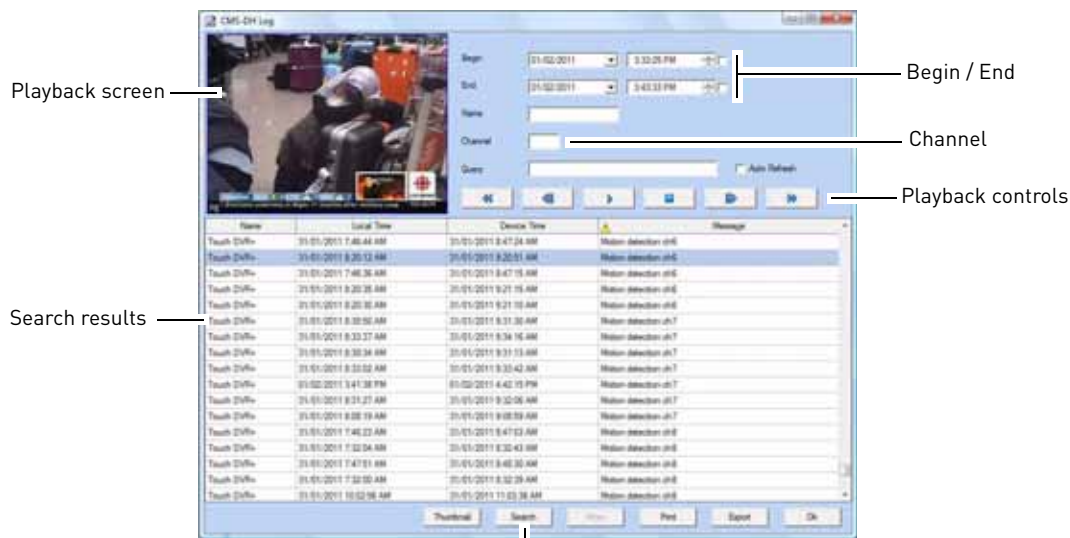
Search button

3. Click the **Search** button.
    • A list of results populate. Double-click the event in the search results to begin event playback. Use the playback controls to control playback speed.

PTZ

To activate the PTZ control, click the PTZ button (![PTZ]).

> **NOTE:** You must select the channel that has a PTZ camera before using PTZ controls.

Pan & Tilt

Zoom Out
Zoom In

Focus In

Focus Out
Auto Focus

Open Iris

Close Iris
Auto Iris

Go to Preset

Save Preset
Auto Tour

Custom 2

Custom 1
Custom 3

Auto Pan

Auto Tilt

Auto Pan

Speed Down

Menu Call

Escape
Speed Up

PTZ Power

Setting PTZ Pre-Sets

1. Click the Pan & Tilt buttons to move the camera to the desired position.

2. Click the **Save Preset** button (![icon]). Enter the desired pre-set number (between 0 - 9999) and then click **Ok**.
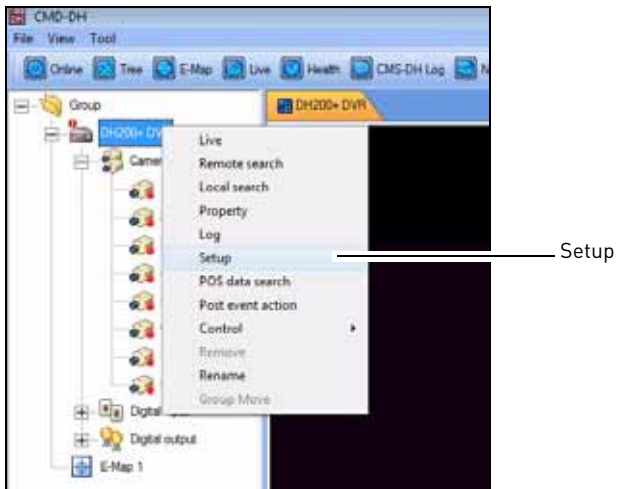
To access a pre-set

- Click the **Go to Preset** button (![icon]). Enter the pre-set number, and then click **Ok**.

System Setup

To access the full system setup menu:

1. Right-click on the DVR you wish to configure.

2. Click **Setup** from the sub-menu to access the full Setup menu.

NOTE: The menu structure is identical to the menu structure on the local DVR.
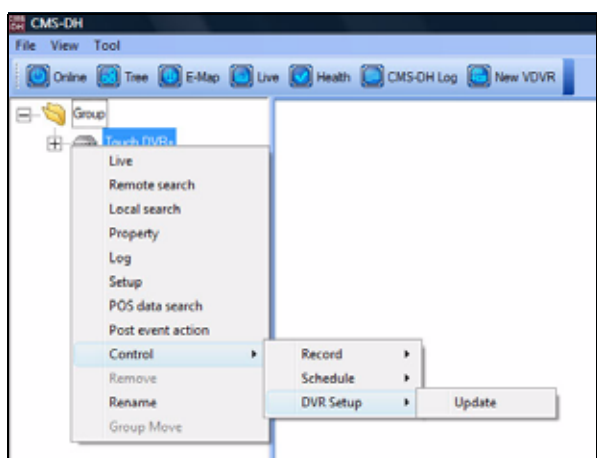
Upgrading the firmware remotely (DH200+ Series only)

Prerequisite

- Ensure the DVRs are online

- Download the firmware from www.digimerge.com, and extract the firmware file
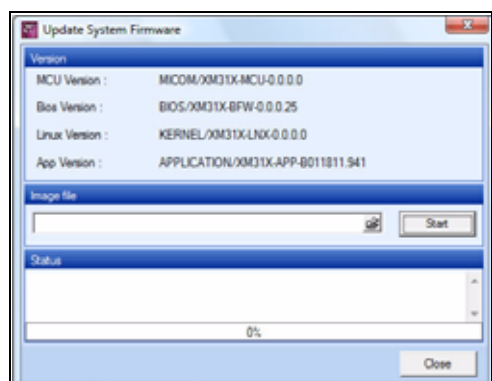
To upgrade the DVR firmware using CMS-DH:

1. Right-click on the DVR that you wish to upgrade the firmware.
2. Click on **Control→DVR Setup→Update.**

3. Under Image File, click the browse button ( ). Locate the firmware file and then click **Open.**

   NOTE: The firmware file ends in a .IMG extension.

4. Click **Start** to upgrade the system firmware. Wait for the system prompt before you close teh window.

   NOTE: Do not exit CMS-DH during the firmware upgrade process. Doing so may corrupt the DVR.

Configuring Post Event Action Tab

The Post Event Action tab allows your system to alert you when an alarm event triggers the DVR. For example, when the system detects motion from an input device, the computer speakers plays a sound to alert you. Or, you can have the CMS-DH software alert you with a pop-up window when motion is detected.

Setting up Post Event Actions on a NO/NC Device

Prerequisites (If setting up NO/NC Devices)

- Connect the input device into the alarm block in the rear panel of the DVR.

- Ensure you have the correct settings for the device (N/O , N/C), and that you have correctly configured the settings in the DVR menu.

- Ensure the DVRs are online.

To configure the Post Event Action tab:

1. Expand the menu tree under the desired DVR that you wish to configure.
2. Under Alarm Input, right-click the number block that your device is connected into.
3. Click **Post Event Action**.

Right-click on the device you wish to configure
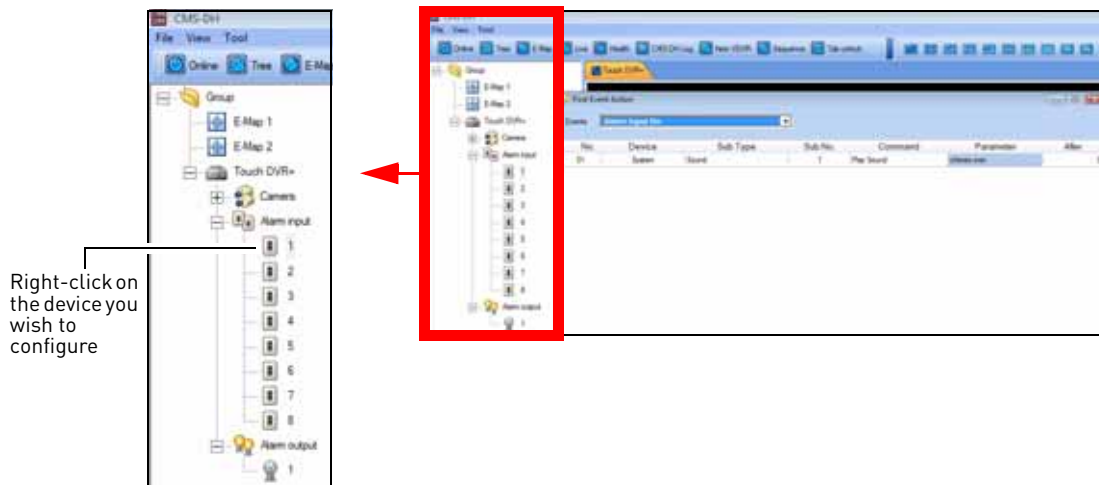
4. Configure the following:
   - Events: Select **Alarm Input ON** or **Alarm Input OFF**

   - Command: Select from **Play Sound** or **None**.

• Parameter: Select the desired alert sound you want the computer to play.

Click here to configure the Command
and Parameter settings
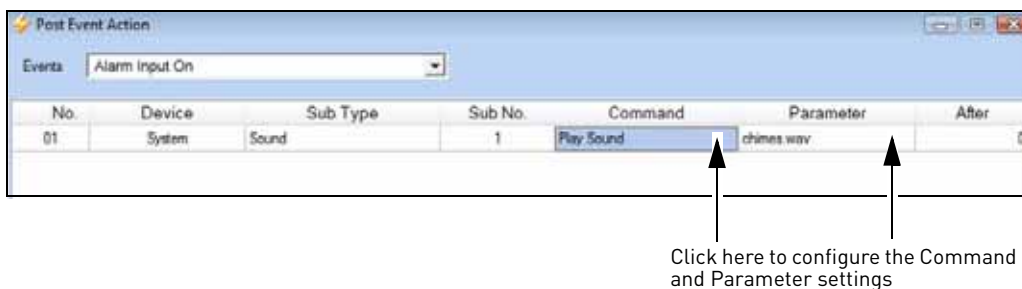
5. Click **Apply** and then **OK** to save your settings.
6. Under Alarm Output, right-click the light bulb icon, and click **Control**.
7. Click **Alarm Output On** or **Alarm Output Off**. This depends on your device type (N/O or N/C).
8. Click **Apply** and then **OK** to save your settings.
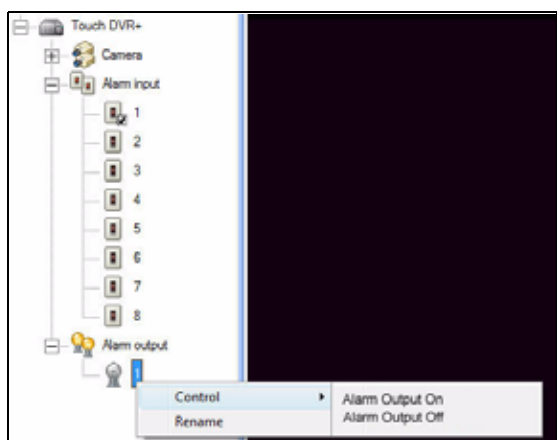
When an alarm is triggered, the system will play a sound on the computer.

Configuring Alarm Output

To configure the alarm output type:

1. Under Alarm Output, right-click the light bulb icon, and click **Control**.
2. Click **Alarm output** on to enable the alarm out device, or **Alarm output off** to disable the alarm out device
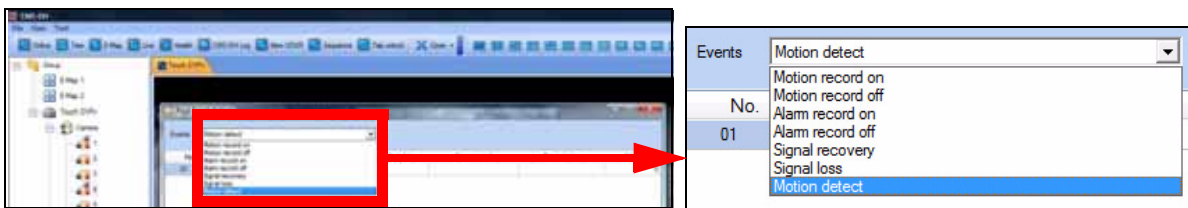
Setting message pop-up notifications

You can configure CMS-DH to produce message pop-up windows when an event occurs.

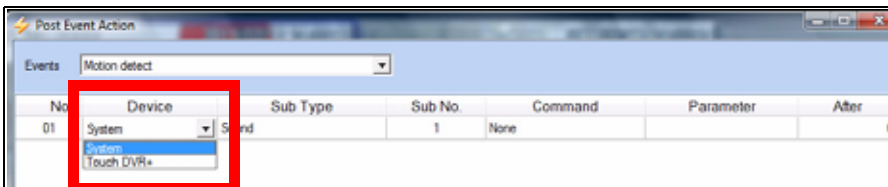To configure CMS-DH to produce message pop-up events:

1. Expand the menu tree under the desired DVR that you wish to configure.
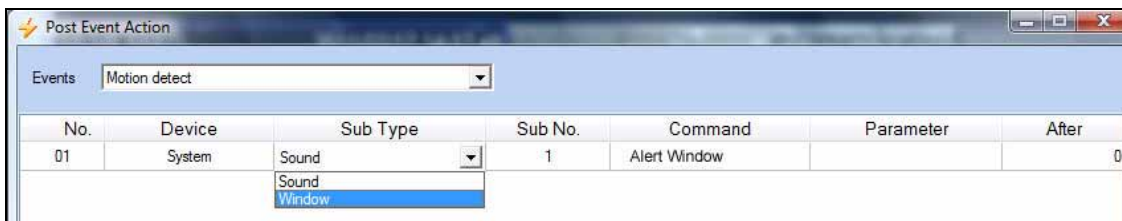2. Right-click on the camera you wish to set alerts for, and click **Post Event Action**.
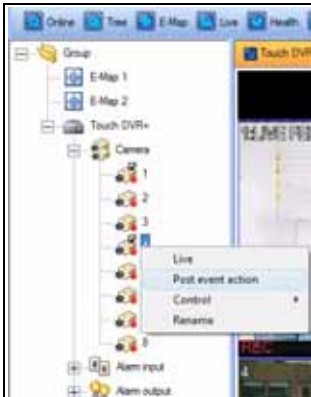
3. In the Events drop-down menu, select the type of event that will trigger CMS-DH to produce a pop-up window when an event is detected.

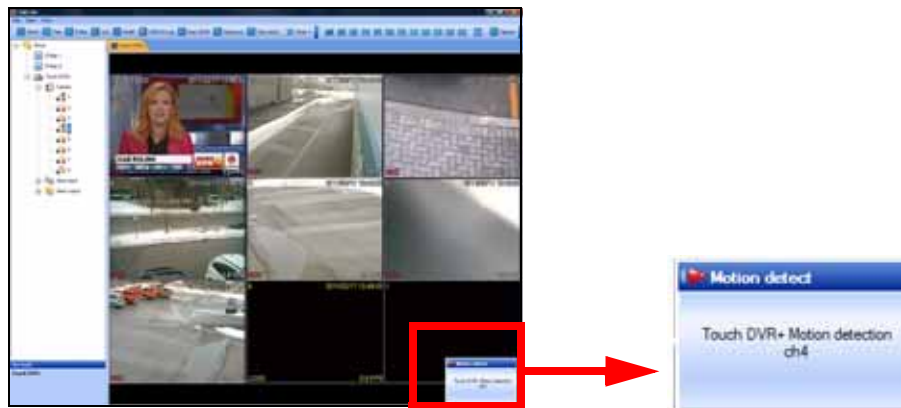4. In the Device drop-down menu, select the **System**.

5. Under the Sub Type drop-down menu, select **Window**. Under the Command drop-down menu, select **Alert Window**.

6. Click **Apply** and then click **OK**.

Result

When the camera detects motion, a pop-up window appears on the bottom-right corner of the screen to alert you.
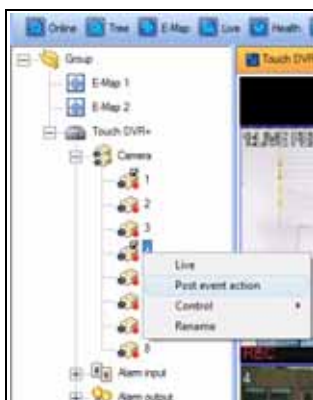

Setting Video pop-up notifications

You can configure CMS-DH to produce video pop-up windows when an event occurs.

To configure CMS-DH to produce video pop-up events:

1. Expand the menu tree under the desired DVR that you wish to configure.
2. Right-click on the camera you wish to set alerts for, and click **Post Event Action**.
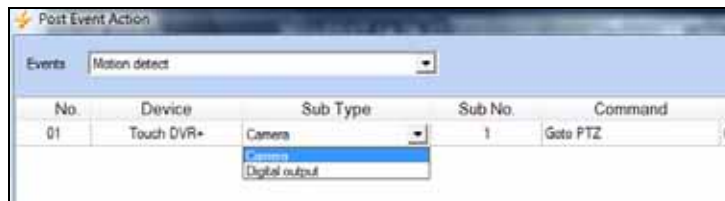
3. In the Events drop-down menu, select the type of event that will trigger CMS-DH to produce a pop-up window when an event is detected.
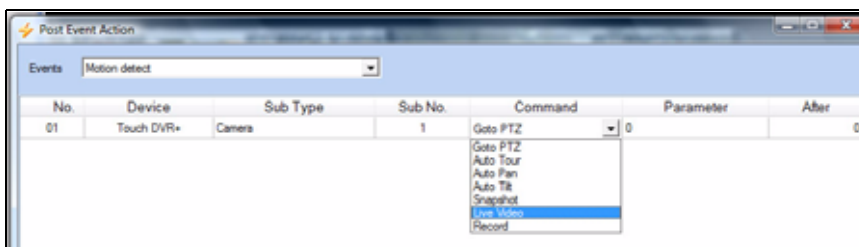

4. In the Device drop-down menu, select the name of your DVR.
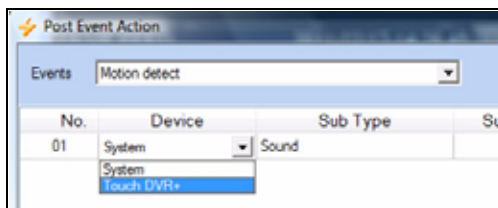
5. Under the Sub Type drop-down menu, select **Camera**.

6. Under **Sub No.**, select the channel number you wish to appear as a pop-up alert.
7. Under **Command**, select Live Video.

8. Click **Apply** and then click **OK** to save your settings.

Result

When the camera detects motion, a pop-up window appears with live video.

Configuring other Post Action Events

Under the Command drop-down menu, there are several commands that CMS-DH can output.

- GoTo PTZ: Opens the PTZ camera.

- Auto Tour: Opens the PTZ camera and starts the Auto Tour.

- Auto Pan: Opens the PTZ camera and starts the Auto Pan feature.

- Auto Tilt: Opens the PTZ camera and causes the PTZ camera to Auto Tilt.

- Live: Opens a live video window.

- Record: Begins live recording.
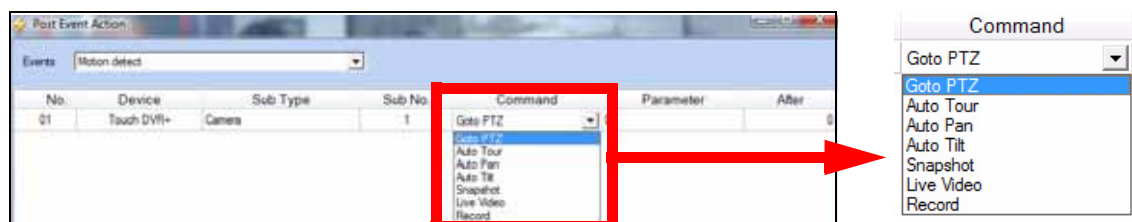
POS Data Search

The POS Data Search function is not available for the DH200+ series.

POS data search
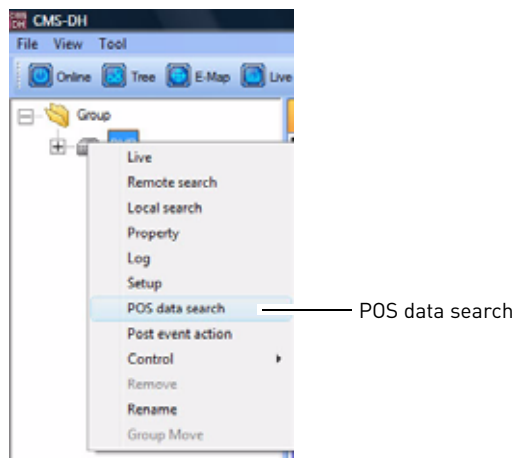
Running CMS-DH on multiple monitors

CMS-DH can support a maximum of 8 monitors on a single system. Running 8 monitors is extremely resource intensive. The recommended system specifications is listed below. If your system does not meet the requirements below, you may experience slow system performance.

Minimum system recommendations to run CMS-DH on multiple monitors

- Intel Core i5 or i7 processor
- 6 GB of RAM
- A motherboard that can support up to four (4) PCI-E video cards
- Geforce 9500 GT video card,1GB or greater

To run CMS-DH on multiple monitors:

1. Connect to CMS-DH. Open the desired DVR's / E-Maps etc. that you wish to view.
2. Drag the desired tabs to a different monitor.
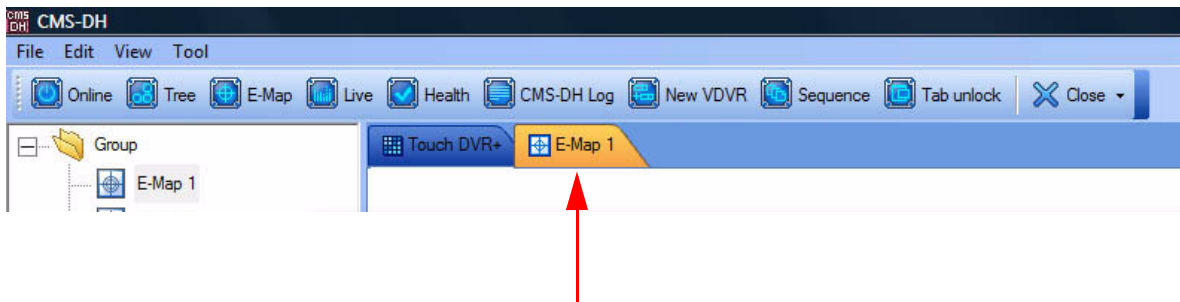
Drag the tab out to move it into a different screen.

3. Repeat as required.

Final Result

iSMS Client (Remote Viewing on the Mac)

The iSMS Client allows you to remotely connect and configure your DH200 Series DVR using the Safari browser in Mac OSX 10.6.

System Requirements

Your system must meet or exceed the requirements below before installing the iSMS Client:

- **Operating System:** Mac OSX 10.6 or later
- **CPU:** Intel Core Duo series CPU or higher
- **Memory (RAM):** 1024 GB
- **Video Card memory:** 256 MB
- **Free Hard Drive space:** 2GB
- **Video Resolution:** 1024 x 768

Prerequisites

- Download the iSMS client from www.digimerge.com, under the DH200 product page
- Port **80** (or whichever port your system is using) must be port forwarded to your router
- You must create a DDNS account, and have the DDNS settings configured in your DVR
- The DVR must have internet access
- You must have a Digimerge DDNS address to log in remotely

Installation Steps

To install the iSMS Client:
1. Double-click on the iSMS Client icon.
2. Follow the on-screen instructions to install the software. Enter your password when prompted to install the software.

Double-click to start installation

Enter the admin password when prompted

Using the iSMS Client

To open the iSMS client:
1. Locate the iSMS program in the Applications folder.

2. Double-click the iSMS icon(   )to start the program. The iSMS login window opens.

Enter the DVR's DDNS address here

File Open button

Click to change save directory

> **Note**
> The iSMS client supports a maximum of three (3) connected users.

To log in to your DVR remotely:
1. In the Host Port field, enter the DDNS address of your DVR in full, including the port number. (i.e. tomsmith.digimerge.net:80)
2. In the User Name field, enter **admin**.
3. In the Password field, enter your DVR password (by default, **000000**)
4. Click **Connect** to log in to the system.

To change the save directory:
1. Click the directory name under "Backup".
2. Select the desired save directory.
3. Click **Open** to apply your changes.

To delete an account:
1. Select the DDNS address beside the Host Port drop-down menu.
2. Click the **Delete** button to remove the account.

To view a previously saved video on the hard drive:
1. Click the **File Open** button.
2. Locate the directory of the video. Select the video and then click **Open** to begin video playback.

iSMS Interface

The iSMS Interface displays all connected channels of your DVR.

1. Channel numbers
2. Viewing Modes
3. PTZ Menu
4. Screen Capture
5. Hide menu button
6. Record
7. Main Viewing window

1. **Channel Numbers**: Click the desired channel to view in full screen.
2. **Viewing Modes**: Click the icons to switch viewing modes (i.e split screen, quad-view)
3. **PTZ Menu**: Opens the PTZ menu.
4. **Screen Capture**: Takes a picture of the main viewing window, and saves it to the hard drive to the save directory you specifiy.
5. **Hide Menu button**: Collapses the tool bar and hides the interface functions.
6. **Record**: Click to record video of the selected channel. Click again to stop recording. The file saves to the directory you specify.

To take a screen capture:

1. Click the Screen Capture button (![icon]).
2. Enter an image name into the blank field, and then click **Save** or click **Print**.

Enter image name

To record live video:

1. Click the Record button (![icon]). The record button turns red (![icon]).
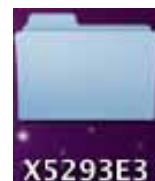2. Click the Record button again to stop the recording.

    NOTE: The video file saves into a folder to the save directory you specify.

To view recorded video:

1. In the tool bar, click **DVR→File Play**.

    iSMS DVR
    Remote Search
    Local Search
    File Play
    Setup
    New Connetion

2. Locate the video file on your hard drive.
    • The video file ends in a .cms extension.

    X5293E3

   A video save folder looks similar to the image above.

3. Click **Open** to view your saved file.

Configuring OSD Settings

The iSMS interface can be customized to show less or more information.

To configure the iSMS display settings:
1. From the tool bar, click **iSMS→Preferences.**
2. Select the display settings that you wish to remove by clicking the checkboxes.
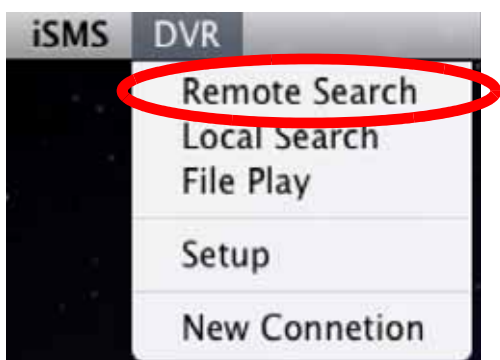3. Close the menu to save your settings.
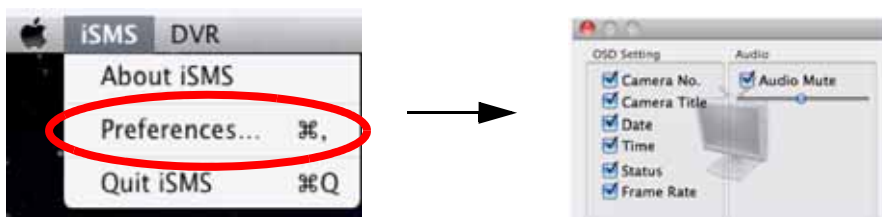
Searching for video remotely

You can search for video from your DVR remotely, and back up the file to your local hard drive.

To search for video on your DVR remotely:
1. From the tool bar, click **DVR→Remote Search**.

2. From the Remote Search menu, perform the following:
   a. Select the Month/Year

   b. From the Calendar, select the date

   c. Select the Hour and Minute

   d. Select the channels you wish to search under by clicking the check boxes
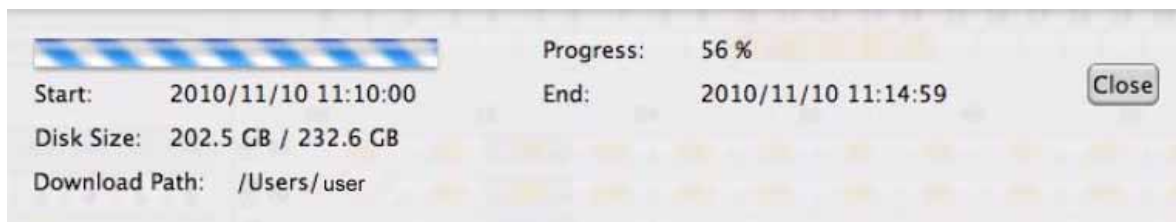
Month / Year — Calendar — Download — Playback — Hour — Minute — Channel selection
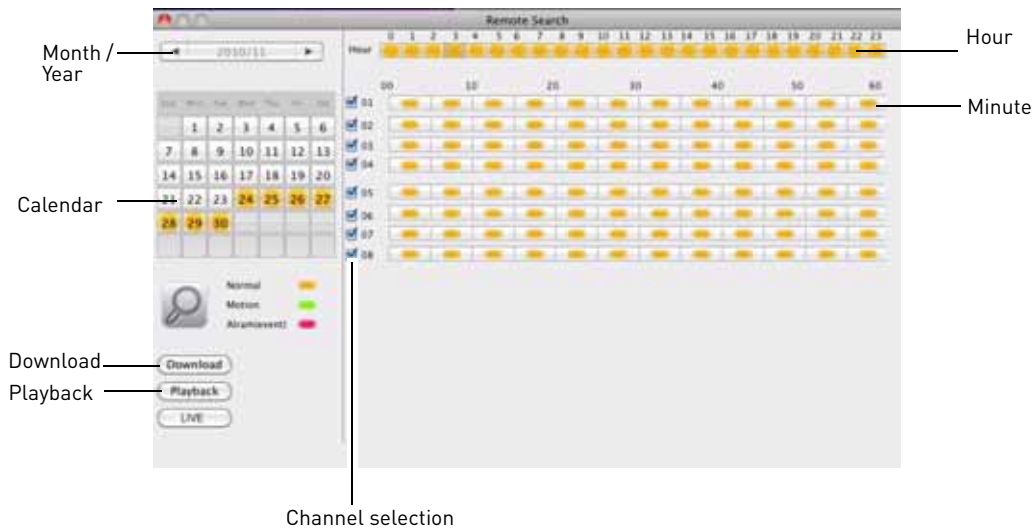
5.   Click the **Playback** button to begin viewing.

OR

Click the **Download** button to save the video to your default save directory.
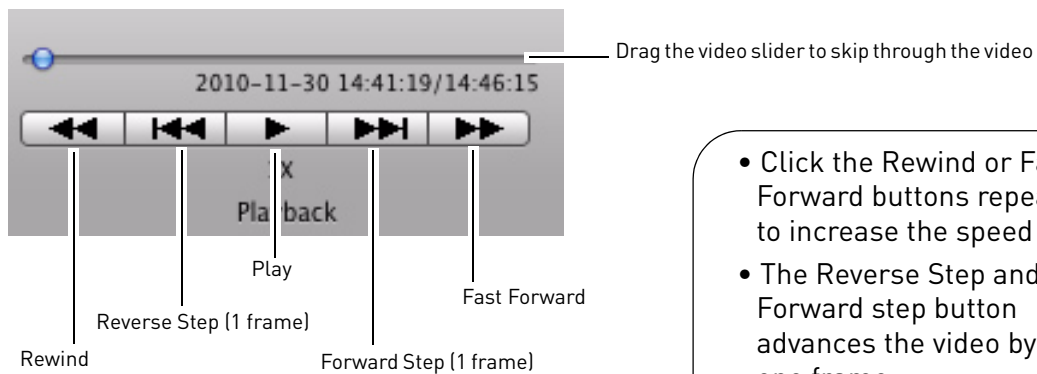
Download Progress bar

Start: 2010/11/10 11:10:00   Progress: 56 %
Disk Size: 202.5 GB / 232.6 GB   End: 2010/11/10 11:14:59   Close
Download Path: /Users/user

During video download, the status bar indicates the progress of the saved video.

Playback Window

Playback controls

• Use the Playback Controls to manipulate video speed

Drag the video slider to skip through the video

Play

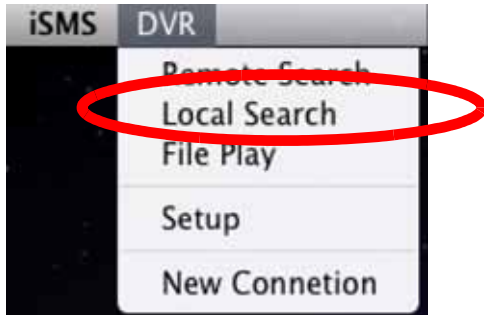Reverse Step (1 frame)

Rewind

Forward Step (1 frame)

Fast Forward

• Click the Rewind or Fast Forward buttons repeatedly to increase the speed
• The Reverse Step and Forward step button advances the video by one frame

Searching for video locally

To search for local videos saved on your hard drive:

1. From the toolbar, click **DVR→Local Search**.

2. From the Remote Search menu, perform the following:

    a. Select the Month/Year .

    b. From the Calendar, select the date.

    c. Select the Hour and Minute

    d. Select the channels you wish to search under by clicking the check boxes
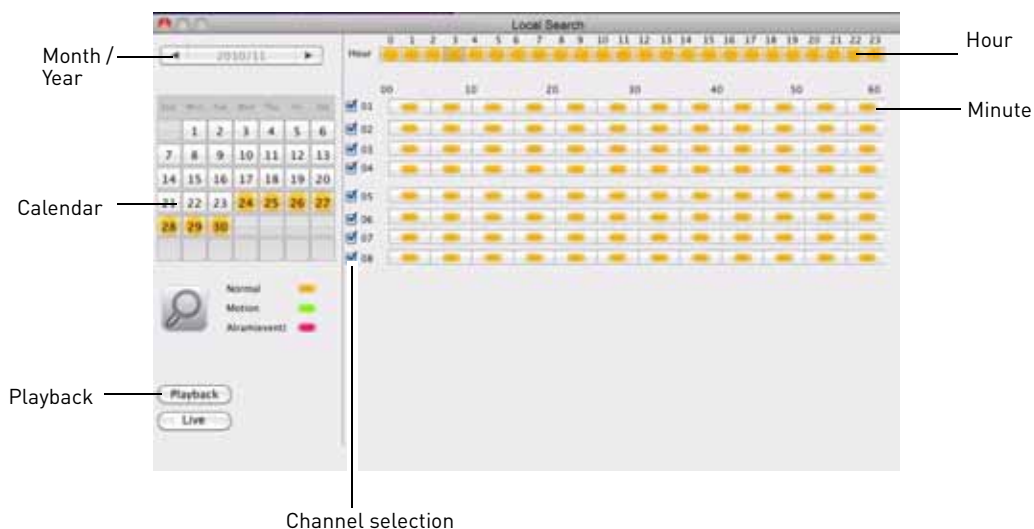
5. Click the **Playback** button to begin viewing. The Playback window opens.

Configuring PTZ settings

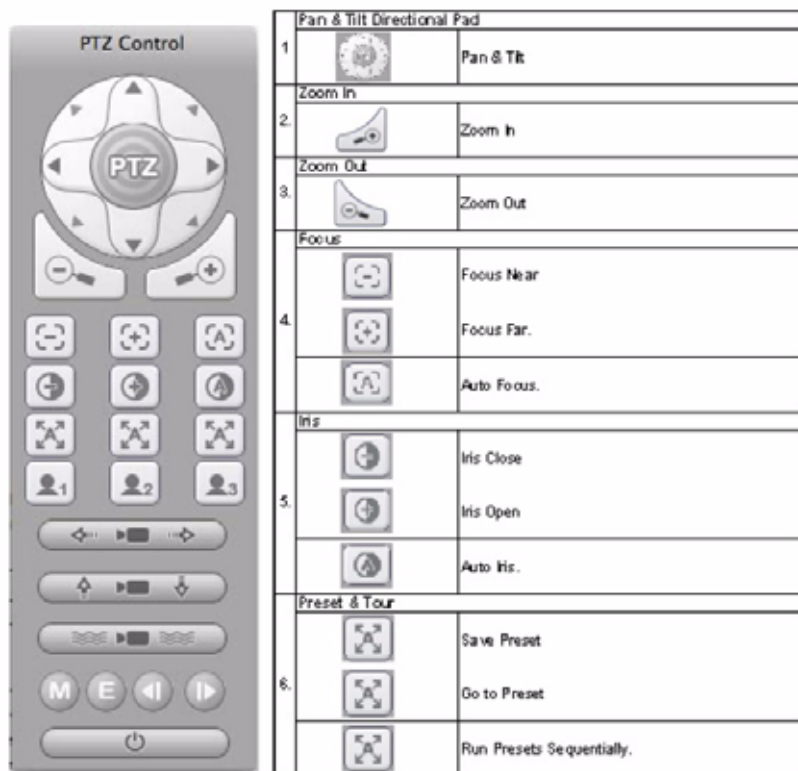If your DVR has a PTZ (pan tilt zoom) camera installed, you can control the PTZ camera through the PTZ menu.

To open the PTZ menu:

- Click from the main interface.
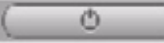
PTZ Controls

To control your PTZ camera, click on the channel that your PTZ camera is connected to.

PTZ Controls cont'd.

	Special Functions	
7.	👤₁	Custom Fuctions depending on the PTZ Camera.
	👤₂	Custom Fuctions depending on the PTZ Camera.
	👤₃	Custom Fuctions depending on the PTZ Camera.
	Auto Pan	
8.	⇦ ◼ ⇨	Run Auto Pan.
	Auto Tilt	
9.	⇧ ◼ ⇩	Run Auto Tilt.
	Pattern	
10.	◌◌ ◼ ◌◌	Run Pattern.
	Menu, Escape, and Pan Speed	
11.	M	Go into Menu.
	E	Escape Menu.
	◁	Set Pan Speed.
	▷	Set Pan Speed.
	Power	
12.	⏻	Power.

Configuring PTZ Protocols in the iSMS Client

You must enter the PTZ camera protocols and settings in the iSMS client before you can control the PTZ camera.

To configure PTZ camera settings:

1. From the toolbar, click **DVR→Setup.**
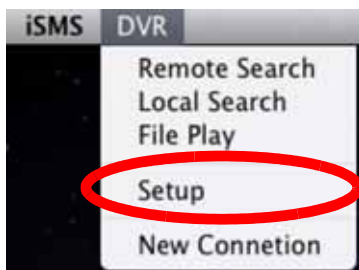
2. From the Setup window, click **Camera**.
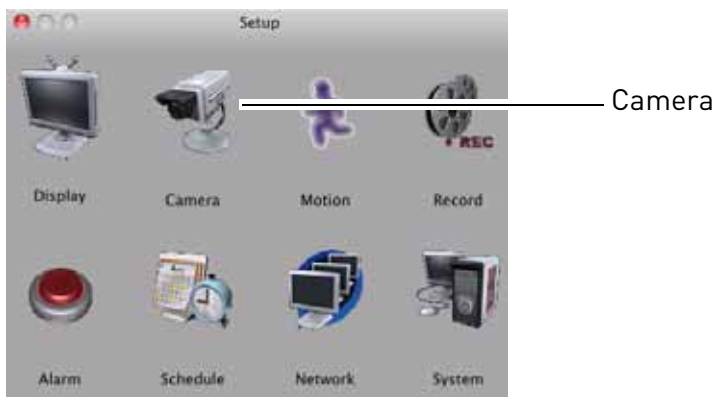
    Camera

3. Click the channel with the PTZ camera.

    Select channel with PTZ camera

    Select PTZ protocol
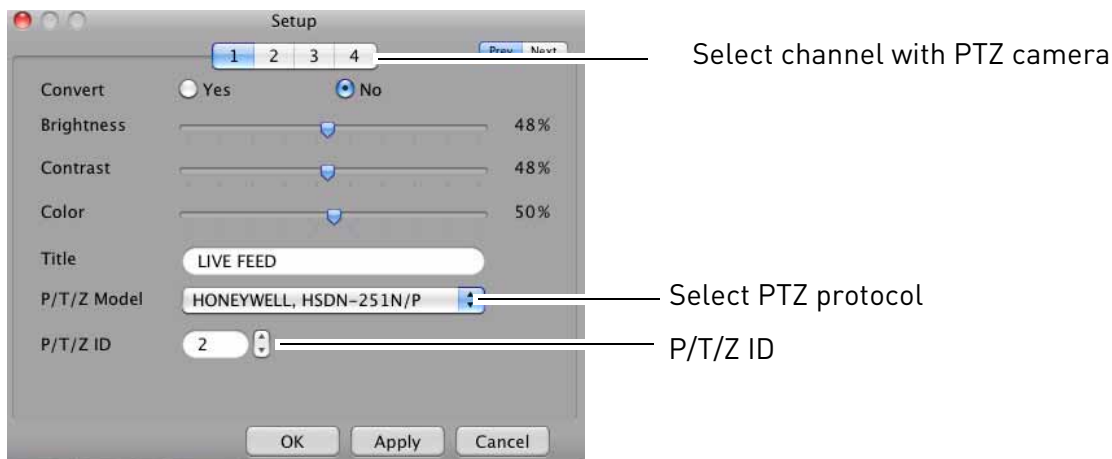
    P/T/Z ID

4. In the P/T/Z Model drop-down menu, select the PTZ protocol of your camera.

    NOTE: Consult your PTZ camera manual for protocol details.

5. In the P/T/Z ID field, enter the PTZ ID of your PTZ camera.
6. Click **Apply** to save your settings.

Configuring the iSMS Client

The iSMS client features a Setup menu that allows you to configure settings in your DVR remotely. The following menus are available for configuration:

- Display
- Camera
- Motion
- Record
- Alarm
- Schedule
- Network
- System

To open the Setup Menu:
- From the toolbar, click **DVR→Setup.**
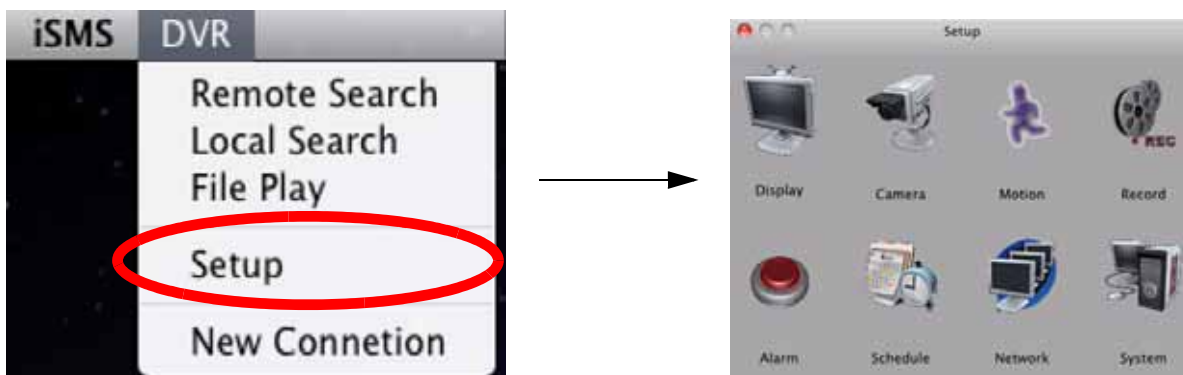
- Click the appropriate Menu icons to configure the system.

NOTE: For details on configuring the DVR settings, consult the DH200 owner's manual. The menus in the iSMS client are identical to the local DVR menu.

DIGI IMOBILE TOUCH - IPHONE APP

Digi iMobile Touch is an iPhone app that allows you to remotely view your **DH200+** series DVR. There are two versions of the Digi iMobile Touch app :

1. Digi iMobile Touch Lite (Free)
2. Digi iMobile Touch Pro (Payment required)

Digi iMobile Touch Lite VS Digi iMobile Touch Pro

Feature	Lite version	Pro version
Channels supported	16	16
Video Search feature	No	Yes
Record On/Off control	No	Yes
Schedule On/Off control	No	Yes
Alarm On/Off control	No	Yes
Number of DVRs Supported	2	10
Price	Free	$9.99 from the Apple App Store*

*Prices subject to change. Please check the Apple App Store for the latest pricing.

Compatible Devices

- iPhone 3GS, iPhone 4, iPod Touch (3rd and 4th generation), iPad
- iOS 4.1 or later
- Digimerge DH200/200+/230/250 Series DVR

Prerequisites

- Port **80** (or whichever port your system is using) must be port forwarded to your router
- You must create a DDNS account, and have the DDNS settings configured in your DVR
- The DVR must have internet access
- You must have a Digimerge DDNS address to log in remotely
- An iTunes account

NOTE: You will need to create an iTunes account before you can download the app. An iTunes store account requires a valid credit card number. **Your credit card number will be charged if you download Digi iMobile Touch PRO**. The Digi iMobile Touch **Lite** app is free of charge.

Installation Steps

1. Search for **Digi iMobile Touch Lite** or **Digi iMobile Touch Pro** in the iTunes store. Follow the onscreen instructions to install the app.

Digi iMobile Touch Lite

FREE   Search for **Digi iMobile Touch Lite**

Digi iMobile Touch Pro
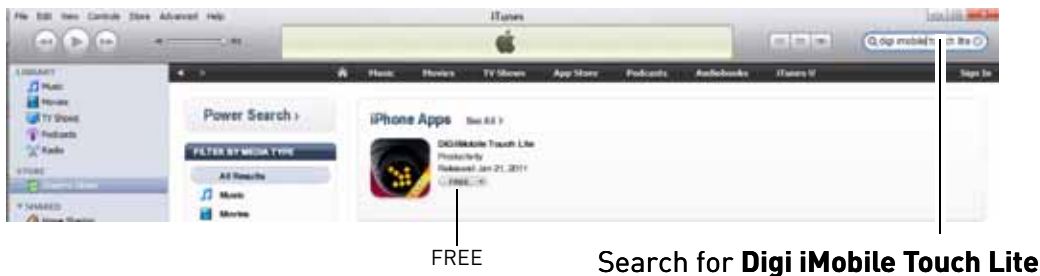
$9.99   Search for **Digi iMobile Touch Pro**

Starting Digi iMobile Touch

- Tap on the Digi iMobile Touch Lite / Pro icon ( ) to start the app.

Configuring Digi iMobile Touch Lite/Pro

Once you have installed the application, enter your DVR′s information to connect remotely.

To enter your DVR information into Digi iMobile Touch Lite:

1. Tap the **+** button.

            + button

> ⚠️ **Digi iMobile Touch Lite users**:
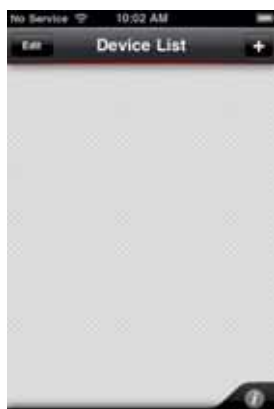> You can add a maximum of two (2) DVRs to the Device list.
>
> ⚠️ **Digi iMobile Touch Pro users**:
> You can add a maximum of ten (10) DVRs to the Device list.

2. Enter the following:
   - **Name:** Enter the DVR name of your choice.
   - **IP/Host:**
     - Enter the local IP of the DVR, followed by a colon, folowed by the DVR′s port number
       OR
     - Enter the DDNS address of the DVR, followed by a colon, followed by the DVR′s port number (i.e. touch.digimerge.net:80)
   - **Username:** Enter the DVR′s user name (by default, admin)
   - **Password:** Enter the DVR′s password (by default, 000000)

3. Tap **Done** to continue.

        Enter DVR name

        Enter DVR DDNS address or local IP address

        Enter DVR user ID (by default: admin)

        Enter DVR password (by default: 000000)
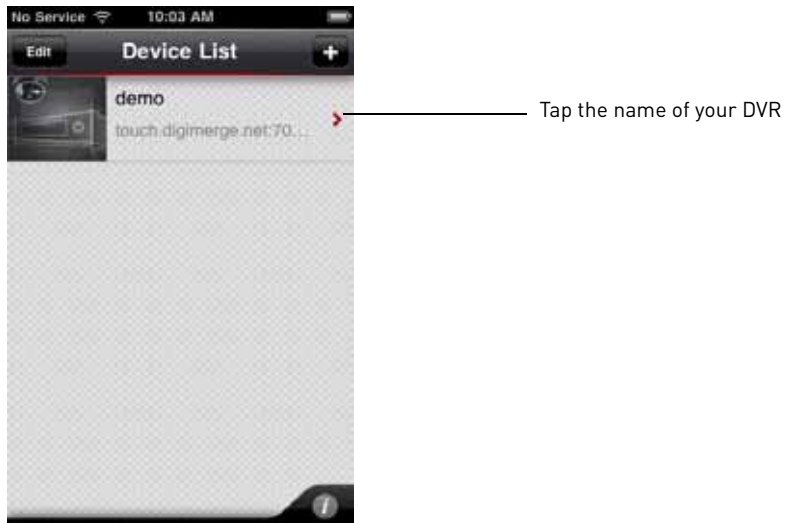
> ⚠️ You must include the port number when entering the DVR′s DDNS or LAN address.

        Tap Done

Connecting to your DVR

1. From the Device List, tap the name of your DVR to connect.

Tap the name of your DVR

Digi iMobile Touch Lite Interface

Full Screen

Viewing modes

Take screenshot*

Toggle on screen display (OSD)

PTZ

* Screenshots are stored in your iPhone's photo album.

Digi iMobile Touch Pro Interface

Full Screen

Search DVR

Take screenshot*

PTZ

Toggle on screen display (OSD)

Opens Device Control menu

Viewing modes

* Screenshots are stored in your iPhone's photo album.

About the Search and Control menus

The Search and Control menus are exclusive to Digi iMobile Touch Pro. The search menu allows you to search and playback video on your DVR.

The Control menu allows you to turn recording on or off, enable or disable relay control, and turn schedule recording on or off.

For details on how to use the Search and Control menu, see "Digi iMobile Touch Pro features" on page 101.

Changing Viewing Modes

- Touch [ ] [ ] [ ] [ ] to change viewing modes.

Single channel view

Quad View

Swipe finger to change channels
(single channel view only)

9-channel view

16-channel view

Digi iMobile Touch Lite interface shown

Rotating the Screen

Rotate your iPhone to change the image orientation.

Digi iMobile Touch Lite interface shown

Toggling the On Screen Display (OSD)

• Tap the **OSD** button to turn the OSD on/off. The OSD displays the recording status and DVR time.

OSD Off

OSD on

DVR Time

OSD button

Digi iMobile Touch Lite interface shown

PTZ

To control connected PTZ cameras to the DVR:

1. Select the channel that the PTZ camera is connected to in single channel mode.
2. Tap the **PTZ** button.
3. Tap the arrows to pan/tilt the camera. Tap **+** and **-** to zoom in and o ut.

Tap arrows to pan and tilt camera

Tap **+** / **-** to zoom in or out

PTZ button

Digi iMobile Touch Lite interface shown

Digi iMobile Touch Pro features

Search

The Search menu allows you to search for recorded video on your DVR.

To search for video:

1. Tap the **Search** icon ([Search]).
2. Tap the arrows to select the month, and then tap the desired date to begin the search.

Tap here to select month

Tap here to select date

3. Tap the hour that you wish to begin the search. Next, drag the Min button to search for the minute that you wish to search.

1. Tap here to select desired hour

2. Drag Minute button to select desired minute

3. Tap one of the preview windows to begin playback
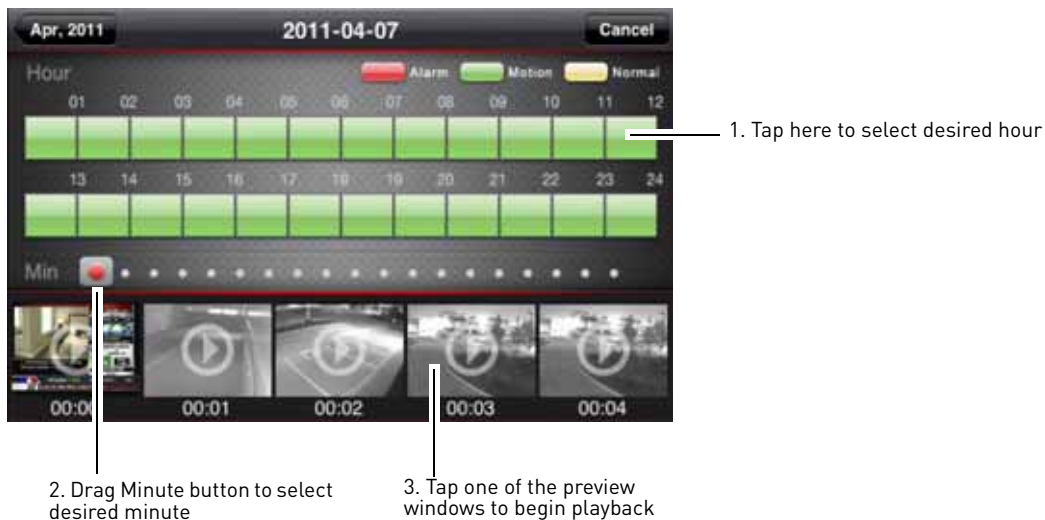
4. Tap one of the preview windows to begin playback (see image above).

5. Use the playback controls to pause, fast forward, or rewind video.

Tap here to view channel in full screen view. Tap repeatedly to change channels in full screen view.
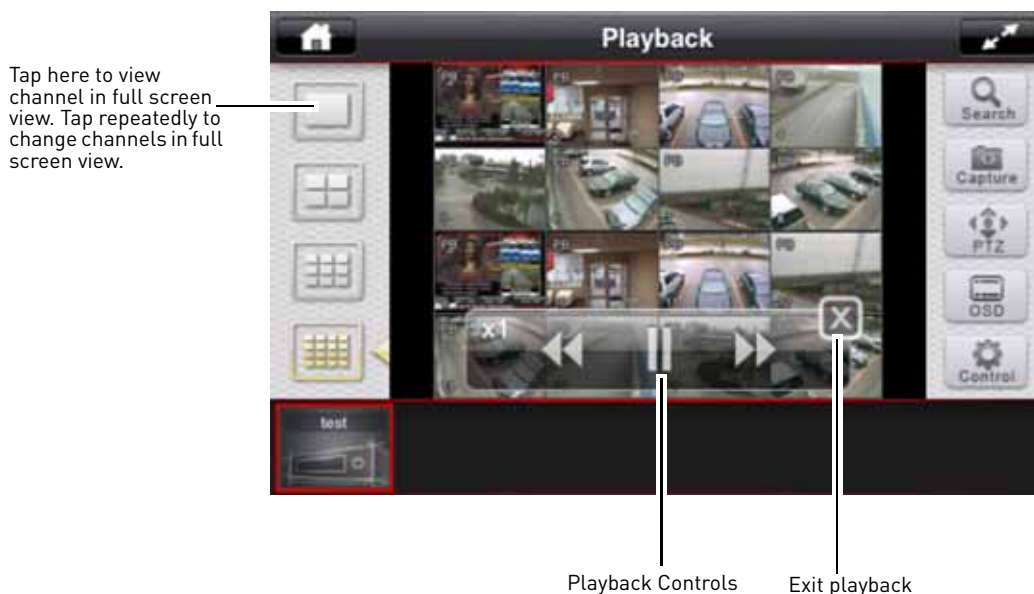
Playback Controls   Exit playback

Device Control

The Device Control menu allows you to turn recording, scheduled recording and relay alarms on or off.

To configure the Device menu:

1. Tap the Control button (   ).

Tap here to close the Device Control menu.

Tap here to turn dial to the On or Off position.

2. Configure the following:
    • **Record**: Tap the Record button to turn DVR recording on or off.

    • **Schedule**: Tap the Schedule button to stop or start scheduled recording.

    • **Alarm**: Tap the Alarm button to turn alarm devices on or off.

3. Tap **X** to close the Device Control menu.

DIGI IMOBILE TOUCH LITE - ANDROID

Digi iMobile Touch Lite is an Android app that allows you to remotely view your **DH200** series DVR.

> **NOTE:** Digi iMobile Touch Lite is capable of **viewing only**.

> **NOTE:** These instructions are based on the HTC Wildfire smartphone. For specific installation instructions, consult your smartphone's user's manual.

Compatible Devices

- Android OS (2.1 and above, touch screen models only)
- Digimerge DH200 Series DVR

Prerequisites

- Port **80** (or whichever port your system is using) must be port forwarded to your router
- You must create a DDNS account, and have the DDNS settings configured in your DVR
- The DVR must have internet access
- You must have a *Digimerge DDNS* address to log in remotely
- An Android Market account

> **NOTE:** You will need to create an Android Market account to download the app.

Installation Steps

1. Search for **DigiiMobile Touch Lite** in the *Android Market*. Follow the on-screen instructions to install the app.

Search for **digiimobile touch lite**

Starting Digi iMobile Touch Lite

- Tap on the Digi iMobile Touch Lite icon ( ) to start the app.

Configuring Digi iMobile Touch Lite

Once you have installed the application, enter your DVR's information to connect remotely.

To enter your DVR information into Digi iMobile Touch Lite:

1. Press the Menu button on your phone, and then tap **Add Device**.

Tap Add Device

You can add a maximum of two (2) DVRs to the Device list.

2. Enter the following:
    • **Name:** Enter the DVR name of your choice.
    • **IP/Host:**
        • Enter the local IP of the DVR, followed by a colon, followed by the DVR's port number OR
        • Enter the DDNS address of the DVR, followed by a colon, followed by the DVR's port number (i.e. touch.digimerge.net:80)
    • **Username:** Enter the DVR's user name (by default, admin)
    • **Password:** Enter the DVR's password (by default, 000000)

3. Tap **Done** to continue.

Enter DVR name

Enter DVR DDNS address or local IP address

Enter DVR user ID (by default: admin)

Enter DVR password (by default: 000000)

You must include the port number when entering the DVR's DDNS or LAN address.

*Phone interface may vary depending on model.

Connecting to your DVR

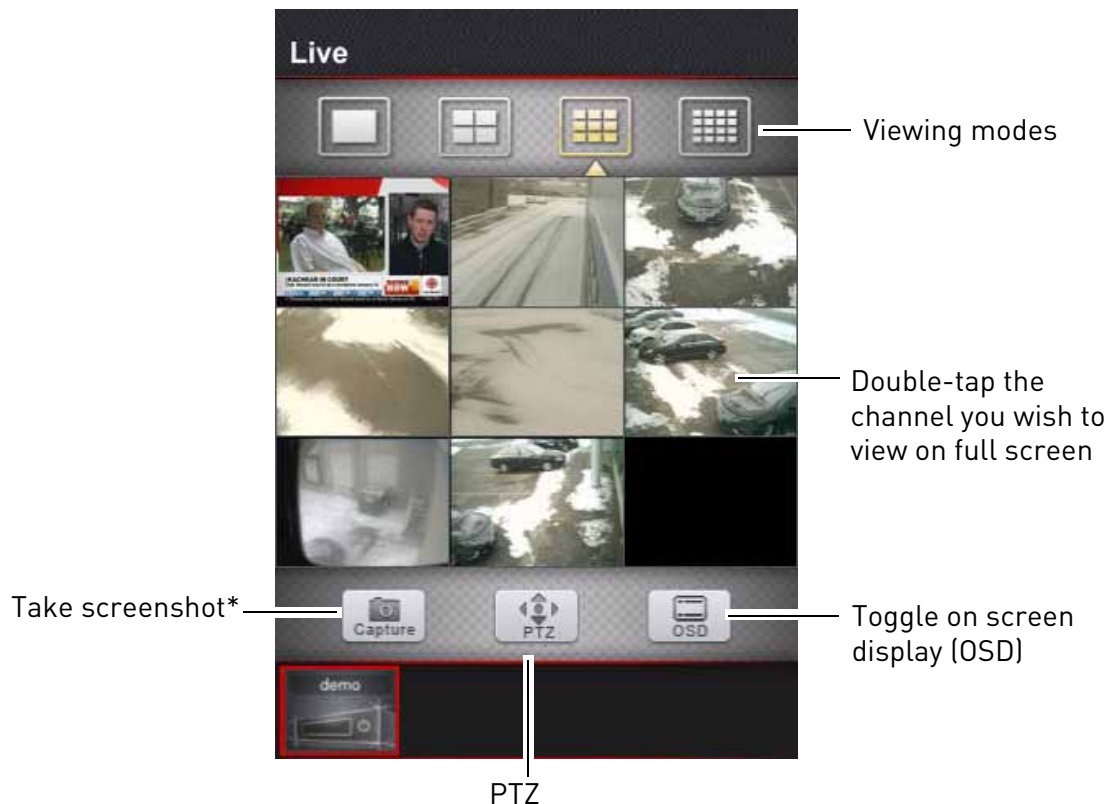1. From the Device List, tap the name of your DVR to connect.

Tap the name of your DVR

To remove a DVR:

Press and hold the selected DVR, then tap Delete Device.

Digi iMobile Touch Lite Interface

Viewing modes

Double-tap the channel you wish to view on full screen

Take screenshot*

Toggle on screen display (OSD)

PTZ

* Screenshots are stored in your phone's photo album

Changing Viewing Modes

- Touch [icons] to change viewing modes.
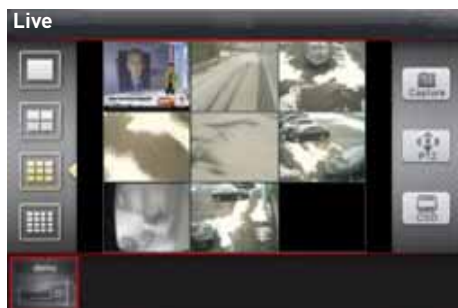
Single channel view

Tap the single channel button to change channels

Quad View

9-channel view

16-channel view

Rotating the Screen

Rotate your phone to change the image orientation.

Toggling the On Screen Display (OSD)

• Tap the **OSD** button to turn the OSD on/off. The OSD displays the recording status and DVR time.

DVR Time

OSD Off   **OSD on**

OSD button

PTZ

To control connected PTZ cameras to the DVR:

1. Select the channel that the PTZ camera is connected to in single channel mode.
2. Tap the **PTZ** button.
3. Tap the arrows to pan/tilt the camera. Tap **+** and **-** to zoom in and o ut.

Tap arrows to pan and tilt camera

Tap **+** / **-** to zoom in or out

PTZ button

INSTALLING THE BDVRVIEWER APP ON YOUR BLACKBERRY

The BDVRViewer application allows you to remotely view your **DH200 Touch series DVR** on your Blackberry.

Prerequisites

- Blackberry 9000 or 9700 only
- An APN name, **obtained from your Blackberry service provider** (Digimerge does not provide this)
- A DDNS account from https://secure.digimerge.net/webapp/

> **!** **You must port forward your router before you can connect to your system using a mobile device**

Step 1 of 4: Download the BDVRViewer Application

1. Open the web browser on your Blackberry, and go to **http://mobile.digi1.net/java**
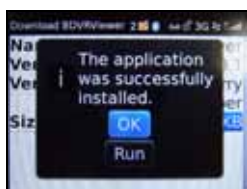2. Click on the **BlackBerry Test Release** link.
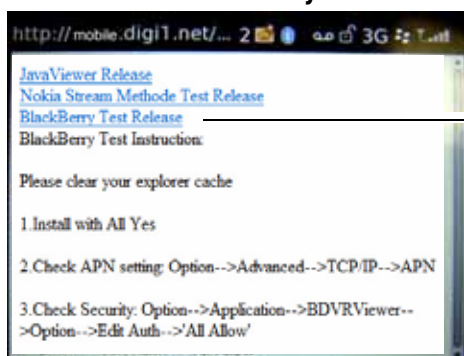
BlackBerry Test Release

3. Click the **Download** button. Click **Yes** to any download warnings.
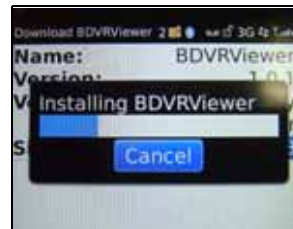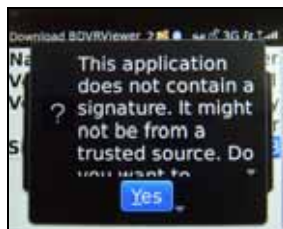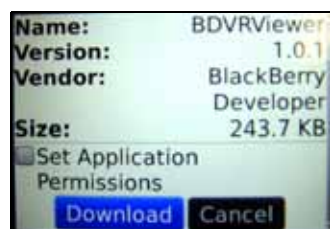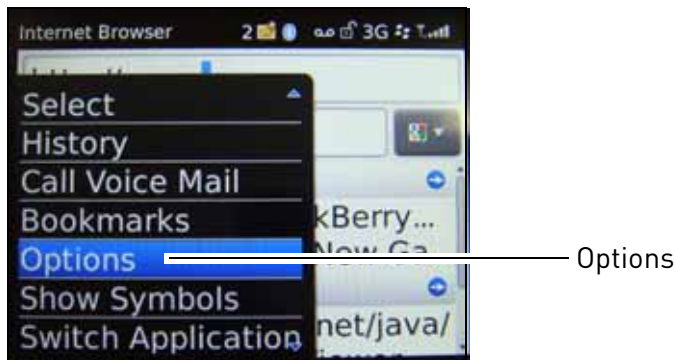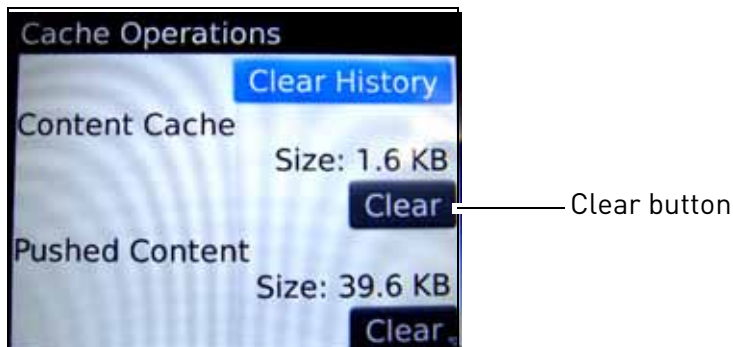

4. Click **OK** to exit.

Step 2 of 4: Clear your browser cache

You must clear your browser cache for the BDVRViewer application to run properly.

1. Open the web browser on your Blackberry, and then press .
2. Click **Options**.

————— Options

3. Beside Content Cache, click the **Clear** button.

————— Clear button

4. Exit the web browser to save your changes.

Step 3 of 4: Enable APN (Access Point Name)

In order for BDVRViewer to function, you must enable APN (Access Point Name) on your Blackberry. Contact your service provider for your Blackberry's APN name.

To enable APN:

1. Press the Menu button ( ).
2. Open the **Options** menu.

Options folder

3. Select **Advanced Options** → **TCP/IP**
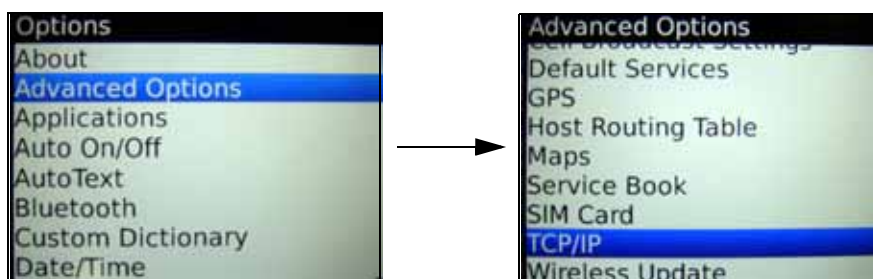
4. Select the checkbox beside **APN Settings** to enable APN.

Example

APN address

5. Beside APN, enter your APN address. **You must obtain the APN from your local service provider.**
6. Exit to save your settings.

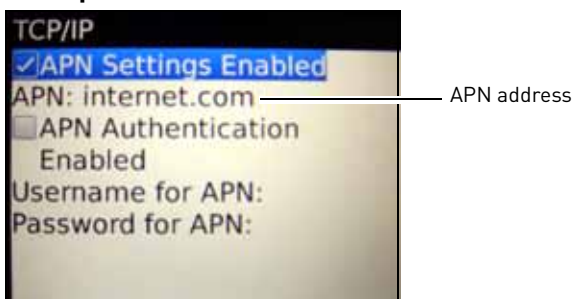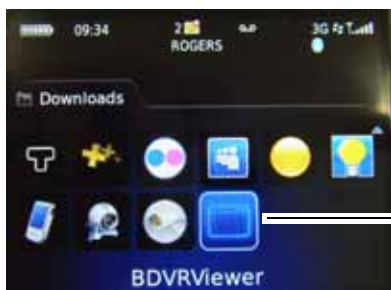## *Step 4 of 4: Log in to BDVRViewer*

1. Press the Menu button ( ) and then open the Downloads folder.

BDVRViewer

2. Click on the **BDVRViewer** icon.
3. Enter the DVR DDNS address, port number, ID, and password, and then click **LOGIN**.
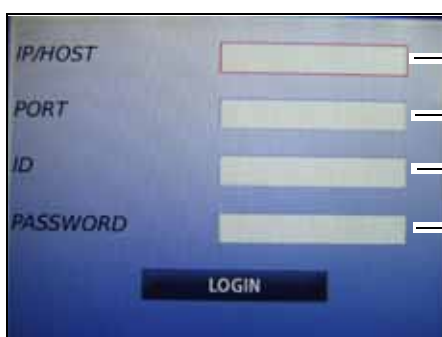
Enter the DVR's DDNS address (i.e. tomsmith.digimerge.net)

Enter the DVR's port number (i.e. port 80)

Enter the DVR's login ID (default: admin)

Enter the DVR's password (default: 000000)

4. A network security window opens. Click **Yes** to connect to the DVR.

Viewing Tips

• During viewing, press the Menu button ( ) to open the channel options window. Select the desired channel to view in full screen, or select a group of 4 channels to view in quad mode.

Channel options   Single channel   Quad view

APPENDIX A: SYSTEM SPECIFICATIONS

DVR

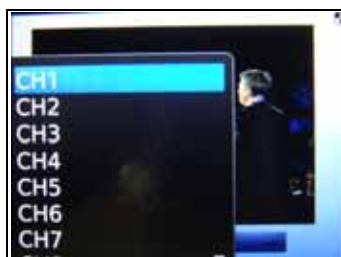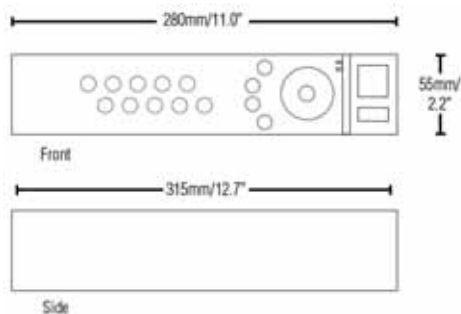| Description	Specification
Video Input	8/16 x 1.0Vp-p, CVBS, 75ohms, BNC
Video Output	1 composite (BNC) 1 spot output, programmable 1 VGA
Audio Input	1 x line-in (RCA)
Audio Output	1 x line-out (RCA)
Audio	1-way audio conference (via network)
Video Compression	H.264 hardware codec
Audio Compression	G.711
Supply Voltage	100VAC - 240VAC, 12VDC , 3A, 50/60Hz
Power Consumption	Approx. 19.2 watts (HDD 250GB)
Operating Temp. Range	-32°~104° F / 0° ~ 40° C
Hard Disk Capacity	1 HDD (Max 2TB), 100% duty cycle
Operating System	Linux (embedded)
OSD Navigation	USB mouse, IR controller, or 20 key front panel
Backup	Via USB to flash and optical drives
Backup File Format	Embedded player; convertible to AVI
Recording Resolution	360 x 240 : 240/200 (NTSC/PAL) 720 x 240 : 120/100 (NTSC/PAL) 720 x 480 : 60/50 (NTSC/PAL)
Image Size	5-30 KB (720x480, 720x576) FPS 3-19 KB (720x240, 720x288) FPS 2-12 KB (360x240, 360x288) FPS
Record Scheduling	Daily, Weekly; adjust specific HR per channel
Pre/Post Alarm recording	5 seconds (Pre); 5 minutes (Post), programmable per camera

DVR (cont'd.)

| Description	Specification
Event/Log Search	Unlimited for user login/out, configuration changes, remote access, connects/disconnects
Playback	Single, Quad, 8, 16 CH Simultaneous
Alarm Input	4/8/16 x TTL, programmable as NC/NO
Alarm Output	1 x Relay with NO/NC contact; 24VDC/2A, 240VAC/2A resistive
Activity Detection	Sensitivity levels: 20
PTZ Control	RS-485/RS-422 Interface
Mobile Viewing	3G Smart Phone viewing, supports BlackBerry, iPhone & Android (check website for compatibility listing)
Front Key	Max 20 (Touch Sensor)
Front LED	Power, REC, HDD
Unit Weight	1.91 kg/4.2 Lbs
Remote Functions	Live View, Live Recording, Search, Set-up, Backup
Network Speed Control	8 levels (64KB ~ 8MB)/sec.
Network Protocol	TCP/IP, DDNS and Web
Network Interface	10/100-Base-TX, RJ-45

Dimensions

As our products are subject to continuous improvement, Digimerge Technology Inc. and its subsidiaries reserve the right to modify product design, specifications, and prices without notice and without incurring any obligation. E&OE

APPENDIX B: SETTING UP REMOTE VIEWING

Setting up the Remote Viewing Feature requires several steps. Networking skills are required to correctly configure the remote viewing functions.

What Do I Need?

- • DVR System

- • A PC with the installed CMS-DH software

- • A router (not provided with the system) and High Speed Cable or DSL Internet Connectivity (for remote viewing outside your network)

DVR*

INTERNET

ROUTER
(Not Included)

PC
(Not Included)
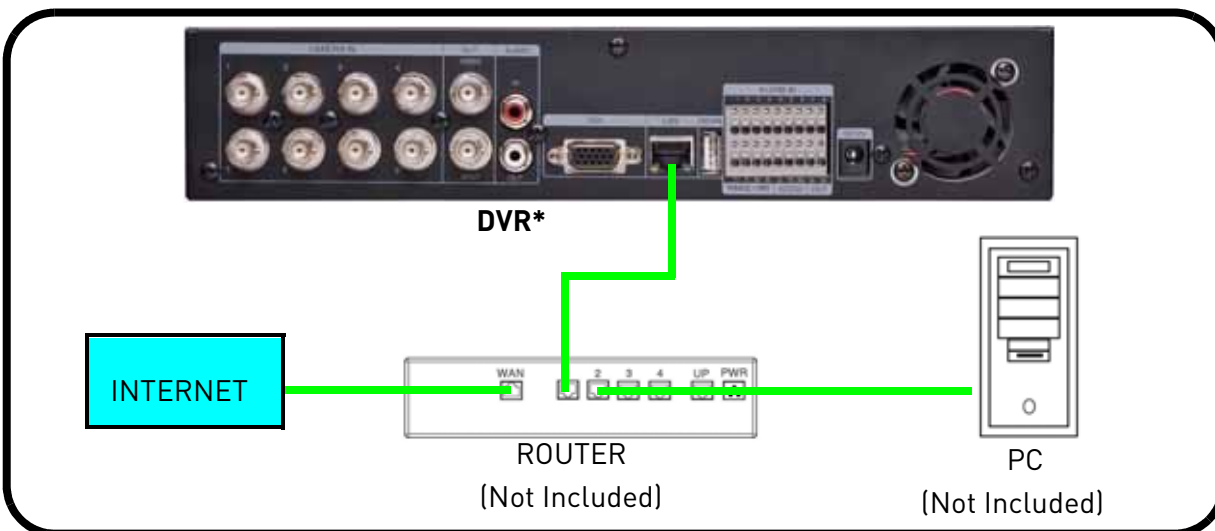
***8-channel model shown.

Network Setup / Remote Access Overview

To setup remote viewing:

1. With the system powered off, connect the system to the router using an Ethernet cable.
2. Power the system on. You must connect the system to the router prior to turning on the system. This allows the system and router to communicate over the network.
3. Press and hold the Enter button on the front panel to find your system's IP address.
4. Enable Port Forwarding on your router. Refer to the included Router Guide and Basics of Remote Video Access Guide for further assistance with your specific network setup and hardware.
5. Setup an account at http://ddns.digimerge.net

How Do I Find My IP and MAC addresses?

The IP and MAC address of your system are necessary for DDNS setup. DDNS allows you to view and control your system from a remote location.
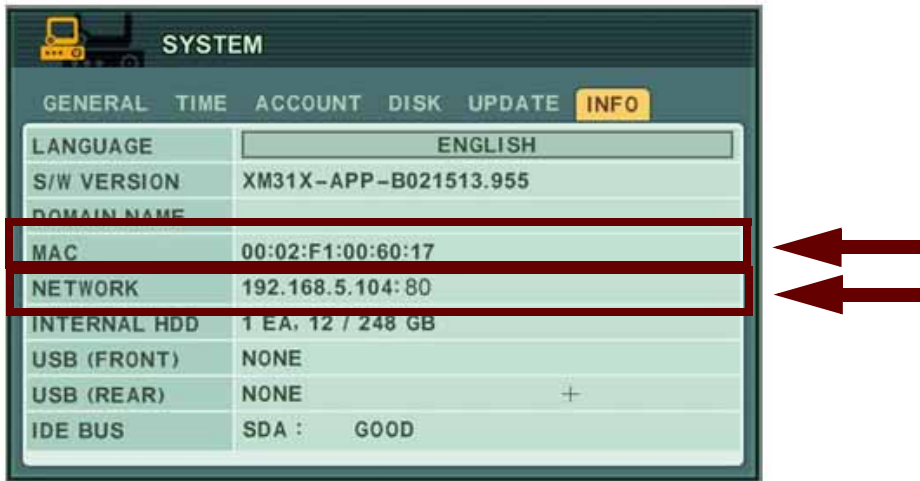
Figure 40.0 DVR Status screen

To find your IP and MAC addresses:

1. Open the MAIN MENU and select **SYSTEM**.
2. Under the **INFO tab** you will find your system's IP address and MAC address.

Finding Your External IP Address

If you wish to find your external IP address, you can use a third-party website such as www.showmyip.com

Your external IP address can also be found within your Router settings. Refer to your router user guide for further details.

How Do I Enable Port Forwarding?

You need to enable port forwarding on your router to allow for external communications with your system for the following port:

- **80**

Computers, DVRs, and other devices inside your network can only communicate directly with each other within the internal network. Computers and systems outside your network cannot directly communicate with these devices. When a system on the internal network needs to send or receive information from a system outside the network (i.e. from the Internet), the information is sent to the router.

NETWORK EXAMPLE
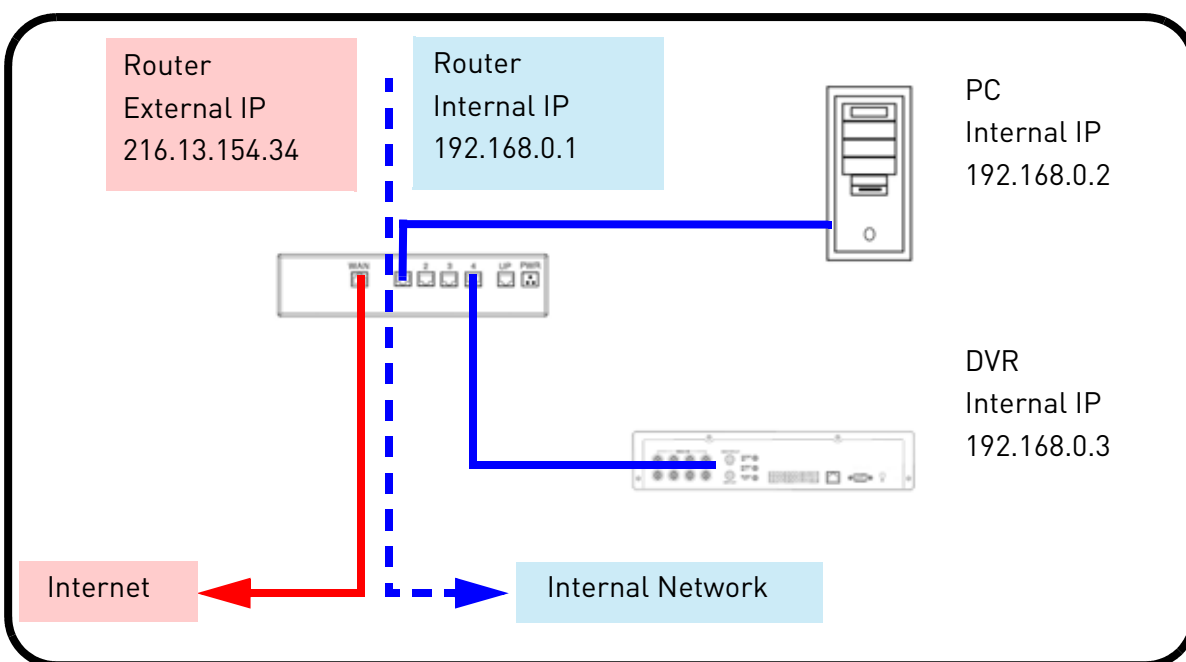
When a computer on the Internet needs to send data to your internal network, it sends this data to the external IP address of the Router. The Router then needs to decide where this data is to be sent to. This is where setting up Port Forwarding becomes important.

Port Forwarding tells the router which device on the internal network to send the data to. When you set up port forwarding on your Router, it takes the data from the external IP address:port number and sends that data to an internal IP address:port number (i.e. Router External IP 216.13.154.34 to DVR Internal IP 192.168.0.3:80).

The instructions found online in the Router Configuration Guides will assist you in the port forwarding configurations for a selection of different router models. Visit our Consumer Guides Support website at http://www.digimerge.com/ for more details.

The Digimerge Auto Port Forwarding Wizard is an exclusive software that easily automates router port forwarding. Before setting up a DDNS account, it is recommended to run the Auto Port Forwarding Wizard to port forward the required ports.
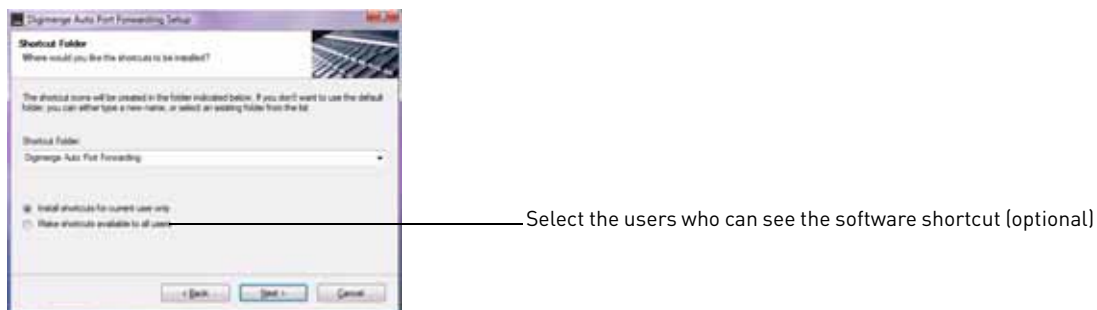
APPENDIX C: DIGIMERGE AUTO PORT FORWARDING WIZARD

Installation

To install the Digimerge Auto Port Forwarding Wizard:

1. Insert the system's software CD, and follow the instructions to launch the Digimerge Auto Port Forwarding Wizard software.
    • The installation window opens.

2. Click **Next** to continue.

Select installation directory (optional)

Click Next
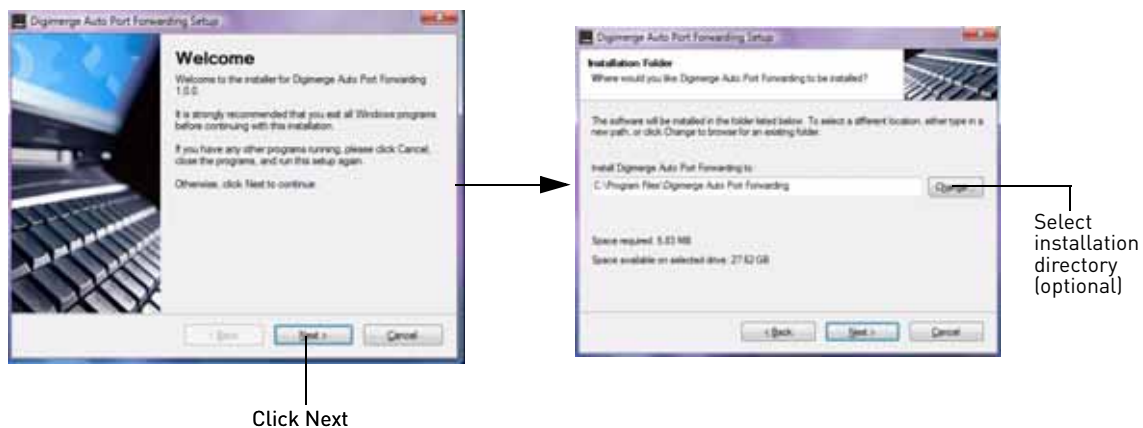
3. Click the **Change** button to change the default installation directory (optional). Click the **Next** button to continue.
4. Select the users who can see the Auto Port Forwarding shortcut (Optional). Click the **Next** button to continue.

Select the users who can see the software shortcut (optional)

5. Click the **Next** button and then click **Finish** to complete the software installation.

Finish button
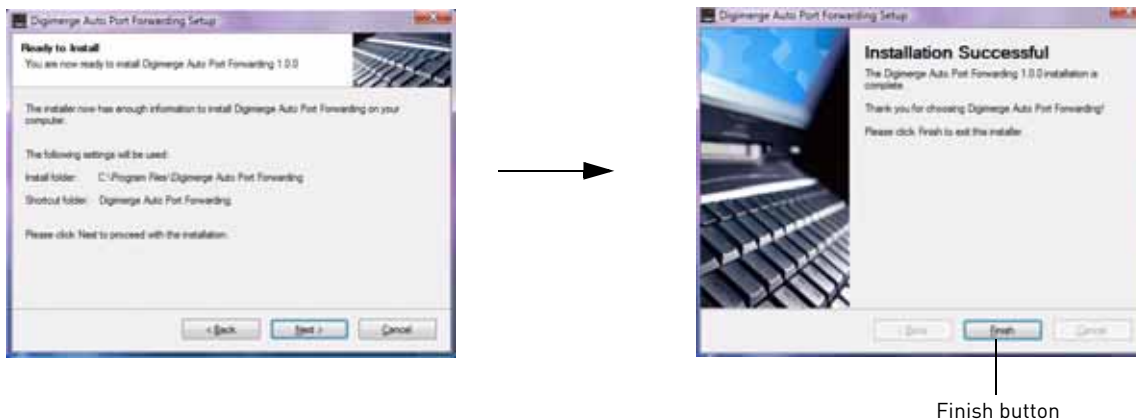
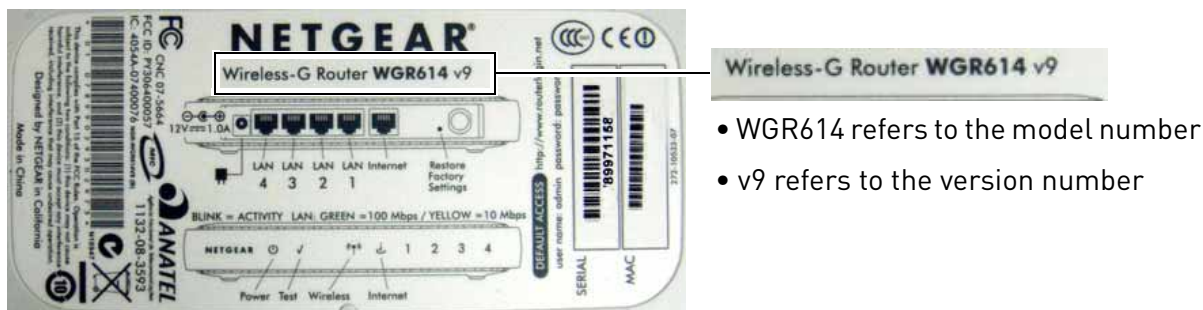6. Double-click the Digimerge Auto Port Forwarding shortcut ( )from your desktop to start the program.

Obtaining Your Router Model Number and Version

On most routers, the model and version number can be found underneath the router, printed on a sticker.

Example

Wireless-G Router **WGR614** v9

• WGR614 refers to the model number

• v9 refers to the version number

Configuration

You must have the following before you configure the software:
1. Your router's model number and version number
2. Your router's user name and password
3. Your Digimerge device's IP address
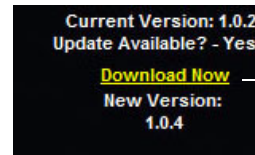4. Your Digimerge device's port numbers that require port forwarding

Initial Startup: Select language

1. Click the Language drop-down menu and select a language (English, French, Spanish). Click the **Start** button to continue.

Software update section

Start button

Language drop-down menu

Download Now button

A software update includes an updated list of routers compatible with the Auto Port forwarding Wizard.

2. If software updates are available, click the **Download Now** button in the top-right corner.
   • Run the update file and install the latest version of the software.

Step 1: Populate the router database

The Auto Port Forwarding Wizard automatically populates a list of current routers, and detects the number of connected routers.

1. Click the **Next** button after the software detects your router configuration.

Click to update router database

Click to check for multiple routers

If more than one router is detected, you may need to contact your ISP (Internet Service Provider) to port forward.

For details on configuring multiple routers, see "Configuring multiple routers" on page 121.

Step 2: Enter your router settings

1. Under the Router drop-down list, select the model of your router.
   OR
   • Click the **Search** button ( ) to enter the name of your router model.

   NOTE: Click the **Auto Detect** button ( )if you have a Linksys or Netgear router (works with most Linksys or Netgear models).

2. Under Router IP, click the **Detect Router IP** button ( ).
   • The router's IP populates in the blank field. Click **OK** to exit the prompt.

3. Under Username and Password, enter ***the router's*** username and password.
   • Optional: Under HTTP Type (default http://) and HTTP Port (default, 80), you may have to change the values depending on your router model. Consult your router manual for details.
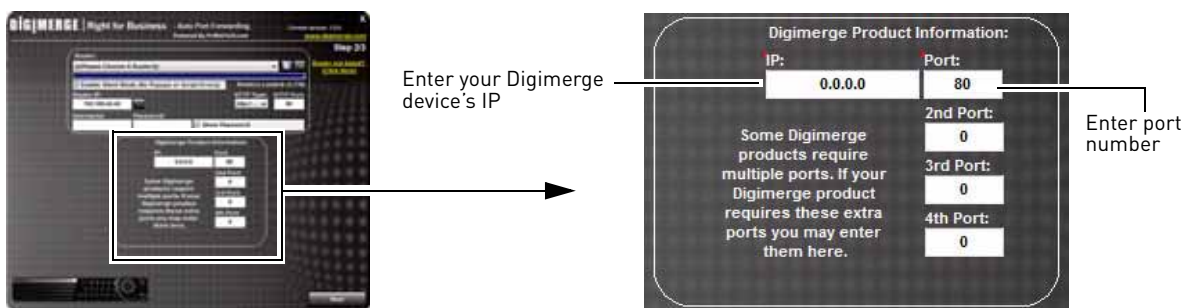

4. Under IP, enter the IP address of your Digimerge device.

   NOTE: The IP is usually found in the information window of your DVR.

5. Under **Port**, enter the DVR's Web Port (by default, port 80).

6. Click **Next** to continue.

Step 3: Update the router settings

1. Click the **Update Router** button.
    *   You will see your router window open. The Auto Port Forwarding Wizard automatically populates your router with the relevant information. This will take a few moments.

Update Router button
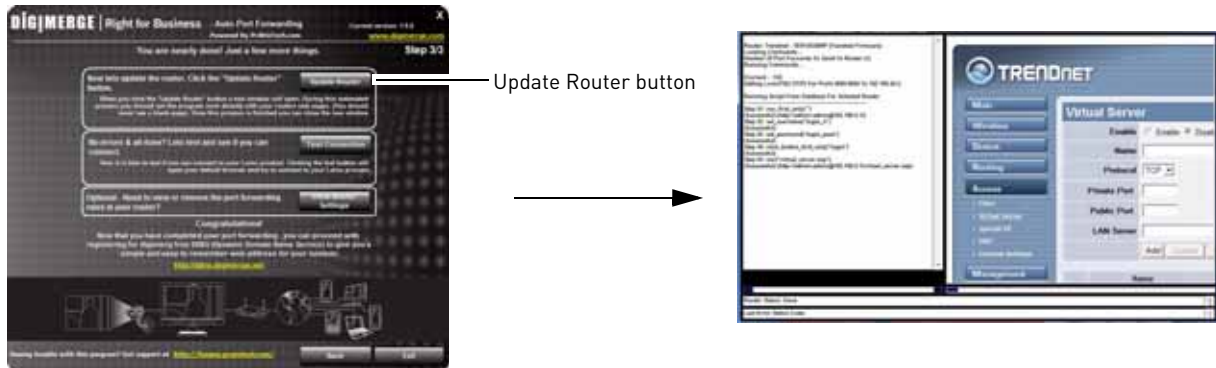
2. Close the update window when the update finishes.

Step 4: Test your connection

1. Click the **Test Your Connection** button.
    *   Your system's default browser opens and connects to your **Digimerge device**.

    NOTE: Ensure that Internet Explorer is your system's default internet browser.

    NOTE: A window opens that prompts you to enter in your **DVR's** user name and password (do not enter your DDNS log in information).

    NOTE: ActiveX warnings may appear. Accept all ActiveX installation warnings to connect to your system. For details.

Configuring multiple routers

Your network may have two or more connected routers. During the initial launch of the auto port forwarding wizard, the program scans the network to detect the number of connected routers.

To check for multiple routers:

1. Click the **Detect Multiple Routers** button ( ).
    *   A list of connected router populates in the window.

- The "Possible 1st Router" refers to the router directly connected to your system. This is the router that requires the port forward information.
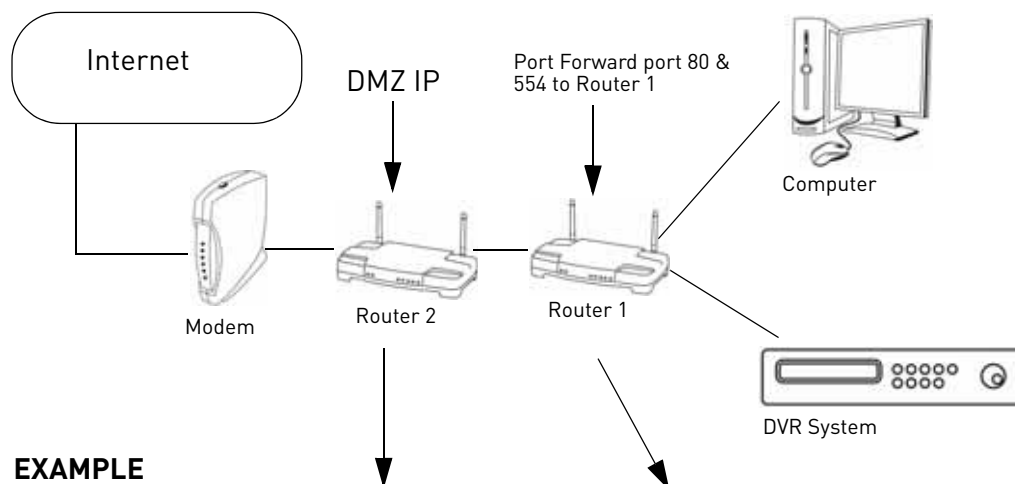
- The "Possible 2nd Router" refers to the router immediate to the internet connection. This is the router that requires you to configure a DMZ host connection.

Scenario A: Router/Modem combination + Router

• You may have a router/modem combination, with a second router in your network.

Scearnio B: Multiple Routers

• You may have two routers in your network.

Internet

DMZ IP

Port Forward port 80 & 554 to Router 1

Computer

Modem

Router 2

Router 1

DVR System

EXAMPLE

Enter 192.168.1.100 into the DMZ Host IP section into Router 2

IP Address: 192.168.1.100 (Assigned by Router 2)

In both scenarios, the router that is immediate to the internet connection (Router 2 in illustration) must act as a "bridge" to another router (Router 1 in illustration). The Auto Port Forwarding Wizard must connect to Router 1.

A proper DMZ configuration in Router 2 allows all incoming traffic going through Router 2 to automatically pass to Router 1. Router 2 acts as a "dummy" router and passes all the incoming data onto Router 1. Router 1 is the router that needs the port forwarding information.

Configuring a DMZ host connection

- Connect to "Router 1" on your network (referred to as "Possible 1st Router" in the Auto Port Forwarding Wizard). Obtain the IP address of Router 1. Usually this can be found in the "Status" section of your router menu. The IP should begin with "192.168...."This IP address is your DMZ IP.

- Enter the IP address obtained from Router 1 into the DMZ section of Router 2.

- Once you have configured Router 2 with a DMZ connection, run the Auto Port Forwarding Wizard to begin auto port forwarding to Router 1.

- Consult your router's owner's manual for details on configuring DMZ settings.

Locating your Router IP - The Status Page

The "Status Page" of a router normally includes the router's vital information such as the IP address.

EXAMPLE

Example

DMZ stands for Demilitarized Zone. Enabling a DMZ IP on your router enables one of the routers to pass information onto the second router.

DMZ IP address assigned by a secondary router

The IP information is normally under a header called "WAN" or "Internet Port". Each router has different terminology.

Router IP assigned by the main router. Enter this IP into the DMZ section of the primary router.

APPENDIX D: SETTING UP DDNS SERVICE

Digimerge offers a free DDNS service for use with your DVR. A DDNS account allows you to set up a web site address that points back to your local network. The following outlines how to set up your free DDNS account.

To setup your free Digimerge DDNS account:

1. In your browser, go to http://ddns.digimerge.net and click **Create Account**.
2. Complete the Account Information fields with your personal information. Complete the Warranty Information with your purchase details (optional).
3. Complete the System Information fields:

    • **Product License**: Select your product model from the Product License drop down menu (e.g. VB300)

    • **←Product Code→ - ←MAC Address→**: Locate the MAC address of your (recorded while loading the System)

    • **URL Request**: Choose a URL for your DDNS connection (i.e. your name, your company or business name, or anything of your choice.)

4. Once the information has been entered, click **Create New Account**.
5. Your Account information will be sent to you at the email Address you used in Step 2.

Figure 41.0 Create a DDNS account

Figure 41.1 Enter personal information

Figure 41.2 System information

You will need this information for remote access to your system. Record your information below:
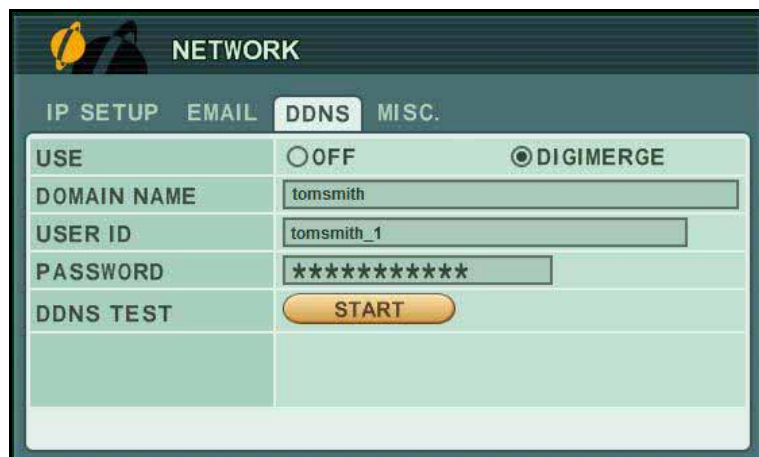
Username: _

Domain name*: _

Password: _

* Only the first part of the Domain Name is required for setup on the system. For example, if the full domain name is *tomsmith.digimerge.net*, you only need to enter *tomsmith* on the system.

How Do I Enable DDNS On My System?

Once you have registered for free DDNS service, use the information in the confirmation email to configure DDNS settings on your system.

Figure 41.3 DDNS menu

To enable DDNS on your system:

1. Open the MAIN MENU and click **NETWORK**.
2. Select the DDNS tab.
3. Under USE, select **DIGIMERGE**.
4. Under DOMAIN NAME, enter only the **first portion of your DDNS domain** from the confirmation email.

> For Example:
>
> If your domain name is http://tomsmith.digimerge.net, you only need to enter **tomsmith** in the text field.

5. Under USER ID, enter your **Digimerge DDNS user name**.
6. Under PASSWORD, enter your **Digimerge DDNS password**.

    NOTE: Obtain your Digimerge DDNS user name and password from the confirmation email.

7. Under DDNS TEST, select **START**. You should receive a "SUCCESS" message. If there is an error, check your network connections; check that you have entered the correct domain name, user ID, and password.
8. Press **ENTER** to save your settings. Press **CANCEL/ESC** to close remaining windows.

With DDNS entered on your system, you can access your DVR from a remote location by using the CMS-DH remote software or by entering the Digimerge DDNS domain name in your browser.

APPENDIX E: SETTING UP MOBILE ACCESS

This guide shows you how to view video streams from your DVR remotely using your iPhone® or Blackberry® .

Before You Begin

You must complete these two steps before starting:

1. **Register your DVR with the Digimerge DDNS service.**
    See "Appendix D: Setting Up DDNS Service" on page 124.

2. **Enable DDNS on your DVR**.
    See "How Do I Enable DDNS On My System?" on page 126.

Registering your DH200 for Mobile Access

Before you can log in to your DH200 with a mobile device, you must create a mobile account.

To create a mobile account:

1. Go to http://mobile.digi1.net/ on your web browser and click **Register** (Figure 41.4).
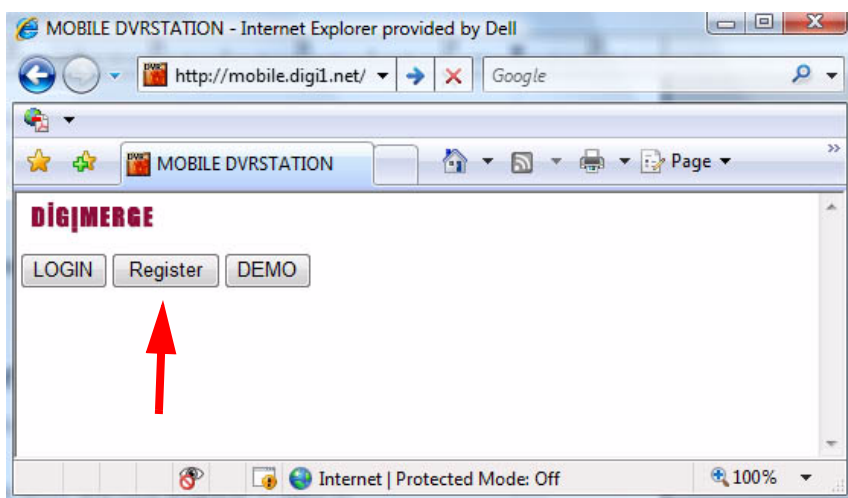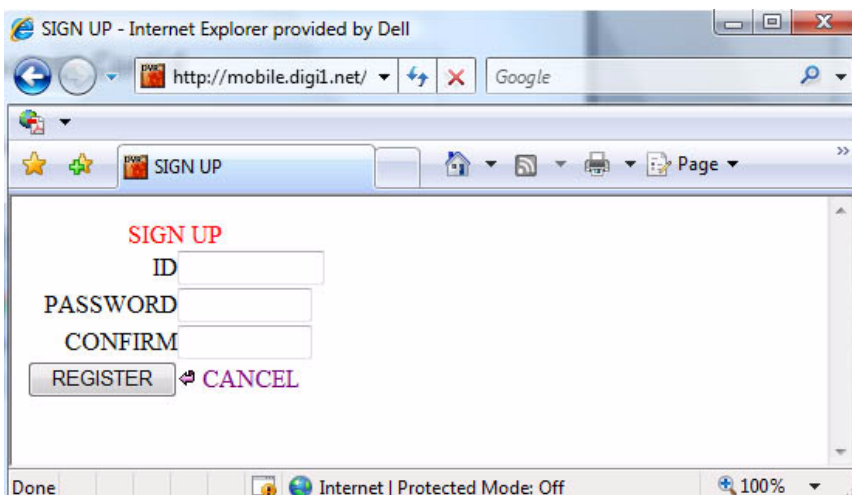

Registration screen. Click Register to begin registration.

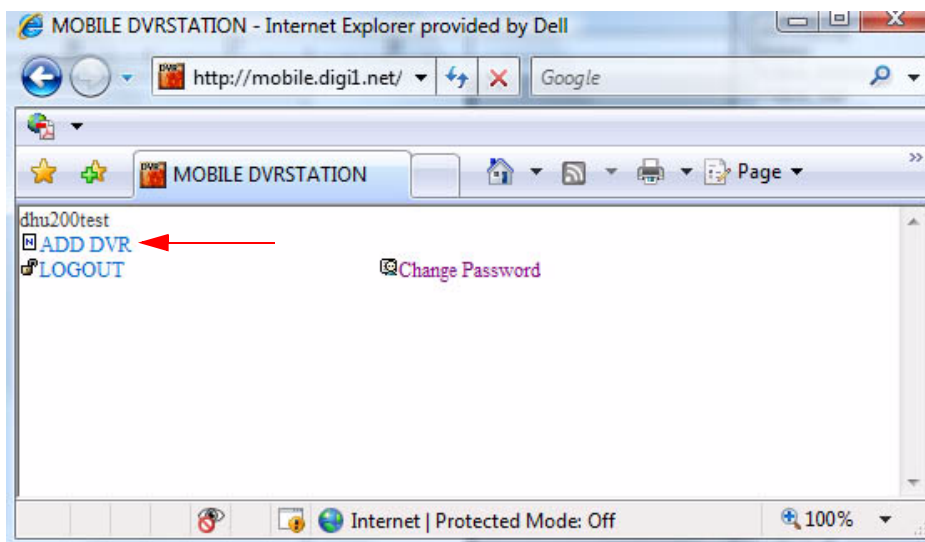## *Registering your DVR for Mobile Access Cont'd*

2. The sign up screen opens.
    Enter your desired user ID and password and click **Register**.

    NOTE: Your password must be at least six characters long.

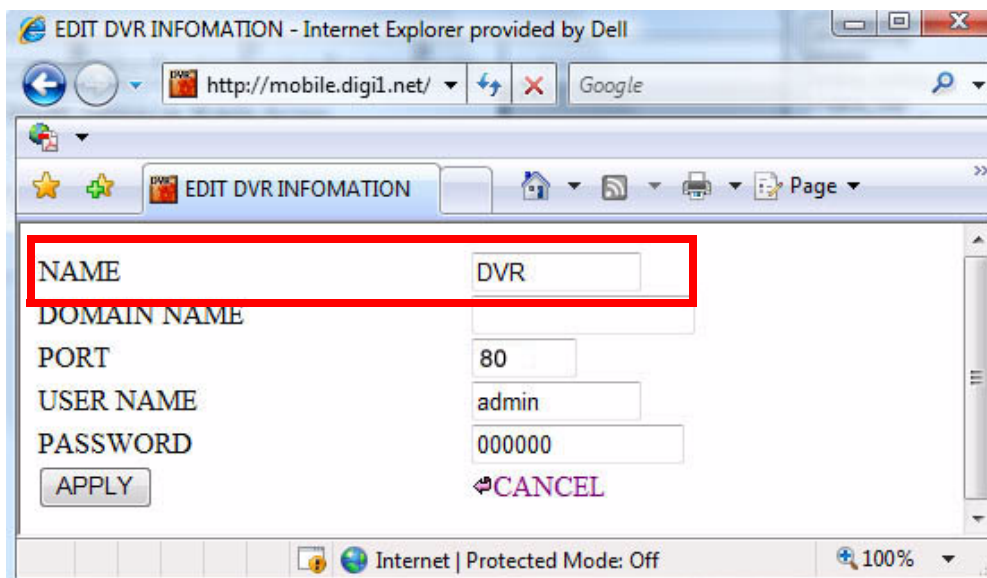Sign up screen. Enter in desired user ID and password.

3. The DVR registration window opens. Click **ADD DVR**.

DVR management window. Click ADD DVR to add your DVR.

Registering your DVR for Mobile Access Cont'd

4. The EDIT DVR INFORMATION window opens.
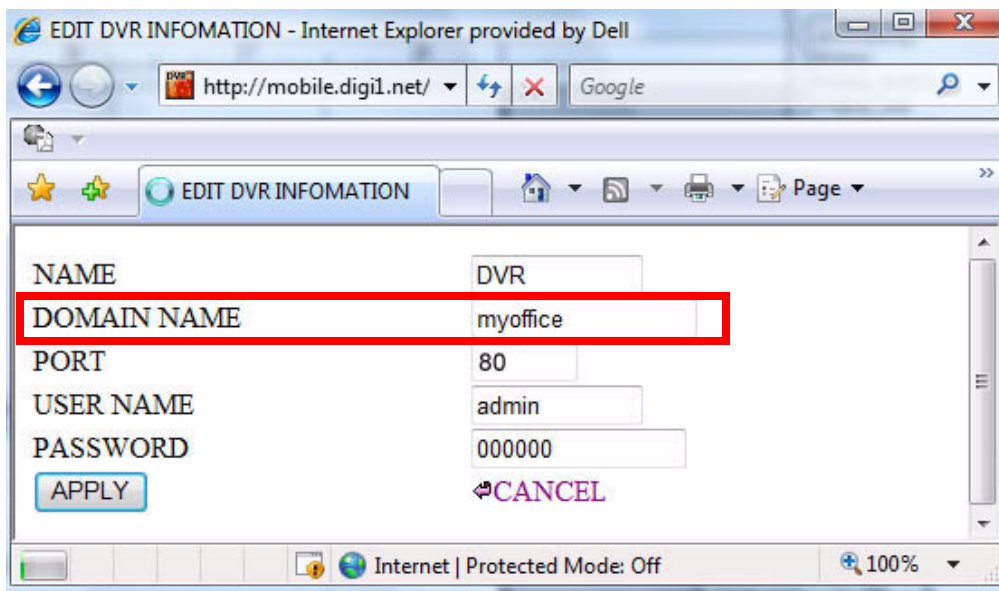
DVR registration window. Enter DVR name and DDNS domain name.

5. Enter any desired DVR name (the default name is "DVR"). Enter your DDNS domain name.

   NOTE: You do not have to enter the entire DDNS address under DOMAIN NAME.
   For example, if your registered DDNS name is **myoffice.digimerge.net**, you would enter: **myoffice**
   in the DOMAIN NAME field (Figure 41.8.)

Enter your DVR domain name into the DOMAIN NAME field.

Registering your DVR for Mobile Access Cont'd

6. Enter your DVR's user name and password. Click the **Apply** button.

    NOTE: If you change the password of the DVR, you must update your account with the latest password.

Once you have entered in all the fields, click APPLY to continue.

7. A new window opens that shows: DVR *(the name of your dvr)*, ADD DVR, LOG OUT, SIGN UP. **Click on DVR (the name of your dvr)**.
8. The DVR camera list opens (Figure 41.10.) Click the desired camera to start viewing video feed.

Click on desired camera name to begin video feed.

9. Congratulations! Your DVR is registered and ready for mobile access.

Viewing Video from your Mobile Device

Once you have completed the registration steps, enter http://mobile.digi1.net/ on your iPhone or Blackberry browser. Enter in your user name and password created in **step 2** to log in.

Once you are logged in, select the DVR you wish to view, and click on the desired camera to begin viewing live video.

To view other cameras, click the Back button to view the list of connected cameras.

APPENDIX F: CONNECTING PTZ CAMERAS

You can connect RS-422/485 PTZ cameras (not included) to the PTZ Control Block on the rear panel of the system.
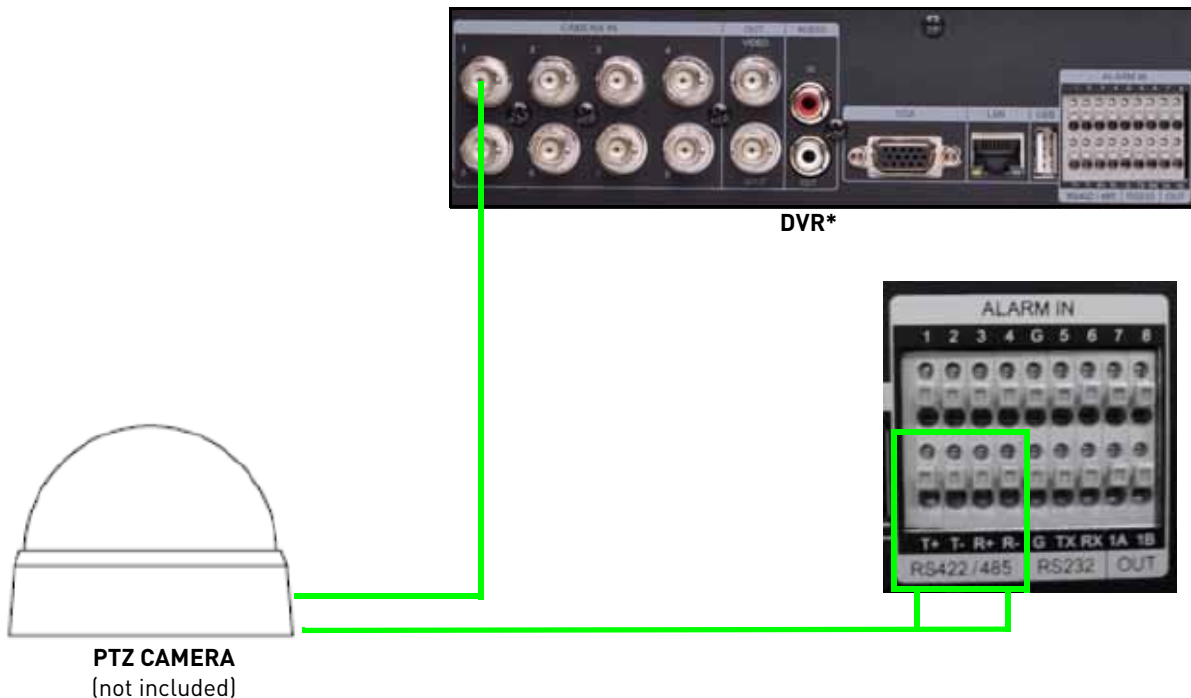

DVR*

PTZ CAMERA
(not included)

Figure 42.0 Connecting a PTZ camera (not included)

To install a PTZ Camera:

1. Connect the Transmit Cable to the **RS-422/485 TX (+)** port of the PTZ block on the rear panel.
2. Connect the Receive Cable to the **RS-422/485 TX (-)** port of the PTZ block on the rear panel.
3. Connect the video cable to a BNC port (usually channel 1).
4. Open the Main Menu and select **CAMERA**.
5. Under PTZ MODEL, select the model of your PTZ camera.
6. Under PTZ ID, select the PTZ ID (PTZ ID should match the camera channel to which you have connected the PTZ camera).

   NOTE: The PTZ camera settings depend on the type of PTZ camera. Please refer to the specific camera manual for your brand and model of PTZ camera.

7. Press the **ENTER** button to save your settings.

*8-channel model shown.

Using a PTZ Camera
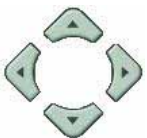
To control a PTZ camera:
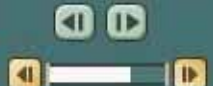
1. With your PTZ connected to the system, view the active PTZ channel in full-screen.
2. Press PTZ button on the front panel, remote control, or Virtual Remote (mouse only). The Short-cut Menu opens.
3. Press any of the buttons on the Short-Cut menu to open the PTZ Help Menu.

Figure 42.1 PTZ Short-cut menu

The PTZ Help Menu contains the following:

Button	Result/Action
ENTER button	• Press to open the PTZ Help Menu; press again to close the menu
ESC button	• Press to cancel all PTZ operation
MENU button	• Press to open the PTZ Virtual Remote; press again to return to the Short-cut menu
Navigation buttons	• Press ▲▼ to tilt up/down • Press ◄► to pan left/right

Increase/Decrease buttons	• Press **+ / −** to zoom in and out

Button	Result/Action
	• Set PRESET position; Spot Out on the remote control
	• Move PTZ to a desired location
	• Press the preset button
	• Illuminate Custom 1
	• Set the # for the Preset location
	• Press ENTER to save and exit
	• Go to the preset position; INFO on the remote control
	• Press the GO button
	• Enter the desired Preset # and press ENTER
	• Start AUTO TOUR
	• Press the Auto Tour button
	• Press + and enter the range of preset and press ENTER
	• For example, Auto Tour button, +5 will start the tour of 1~5 presets of the PTZ camera
	• PTZ custom function 1; Display on the remote control
	• PTZ custom function 2; Zoom on the remote control
	• PTZ custom function 3; PTZ on the remote control
	• Speed has 8 increments—keep pressing the buttons to increase/decrease speed

Compatible PTZ Cameras

#	Model Name	3X	Speed	Preset	Go to	Tour	A. Pan	A.Tilt	Pat	Me	Esc/Enter
1	NUVICO, NV 9600 BPS	o	o	o	o	o			o	o	o
2	MERIT LILIN, PIH-7000/7600	o	o	o	o	o	o			o	o
3	VCL, Orbiter Microsphere		o	o	o	o					
4	SAMSUNG, SCC-641		o	o	o	o	o			o	o
5	NEC, NC-21D		o	o	o	o					
6	SUNKWANG, SK2107		o	o	o	o	o				
7	RESERVED		o	o	o	o	o				
8	D-MAX, PTZ PROTOCOL		o	o	o	o	o	o			
9	LG, LPT-A100L P/T/Z						o				
10	HONEYWELL, GCC-655N										
11	WONWOO, PT-101						o				
12~14	PELCO, D 2400~9600	o	o	o	o	o	o		o	o	
15	C&B TECH, AN200			o	o	o					
16	CANON, VC-C4			o	o	o					
17~19	PELCO, P 2400~9600	o	o	o	o	o	o		o	o	
20~22	PELCO, EP 2400~9600		o	o	o	o					
23	PANASONIC, WV-CS/W85x, 86x		o	o	o	o				o	o
24	HONEYWELL, HSDN-251N/P		o	o	o	o					
25	GE/KALATEL, CyberDome		o	o	o	o	o				
26	DY ELEC, SmartDome		o	o	o	o	o				
27	BOSCH, TC8560/TC700		o	o	o	o					
28	SYSMANIA, ORX1000										
29	AD, DELTADOME		o	o	o	o			o		
30	HUNT, HTZ-2300		o	o	o	o	o	o			
31	HAZEM, RESERVED			o	o	o	o				
32	RVT, EZ Protocol	o	o	o	o	o			o	o	o
33	LG, MULTIX		o	o	o	o			o		
34	ELMO, PTC-200C/400C		o	o	o	o					
35	NICECAM, MP-1xxx		o	o	o	o					
36	C&B TECH, CNB-PTZ102			o	o	o	o	o			

NOTE: The default baude rate is **9600**, unless otherwise stated in the system's Camera menu

APPENDIX G: CONNECTING ADDITIONAL EXTERNAL MONITORS

Use the Video port (BNC) on the rear panel of the system to use the Monitor Out function. Monitor Out displays the exact on-screen display of the system.

Use the Spot port (BNC) to use the Spot Out function. Spot Out displays connected cameras on the system.

NOTE: A BNC-to-RCA adapter (not included) is required to connect a monitor with RCA inputs.

Monitor
(not included)

DVR*

Spot Monitor
(not included)
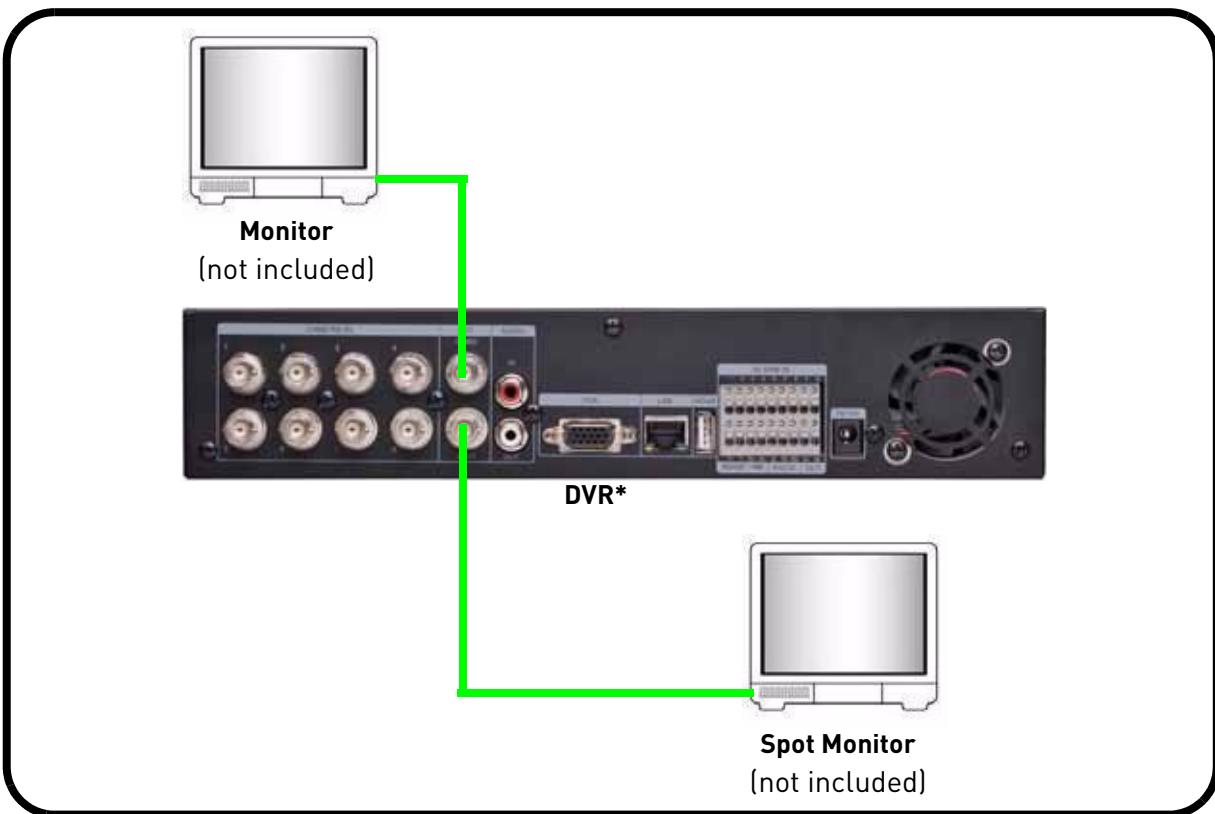
*8-channel model shown.

To use spot out functions:

1. With a spot monitor connected, press the **SPOT OUT** button on the remote control or Virtual Remote followed by the numeric button for the channel you wish to view (full-screen).

2. Press the **SPOT OUT** button twice to begin Auto Sequence (by default, Spot Out on the system is set to Auto Sequence).

When an alarm is triggered, Spot Out will display the triggered channel in full-screen.

Spot Out button

APPENDIX H: CONNECTING MOTION / ALARM DEVICES

You can enable motion detection and alarm control from the Main Menu. You can also connect additional motion sensor devices to the system (i.e. motion sensors, door/window sensors). Use a motion detector or sensor to send a signal to the system to begin camera viewing and recording on the matching camera channel (when enabled in the Menu).

To connect an external alarm sensor (**ALARM INPUT**) to the system:

1. Connect the Signal Cable to the desired **Channel number + port** in the alarm block.
2. Connect the Ground cable to the **Ground port (G)** in the alarm block.
3. Open the MAIN MENU and select **ALARM**.
4. Select the corresponding alarm channel and select **INPUT**.
5. Select **N.C.** (Normally closed) or **N.O.** (normally open) depending on your alarm/sensor setup. Make sure the channel is set to **ON**.
6. Press the **ENTER** button to save your settings.

DVR*

ALARM or SENSOR
(Not Included)
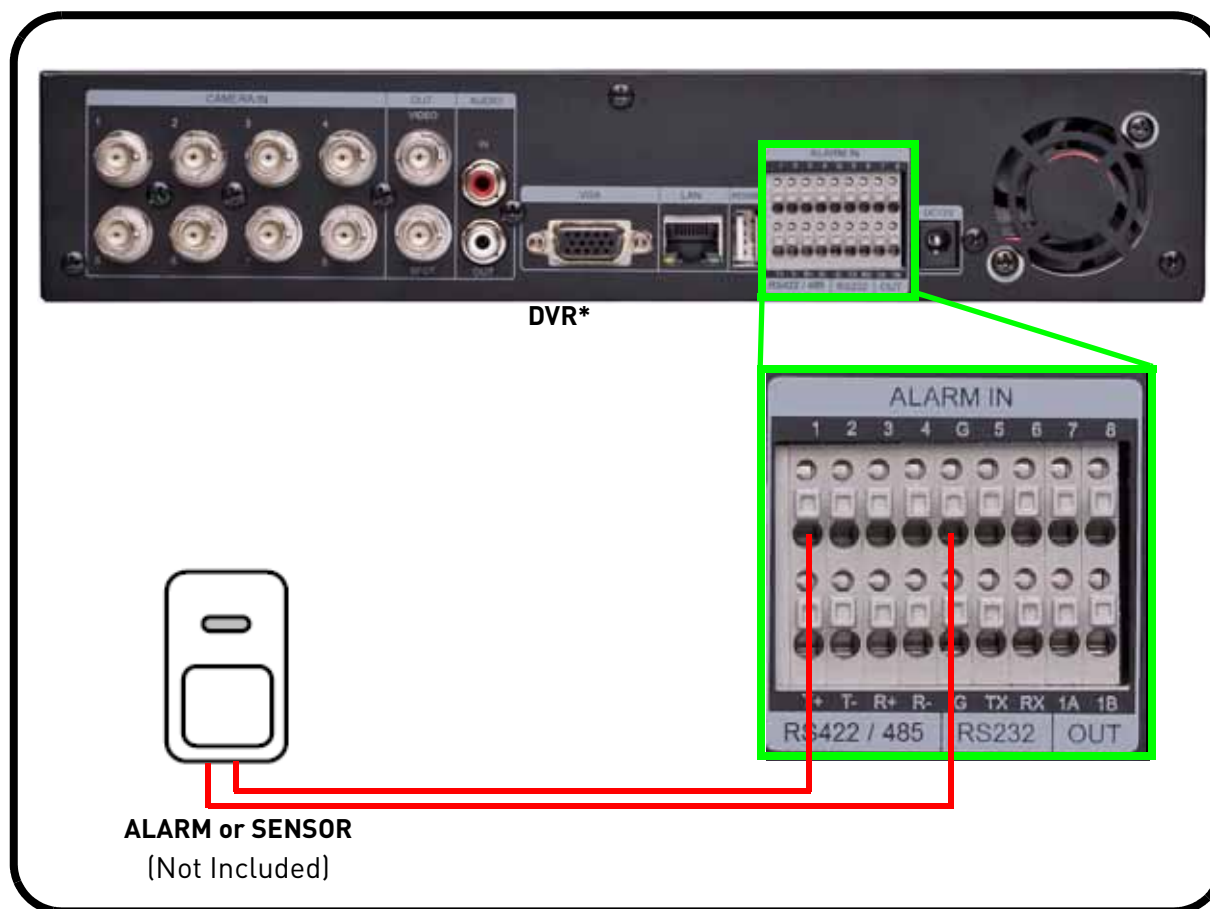
***8-channel model shown.**

Connecting an Alarm OUT device

After you have connected an Alarm IN device (i.e. alarm or sensor), you must connect an alarm OUT device (i.e. strobe light etc. (not included)).

To connect a device to the Alarm Out port in the alarm block:

1. Connect the wires on the device to **1A and 1B** of the alarm output. 1A is positive (+); 1B is negative (-).

8 Channel
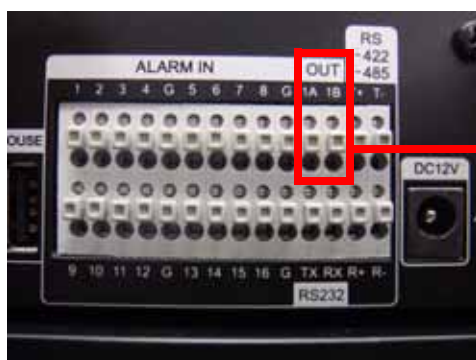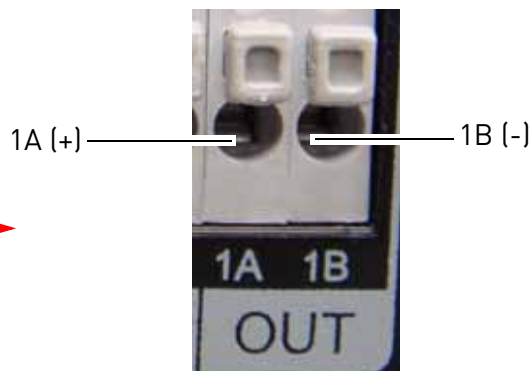
16 Channel
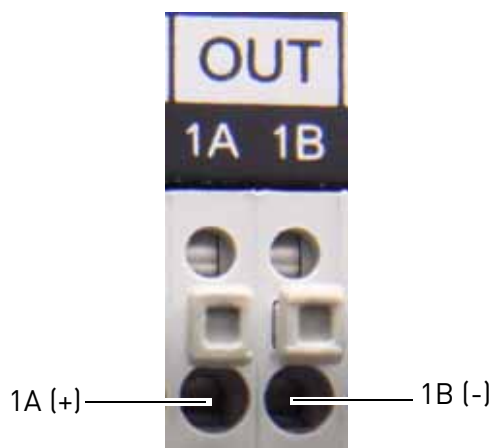
Enabling the connected Ouput device in the Alarm menu

To enable the output device in the Alarm menu:

1. Open the main menu→**ALARM→ALARM SETUP**
2. Beside Alarm Out1, select the desired trigger type by clicking **+** and **-** .

Beside the ON/OFF box, select **ON** and then click ◀◢ on the upper right corner of the screen to save your settings.

APPENDIX I: FULL CONNECTIVITY DIAGRAM

The following diagram outlines a general set of connections available with the DVR.

*Number of cameras varies by model.
†8-channel model shown.
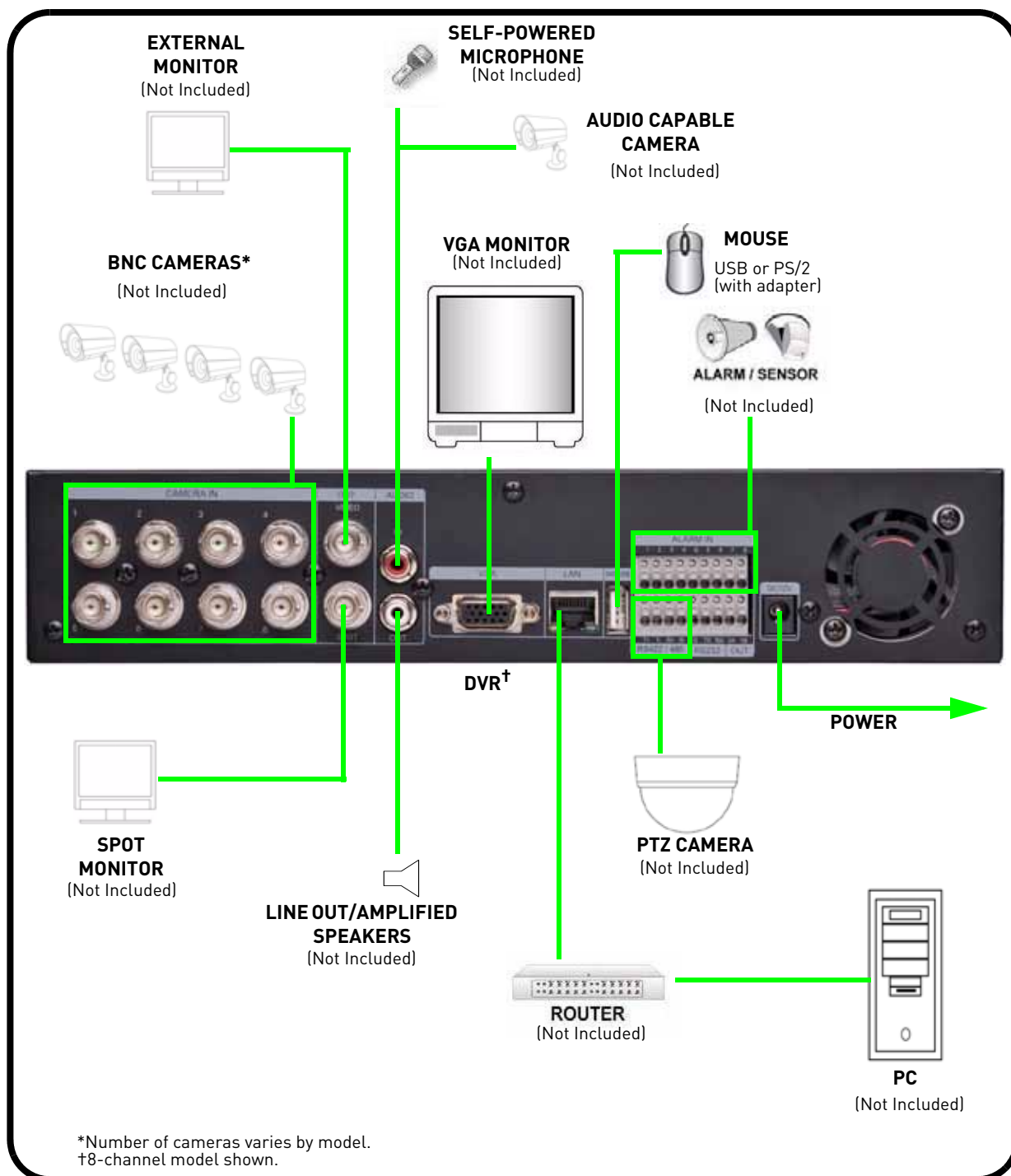
APPENDIX J: REPLACING THE HARD DRIVE

The system comes with a pre-installed 3.5" SATA hard drive. The system supports up to 2 terabytes (TB) of SATA storage—one 2TB 3.5" SATA HDD.

NOTE: Make sure that the system is *OFF* and the power cable has been disconnected before changing the hard drive.

Removing the Hard Drive

To remove the hard drive:

1. Remove the four short screws on the side panels of the housing and the eight screws on the rear panel. Keep these sets of screws separate.

   NOTE: The center screw at the top of the rear panel and the screws along the audio and video ports are longer than the other screws.

   ATTENTION: Do not remove the two screws near the fan on the side of the housing.

2. Carefully slide the cover away from the front panel and lift away from the housing.

   NOTE: Make sure the cover is clear of all ports and connectors on the rear panel.

Slide the cover and lift away from housing

3. Disconnect the cables from the hard drive.
4. With one hand supporting the hard drive, remove the four mounting screws from underneath the housing.
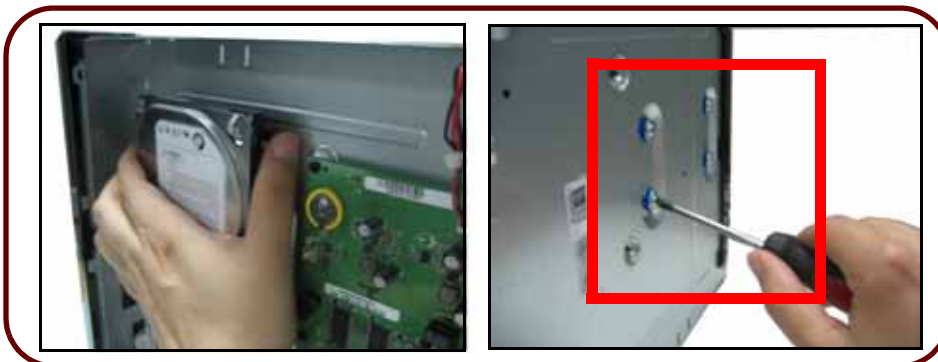
Support the HDD and remove the mounting screws underneath the housing

5. Remove the hard drive from the housing.

Replacing the Hard Drive

To replace the hard disk:

1. Carefully position the new hard drive on the four rubber mounting feet in the housing. The connections end of the hard drive should face the data and power cables.

Figure 44.2 Place the HDD on the rubber mounting feet

2. With your hand supporting the hard drive, replace the four mounting screws underneath the housing.
3. Reconnect the cables to the hard disk. Make sure the cables are connected firmly.
4. Carefully replace the cover over the housing and slide towards the front panel. The cover should be flush on all sides.
5. Replace the screws on the rear panel: 3 short screws at the corners, 1 longer screws at the top, and 4 longer screws along the video ports.
6. Replace the short screws on the side panels.
7. Reconnect all cameras and cables. Re-mount the unit the back of your monitor if desired.
8. Power on the system. If you have installed a new hard disk, you must format the hard disk before using the system.
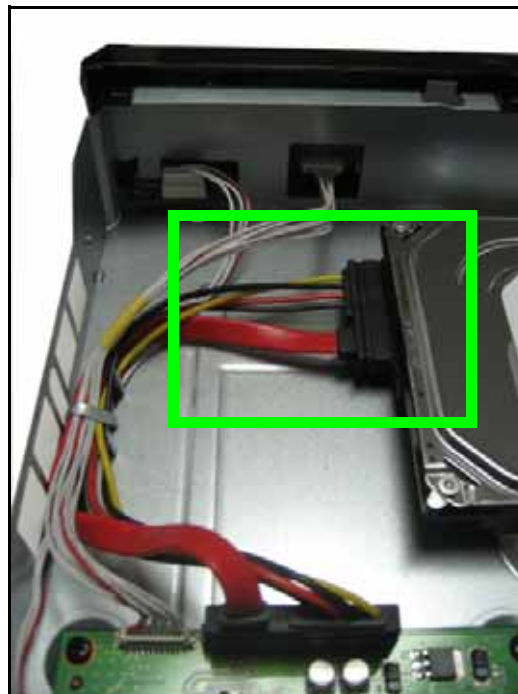
Figure 44.3 Reconnect the power and data cables

Formatting the Hard Drive

ATTENTION: Formatting the HDD erases *all data* on the hard disk. *This step cannot be undone*. System settings will not be erased.
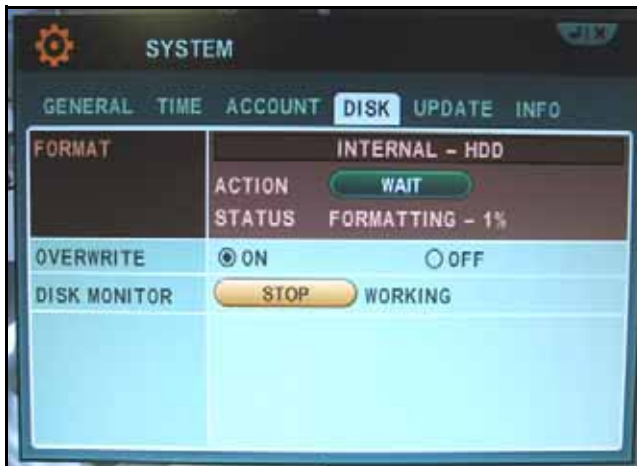
Figure 44.4 HDD format

To format the hard disk:

1. Under the DISK tab, select **FORMAT** and select **INTERNAL HDD**.
2. Under ACTION, select **START**. Formatting begins.
3. When formatting is complete, press **CANCEL/ESC** to close windows (USB flash drive *only*).

APPENDIX K: USING LISTEN-IN AUDIO

Listen-in audio allows you to listen to, and record live audio on the system.

DVR*

AUDIO CAPABLE CAMERAS
(not included)

LINE OUT / AMPLIFIED SPEAKERS
(not included)
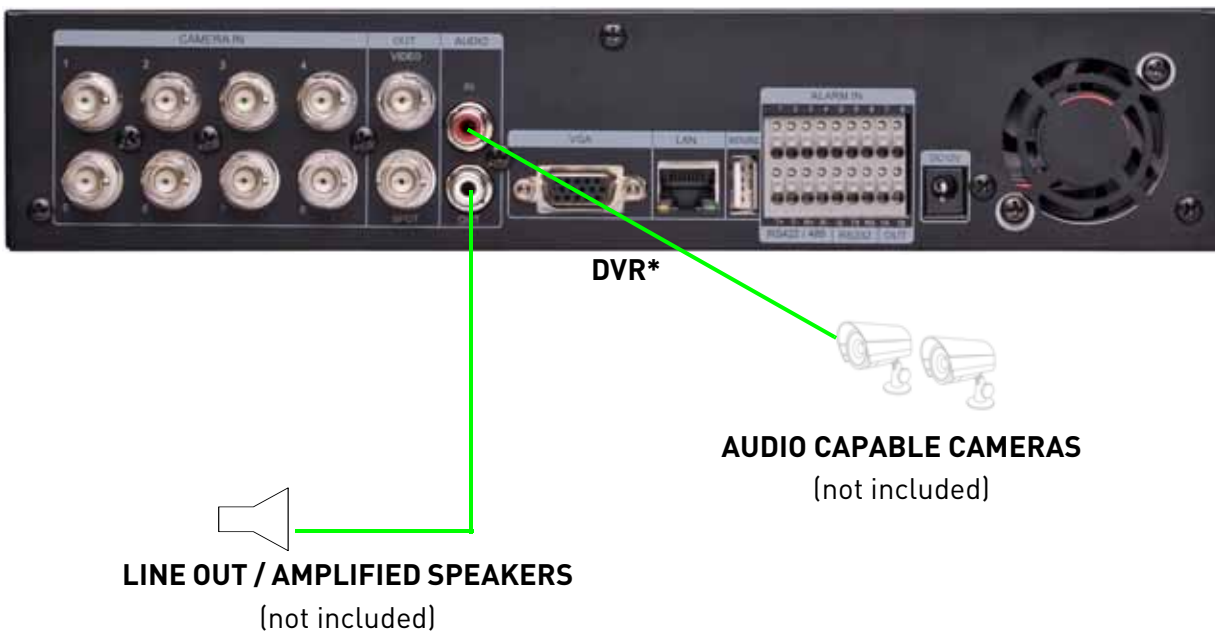
*8-channel model shown.

To enable listen-in audio:

1. Connect the audio cable (RCA) from an audio capable camera (not included) to the AUDIO IN port on the rear panel of the system.
2. Open the MAIN MENU and select **DEVICE**.
3. Beside AUDIO RECORD, select **ON**.

    NOTE: The number of audio inputs varies by model.
4. Press the **ENTER** button to save your settings.

APPENDIX L: CONVERTING VIDEO FILES TO AVI

The system saves recorded video data in the `.cms` format. When you backup video to a USB flash drive, external HDD, or CD/DVD-R/W disc, the system also copies the small AVI Converter application.

> **NOTE:** AVI Converter is also installed on your PC when you install the CMS-DH remote client software.

AVI Converter allows you convert CMS files into AVI format for flexibility when playing back the video in third-party media players, such as VLC and DivX Player. Converting the file to AVI can be particularly useful if you need to provide authorities with copies of your video data if there is a security incident at your business or home.

> **NOTE:** The DivX, XviD, or ffdshow codec (not included) is required to view AVIs in Windows Media Player.

To convert video files to AVI:

1. Connect a USB flash drive or external HDD with backed up video to your PC; or insert a CD/DVD-R/W disc into your PC's CD/DVD-RW drive.
2. View files and folders on the drive or disc and double-click **aviconverter.exe**.
   > **NOTE:** If you have already installed CMS-DH, select Start>Programs>CMS-DH>**AVI Converter**.
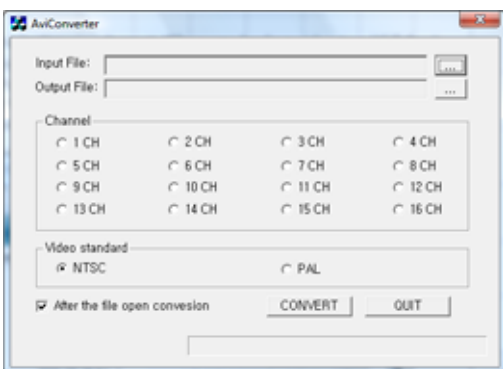
3. Under Input File, click [.....].
4. In the dialogue window, select your saved **CMS file** and click **Open**. By default, AVI Converter will save the converted file to the same location as the Input file. To keep the default, go to step 6. To choose a new location, go to step 5.

5. Under Output File, click [.....] to choose a save location or personalize the file name.
6. Under Channel, select the channel you wish to save.
   > **NOTE:** You can only convert video from one channel at a time.

7. Under Video Standard, select **NTSC** (default) or **PAL**. Select the box below Video Standard to open the file once conversion is finished (default).
8. Click **CONVERT**. Conversion may take several moments depending on the size of the file.

Playing AVI Files

If you selected for the converted file to open automatically, the file will open in your default media player. If not, click QUIT to close AVI Converter.

> **ATTENTION**: An AVI media player such as VLC or DivX is required to playback AVI files. You can also installed the XviD, DivX, or ffdshow codecs to play the AVI files in Windows Media Player.

To playback AVI files:

1. On your PC, open the folder where you saved the AVI file. By default, converted files use the following naming convention:
   `yyyy_mm_dd_hh_mm_ss_channel#_channel#_channel#_channel#.avi`
2. Double-click the file to open in your default media player, or right-click to open the file with a AVI-compatible media player.

File playback in Windows Media Player (image simulated)

APPENDIX M: REMOTE VIEWING USING INTERNET EXPLORER

Along with the CMS-DH remote client software, you can also view your system remotely using Internet Explorer (version 7 or later recommended). Remote viewing through Internet Explorer allows for viewing from up to three simultaneous connections.

> **NOTE:** Remote viewing is only compatible with Internet Explorer. Mozilla Firefox, Opera, Safari and other browsers are not supported.

To view your system using Internet Explorer:

1. Open Internet Explorer.
2. In the address bar, enter your system's IP address or your Digimerge DDNS domain followed by :80 — for example, **http://192.168.1.1:80** or **http://tomsmith.digimerge.net:80**

   NOTE: You MUST include **http://** in order to access your system.

   NOTE: If you need help finding your system's IP address, see "How Do I Find My IP and MAC addresses?" on page 115.

Login (admin/000000)

3. Login with the user name **admin**, and your default system password, **000000**.
4. From the new page, click **Web Viewer (Use overlay)**. You will need to install ActiveX in order to access live viewing.
5. Click the warning bar and select **Install ActiveX Control**.
6. From the prompt, click Install. The page will refresh and live viewing will commence.
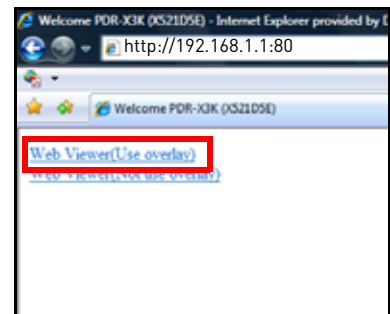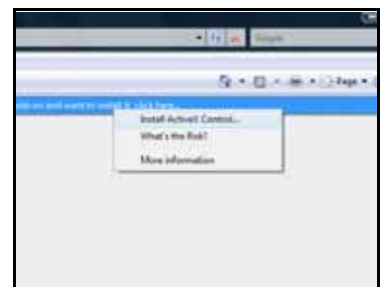
Click Web Viewer (Use Overlay)

Install ActiveX

Remote viewing through Internet Explorer (images simulated)

Click Install

Using Live Viewer
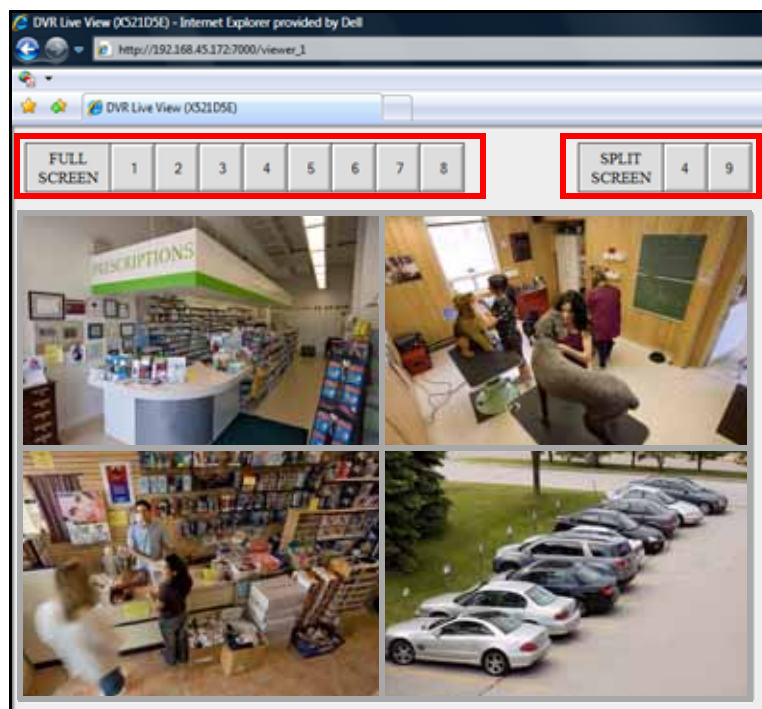
Remote viewing through Internet Explorer (images simulated)
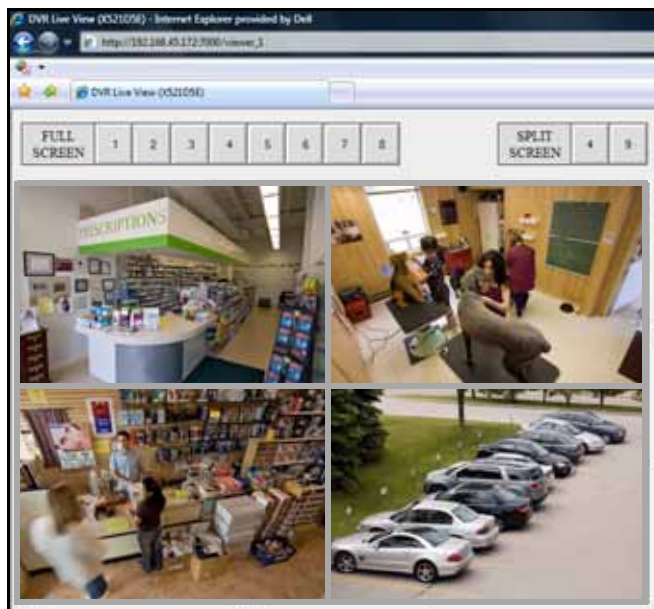
To view full screen:

- Click the buttons at the top of the page or double-click a channel. Double-click the channel again to return to split-screen.

To view split-screen:

- Click the 4, 9, or 16 buttons at the top of the page.

NOTE: The number of displayed channels depends on the number of channels available on your DVR. DVR channels vary by model (8-channel model shown).

DVR Webserver

To configure your DVR system settings, PTZ settings etc. using Internet explorer, you can log in to the system using the webserver command. To log in as a webserver user, enter **/webserver** at the end of your DDNS address. For example, if your DDNS address is tomsmith.digimerge.net:80, you would enter tomsmith.digimerge.net:80**/webserver**.

You will be prompted to install ActiveX components. Allow all installations to continue, and restart Internet Explorer.

TROUBLESHOOTING

When a malfunction occurs, it may not be serious and can be corrected easily. The following describes the most common problems and solutions. Please refer to the following before calling Digimerge Technical Support:

Error	Possible Causes	Solutions
• DVR is not receiving power, or is not powering up	• Cable from power adapter is loose or is unplugged	• Confirm that all cables are connected correctly • Confirm that the power adapter is securely connected to the back of the unit

	• Cables are connected, but DVR unit is not receiving sufficient power	• Confirm that the unit is powered on (LED indicators on the front should be ON)
		
		• If the unit is connected through a power bar or surge protector, try bypassing the bar and connecting the power directly to the wall outlet
		
		• Confirm that there is power at the outlet:
		    • Connecting the power cable to another outlet
		    • Test the outlet with another plugged device (such as an electric calculator or phone charger)

• Remote control is not detected by the system	• Batteries in the remote control are drained	• Install a fresh CR2025 battery in the remote control
	• There are no batteries in the remote control	
• Hard drive is not detected by the system	• Hard drive cables are loose or not properly connected • Hard drive has not been initialized (formatted) by the system	• Remove the housing and check that hard drive cables are firmly connected • From the Main Menu, select System>Disk>Format and select Internal and then click Start. **ATTENTION**: Formatting erases all video data on the hard drive
	• There is no hard drive in the system	• Open the housing and install a 3.5" SATA hard drive
Hard drive is full (0%) and the unit is no longer recording	• Repeat Record is not enabled	• From the Main Menu, select System>Disk>Overwrite and select ON. This enables the system to continuously record by overwriting data once the hard drive is full

Troubleshooting (cont'd.)

Error	Possible Causes	Solutions
Mouse not detected by system	• Mouse cable is not firmly connected to the system	• Firmly connect the mouse cable to the PS/2 port on the side of the system; or connect a USB mouse to the top USB port on the rear panel of the system
	• Mouse is not connected to the system	
	• System needs to be reset	• Turn the system OFF (press Power button on the front panel). Firmly connect a PS/2 mouse to the PS/2 port on the side of the system; or connect a USB mouse to the top USB port on the rear panel of the system. Press the Power button again to turn the system ON
• There is no picture on selected channels / camera picture is not being displayed	• Camera cables are loose or have become disconnected	• Check the camera video cable and connections • Disconnect and reconnect the cable at the DVR and at the Camera • Try moving the camera to another channel or use another cable
• The image on the DVR appears, but does not have sound	• Audio cables are loose or have been disconnected	• Check the AUDIO connections to the DVR
	• Audio channel is set to OFF in the system menu	• Open Main Menu>Record and set channel 1 audio to ON
	• Audio is associated with the wrong video channel	• Audio is only available for channel 1—connect the audio capable camera to channel 1 to avoid confusion
• I can't set the time on the DVR	• The system is recording	• Stop all recording on the system before attempting to set the time—resume recording immediately after setting the time
• Schedule recording isn't working	• Schedule recording has not been enabled	• Press ⏰ / ⏩ on the front panel or Virtual Remote to enable schedule recording
	• A recording schedule has not been entered	• Open Main Menu>Schedule. Configure up to four recording Modes. Under the Chart tab, apply the Modes to ALL days, or specific days • Press ⏰ / ⏩ on the front panel or Virtual Remote to enable schedule recording

• My system does not seem to be recording	• Continuous recording may be disabled	• Press ◀◀ / ● on the front panel, or ● on the remote control or Virtual Remote—**ATTENTION**: For security, it is highly recommended to keep continuous recording ON at all times
	• Cameras may be disabled	• Open Main Menu➢Record. Make sure cameras are ON
	• Motion detection is enabled	• Motion detection means the camera will only record when motion is detected. Open Main Menu➢Record to enable/disable motion detection on specific cameras

Remote Connectivity Trouble Shooting

Error	Possible Causes	Solutions

• I cannot connect to the system using a DDNS URL	• No internet connection
	
	• A DDNS account was not created
	
	• Incorrect DDNS URL
	
	• DDNS not enabled on the system
		• Ensure the DVR is connected to a high speed internet connection.
		
		• Ensure that you have created a DDNS account.
		
		• Ensure that you type the URL in full ie: http://tomsmith.digimerge.net:80.
		    • Ensure there are no spelling errors in the URL.
		    • Include http:// and the port number of your system in the URL.
		
		• Ensure DDNS is enabled on your system.

• I receive an error when I try to log in to the system	• Incorrect user name and password	• The default user name is: admin • The default password is: 000000 • Ensure that caps lock is disabled. The password and user name are case sensitive.

DIGIMERGE | Right for Business

Need Help?

Please make sure to visit our website **www.digimerge.com** to receive product updates and information.

3 Easy Ways To Contact Us

Online:
Product support is available 24/7 including product information, user manuals, quick start up guides and FAQ's at **www.digimerge.com**

By Email:
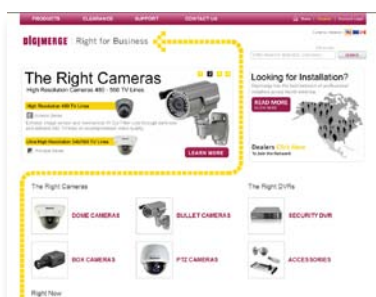Technical support (for technical/installation issues)
tech@digimerge.com

By Phone:
North America: 1-866-816-5919
Technical support (for technical/installation issues)
Mon-Fri 8.00 am to 8.00pm EST

We welcome your feedback at
info@digimerge.com

For more information, visit
www.digimerge.com

Digimerge Digital Video Recorder (DVR) – 5/3/1 Year Limited Hardware Warranty

Warranty: Subject to the exclusions, limitations and exceptions, Digimerge warrants to the initial end-user purchaser that this hardware product is free from manufacturing defects in material and workmanship under normal use for a period of three (3) years from the documented date of purchase. Digimerge warrants the security certified Seagate SV35 Series Hard Disc Drive (HDD) for a period of (5) years from the documented date of purchase.

DVR Warranty Details:
The three (3) year warranty period consists of:
- One (1) year over-the-counter replacement warranty covering parts and labor
- Two (2) additional years of repair depot warranty covering parts and labor with proof of RA issued by Digimerge tech support

Exceptions to the above warranty are:
- DVR components including, but not limited to, moving parts, motors, fans, removable flash memory. These are warranted for a one (1) year period.
- Data loss – end users are recommended to back up the content of the hard drive on a regular basis.
- Data recovery, consequential damages, incidental damages and costs related to removal and installation of the hard drive are not covered under this warranty and are not part of the repair or exchange process.

Software & Consumables: All software, accompanying documentation and consumables (including but not limited to fuses and batteries) provided with or as part of the product are furnished AS IS, and are excluded from warranty coverage. Digimerge is not obligated to provide the end-user with a substitute product during the warranty period or at any time.

NOTE: Products are subject to continuous improvement. DIGIMERGE Technologies Inc. and its subsidiaries reserve the right to modify product design, specifications and prices, without notice and without incurring any obligation. Software and firmware are subject to updates from time to time.

For valid warranty claims made during the warranty period, upon proper **proof of purchase** (which is defined as a "valid form of a bill of sale or receipt from an authorized retailer or distributor showing the original date of purchase"), defective products will, at the sole discretion of Digimerge, be repaired or replaced with equal or better product in terms of hardware features without charge if all the conditions set forth in this warranty are met. Any products repaired or replaced within the warranty period, shall be warranted by Digimerge to the initial end-user purchaser for 90 days from the return shipment date, or the remainder of the warranty term, whichever is longer. Repairs are warranted for 90 days outside the original warranty period. Products and parts, at Digimerge's sole discretion, may be replaced with new or refurbished items, and the products and parts replaced become the property of Digimerge. Product returned to Digimerge must be properly packaged in its original packaging (or packaging providing the product with protection equivalent to the original packaging) and sent, with the postage charges prepaid via a shipping method that provides for tracking of your package, to the address provided at the time the Return Authorization was requested. The customer is responsible for all shipping costs associated with the return of the defective products for warranty service to Digimerge warranty/repair depot facilities. Products will be returned to the end-user freight prepaid. Digimerge reserves the right to replace the original hard drive with an equivalent one.

Exclusions and Limitations: Any of the following will void this warranty:
1. Installation or use of the product other than strictly in accordance with the instructions contained in the product's instruction manual;
2. If the product is subjected to operating conditions (including atmospheric, moisture and humidity conditions) outside of the acceptable conditions specified in the product's instruction manual;
3. If the product is subjected to misuse (not adhering to instructions supplied with the product), negligence, modification (of hardware, firmware or software) or abuse;
4. If the product is subjected to electrical short circuits or transients, accident, fire, flood or Acts of God;
5. Adjustment, maintenance or repair of the product other than in accordance with Digimerge approved procedures; and
6. Use of replacement parts other than those specified by Digimerge.
7. If the products original identification (trademark, serial number, model number) markings have been removed, defaced or altered.

DIGIMERGE MAKES NO CLAIMS OR WARRANTIES OF ANY KIND WHATSOEVER REGARDING THE PRODUCT'S ABILITY OR EFFECTIVENESS IN PREVENTING OR REDUCING THE RISK OF, OR DAMAGES RESULTING FROM, LOSS OR THEFT OF PROPERTY OR PERSONAL INJURY. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE. REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE PURCHASER. DIGIMERGE SHALL IN NO EVENT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY KIND OR CHARACTER, INCLUDING, WITHOUT LIMITATION, PERSONAL INJURY, LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, OR CLAIMS AGAINST THE PURCHASER BY ANY THIRD PERSON, EVEN IF DIGIMERGE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

No claims or statements regarding the product, whether written or verbal, by salespeople, retailers, dealers or distributors, that are not contained in this limited warranty or in the owner's manual are authorized by Digimerge and do not modify or expand this warranty. Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers or the limitation of liability for personal injury. To the extent that such restrictions on limitations apply to the products, the above limitations and exclusions may be limited in their application. In that case, when the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty, and if damages may not be limited then the above limitations on damages apply, but only to the greatest extent permitted by local law.

Warranty and Non-Warranty Service:

Warranty service can be received by contacting your Digimerge dealer (during the warranty period). The dealer is required to first contact Digimerge Technical Support for assistance. In the event the problem cannot be resolved over the phone or via email, Digimerge will advise to return the product, at customer's expense, for repair or replacement. Upon receipt of the defective product, Digimerge will send a repaired or replacement product at Digimerge's expense to the customer.   Dealer should send product to:

In United States:

Digimerge Returns
Schenker Logistics
2363 E. Perry Road
Suite 171, Dock Door 44
Plainfield, IN 46168

In Canada:

Digimerge Technologies Inc.,
Attention: Repair Department,
250 Royal Crest Court,
Markham, Ontario, Canada,
L3R 3S1

Out of warranty service: Please visit our web site (www.digimerge.com) for the name and location of the Digimerge authorized service centers.

IT'S ALL ON THE WEB!

Tout est sur le Web!
¡Todo está en la Web!

Product Information
Information sur le produit
Información acerca del producto

User Manuals
Guides de l'utilisateur
Guías del usuario

Quick Start Guides
Guides de démarrage rapide
Guías de arranque rápido

Specification Sheets
Fiches signalétiques
Fichas de especificaciones

Software Upgrades
Mises à jour du logiciel
Actualizaciones del programa

Firmware Upgrades
Mises à jour du micro-logiciel
Actualizaciones del microprograma

PRODUCTS | DEALS | LIVE EXPERT ADVICE | CONTACT US | Home | Register | Account Login

DIGIMERGE | Right for Business

Currency Selector:

Advanced
Enter keyword (example: Cameras)   SEARCH

The Right Cameras
High Resolution Cameras 480 - 540 TV Lines

High Resolution 480 TV Lines
E Echelon Series

Ultra High Resolution 540 TV Lines
P Pinnacle Series

Echelon image sensor and mechanical IR Cut Filter cuts through darkness and delivers 480 TV lines of uncompromised video quality.

LEARN MORE

Looking for Installation?
Digimerge has the best network of professional installers across North America.

READ MORE
CLICK HERE

Dealers Click Here
To Join the Network

ADI   TRI-ED   Custom Distributing

The Right Cameras

FIXED LENS
INDOOR DOME

FIXED LENS
OUTDOOR BULLET

VARIFOCAL LENS
OUTDOOR BULLET

VARIFOCAL LENS
INDOOR/OUTDOOR
DOME

The Right DVRs

STANDALONE DVR

INTEGRATED DVR

VISIT / VISITEZ / VISITE
www.digimerge.com

DIGIMERGE
www.digimerge.com

© Digimerge Technology Inc.