

Remote Monitoring Setup Guide

QT SERIES DVR MODELS



Apple Macintosh
Computer



PC with Windows
Operating System



Mobile Devices including:
Android
BlackBerry
iPhone & iPad
Symbian
Windows Mobile and Windows Phone

Thank You for Choosing a Q-See Product!

This manual was accurate at the time it was completed. However, because of our ongoing effort to constantly improve our products, along with smartphone and router manufacturers adding and changing features on their products, it is possible that some functions may change from how they are described. We encourage you to visit our website at www.Q-see.com to check for the latest firmware and software updates as well as product announcements. Throughout the manual we have highlighted warnings and other important information that will assist you in operating your new system in a safe and trouble-free manner. Please take the time to read and follow all instructions and pay attention to alerts as shown below:



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



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

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

PRODUCT SUPPORT, DOWNLOADS, FIRMWARE UPDATES & MANUALS

24/7 Technical Resources
Live Chat (M-F, 9-5 PST)
www.Q-See.com/Support

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Manufacturer shall not be liable for any damages whatsoever from misuse of this product.

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

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

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



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

1.1 CONNECTING YOUR DVR TO A NETWORK

First and foremost, you will need to physically connect your DVR to a router. This router can be part of an existing network of computers, or it can be the router/modem supplied by your Internet Service Provider (ISP) to connect you to the Internet. This connection will be made by plugging the included Ethernet cable into the port on the back of the DVR marked **RJ45**. Your DVR is not designed to be connected wirelessly to a network. It is also recommended that the router that the DVR is connected to should be connected directly to the Internet rather than to another router if Internet access is desired as multiple routers can create problems with connectivity. You will also need to have a computer connected to the same router - at least temporarily - to make certain settings. If, after following the instructions you are still not able to access your DVR, please see **Section 1.7 Resolving Connection Issues** later in this chapter.

BEFORE YOU GET STARTED

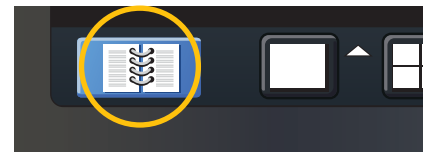
You will need to have:

- Your router's brand, model number and manual. The manual is also usually available on your router's manufacturer's website.
- The "Manuals and Software" CD that came with your DVR. It contains necessary software and links to other important programs which are mentioned in this guide.
- Your router's password (the default password should be in your router's manual).

OBTAINING AN IP ADDRESS

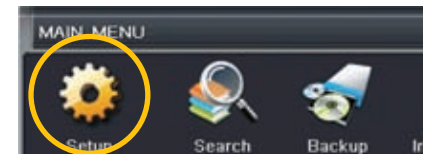
Each device on a network - both a LAN or the Internet - has a specific IP address. This address is what allows different devices on the network to communicate with each other. Your QT-series DVR displays its IP address in the **Network Setup** window.

STEP 1. Click on the **Menu** icon in the tool bar on the DVR's screen.



PICTURE 1-1

STEP 2. Click on the **Setup** icon in the **Main Menu**



PICTURE 1-2

STEP 3. Click on the **Network** icon in the Setup Menu



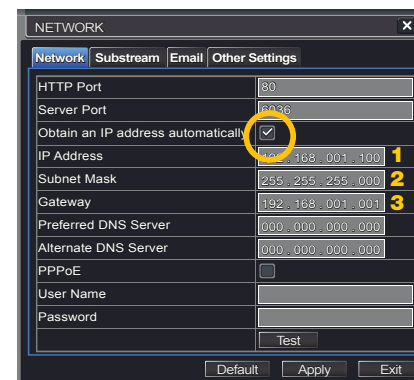
PICTURE 1-3

STEP 4. Ensure that the box labeled "Obtain IP Address Automatically" is checked.

If it is not, please put a checkmark in the box, click on **Apply** and then exit the window. Reopen the window to see the updated IP address.

STEP 5. Write down the:

1. DVR's IP Address
2. Subnet Mask, and
3. Gateway (your Router's address)



PICTURE 1-4

STEP 6. Exit Menu

1.2 OPENING PORTS

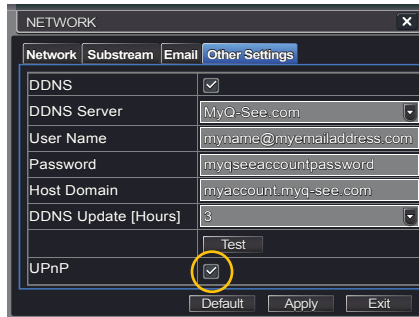
To make your DVR accessible from outside of your local network, you have to “forward” ports 80 and 6036 through your router to your DVR’s IP address. We present two options which cover the majority of users - UPnP and Port Forwarding. You will only need to use one or the other. If you are unable to connect your DVR to the Internet using either of these procedures, the likely cause is the presence of multiple routers on your network. The solution is covered in **Section 1.7 Resolving Connection Issues**.

OPTION 1: UPNP

The QT series of DVRs come configured to take advantage of the latest networking technology, UPnP or Universal Plug ‘n Play right out of the box. If you have an UPnP-enabled router, you will only need to plug the DVR into your network and you will then be able to proceed to the end of this section.

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

If you wish to ensure that UPnP is turned on in your DVR, go to the **Network** window as described above, and click on the **Other Settings** tab. The UPnP box should have a check mark in it. If it does not, click on the box to add the check, then click on **Apply** before hitting **Exit**. When you reopen the window, the box should be checked.



PICTURE 1-5



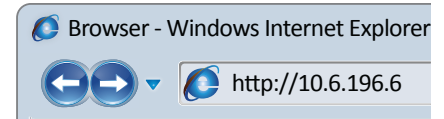
IMPORTANT! If you connect your system to your network using UPnP you should NOT forward your ports as described in **DMZ**, as it will create connectivity problems. You may skip to **Confirming that Ports are Opened**.

OPTION 2: OPENING PORTS USING DMZ

Accessing your router’s DMZ controls:

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

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



PICTURE 1-6

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



PICTURE 1-7

STEP 3. Enable DMZ.

STEP 4. Enter the DVR’s IP address.

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



PICTURE 1-8

CONFIRMING THAT PORTS ARE OPENED

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

STEP 1. Enter “80” into the box labeled “What Port?”

STEP 2. Click on the **Check** button.

STEP 3. You should see a green “Success” message. If not, return to the DVR’s Network window and, in the Network tab, change port 80 to 81, 83 or 85 and click Apply to save your changes before checking using that new number on CanYouSeeMe.

STEP 4. Repeat for port 6036. If there is a problem with port 6036, then try 6030 or 6100 in the same manner as above.



PICTURE 1-9

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

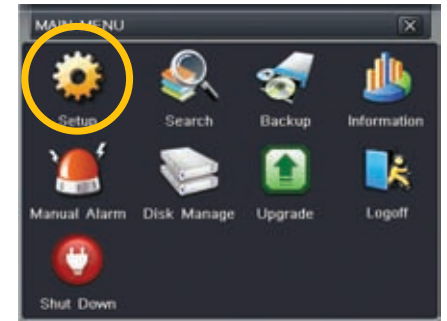


NOTE! If you are successful after changing from port 80, then you will need to add that to the IP address when accessing the DVR via the Internet. If, for example, you changed to port 81, the address would now read 64.245.112.90:81

1.3 STATIC INTERNAL IP (NETWORK) ADDRESS

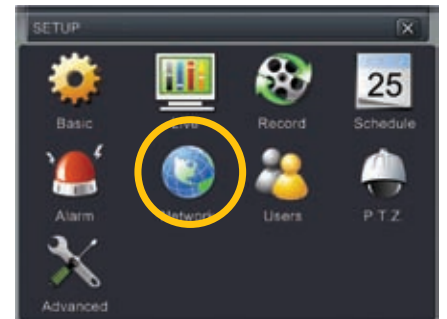
Most routers assign connected devices a random IP address that is not currently in use by another device on your internal network. With the exception of 2Wire brand routers, when a router or networked device reboots due to a power loss or other issue, the addresses will change and the port forwarding configuration will no longer work. For that reason, we recommend changing your DVR’s network setting to a fixed, or “static” IP address which will not change.

STEP 1. Click on the **Setup** icon in the **Main Menu**.



PICTURE 1-10

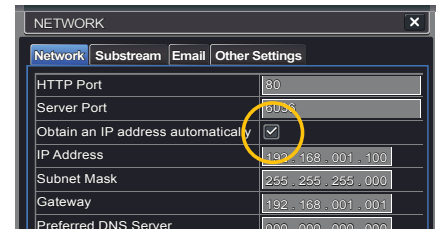
STEP 2. Click on the **Network** icon in the **Setup Menu**.



PICTURE 1-11

STEP 3. Uncheck the box labeled “Obtain IP Address Automatically.”

STEP 4. Click **Apply** and then **Exit**.

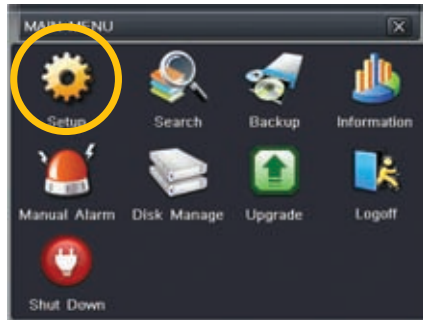


PICTURE 1-12

1.4 PPPOE

If you are going to attach the DVR directly to a DSL or cable modem instead of to a router then select the PPPOE option in the Network options. Before you proceed, you will need to contact your ISP to obtain your User Name and Password.

STEP 1. Select the **Setup** icon in the **Main Menu**.



PICTURE 1-13

STEP 2. Select the **Network** icon.



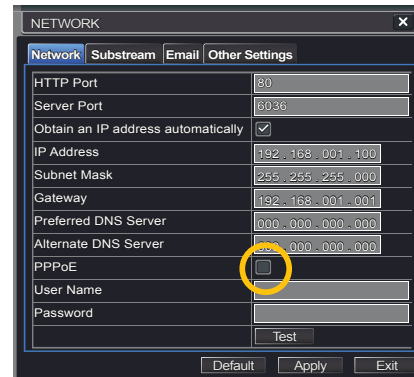
PICTURE 1-14

STEP 3. Check the box next to **PPPoE**.

STEP 4. Enter the User Name and Password obtained from your ISP in the fields below **PPPoE**

STEP 5. Click the **Test** button to verify your settings.

STEP 6. After receiving the **OK** message in the lower left of your screen, click on the **Apply** button to save your settings before exiting.



PICTURE 1-15

1.5 DOMAIN NAME SYSTEM (DNS)

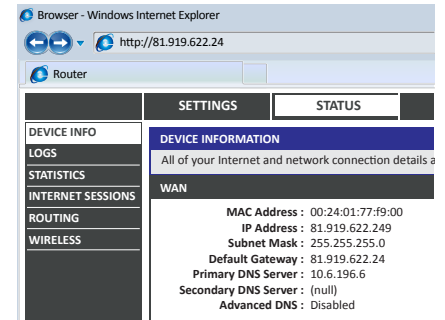
Once you have completed the above sections, you are able to operate your DVR remotely. The sections below allow you to take advantage of additional features including the ability to access your DVR using a conventional domain name and having your system send out e-mail alerts. To access these functions,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

STEP 1. Open up an Internet Explorer browser window and enter the Gateway address (Item #3 which you wrote down in **Section 1.1 Obtain an IP Address.**)

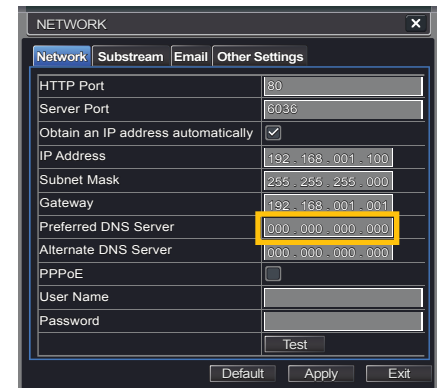
STEP 2. Locate your router's status window (may also be named "Information" or "Info", it will list the DNS number – copy this down.

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

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



PICTURE 1-16



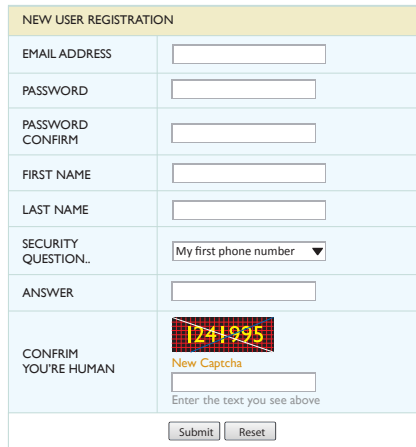
PICTURE 1-17

1.6 DYNAMIC DOMAIN NAME SERVICE (DDNS)

This is an optional step which allows you to take advantage of Dynamic Domain Name Service, or DDNS. Not to be confused with DNS above, DDNS allows you to enter a conventional web address when remotely logging into your DVR from outside of your network. It also allows you to avoid having to repeat Sections 1.3 and 1.5 when/if your ISP reassigns IP addresses. Q-See offers DDNS service for free at www.MyQ-See.com and your DVR is configured accept account information from that site.

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

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



The screenshot shows a 'NEW USER REGISTRATION' form with the following fields: EMAIL ADDRESS, PASSWORD, PASSWORD CONFIRM, FIRST NAME, LAST NAME, SECURITY QUESTION (with a dropdown menu showing 'My first phone number'), ANSWER, and a CAPTCHA section with the text '741995' and 'New Captcha'. There are 'Submit' and 'Reset' buttons at the bottom.

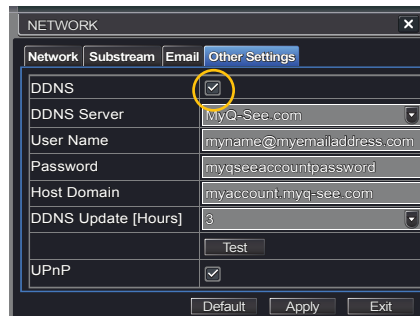
PICTURE 1-18

STEP 3. In the **Network Settings** window, check the DDNS box and select MyQ-See.com in the DDNS server pull-down menu.

STEP 4. Enter your account information – password and domain name.

STEP 5. Click the **Test** button.

STEP 6. If successful, you will see a message confirming your settings at the bottom of the window. Click on **Apply** to save your settings.



The screenshot shows the 'NETWORK' settings window with the 'Other Settings' tab selected. The 'DDNS' checkbox is checked. The 'DDNS Server' dropdown menu is set to 'MyQ-See.com'. Other fields include 'User Name' (myname@myemailaddress.com), 'Password' (myqseeaccountpassword), 'Host Domain' (myaccount.myq-see.com), and 'DDNS Update [Hours]' (3). There is a 'Test' button and 'UPnP' is checked. Buttons for 'Default', 'Apply', and 'Exit' are at the bottom.

PICTURE 1-19

1.7 RESOLVING CONNECTION ISSUES

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

DETERMINE THE NUMBER OF ROUTERS ON THE NETWORK

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

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

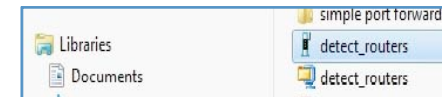
STEP 2. Click on **Detect Multiple Routers** to begin the download.



STEP 3. Unzip the application to install it.

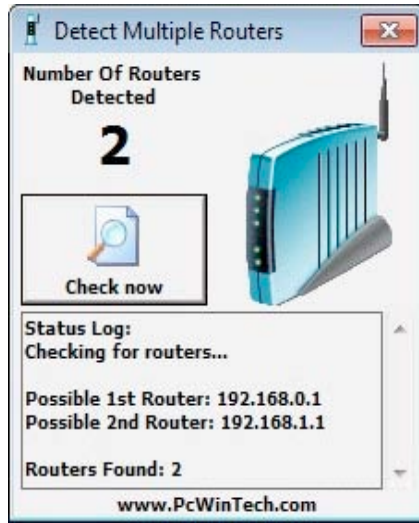
PICTURE 1-20

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



PICTURE 1-21

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



PICTURE 1-22

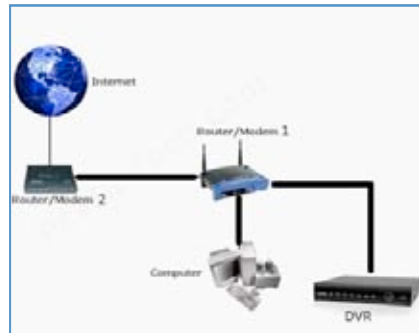
STEP 6. If there is only one router detected, and you are using UPnP, then you will need to turn off that setting and attempt to connect using DMZ as described in **Section 1.2 Opening Ports.**

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

If Multiple Routers are Detected

If there are multiple routers, you will see a display similar to **Picture 1-23.**

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

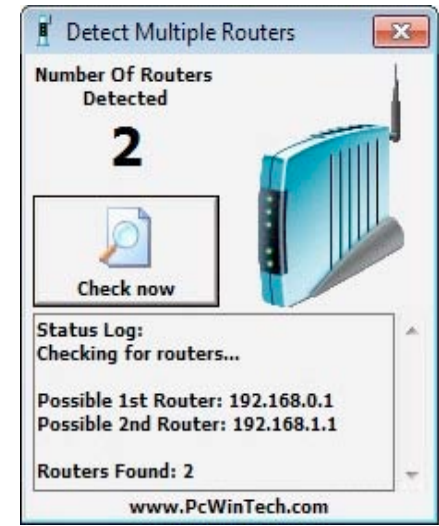


PICTURE 1-23

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

SETTING UP DMZ IN ROUTER 2

- STEP 1.** Login into Router 1 by putting the IP of Router 1 into the Internet Explorer browser, as in the example shown in **Picture 1-22** where the IP address of Router 1 is 192.168.0.1
- STEP 2.** Find the status page on the router settings that shows the WAN/Internet IP address and write it down this WAN IP address.
- STEP 3.** Log into the Router 2 by putting the IP of Router 2 into the Internet Explorer browser, as in example shown in **Picture 1-24** where the IP address of Router 2 is 192.168.1.1
- STEP 4.** Find the **DMZ** page in the router settings.
- STEP 5.** Enter the WAN IP for Router 1 into the **DMZ** page and enable DMZ.



PICTURE 1-24



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

STEP 6. Save your changes.

You have forwarded the ports on the router to which the DVR is connected, to the IP address of the DVR, and set the primary router to pass the connection to this router.

REMOTE MONITORING

2.1 ACCESSING THE DVR FROM A PC

Once you have configured the network settings on the DVR to match those on your router and forwarded the ports needed by the DVR to enable remote access over the Internet, you will be ready to remotely view your cameras and control your system through a web browser.

This is done by entering the DVR's address into the address area in a **Microsoft Internet Explorer**, **Mozilla Firefox** or **Google Chrome** web browser window, just as if you were typing the address for a website. If you're on the same network as the DVR, you'll enter the local IP address. You'll enter a web address or Internet IP address if you're connecting from a different network.

Your local IP address is shown in the **Network Information** window.

Your public (Internet) address is either the string of digits obtained by testing your ports on **CanYouSeeMe.org** (page 8) or the DDNS name you created on **MyQ-See.com** (page 12).

Even if you plan on using one of the other browsers, you will need to first access your DVR using Microsoft's Internet Explorer browser because you will download a plugin "WebClient.exe" from your DVR. This occurs the first time you access your DVR from that particular computer. It is strongly recommended that you use Explorer 8 or 9.

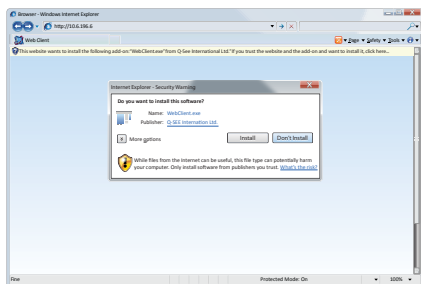
When the web page loads, you may receive a warning message along the top of the page indicating that an ActiveX control was blocked. You will need to click on the warning message bar to unblock it.

You will be asked to install the file "WebClient.exe". Click **Allow** to begin the download.

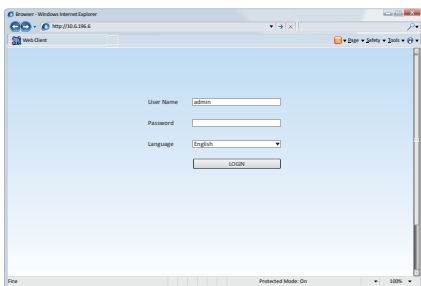
Depending upon your security settings, your computer may ask you multiple times to confirm the installation and running of this application. This Explorer plug-in is being downloaded from your DVR itself and should list Q-See International, Ltd. as the publisher. Confirm the download and launch of the software as needed. This authorization process should only occur during the first time you access the DVR from that particular computer.

When the Web Client plug-in is fully downloaded, it will launch in the web page and present you with a login screen. Enter the same user name and password that you use when accessing the DVR. You may also choose your preferred language.

If you are having issues with the software not loading or operating properly, please see the next section, otherwise proceed to **Section 2.3** for instructions on operating your DVR remotely.



PICTURE 2-1



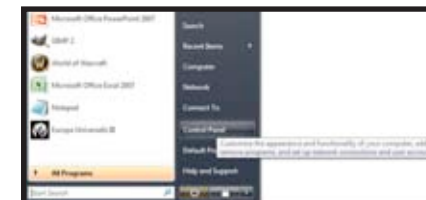
PICTURE 2-2

USER ACCOUNT CONTROL FOR WINDOWS VISTA AND WINDOWS 7

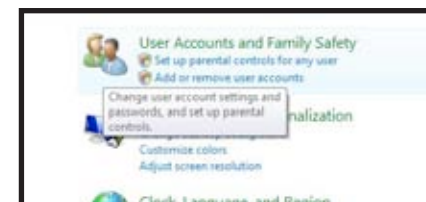
Some users of computers using Windows Vista or Windows 7 operating systems may receive an error message informing of a codec that is missing or not installed. This conflict can be resolved by turning off User Account Control (UAC). If you are not having problems, please proceed to **Section 2.3** for instructions on operating your DVR remotely.

Windows Vista

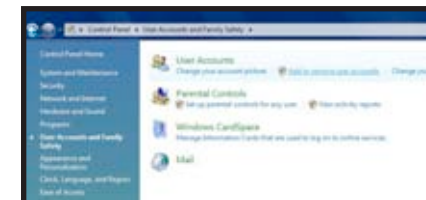
1. Open the Control Panel (accessible by clicking on the Windows icon in the lower left of your screen).
2. Select **User Accounts and Family Safety**.
3. Select **"Add or Remove User Account."**
4. Select the desired user account.



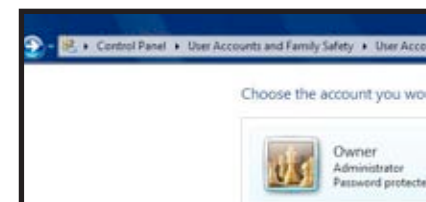
PICTURE 2-3



PICTURE 2-4

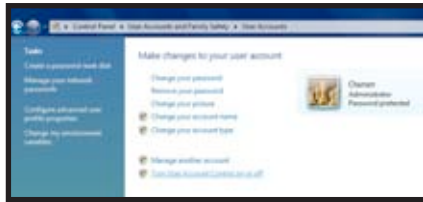


PICTURE 2-5



PICTURE 2-6

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



PICTURE 2-7

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

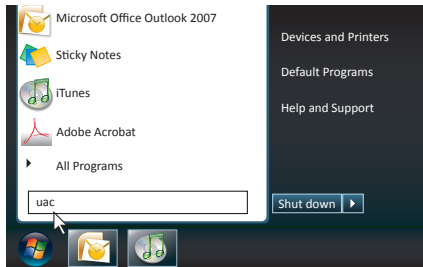


PICTURE 2-8

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

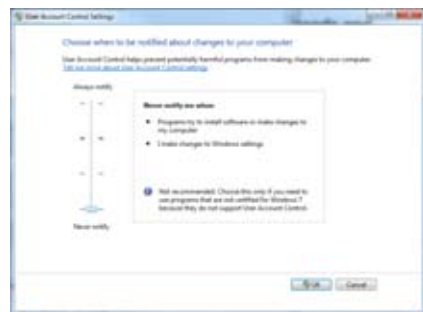
Windows 7

1. Open up the Start Menu (accessible by clicking on the Windows icon in the lower left of your screen).
2. Type "uac" into the search bar and hit **ENTER**. The User Account Control will open or you will be offered a link to click to open it.



PICTURE 2-9

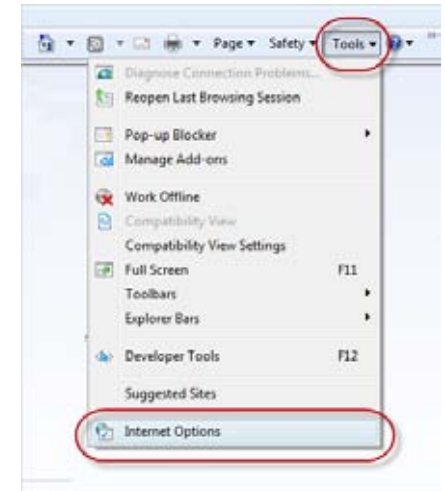
3. Move slider to lowest setting and press **OK**.



PICTURE 2-10

SETTING UP ACTIVEX CONTROL

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



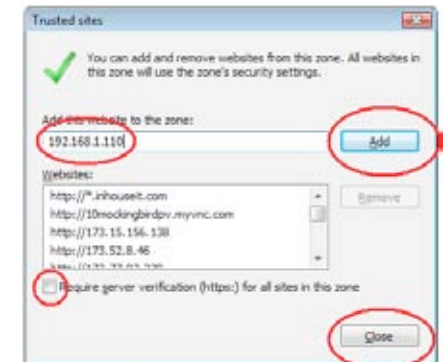
PICTURE 2-11

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



PICTURE 2-12

- STEP 7. Uncheck the "Require server verification (https:) for all sites in this zone" button.
- STEP 8. Type the DVR's IP address (obtained during **Network Setup**) or DDNS domain name into the "Add this website to the zone:" box.
- STEP 9. Click the **Add** button
- STEP 10. Close the window.



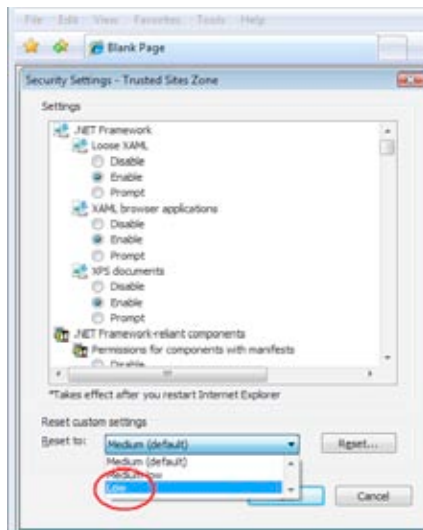
PICTURE 2-13

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



PICTURE 2-14

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



PICTURE 2-15

STEP 13. Click the Reset button

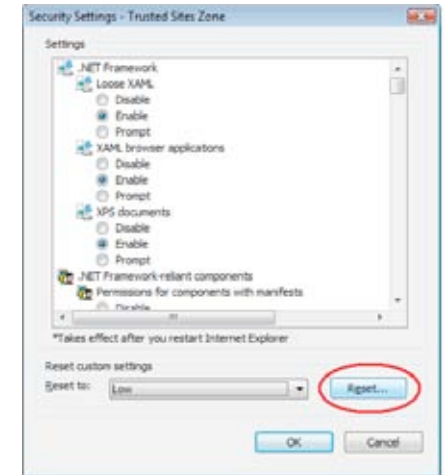
STEP 14. Click "Yes" when asked, "Are you sure you want to change the setting for this zone?"

STEP 15. Click OK

STEP 16. Click Apply

STEP 17. Click OK

STEP 18. Close Internet Explorer



PICTURE 2-16

You are now ready to monitor your DVR from your computer, please proceed to **Section 2.3 Using the Remote Access Software.**

2.2 ACCESSING THE DVR FROM A MACINTOSH

Once you have configured the network settings on the DVR to match those on your router and forwarded the ports needed by the DVR to enable remote access over the Internet, you will be ready to remotely view your cameras and control your system through a web browser.

This is done by entering the DVR's address into the address area in a **Apple Safari** or **Google Chrome** web browser window, just as if you were typing the address for a website. If you're on the same network as the DVR, you'll enter the local IP address. You'll enter a web address or Internet IP address if you're connecting from a different network.

Your local IP address is shown in the **Network Information** window.

Your public (Internet) address is either the string of digits obtained by testing your ports on **CanYouSeeMe.org** (page 8) or the DDNS name you created on **MyQ-See.com** (page 12).

Even if you plan on exclusively using the Chrome browser to monitor your DVR, you will need to first access your DVR using the Safari browser because you will be downloading a plugin application from your DVR. This occurs the first time you access your DVR from that particular computer.

DVR Firmware and Mac OSX compatibility

Apple's recent upgrade of OSX and Safari changed the way they interact with certain programs. The current firmware (operating system) for your DVR is 3.1.9 as of this writing. This is compatible with OSX version 10.6.8, 10.7 and higher along with Safari 5.1. The earlier 3.1.8 firmware works with OSX 10.5.8 through 10.6.8 with Safari 5.0.

To determine which firmware your DVR is using, open the **System Info** window on your DVR. To determine your Mac's software, click on **About This Mac** or **About Safari** using the **Apple Menu** (as appropriate) in the upper left corner of your computer's screen.

INSTALLING THE PLUGIN

Launch Safari and enter your DVR's IP address or DDNS address. The browser window will ask you to download the plugin. You receive this message only when you access the DVR with this computer for the first time, or after the DVR's firmware was updated.



PICTURE 2-17

Once you have clicked on the arrow to begin the download, a window will pop up to display the progress of the file transfer.

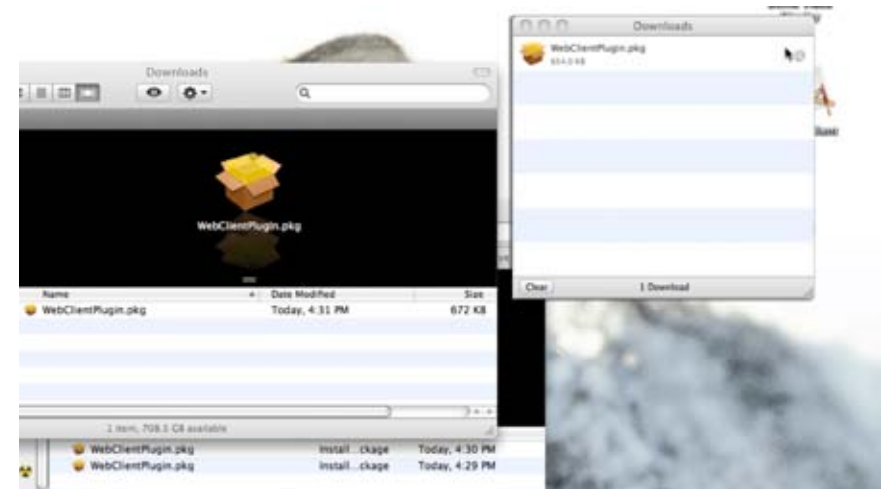
If you do not see a **Downloads** pop-up, you can open it by selecting it in the **Window** pull down menu at the top of the Safari screen or by entering Option+Command+L.

The file, **WebClientPlugin.pkg**, will save to your **Downloads** folder which can be found in the **Dock** (icon bar) at the bottom of your screen.



PICTURE 2-18

Begin the installation process by double-clicking on the icon for the **WebClientPlugin.pkg** file - either in the **Downloads** pop-up window, or the **Downloads** window in your **Dock**.



PICTURE 2-18

Once the installer has launched, quit out of Safari so that the plug in can be properly installed.



PICTURE 2-19

Follow the instructions shown on the screen to properly install the software.



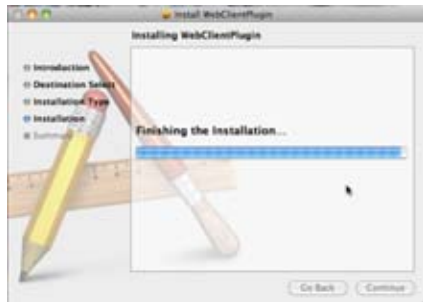
PICTURE 2-20

You will be asked to input the user name and password for this computer to give the program permission to install.



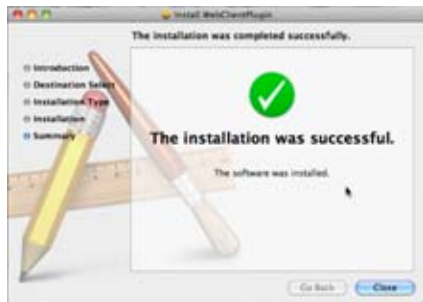
PICTURE 2-21

You'll see a progress bar as the program installs...



PICTURE 2-22

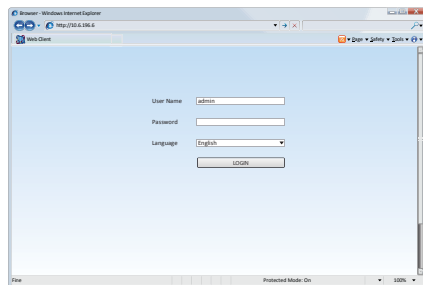
Which will be followed by a message indicating that the program was installed correctly.



PICTURE 2-23

Relaunch Safari and enter the web address for your DVR. You will be presented with a login screen.

Instructions for remotely monitoring and controlling your DVR are presented in the next section.

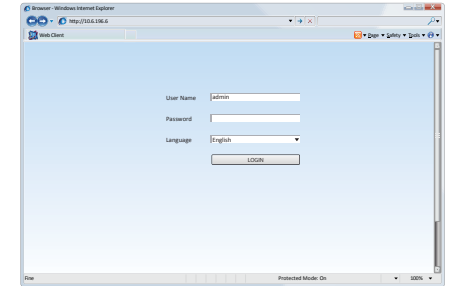


PICTURE 2-24

2.3 USING THE REMOTE ACCESS SOFTWARE

Once you have installed the WebClient plugin into your browser, you may access your DVR by entering the appropriate web address or local network IP address for your DVR into the browser's address bar. A login screen will be displayed indicating that your DVR is ready for access.

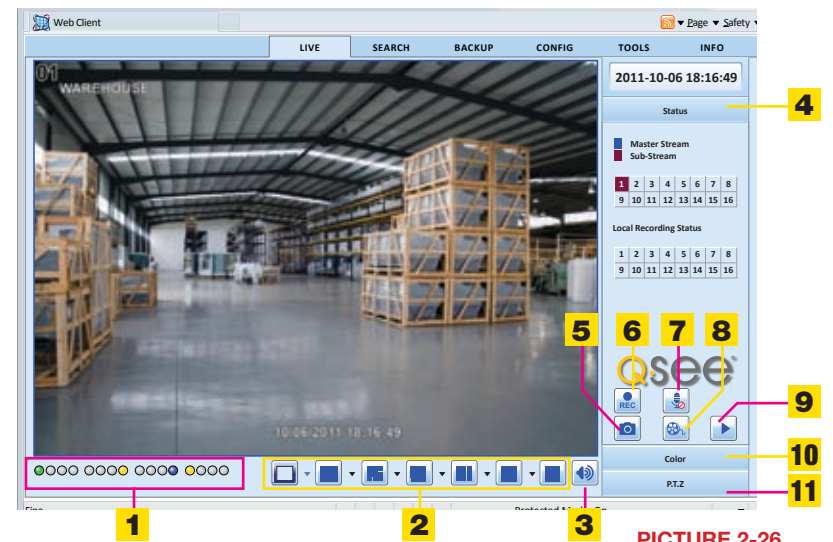
Enter your User Name and Password that are stored on the DVR.



PICTURE 2-25

Upon successfully logging in, you will see the main **Live View** window showing the image from Camera 1 along with the controls.

The various functions available are broken down by the tabs along the top of the window; **Live, Search, Backup, Config, Tools** and **Info**.



PICTURE 2-26

LIVE VIEW

Most of the controls, such as Screen Display Mode, Color and etc. are the same as found on the DVR, but there are some additional features available as well.

Live Viewer symbol and function definitions:

1	Channel Indicators	2	Screen Display Mode	3	Volume
4	Master/Sub Stream Status	5	Snapshot	6	Start Manual Record
7	Talk	8	Client Record	9	Local Playback
10	Color	11	PTZ Control		

Screen Display Mode

Clicking on the arrow beside the screen display mode will open the **Channel Select** dialog which will allow you to specify which channels are shown. Channels can be selected individually or in blocks of four.



PICTURE 2-27

Record and Playback Controls

Buttons 5 through 9 shown in **Picture 2-26** allow you to save real-time still and video images to your computer.

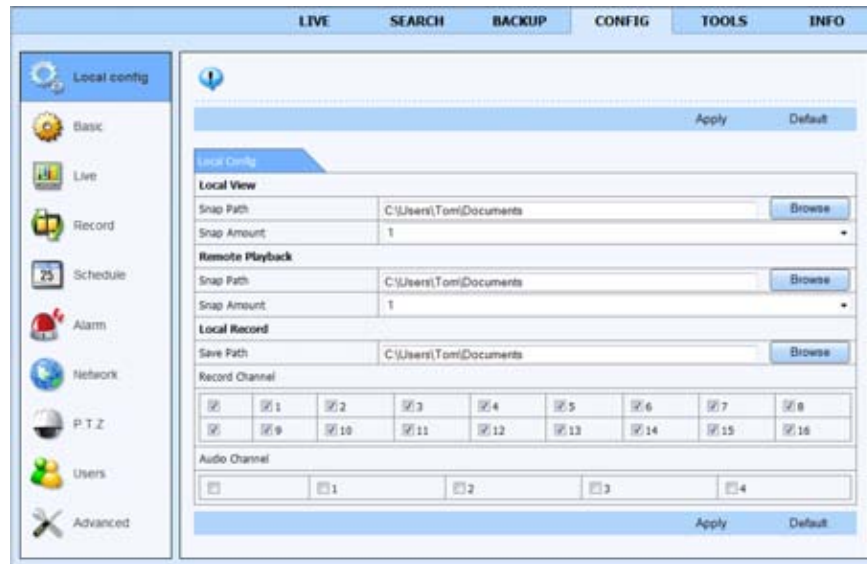
Clicking on the **Snap** icon will capture still images and save them to the computer.

Record will begin remote manual recording of all active channels onto your DVR.

Client Record will capture video and save it onto your computer's hard drive.

Talk allows you to communicate through any channel where there is an audio-enabled camera or co-located microphone and speaker. You'll also need a microphone at your computer. This optional equipment must be added before this feature is available.

Local Playback lets you review the Client Record video stored on your computer's hard drive.



PICTURE 2-28

The destination for the still images is set in the **Config** tab in the main menu at the top of the **Remote Live Viewer (See Section 2.4)** which will open the Local Config sub menu.

You can also set the number of images that are captured when the **Snap Pictures** button is pressed. This window is also used to set the destination for recordings made from within the **Remote Live Viewer** as well as how many audio channels (if available) are recorded in addition to which camera channels.

Color Adjustment

Drag the slide bars to adjust Brightness, Contrast, Hue and Saturation. Clicking Default will return them to the original settings.

Button	Description	Button	Description
	Brightness		Hue
	Saturation		Contrast
	Default		Save settings

PTZ Control

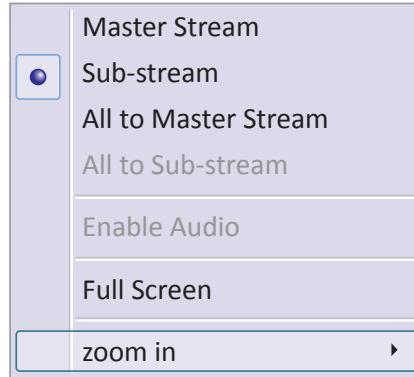
Selecting the **PTZ** button will bring up a control panel similar to that seen on the DVR.

Users have the same level of control as they would at the DVR including activating pre-set commands and cruises as well as full manual control.

Button	Function
	Move the dome horizontally, vertically and diagonally. The center square stops the movement.
	Adjusts the speed of the dome's rotation.
	Focus button.
	Zoom button.
	Iris button. Increase or decrease the light level of the image.
	Go to a preset
	Select and do auto cruise
	Track
	Auto scan

Master and Sub-Streams

Right-clicking on any live image will open up a pull-down menu. Changes made in this menu will be reflected in the **Master/Sub-Stream** status display on the right of the **Remote Live Preview** interface.



PICTURE 2-29

Stream – This DVR supports dual streaming – a master stream and a sub-stream. The master stream has a higher image quality and a frame rate of up to a maximum of 30 frames per second for NTSC (25FPS for PAL). The substream, by contrast, will have a reduced bitrate and may have a decreased frame rate as well depending upon your network's capabilities and settings you made in the DVR. For optimal performance, a network with increased bandwidth is recommended when attempting to remotely view multiple channels on the master stream.

Regardless of which stream you view remotely, the DVR will record using the Master Stream.

All to Master/Sub-Stream – Sets all channels to master or sub-stream.

Enable Audio – Enables or disables audio feed.

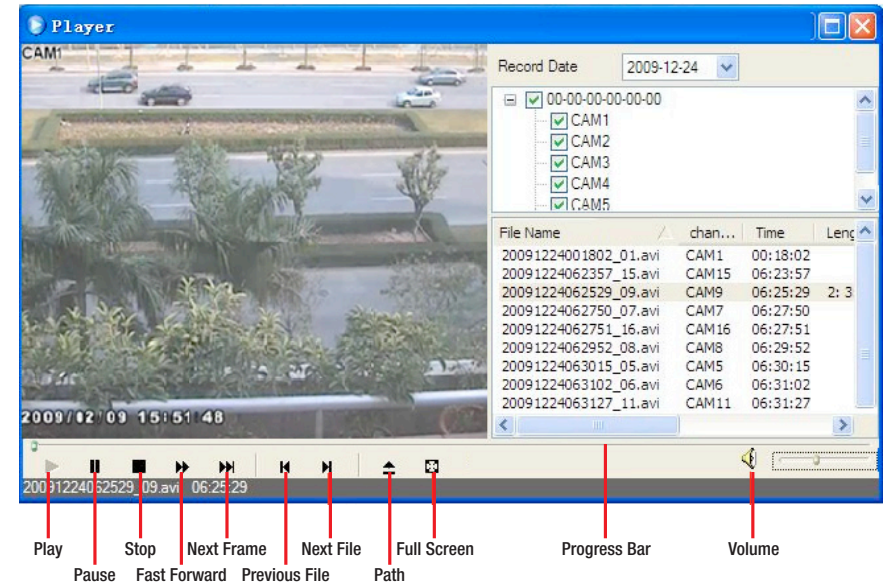
Full Screen – The selected live preview will display full screen. The tool bar will be hidden. Double-clicking or a right-click will resume the previous display.

Zoom In – Single-channel large screen amplification. Select **Zoom In** and then click on the image to amplify the image. Click and drag to move within the image. Double-clicking will exit this mode. Right-clicking will return to the main interface.

2.4 REMOTE PLAYBACK AND BACKUP

REMOTE PLAYBACK

Clicking the **Playback** button (Item 8 in **Picture 2-26**) will bring up the **Player** window. Users can select the record date and channels. Double-click the file name in the record file list box and you can play back that file.



PICTURE 2-30

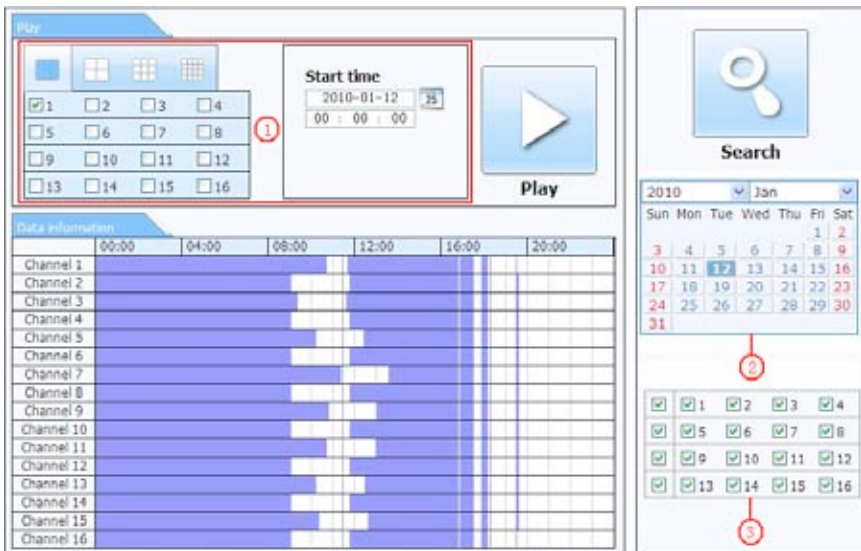
In addition to the control buttons, progress through the playback can be controlled using the slider in the progress bar.

SEARCH

Clicking on the **Search** tab in the **Remote Live Viewer** will allow you to search by **Time**, **Event** or **File Management**.

Time Search

STEP 1. The user can select the display mode as well as the time and date to begin searching from in the area at the top of the **Search** window (**Red box listed as Item 1 in Picture 2-31**)



PICTURE 2-31

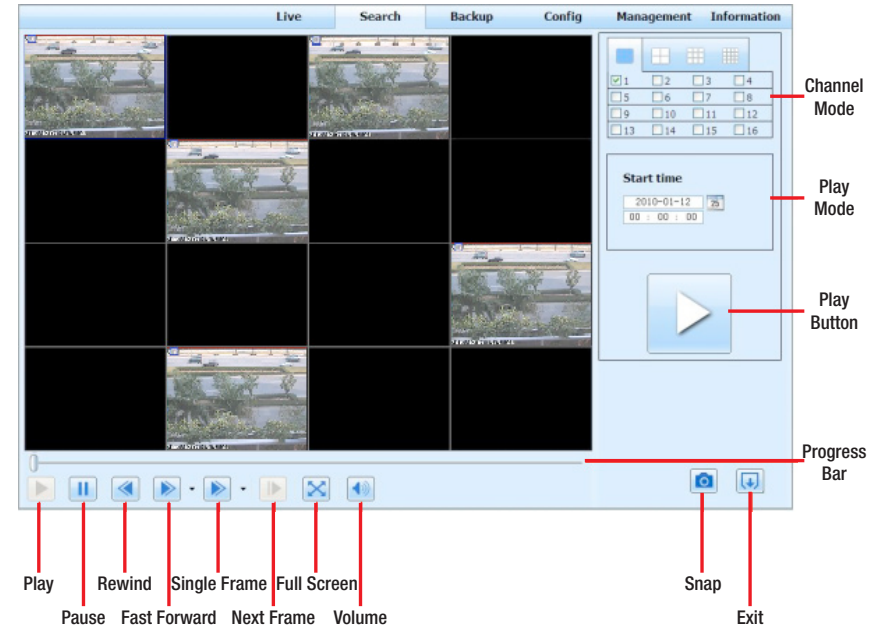
STEP 2. After running the search, available events will be displayed in the **Data Information** section.

STEP 3. A highlighted date in the **Calendar** (**Item 2 in Picture 2-31**) indicates that data was recorded on that date.

STEP 4. Select which channels' data to display (**Item 3 in Picture 2-31**)

STEP 5. Select an event from the **Data Information** list and click on the **Play** button to begin playback.

STEP 6. This will open a window with control buttons at the bottom. Control buttons at the bottom allow the user to move through the playback.



PICTURE 2-32

STEP 7. The **Snap** button allows you to take still images of specific recordings.

Event Search

STEP 1. Click on the highlighted date, select recorded channels along with the type of event – motion or sensor. Then click **Search**.

Event list	CH	Start time	End time	Type
1	1	2010-01-09 00:01:07	2010-01-09 00:02:16	motion
1	1	2010-01-09 00:03:28	2010-01-09 01:24:11	manual
1	1	2010-01-09 00:08:36	2010-01-09 00:09:31	motion
1	1	2010-01-09 00:10:10	2010-01-09 00:10:58	motion
1	1	2010-01-09 00:11:30	2010-01-09 00:12:15	motion
1	1	2010-01-09 00:14:48	2010-01-09 00:15:43	motion
1	1	2010-01-09 00:15:45	2010-01-09 00:17:09	motion
1	1	2010-01-09 01:24:11	2010-01-09 02:46:11	manual
1	1	2010-01-09 02:46:11	2010-01-09 03:19:45	manual
1	1	2010-01-09 17:39:52	2010-01-09 17:57:12	manual
2	2	2010-01-09 00:01:07	2010-01-09 00:01:53	motion
2	2	2010-01-09 00:02:18	2010-01-09 00:03:01	motion
2	2	2010-01-09 00:03:01	2010-01-09 00:04:12	motion
2	2	2010-01-09 00:03:32	2010-01-09 00:04:27	manual
2	2	2010-01-09 00:14:22	2010-01-09 00:15:03	motion
2	2	2010-01-09 00:21:54	2010-01-09 00:22:35	motion
2	2	2010-01-09 00:23:51	2010-01-09 00:24:33	motion
2	2	2010-01-09 00:25:12	2010-01-09 00:25:54	motion
2	2	2010-01-09 00:26:57	2010-01-09 00:28:43	motion
2	2	2010-01-09 00:31:48	2010-01-09 00:32:30	motion

PICTURE 2-33

STEP 2. The list of recorded events will be displayed in the **Event List**. Double-click on an item to open the **Playback** window.

File Management

This allows you to locate an event and **lock**, **unlock** or **delete** it from the record.

File list	Check	Channel	Start time	End time	Status
<input type="checkbox"/>	1	2010-01-09 00:01:07	2010-01-09 00:02:16	motion	
<input type="checkbox"/>	1	2010-01-09 00:03:28	2010-01-09 01:24:11	manual	
<input type="checkbox"/>	1	2010-01-09 00:08:36	2010-01-09 00:09:31	motion	
<input type="checkbox"/>	1	2010-01-09 00:10:10	2010-01-09 00:10:58	motion	
<input type="checkbox"/>	1	2010-01-09 00:11:30	2010-01-09 00:12:15	motion	
<input type="checkbox"/>	1	2010-01-09 00:14:48	2010-01-09 00:15:43	motion	
<input checked="" type="checkbox"/>	1	2010-01-09 00:15:45	2010-01-09 00:17:09	motion	
<input type="checkbox"/>	1	2010-01-09 01:24:11	2010-01-09 02:46:11	manual	
<input type="checkbox"/>	1	2010-01-09 02:46:11	2010-01-09 03:19:45	manual	
<input type="checkbox"/>	1	2010-01-09 17:39:52	2010-01-09 17:57:12	manual	
<input type="checkbox"/>	2	2010-01-09 00:01:07	2010-01-09 00:01:53	motion	
<input type="checkbox"/>	2	2010-01-09 00:02:18	2010-01-09 00:03:01	motion	
<input type="checkbox"/>	2	2010-01-09 00:03:01	2010-01-09 00:04:12	motion	
<input type="checkbox"/>	2	2010-01-09 00:03:32	2010-01-09 00:04:27	manual	
<input type="checkbox"/>	2	2010-01-09 00:14:22	2010-01-09 00:15:03	motion	
<input type="checkbox"/>	2	2010-01-09 00:21:54	2010-01-09 00:22:35	motion	
<input type="checkbox"/>	2	2010-01-09 00:23:51	2010-01-09 00:24:33	motion	
<input type="checkbox"/>	2	2010-01-09 00:25:12	2010-01-09 00:25:54	motion	
<input type="checkbox"/>	2	2010-01-09 00:26:57	2010-01-09 00:28:43	motion	
<input type="checkbox"/>	2	2010-01-09 00:31:48	2010-01-09 00:32:30	motion	

PICTURE 2-34

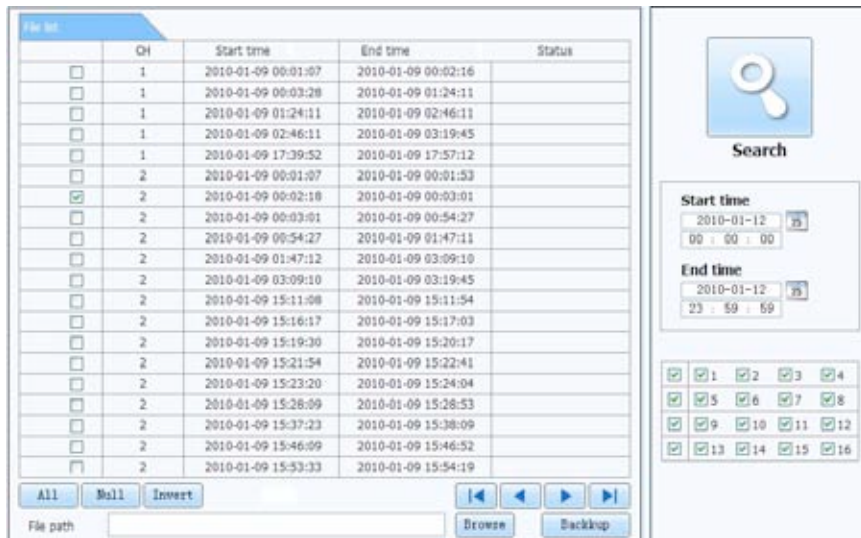
Lock – Select a recording from the File List box. Clicking the “Lock” button will protect the file from being overwritten or deleted except when the hard drive is reformatted.

Unlock – Unlocks a previously locked file.

Delete – Erases an unlocked file. If a file is locked, you must unlock it before it can be deleted.

Remote Backup

Clicking on the **Backup** tab will open the **Backup** interface. This allows you to backup files from the DVR to your computer's hard drive.



PICTURE 2-35

2.5 REMOTE SYSTEM CONFIGURATION

Clicking on the **Config** tab in the Main Menu of the **Remote Live Viewer** will change the display to where the user can set-up or alter the operating parameters of the DVR. Available functions include the ability to configure; **Basic, Live, Record, Schedule, Alarm, Network, PTZ** and **User** settings. Select an item from the submenu on the left and the appropriate window will open to the right. While one user is changing settings, other users are blocked from doing so.



PICTURE 2-36

- STEP 1.** Select channels, the start and end time, and then click the **Search** button. The search results will be shown in the **File List** box.
- STEP 2.** Select which files to back up by clicking on the appropriate box(es).
- STEP 3.** Click on the **Browse** button to set the destination for the saved files.
- STEP 4.** Click on **Backup** to begin the download.

The list of available functions and their options are identical to those on the DVR. Please refer to **CHAPTER 4** of the User Manual, "**Main Menu Setup Guide**" for more details.

Be sure to click on **Apply** to save your settings before exiting any window. **Default** will restore the original settings.

E-MAIL NOTIFICATION SETUP

The **Email** tab, located in the **Network** menu, allows you to set how your DVR will send out e-mail alerts. You will be able to send e-mail alerts to three addresses.



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

If you do not have your own e-mail system, please set up a free account which the DVR can use to send out alerts before proceeding.

For the example below, we will use Gmail. The settings can be found under **Options** when logged into your Gmail account.

Clicking on any of the fields will bring up the virtual keyboard allowing you to enter the data. The virtual keyboard is capable of handling upper and lower case letters as well as numbers and symbols. Click the **ENTER** button to enter your input or **ESC** to exit the field without applying any changes.

SMTP Server: smtp.gmail.com

Port: 465 (standard port for Gmail - others may vary)

SSL Check: You will need to select this for Gmail. Other ISPs may vary.

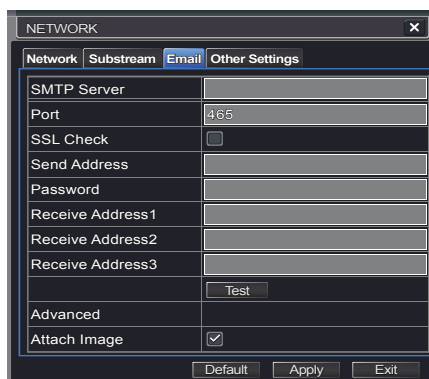
Send Address: Enter your new address. This will appear on alert e-mails sent from the DVR

Password: Enter the password you created for this account. Remember, it will be case-sensitive.

Receive Addresses: You may set up to three e-mail addresses to receive alerts. It is strongly advised that you do not use the same address that the DVR is using to send alerts.

Advanced

Attach Image Amount: The alert e-mails can include up to three images



PICTURE 3-1

MOBILE SURVEILLANCE

Your DVR supports mobile surveillance on smart phones and other devices running Android, Blackberry, Symbian and both Windows 7 Mobile and Windows Mobile Pro operating systems along with the iPad and iPhone on 3G and 4G networks. To access the DVR from these devices you must have first configured the **Network Settings** on the DVR as shown in **Chapter 2** of this guide or **Section 4.5** of the **Manual**.

Each mobile device has a dedicated viewer application designed to allow you to remotely monitor and control your system. This software is completely free. Users of devices running Windows Mobile Phone, BlackBerry and Symbian simply download the needed software by logging into their DVR. Those using Android, Apple or Windows Phone 7 should search for "Q-See" in their respective online markets (iTunes, Android Market, etc.) to download the QT View app.

Each program - and how it functions on the individual platform - will be described separately on the following pages.

4.1 QT VIEW FOR APPLE IPAD AND IPHONE

The QT View software allows you to remotely monitor your QT-series DVR (see list below) using your mobile device and either a wireless or 3G/4G network. In addition to controlling your system, you will be able to alter its settings and review video records saved on its hard drive.

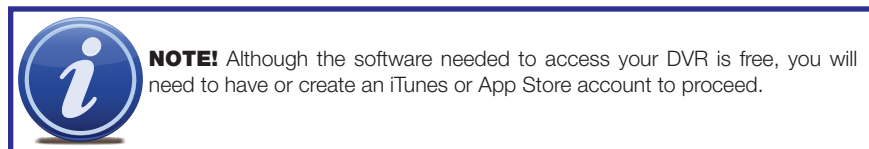
In order to monitor your system using your iPhone or iPad, you will need to install either the Q-See QT View app for smartphones or Q-See QT View HD app if you're using a tablet. These are available for free through iTunes by searching for "Q-See." Install either one as you would any other application on your device.

Operation of both versions is largely the same with the major exception being that the HD version for the iPad allows you to be able to view up to nine cameras simultaneously rather than just four. Additionally, the viewing resolution is greater to take advantage of the tablet's higher resolution screen. Screen shots from both will be shown when there are differences, but otherwise, most images will be from the iPad version.



PICTURE 4-1

To launch QT View, simply tap on its icon in the app menu on your device.



SUPPORTED MODELS

At the time of this writing, the models of DVRs supported by the QT View apps are: QT2124, QT426, QT428, QT454, QT474, QT446, QT4332, QT4516, QT4532, QT504, QT518, QT526, QT528, QT536 and QT5116. Models not listed above, but purchased after May, 2012 should also be compatible.

CONNECTING TO YOUR DVR

Upon start-up, the QT View program will require you to log in. The first time you will need to enter the address of your DVR.

You will need to create at least two connections to access your DVR. These are selected through the **Login** screen and can be created through this screen. They may also be created in the **Server** list as described later.

One connection is for use when you are accessing a wireless network connected to the same network as your DVR while another would be used when connecting from outside the area. Depending on your data plan (and whether your device has 3G/4G connectivity) you may find it necessary to take steps to ensure that you are connected wirelessly rather than through cellular to avoid data charges as data usage will be equivalent to that for streaming a video.



PICTURE 4-2

Another reason for creating multiple Server connections is if you have more than one QT-series DVR that you wish to monitor remotely. Full information on obtaining these addresses can be found in the **Remote Monitoring Guide** but instructions for utilizing these addresses appears on the following pages.

If you will be connecting to your DVR on the same network, say from within the same building, enter the local IP address and this will be referred to as a Local Connection. The second connection will be for times when you are away from that network and will be connecting to a different network or using the 3G/4G function of your device.

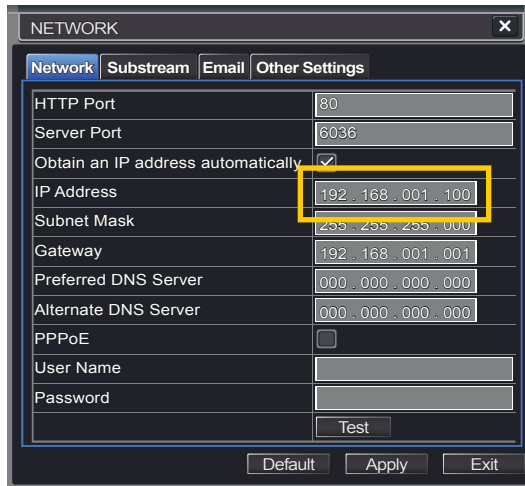
Local Connection

To connect to your DVR using a wireless network that is connected to the same router as your DVR - such as a home network with WiFi and Ethernet connections - you will need to use the LAN or local IP address for your DVR. This can be found in your DVR's **Network** window.

STEP 1. Open the

Network window and write down the IP address (**Yellow box in Picture 4-3**).

Ensure that the box labelled "Obtain an IP address automatically" is checked. If it isn't, check mark the box, click on **Apply** and then exit the window. Reopen the window to see the correct IP address.



PICTURE 4-3

If you changed anything, you should return it to its previous configuration to avoid problems with other devices or the DVR itself.

STEP 2. Tap on the white fields in the Login screen to enter the needed information

Server - Insert the IP address.

Account and **Password** are those you use to log into the DVR.

STEP 3. Check the box for **Remember Server** to add your new connection to the list.



PICTURE 4-4

Remote Connection

To monitor your DVR at times when you are away from its location, you will use the system's public or Internet address instead of the local IP address described above.

This address could either be the series of digits that you use to log into your DVR over the Internet, or the Dynamic Domain Name Service (MyQ-See) address you created when configuring your DVR for remote access. See **Sections 1.2** or **1.6** of the **Remote Monitoring Guide** respectively for full details on either option.

You can quickly obtain the DVR's Internet IP address by going to www.canyouseeme.org using a computer connected to the same router as the DVR.

The number at the bottom (81.919.622.24 in the example shown) is the public IP address and you can enter this into the **Address** field. The rest of the process is the same as described above for adding a local connection.

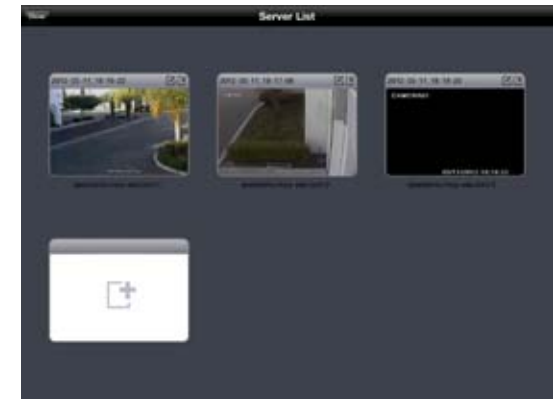


PICTURE 4-5

SERVER LIST

The Server List contains all of your successful DVR connections. It is where you can add, edit or delete your connections. It is accessed by tapping **Server List** at the top of your screen.

There is an additional field, **Title**, available in this area which we recommend utilizing descriptive names such as "Home DVR, Local" and "Home DVR, Away" or the like to help you make the appropriate connection.



PICTURE 4-6

Adding a Server

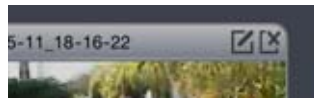
A server is added in the same manner as in the **Login** screen. Simply tap on the white icon to open up the window to enter the information for the new connection including your name for this connection, the IP address (local or Internet) and your user name and password.



PICTURE 4-7

Editing or Deleting a Server

Each server connection features two icons in the upper right corner. The left one allows you to edit the connection's name, the address, the user name and password. The rightmost icon will allow you to remove the server from your list.



PICTURE 4-8

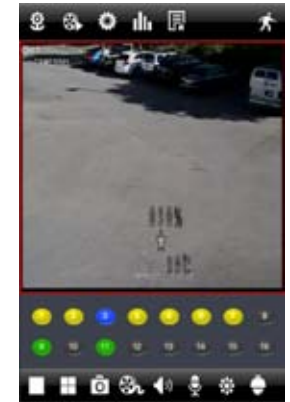
OPERATION

Live View

When you log in, QT View will open the **Live View** window which will show a single-channel feed from your DVR. Examples are shown below from QT View HD (left) and QT View (right). You can configure the default display mode using the **Settings** menu described later.








PICTURE 4-9













PICTURE 4-10

A series of indicators and icons will appear below the video feed in **Live View**. If the phone is rotated to landscape (wide) view, these icons will disappear to allow a larger view on the screen. The colored indicators show the status of each camera.

Color	Meaning
	Recording
	Not Recording
	Motion Recording
	Alarm Recording
	No Camera

The icons allow you to control your display, including which cameras are being viewed, split-screen four channel view, enable PTZ mode and etcetera.

Button	Function	Button	Function
	Single channel view		Four channel viewing mode
	Six, eight and nine channel views (iPad only)		Snapshot
	Record to iPhone or iPad		Audio On/Off
	Two-way talk		Picture adjust (brightness, hue, saturation & contrast)
	Switches to PTZ interface		Hide icons (tapping on screen makes them reappear)

Note that both Two-way talk and Audio On/Off both require the use of an audio-capable camera or a co-located microphone. Two-way talk additionally requires a speaker located with the camera being used.

When switching to multi-channel view, a pop-up window will allow you to select which cameras will be displayed.

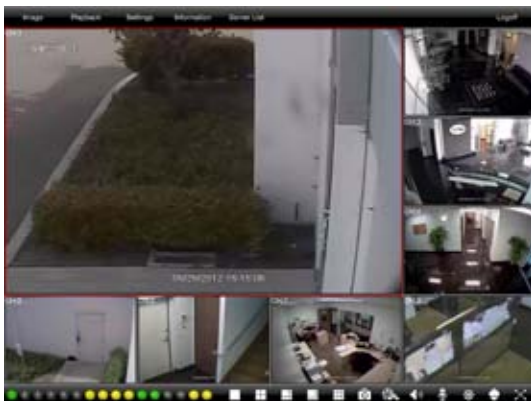


PICTURE 4-11



PICTURE 4-12

The iPhone version offers the option to view video from a single camera or four channels simultaneously. On QT View HD for the iPad, you also have the ability to view the feeds from six, eight or nine cameras at the same time as well.



PICTURE 4-13

You may reposition the channel feeds in the multi-channel viewing modes simply by dragging one screen into the desired position. This is especially useful in the asymmetric six- and eight-channel displays with the single large screen and multiple, smaller views.

When viewing multiple channels, the screen outlined in red will be the one affected by such actions as snapshot or record.

Double tap on a screen in a multi-channel mode to bring it to full screen. Double-tapping on the camera view will return to the split screen mode.

PTZ

Tapping on the PTZ icon will open the **PTZ Control** window allowing you to control a Pan-Tilt-Zoom camera connected to your DVR by touching the directional arrows. Adjust your camera's focus, zoom and iris (light level) using the "+" and "-" buttons.



PICTURE 4-14

There are three sliders which also provide camera control. On the iPhone, they appear when the arrow to the right of the PTZ controls is tapped.

The first slider allows you to control the speed of the camera's movement, from 1 (slowest) to 8 (fastest).

The second slider allows you to select which Preset point you desire the camera to rotate towards. There are 128 points available and these are generally set up in the DVR when you first configure the PTZ camera. However, you can configure these within the program as well.

The bottom slider allows you to select which cruise (path) you want the PTZ camera to perform. Like the Presets, these are usually set up when you first connect the PTZ camera, but you can create a new one using **PTZ Settings** within the **Settings** menu of this application.



PICTURE 4-15



PICTURE 4-16

Snapshot

Tapping the **Snapshot** icon will cause the program to take a still image of the currently displayed video feed and save it onto your device. You can take full-size images from any or all of the currently displayed video feeds. These images are not saved to the Photos folder on your device, but are available for viewing by selecting them from the **Image** menu located at the upper left of the application's screen (circled, below).



PICTURE 4-17



PICTURE 4-18

In the **Image** menu, you can select an image by tapping on it for a larger view. You can then either delete the image or copy it to your device's **Photos** menu. From there, you can edit it, download it or e-mail it as with any other image.

Record

Likewise, tapping the **Record** icon will cause the program to begin recording video from the selected channel onto your device's internal memory. Tapping the icon again will end the recording. These files can be accessed, along with videos recorded onto your DVR's own hard drive in the **Playback** menu which is also located at the top of the screen next to the Image menu.

PLAYBACK

When you tap on the Playback icon you will be given the choice to search for files recorded on your device (locally) or on the DVR itself with the option to search a specific block of time, by recorded event, or if you have your DVR configured to record all the time, you should use the Remote File Search option.

All four search modes operate much in the same manner. Select the date and starting time along with which channel(s) you want to search. Once you tap on **Search**, the application will display the search results. You will only be able to play back one video at a time.



PICTURE 4-19

Local File Search

Select the desired file from the search results by tapping on it. You will be given the option to play, copy or delete the video. If you select **Copy**, the video will be copied into your device's **Photos** folder.

Selecting **Play** will open up the video and start the playback. There are no playback controls for local files.

Tap on **Close** to end the playback.



PICTURE 4-20

Time Search

This search mode differs in that it'll show a 24-hour timeline for each channel with blocks indicating when a video record took place.

To begin playback, simply select a channel and then tap on **Play**.

A progress bar will appear below the video along with the start and end times of the video clip. Simply drag the playback point to the desired segment of the video. The time on the left will change to show the time that the particular video segment was recorded.

Depending on the speed of the Internet connections at your DVR and your mobile device, you may experience a delay between when you drag the point and when the video begins playing from that point.

Tap on **Close** to end the playback and return to the search results.



PICTURE 4-21



PICTURE 4-22

Event Search

This operates in the same manner as the Local File search, but returns results for video stored on the DVR's hard drive. In addition, it will list the type of event, such as Motion Detection or Alarm.

Simply tap to begin playback. A progress bar identical to the one appearing in Time Search will appear to allow you to progress through the video.



PICTURE 4-23

Remote File Search

This last search mode is best used when you have a channel set to constantly record but it also works if you know when an event occurred.

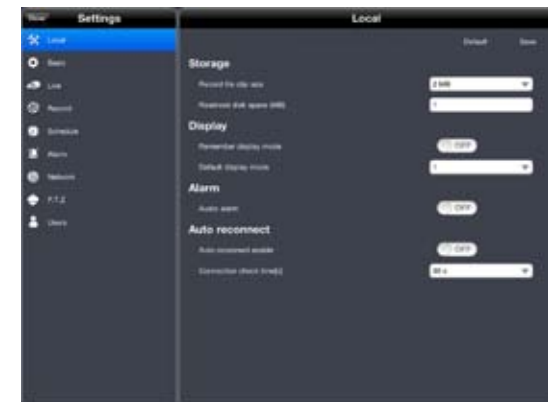
The results list and playback will resemble that seen in the Event Search, above, but will not show the event type, rather it'll display the start and end times along with which channel.



PICTURE 4-24

SETTINGS

The Settings menu is also located at the top of the screen. It allows you to configure both QT View on your mobile device as well as make or change settings on your DVR itself. The local settings are covered in this manual along with the **Schedule** and **PTZ** on-DVR settings. The remainder of the on-DVR settings mirror those conducted at the DVR itself and are therefore covered in the **User Manual**.



PICTURE 4-25

Local Settings

You can set the maximum amount of space set aside for video recordings on your device using the **Storage** options.

The **Display** settings allow you to set the application to launch in your preferred viewing mode, whether single view, or multiple channel display.

Alarm enables an audio and vibration alert when the DVR either detects motion or some other alarm input.

Enabling **Auto Reconnect** will cause the program to attempt to re-establish your connection to the DVR if it is lost.

Schedule Settings

This area is generally set up when you first configure your DVR, but you may find it necessary to change a recording schedule while you're away from your DVR.



PICTURE 4-26

You'll be able to change the schedule for general recording, motion detection recording and alarm-based recording for each camera. Adjusting the schedules for any of these modes is identical. Simply touching and dragging in the desired time block and it'll turn blue to indicate that it'll be active during that time. Touching the blue area and dragging will return it to gray to deactivate that function.

You can copy and paste your settings between cameras. Be sure to tap on **Save** to preserve your settings.

PTZ Settings

Configuring your PTZ camera is best done at the DVR itself, but if you find it necessary to update a Preset point, a Cruise or Track, that can be done in the **Advanced** segment of the **PTZ Settings** menu.

Tapping on the **Advanced** button at the bottom of the **PTZ Settings** menu gives you access to your PTZ camera's settings. Simply tap on the **Setting** button corresponding to the desired function for the correct channel and adjust using the PTZ controls or by enabling/disabling as needed. Tapping on **Save** will save your settings.



PICTURE 4-27

INFORMATION

The three windows available under the **Information** menu allow you to access information about your DVR, your network and which users are currently logged into your system

The information displayed in these three windows cannot be altered.

System shows your DVR's name as well as the software and hardware configuration.

Network provides details on your IP and router address along with which ports are in use and connection status along with other information. Detailed explanations on these items and their configuration can be found in the **Remote Monitoring Guide**.

Online Users shows which users are remotely connected to your DVR.

LOGOFF

You can exit QT View by pushing the large button on your device, just like any other program. Or you can tap on the **Logoff** button which will return you to the **Login** screen.



PICTURE 4-28

4.2 QT VIEW FOR ANDROID SMARTPHONES

The QT View software allows you to remotely monitor your system using your mobile device and either a wireless or 3G/4G network. You will not be able to change the DVR's settings using this application. That will need to be done either in the DVR itself or when remote monitoring using a computer.

In order to monitor your system using your Android smartphone, you will need to install the Q-See QT View app for smartphones. The program is available for free through the Android market by searching for "Q-See." Install it just as you would any other Android application.

If you are using a tablet, you will need to download the Q-See QT View HD app. These are two separate programs and the HD version will not work on a smartphone. Please see **Section 4.3**, immediately following, for instructions on installing and using Q-See QT View HD on your tablet.

For smartphones:



Q-See QT View

DPSI

Free

For tablets:



Q-See QT View HD

DPSI

Free

PICTURE 4-29

To launch QT View, simply tap on its icon in the app menu on your device.



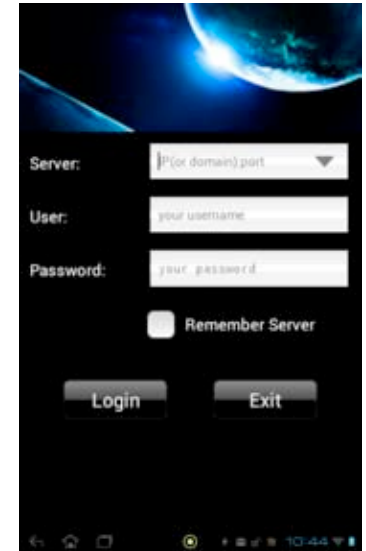
NOTE! Although the software needed to access your DVR is free, you will need to have or create an account with the Android Market to proceed.

CONNECTING TO YOUR DVR

Upon start-up, the QT View program will require you to log in. The first time you will need to enter the address of your DVR. If you will be connecting to your DVR on the same network, say from within the same building, enter the local IP address. You will want to create a separate connection for use when you are away from the building housing the DVR. In this case, you should enter the MyQ-See address or the Internet IP address.

Information on these addresses can be found in the Remote Monitoring Guide.

Clicking the box marked **Remember Server** will add this connection to your **Favorites** list which will allow you to select the desired connection and DVR without having to log in again.

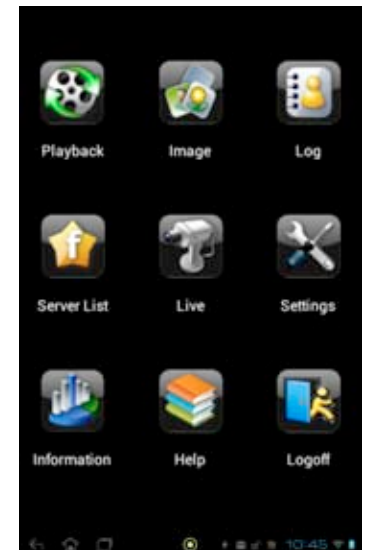


PICTURE 4-30

Once you have added a DVR to QT View, you will only to tap on **Server** in the **Log In** screen to access your desired connection.

You can also add another connection using this screen, in addition to doing so through the **Server** menu described later.

Once you have logged into your DVR the application will take you to the Main Menu where you can access the functions of the program and the DVR.



PICTURE 4-31






OPERATION

Live View

When you select **Live** from the **Main Menu**, you will be taken to the **Live View** window which will show a single-channel feed from your DVR.

When the phone is held in portrait mode, a series of indicators and icons will appear below the video. The colored indicators show the status of each camera.










Both sets of icons will disappear from the screen when the phone is held in landscape mode.

Color	Meaning
	Recording
	Not Recording
	Motion Recording
	Alarm Recording
	Not Connected



PICTURE 4-32

The icons allow you to control your display, including which cameras are being viewed, split-screen four channel view, enable PTZ mode and etcetera.

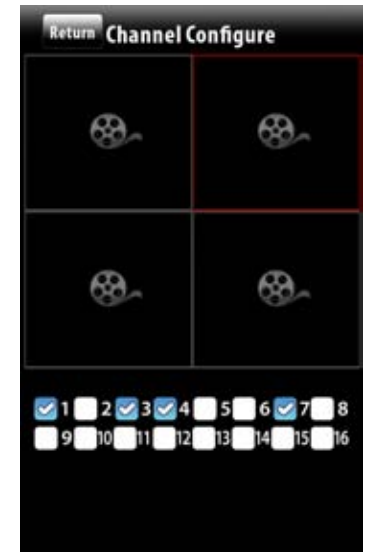
Button	Function	Button	Function
	Single channel view		Four channel viewing mode
	Switch channels		Switches to PTZ interface
	Snapshot		Record
	Two-way talk		Audio On/Off
	Minimize program		

Note that both Two-way talk and Audio On/Off both require the use of an audio-capable camera or a co-located microphone. Two-way talk additionally requires a speaker located with the camera being used.

When switching to four-channel view, the Channel Configure window will allow you to select which cameras will be displayed.

When viewing multiple channels, the screen outlined in red will be the one affected by such actions as snapshot or record.

Double tap on a screen in four-channel mode to bring it to full screen. Double-tapping on the camera view will return to the split screen mode.



PICTURE 4-33

PTZ

Tapping on the PTZ icon will open the **PTZ Control** window allowing you to control a Pan-Tilt-Zoom camera connected to your DVR by touching the directional arrows. Adjust your camera's focus, zoom and iris (light level) using the "+" and "-" buttons. The slider at the bottom adjusts the speed at which the camera moves.

Clicking on the arrow to the right of the controls allow you to activate one of 16 presets or cruises that you may have already set up in the DVR.



PICTURE 4-34

Snapshot and Record

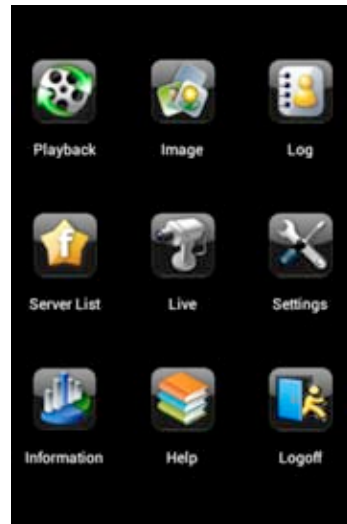
Tapping the **Snapshot** icon will cause the program to take a still image of the currently displayed video feed. In the case of multi-screen mode, the channel outlined in red will be the one that will be captured.

Likewise, tapping the **Record** icon will cause the program to begin recording video from the selected channel onto your phone's internal memory.

You are not able to view recordings or still images stored on your DVR's hard drive, only files that are saved onto your phone. You can access the images and video from the **Main** menu by selecting **Image** or **Playback**, respectively.



PICTURE 4-35



PICTURE 4-36

Image View

The **Image** window allows you to view your snapshots. Cycle through them using the arrow icons at the bottom. You may also zoom in or out to see more detail. Unwanted files can be deleted using the trashcan icon.



PICTURE 4-37

Playback

When you tap on the Playback icon you will be given a list of channels which have recordings. Select the desired channel and then select the video by date and time. Once you have selected your video, it will begin playing back. You may pause, stop or adjust the playback speed using the controls at the bottom.



PICTURE 4-38

Settings

You can set the maximum amount of space set aside for video recordings on your phone from within the **Settings** menu. You may also enable record recycling which overwrites older video rather than stopping recording when the allocated space has been filled.

In addition, you can configure your display modes as well as setting whether the phone should sound an alarm, vibrate or both when the program's alarm function is triggered.



PICTURE 4-39

Log

The **Log** menu contains a list of all events recorded by QT View. Choose to see User Operations or alarms that were triggered by motion detection.



PICTURE 4-40

Information

This window contains information about your DVR and the phone you are using to run the QT View app.

Device name and **Device ID**: these are both set on the DVR and are useful when you are using QT View to monitor more than one DVR.

Software Version: This is the version of the firmware currently installed on the DVR.

Build Date: The date the DVR's firmware was released.

Phone Software Version: This shows what version of QT View you are using.

Build Date: This is the date that your version of QT View was released.



PICTURE 4-41

Help

QT View includes an extensive electronic manual to assist you should you need more help.

Logoff

This allows you to log out of QT View and will return you to the **Login** screen.

4.3 QT VIEW FOR ANDROID TABLETS

The QT View software allows you to remotely monitor your system using your mobile device and either a wireless or 3G/4G network. You will not be able to change the DVR's settings using this application. That will need to be done either in the DVR itself or when remote monitoring using a computer.

In order to monitor your system using your Android tablet, you will need to install the Q-See QT View HD app. The program is available for free through the Android market by searching for "Q-See." Install it just as you would any other Android application.

The HD version of Q-See QT View allows you to view up to nine cameras simultaneously rather than the limit of four available on the smartphone. In addition, the viewing resolution is greater to take advantage of the tablet's higher resolution screen.

If you are using a smartphone, you will need to download the Q-See QT View app. These are two separate programs and the HD version will not work on a smartphone. Please see **Section 4.2**, immediately before this section, for instructions on installing and using Q-See QT View on your smartphone.

For smartphones:



Q-See QT View

DPSI

Free

For tablets:



Q-See QT View HD

DPSI

Free

PICTURE 4-42

To launch QT View, simply tap on its icon in the app menu on your device.



NOTE! Although the software needed to access your DVR is free, you will need to have or create an account with the Android Market to proceed.

CONNECTING TO YOUR DVR

Upon start-up, the QT View program will require you to log in. The first time you will need to enter the address of your DVR. If you will be connecting to your DVR on the same network, say from within the same building, enter the local IP address. You will want to create a separate connection for use when you are away from the building housing the DVR. In this case, you should enter the MyQ-See address or the Internet IP address. Information on these addresses can be found in the Remote Monitoring Guide.

Clicking the box marked **Remember Server** will add this connection to your **Server List** which will allow you to select the desired connection and DVR without having to log in again.

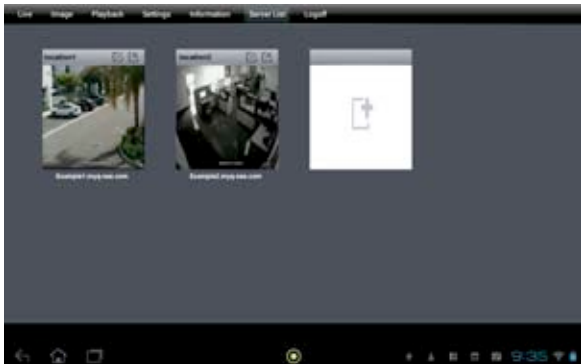
Once you have added a DVR to QT View, you will only to tap on **Server** in the **Log In** screen



PICTURE 4-43

to access your desired connection.

You can also add another connection once you're logged in by clicking on **Server List** at the top of the screen and then clicking on the white icon.



PICTURE 4-44

OPERATION

Live View

Once you have logged into your DVR you will see a live display from the system's first camera. QT View HD only operates in landscape mode at present.



PICTURE 4-45

You can select which channel you want to view by tapping on the single channel view icon and then selecting the desired channel followed by tapping on **OK**. Or, you can select a multi-channel viewing mode by tapping on any of the other channel configurations and selecting which channels to view.



PICTURE 4-46

In the viewing modes with a single large screen surrounded by smaller ones, the first camera selected will be the larger view. Double-tapping on any screen will bring it to full screen view. Double-tapping upon it again will return to multi-screen viewing mode.



PICTURE 4-47

A series of indicators and icons appear below the live display regardless of viewing mode. The colored indicators show the status of each camera.

Color	Meaning
	Recording
	Not Recording
	Motion Recording
	Alarm Recording
	Not Connected

The icons allow you to control your display, including which cameras are being viewed, split-screen four channel view, enable PTZ mode and etcetera.

Note that both Two-way talk and Audio On/Off both require the use of an audio-capable camera or a co-located microphone. Two-way talk additionally requires a speaker located with the camera being used.

Button	Function	Button	Function
	Single channel view	etc.	Multi-channel viewing modes
	Record		Snapshot
	Audio On/Off		Two-way talk
	Switches to PTZ interface		

In multiple-screen viewing modes, only the channel outlined in red will be affected by commands such as Record, Snapshot, etc. A channel may be selected simply by touching its display.

Record and Snapshot

You can record video or still images from any of the video streams onto your tablet for later review. This video is separate from that recorded on your DVR's hard drive and recording on your tablet will not affect the recording schedule on your DVR.

Only one channel can be recorded or have a still image captured at a time. As mentioned before, this will be the channel currently indicated with a red outline around the edge.

Touching the **Record** icon will begin the recording. You are able to perform other operations while recording. Touching the **Record** icon a second time will end the recording. The recording will also end when it reaches the maximum file clip size or fills up the available memory - both can be set using the **Settings** menu available at the top of the screen.

Touching the **Snapshot** icon will cause the selected channel to flash white for a second, indicating that a still image has been captured and saved to your tablet's memory.

Playback

Video recordings saved onto your tablet can be accessed through the **Playback** menu which can be reached by selecting **Playback** at the top of the screen.

The **Playback** window allows you to search for a recording by date and time. Enter the desired search parameters, including which channel, and then touch **Search**. A list of recordings which match your preferences will be displayed on the right portion of the window. Tap on the desired video to begin playback.



PICTURE 4-48



PICTURE 4-49

The controls below the video playback allow you to start, stop or pause the video. The double arrows will take you to the previous or next video clip. Tapping on **Close** will take you back to the search window.

Image View

Selecting **Image** from the options along the top of the screen will allow you to review your saved images. You will see small previews of each of the saved images. Click on the desired image to bring it to full-screen viewing.



PICTURE 4-50

Buttons to the lower right of the image allow you to move to the previous or next saved image or to delete an image from memory. Touching **Close** will return you to the list of images.

Settings

This window is where you configure how QT View will record and display video along with how it will notify you of events.



PICTURE 4-51

You are able to reserve a set amount of memory space for QT View to record files as well as the maximum file size for any recordings.

In addition, you can set QT View to view 1, 4, 6, 8 or 9 channels by default along with it remembering which channels you wish to display.

Lastly, you can set it so that your tablet will emit an audible alarm when motion is detected by your DVR.

Information

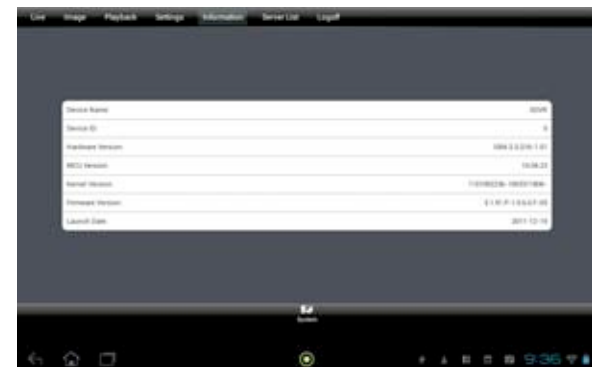
The data displayed in this window is your DVR's information.

Device name and **Device ID**: these are both set on the DVR and are useful when you are using QT View HD to monitor more than one DVR.

Hardware and **MCU Version**: These relate to the DVR's physical configuration.

Kernel and **Firmware Version**: This concerns the operating system of the DVR and this data can be useful when determining whether your firmware is up-to-date.

Launch Date: The date the DVR's firmware was released.



PICTURE 4-52

4.4 WINDOWS MOBILE PRO

Windows Mobile Pro 6.1 and 6.5

STEP 1. Activate mobile network access on the mobile phone.

STEP 2. Run Internet Explorer

STEP 3. Input the DVR's IP address or DDNS domain

STEP 4. You will be asked to download the software PCam. Click on the software name to open the download dialog pop-up

STEP 5. Click **Yes** to start downloading and installing.



PICTURE 4-53



PICTURE 4-54

STEP 6. PCam will open automatically once the install process is complete.

STEP 7. Input the DVR's address, ID and password respectively in the fields "Server", "User" and "Password".

The User Name and Password are the same as used on the DVR. The default is **admin** and **123456**.

Click "Go" to log onto the DVR. Successful access will bring up the view from a camera.



PICTURE 4-55



PICTURE 4-56

STEP 8. Camera 1 is the default channel after login. To change the channel, use the drop-down **Channel** menu.

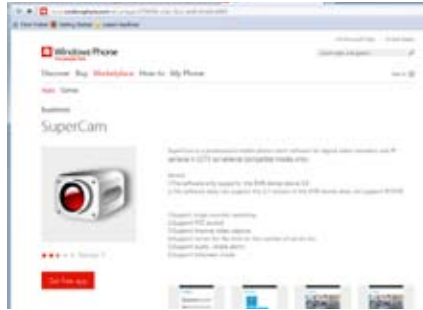


PICTURE 4-57

4.5 WINDOWS PHONE 7

To view your cameras from your Windows Phone device, you will need to download the free SuperCam app from the Windows Phone Marketplace. This program requires Windows Phone 7.5 or higher.

- STEP 1.** Access the Windows Phone Marketplace from your mobile device and search for SuperCam. Download the free application and install it in the normal manner.



PICTURE 4-58

- STEP 2.** Launch SuperCam and enter the address of the DVR along with the user name and password that you use to access your DVR. The default values for those two fields are **admin** and **123456**, respectively.



PICTURE 4-59

IMPORTANT! Keep in mind that you will need to set up two separate logins. One will be for times when you are on the same network as the DVR, while the other will be for when you are on a different network. You will be able to switch networks using the server pull down in the **Login** screen or through the **Server** list found in the **Main** menu.

The Main window gives you access to all the features of the program. Not all are shown in this screenshot but they are listed below.

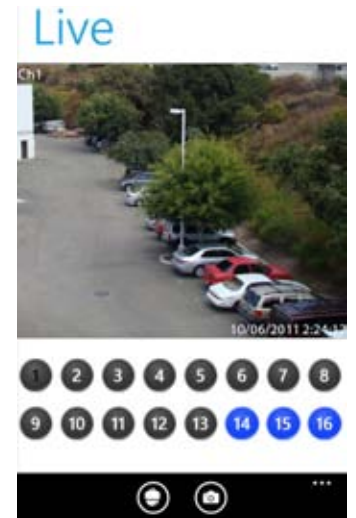
- STEP 3.** Select **Live** to begin viewing your cameras.



PICTURE 4-60

Button	Function	Button	Function
Live	Live view	Settings	Software settings
Image	Image view	Server List	Device list
Log	Log record	Information	Device information view
?	Software help center		

In **Live** view, you can switch between cameras by selecting the desired channel below the main image. Camera 1 is the default view in this window. Rotating your phone will switch to Landscape viewing, but will hide the controls temporarily.



PICTURE 4-61

Pressing the **PTZ** icon at the bottom of the screen switches to the PTZ controls. You must have a PTZ camera connected to the DVR. The operation of the PTZ camera is the same as on the DVR itself or when using the WebClient plugin on the computer.



PICTURE 4-62

Clicking on the **Camera** icon at the bottom of the screen takes a snapshot which can be viewed using the **Image** button in the **Main** menu.

Button	Function	Button	Function
	Switches to PTZ interface		Snap picture
	Move the dome horizontally and vertically. The center square stops the movement.		Zoom In/Focus In/Iris Open
			Zoom Out/Focus Out/Iris Close

The **Settings** menu allows you to adjust how your phone notifies you of events as well as what events generate an alarm.



PICTURE 4-63

The **Log** menu shows a record of user operations, motion alarms and video loss alarms.

The **Information** window shows information about your mobile device, the software and the DVR's firmware.

Device ID: This is the ID of the DVR you are connected to. This can be set on the DVR in the **System** tab shown in **SECTION 4.1** of the User Manual

Software Version: This is the version of the firmware currently installed on the DVR.

Build Date: The date the firmware was released

Software Version: The current version of the SuperCam software in use on your phone

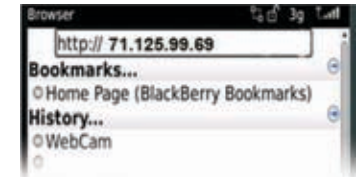
Software Build Date: The date this version of SuperCam was released

4.6 BLACKBERRY

The SuperCam software used to monitor your system from your phone is compatible with BlackBerry OS 5 or newer.

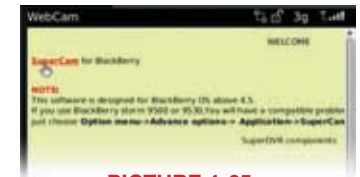
SOFTWARE INSTALLATION

STEP 1. Open the browser on your BlackBerry phone and enter the public IP address or the DDNS domain name of your router to access the DVR.



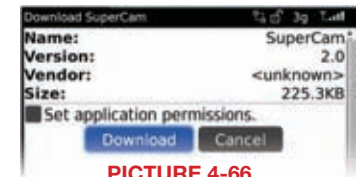
PICTURE 4-64

STEP 2. You will be prompted to download the SuperCam software. Click on the link to bring up the download window.



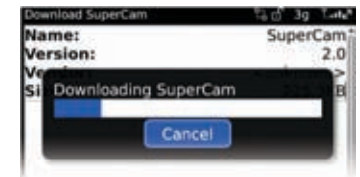
PICTURE 4-65

STEP 3. Click on the **Download** button to begin the download. The progress of the download will be displayed.



PICTURE 4-66

STEP 4. The software will be installed automatically.



PICTURE 4-67



PICTURE 4-68

If the software fails to download, please check the following:

- Verify that you have a good connection to your cellular network
- Verify that you can access the DVR from a remote computer
- Modify your BlackBerry's browser configuration:

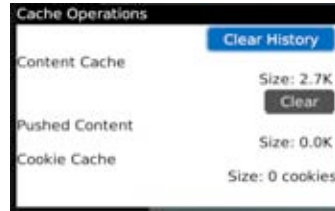
STEP 1. Open your **Options** menu from the **Menu**

STEP 2. Open **Browser Configuration** and check the boxes to allow JavaScript Support and JavaScript pop-ups, along with enabling the browser to terminate slow-running scripts, use background images and support embedded media.



PICTURE 4-69

STEP 3. Then, from the **Options** menu, select **Cache Operations** and click on **Clear History** to empty the browser cache.



PICTURE 4-70


There may be a compatibility problem with SuperCam software running on mobile phones with touch screens. The following steps will resolve this issue:

- Step 1. Open the **Options Menu**
- Step 2. Select **Advanced Options**
- Step 3. Select **Applications**
- Step 4. Select **SuperCam**
- Step 5. Click on **Disable Compatibility**

OPERATING SUPERCAM

Login

STEP 1. Launch SuperCam. This will bring up the **Login** interface.

STEP 2. Input the DVR's IP address or DDNS domain name, User Name and Password. Check the **Remember Server** box to save this setting. The User Name and Password are the same as used on the DVR. The default is **admin** and **123456**. If you are monitoring multiple devices, previously saved login data for these devices can be accessed using the  button on the right.



PICTURE 4-71

Main Menu

This window contains the function buttons needed to access and control your system.



PICTURE 4-72

Button	Function	Button	Function
Image	Image View	Log	Record log
Server List	Device list	Settings	Software settings
Live	Live view	Information	Device information view
Help	Software help center	Logoff	Logoff and return to login interface

Live View

In this display you can access the different viewing functions of the DVR in a similar manner to the controls on the DVR itself.



PICTURE 4-73



PICTURE 4-74



PICTURE 4-75



PICTURE 4-76

Button	Function	Button	Function
	Switch channels		Switches to PTZ interface
	Snap picture		Full Screen
	Background alarm		
	Move the dome horizontally and vertically. The center square stops the movement.		Zoom In/Focus In/Iris Open
			Zoom Out/Focus Out/Iris Close
Preset	Select the preset point	Group	Set the cruise line

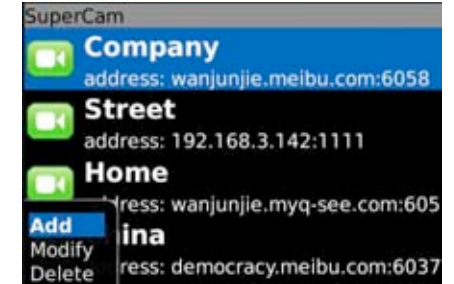
Server List

This allows you to add, delete or modify the DVR connection or connections if you are remotely monitoring multiple systems.

Add – Add a DVR's IP address or DDNS domain name

Modify – Modify a DVR's IP address or DDNS domain name

Delete – Remove a DVR's IP address or DDNS domain name



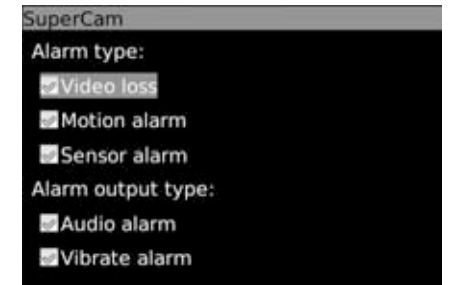
PICTURE 4-77

Settings

Configure which alarms will activate and what will trigger them.

Alarm Type – Choose which alarm types you want to be notified about.

Alarm Output Type – Choose whether the phone alerts you with an audio or vibratory alarm or a combination of both.



PICTURE 4-78

Information View

This presents information on the cell phone you are using the SuperCam software version on as well as the software itself.

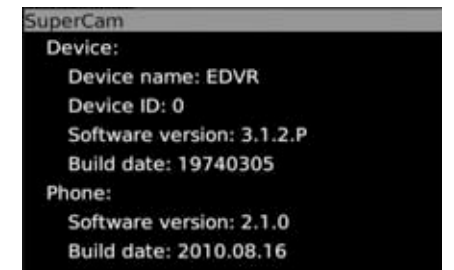
Device ID: This is the ID of the DVR you are connected to. This can be set on the DVR in the **System** tab shown in **SECTION 4.1** of the User Manual

Software Version: This is the version of the firmware currently installed on the DVR.

Build Date: The date the firmware was released

Software Version: The current version of the SuperCam software in use on your phone

Software Build Date: The date this version of SuperCam was released



PICTURE 4-79

4.7 SYMBIAN

This DVR supports phones running versions 3 and 5 of the Symbian OS.

STEP 1. Enable network access on the mobile phone.

STEP 2. Launch the web browser

STEP 3. Input the DVR's IP address or DDNS domain name in a new bookmark. Click this bookmark to connect to the DVR.



PICTURE 4-80

STEP 4. A welcome window will open and prompt you to download a software package called SCam. Click on the software name to download.

STEP 5. Click Yes on the security pop-up window to confirm your download

STEP 6. The SCam shortcut icon will appear on the system menu when the download is complete.



PICTURE 4-81

STEP 7. Launch the SCam program. It will display a function interface:

Live View – Open mobile Live View.

Image View – To check pictures snapped in the Live View mode.

System Setting – Login setting and alarm setting

Help – Function indication and help.

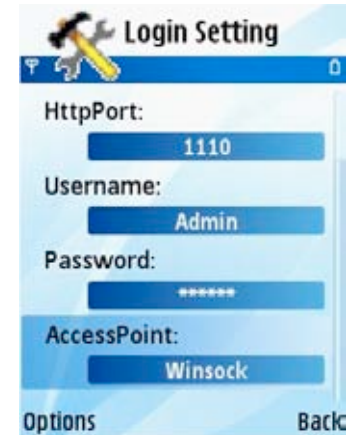


PICTURE 4-82

STEP 8. In **System Setting**, select **Login Setting** to bring up the **Login** interface.

STEP 9. Input the DVR's address, User Name and Password then save. The User Name and Password are the same as used on the DVR. The default is **admin** and **123456**.

STEP 10. The Access Point of "Winsock" is the default. This access point may differ outside North America or based on your cellular provider. Contact your provider's tech support department if you experience difficulties with this setting.



PICTURE 4-83

STEP 11. Open **Live View** to see the camera images.



PICTURE 4-84

STEP 12. In **Live View** you can take snapshot images, select other camera channels and control PTZ cameras.



PICTURE 4-85



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