

## **Federal Communication Commission Interference Statement**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- . Reorient or relocate the receiving antenna.
- . Increase the separation between the equipment and receiver.
- . Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- . Consult the dealer or an experienced radio/TV technician for help.

***FCC Caution:*** To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. (Example - use only shielded interface cables when connecting to computer or peripheral devices).

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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## Disclaimer:

- The product names mentioned in this manual are used as identifications only, while the copyright of these names might belong to other companies.
- The product spec and info are for reference only, and they may be updated from time to time without notification.

## Caution

- For your safety, unplug the power before moving the product, installing, or replacing any parts or hard drive.
- Make sure all the power cable and wires are properly set up before using the device. Contact your distributor immediately if there is any defect.
- To avoid a short circuit, don't leave any unnecessary parts inside the device.
- Please avoid dramatic changes of the environment, such as dust, temperature, and humidity. Keep the device in a temperature ranging from 5°C~40°C.
- Keep the device in a well-ventilated place and away from any heat-generating objects.
- Do not expose this unit to the sun directly.
- If you are not sure of the installation and setup, please consult the technicians.
- If there's any damage to this unit or the power supply, don't fix it yourself. Consult the technician or the distributor.

## Package

- Main unit × 1
- Power Supply × 1 (Video server)
- Power Cord × 1
- Quick Installation Guide × 1
- Software CD × 1
- Warranty Card × 1

Please contact your distributor immediately if any of the above items is missing.

# U.EYE USER MANUAL

## Specification

MODEL NO.	U.EYE		
RF Frequency	433 MHz	Video Frame rate	NTSC: 30fps, PAL : 25fps
RF Range	100 feet in open air space	Video Adjust	Brightness, Contrast, Saturation, Hue
Security Code	Hopping code	Image Snapshot	YES
Resonator	SAW resonator	Compression Format	MPEG-4 / M-JPEG dual stream
Audio In	1	Motion Detection	YES
Micphone In	Built-in	Triggered Action	Mail, FTP
Relay Out	2	Security	Password protection
Sensor	8 wireless sensors, 5 wireless remote control	3GPP (Mobile Surveillance)	Yes, Support ID login mode
Ethernet	10/ 100 Base-T	Operating System	Windows 2000, XP, Vista
Network Protocol	HTTP, TCP/IP, UDP, RTSP/RTP/RTCP, SMTP, FTP, DNS, PPPoE, DHCP, DDNS, NTP	Internet Browser	Microsoft IE 6.0 or above (7.0)
Video Resolution	NTSC:720x480, 352x240, 176x120, PAL: 720x576, 352x288, 176x144	Dimension (mm)	127(W) x 125(D) x 52(H)
Smart UPnP	YES		
CAMERA			
Image Device	1/3" SONY Super HAD CCD	White Balance	Auto 2500-95000°K
Horizontal Resolution	420TVL	Gamma Correction	0.45
Sensitivity	0.2Lux	SYNC System	Internal
Signal to Noise	More than 48dB	Lens	4.0mm

	<b>universal sensor Features:</b> <ol style="list-style-type: none"> <li>1. Can activate speed dialing up to 35 meters away.</li> <li>2. Panic mode instantly triggers alarm when needed.</li> <li>3. Water resistant.</li> </ol>
<b>Specifications:</b>	
Power source:	12V DC alkaline battery.
Power consumption:	1.1uA (idle) , 19.6mA (transmitting)
Dimensions:	4 x 4 X2.5 cm
<b>Characteristics:</b>	
Low battery detection:	Main console LED display .
Transmitting range:	35 meters in open air space
Sensor type:	Wireless transmitter 433MHz.
System ID:	Hopping code.

## CHAP.1 Appearance

### 1-1 Front Panel Introduction

#### 1. Power light

- ◆ Green light on indicates power supply normal.

#### 2. Status light

- ◆ Yellow light indicates the status.

- ◆ Two definitions:

A ) General working status : light off status means no alarm set light on status shows alarm set, , flash light status indicates alert delayed .

B) Memory set status: shows sensors' arrangement with flash light status

#### 3. ALARM1~8 (Alarm light)

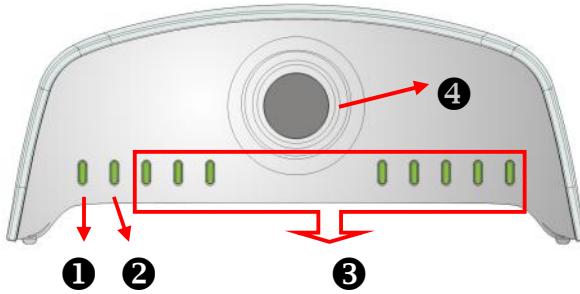
- ◆ From left to right, each light showing the status of Alarm 1~8. Alarm set with red light on has three definitions:

A ) General working status : according to the different sensors, the display status can be divided into light-on, light-off and flash light situations.

B) Memory set status: each light indicates from alarm 1 to alarm 8. Alarm's location can be designated with blinking light on each channel.

C) No battery status:points out which alarm is in a state of low-battery .

#### 4. CCD Camera



### 1-2 Rear Panel Introduction

- ◆ 1. Power jack

- ◆ Power input jack for the transformer with DC12V / 1A or more.

#### 2. Sound input

- ◆ Left / right channel speakers input.

#### 3. Relay output

- ◆ Output for A / B groups, the maximum load is 125VAC/1A-30VDC/1A.

A) Group A is for the alarm event output. When the alarm is triggered,

B) Group B is a contact for the remote control output. It can be managed to N.O device via the Internet.

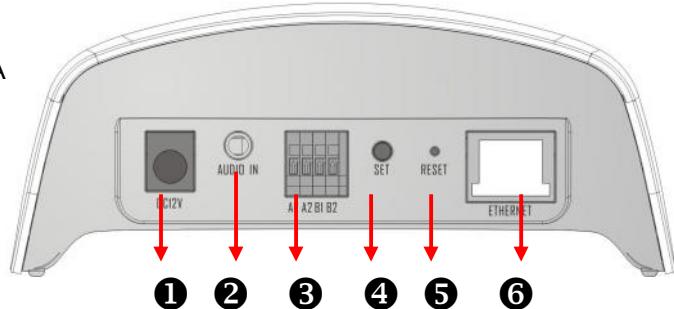
#### 4. Device Settings button

- ◆ For setting / lifting the connection between the wireless alarm and U.Eye

#### 5. System reset button

- ◆ For resetting the internal parameters of U.Eye.

#### 6. RJ45 internet port.

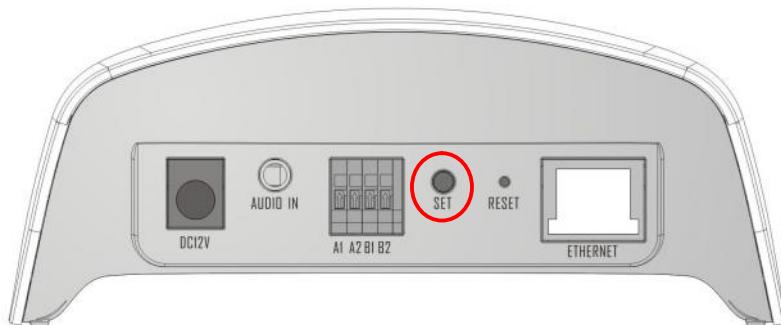


## CHAP.2 Installation

### 2-1 System configuration



### 2-2 U.Eye Installation and register alarm device

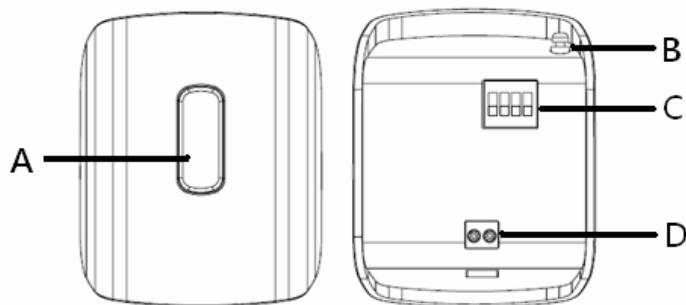


- ◆ Press the button for 5 seconds for entering into the configuration status, and status light on the front panel blinks. Then release the button, each time you press the bottom, it will move to the next memory set, if the alarm sensor is triggered at same time, the alarm sensor can be memorized by the system, also leaves the memory setting status.
- ◆ Press the button for 10 seconds to leave the memory setting status.
- ◆ Status light, yellow light only indicates the memory setting of the remote control. It supports maximally 5 groups of remote controls, and all of them can be set repeatedly. Red light stands for 8 groups of alarm devices; each light shows each alarm device memorized.
- ◆ Under the alarm set mode, pressing the red button (emergency button) of the remote control device can lift all the connection between the wireless alarm devices and U.eye.

## 2-3 universal sensor

- Functions :

A . Emergency bottom



B. Adjustable antenna

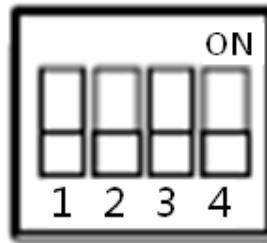
C. ID settings for different sensors

D. Contact of device output

- Definitions of ID :

For sensor ID setting, please refer to the Switch C as following:

Sensor ID	Description
1 2 3 4	Codes
0 0 0 0	Window detector
0 0 0 1	Front door detector
0 0 1 0	Window Vibration detector
0 0 1 1	Automatic rolling door detector
0 1 0 0	Smoke detector
0 1 0 1	Gas detector
0 1 1 0	Passive Infrared Sensor
0 1 1 1	
1 0 0 0	Safety box detector
1 0 0 1	
1 0 1 0	
1 0 1 1	
1 1 0 0	
1 1 0 1	Temperature detector
1 1 1 0	Water level detector
1 1 1 1	UEYE universal detector



- Installations :

Please do set up the dip switch of the U.Eye universal sensor first by pressing the Device setting bottom of the main U.EYE box. The main U.EYE box will detect user's current settings via the U.Eye universal sensor automatically.

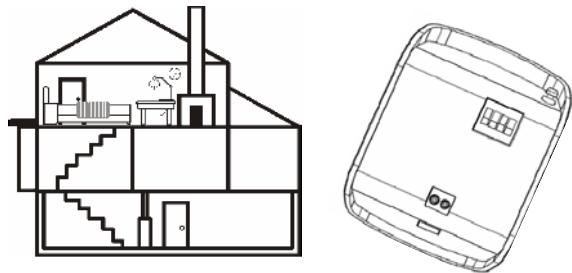
While the setting is done, you may leave the setting procedure.

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In case of changing the settings, please readjust the dip switch of U.Eye universal sensor first, than repeat the setting procedure above. The U.Eye universal sensor can be reset again.

Through connecting user's alarm detectors with the special features of the U.Eye universal sensor, it not only advances the level of Home security and eliminates any barrier of distance limitation of traditional security system, but also brings the wireless security concepts into your home.



U.Eye universal sensor

U.Eye universal sensor supports all kinds of alarm sensors in the market, please install it by means of electric series connection.

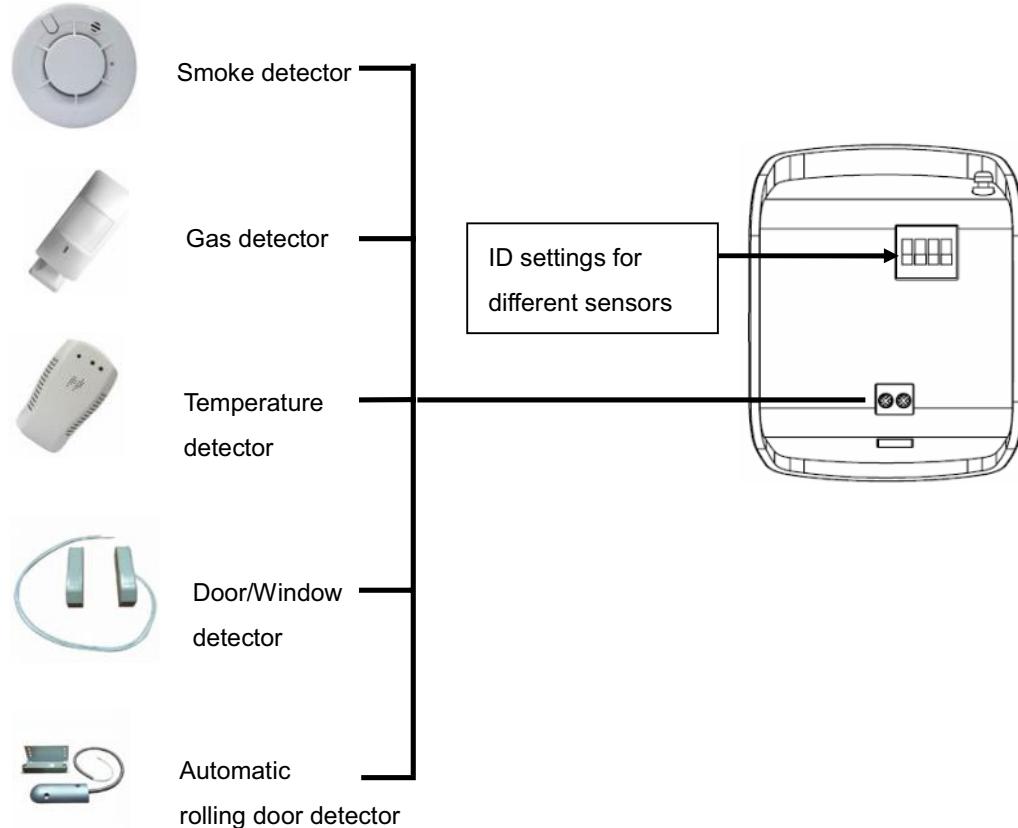
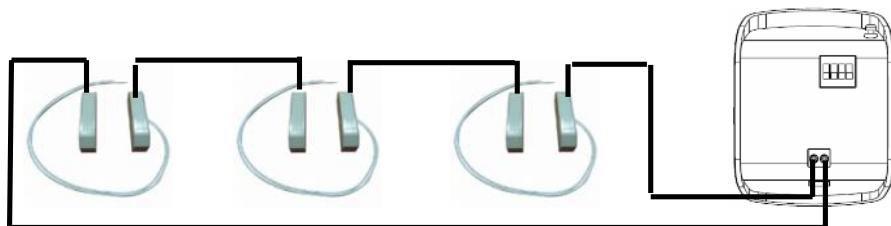
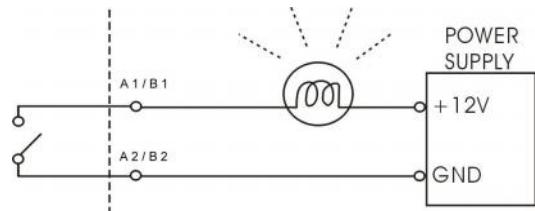


Diagram for how electric series connection of alarm sensors work:



## 2-4 Vider Server Sensor Input and Relay Output Installation

- ◆ Relay output need be NO device.
- A / B: the terminals are open-circuit, and it'll become closed-circuit when alarm is triggered.



## 2-5 Power Plug



Insert the adapter to the rear power socket of the device. Insert the power cord to the other side of adapter.  
Plug in the power cord and power on the device.

### Caution!

Only the original supplied power adaptor is allowed.

## CHAP.3 IE Function



1

### Video Display



### Record Settings

PC-Side

4

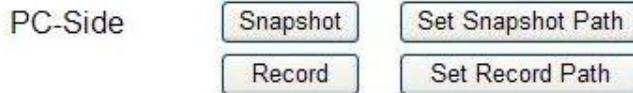
1. Control panel – show the U-EYE alarm status.
2. Configuration – click to setup all functions
3. Player Install – Install all the required components.
4. recording setting-can save a snapshot or image in local computer

## 3-1 Home page

### Video Display



### Record Settings



**Brightness** : Adjust video brightness.

**Saturation** : Adjust video saturation.

**Contrast** : Adjust video contrast.

**Hue** : Adjust video hue.

**Zoom** : Zoom in/out percentage

Sound: enable /disablrl Audio

**Snapshot** : Click Snapshot to save pictures to the desired path

**Record** : Click Record to start recording to the desired path

## 3-2 Configuration

Setup network DHCP and PPPoE dial up options

### 3-2-1. Network

DHCP Client	OFF
IP Address	192.168.1.52
Subnet Mask	255.255.255.0
Gateway	192.168.1.1
DNS1	192.168.1.1
DNS2	168.95.1.1

#### [Ethernet Interface]

DHCP Client : Turn on / off DHCP

IP Address : Enter IP address

Subnet Mask : Enter Subnet Mask

Gateway : Enter Gateway

DNS1 : Enter primary DNS provided by ISP

DNS2 : Enter secondary DNS provided by ISP

#### [PPPoE Configuration]

User Name : Enter User Name provided by ISP.

Password : Enter Password provided by ISP.

Confirm: Enter Password again for confirmation.

Auto start after reboot : IP device will get a new IP when it is rebooted.

Press "Save" to save all the settings.

**NOTE: If your Network doesn't support DHCP, IP device will assign itself a virtual IP addresss: 169.254.1.127 automatically.**

## 3-2-2 Streaming Settings

RTSP Port	15201
Control Port	15202
RTP Range Low	50000
RTP Range High	60000
HTTP Port	15200

**RTSP Port** : Setup RTSP port

**Control Port** : Setup control port

**RTP Range Low** : Real-time transmission protocol for video and audio

**RTP Range High** : Real-time transmission protocol for video and audio

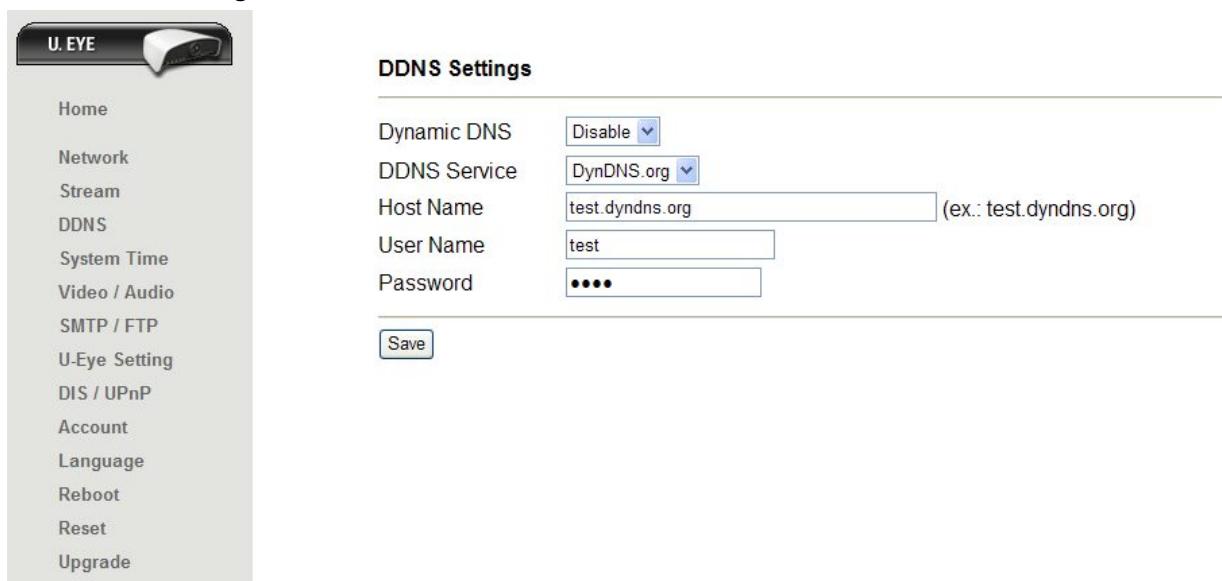
**HTTP Port** : Setup Http port (for IE Browser)

**NOTE: RTP range low and RTP Range High we suggest the range is 1000, EX:50000~60000,**

**And RTP range don't need set NAT or port forwarding in router**

Press “**Save**” to save all the settings.

## 3-2-3 DDNS Settings



The image shows the U.EYE camera's web-based configuration interface. On the left is a vertical menu bar with the 'U.EYE' logo at the top. Below the logo are ten menu items: Home, Network, Stream, DDNS, System Time, Video / Audio, SMTP / FTP, U-Eye Setting, DIS / UPnP, Account, Language, Reboot, Reset, and Upgrade. The 'DDNS' menu item is currently selected, indicated by a blue border around its text. To the right of the menu is the 'DDNS Settings' configuration page. It contains five input fields: 'Dynamic DNS' (set to 'Disable'), 'DDNS Service' (set to 'DynDNS.org'), 'Host Name' (set to 'test.dyndns.org'), 'User Name' (set to 'test'), and 'Password' (represented by four black dots). Below these fields is a blue 'Save' button. The entire interface has a clean, modern design with a white background and light gray borders for the menu and form fields.

**Dynamic DNS** : Enable / Disable DDNS function

**DDNS Service** : Select DDNS Service

**Host Name** : Enter DDNS URL. (NOTE: Enter a complete DDNS URL here, for example, test.dyndns.org)

**User Name** : Enter DDNS account user name

**Password** : Enter DDNS account password

Press “**Save**” to save all the settings.

## 3-2-4 System Time Settings

U.EYE

System Time Settings 2010/1/18 18:50:29

Time Server

NTP Server: time.stdtime.gov.tw

Time Zone: GMT + 8

Manual Update

Date: 2010/01/18

Time: 18:50:17

PC

Date: 2010/01/18

Time: 18:50:21

Save

**Time Server** : Setup the system time according to the time server you choose

**Manual Update** : Setup the system time manually

**PC** : Setup the system time according to your PC

Press "**Save**" to save all the settings.

## 3-2-5 Audio / Video Setup settings

**The video server transmits two video streaming at the same time. Stream 1 is recommended for PC users and Stream 2 is recommended for mobile or PDA users. The total frame rate of stream 1 and stream2 can not exceed 30 frames per second. Within the 30 frames limit, users can assign the transmitting speed of Stream 1 and Stream 2 freely.**

### Stream1 Settings: Recommend for PC connections

**OSD timer** : Turn on / off the time display on the video image screen

**Fixed Bit rate** : Select streaming bit rate based on your available bandwidth

**Fixed Quality** : Select video quality (level 1~11)

**Frame rate** : Select numbers of frame per second (Recommendation: 20 fps)

**Resolution** : Select image size (NTSC: 720X480 / 352X240 / 176X120; PAL: 720X576 / 352X288 / 176X144)

### Stream2 Settings: Recommend for mobile connections

**Dual-Bit stream** : Enable / Disable dual – bits streaming

Disable : Off

MPEG4 : Video format (Recommended)

JPG : Video format

## MPEG4 Settings

Fixed Bit rate : Select streaming bit rate based on your available bandwidth

Fixed Quality : Select video quality

Frame rate : Select numbers of frame per second (Recommendation: 5fps for mobile devices)

Resolution : Mobile devices select image size (NTSC: suggestion 160\*120    PAL: suggestion 176 x 144)

## MJPEG Settings

Quality : Select image quality

Frame rate : Select numbers of frame per second

Resolution : Select image size

## Audio Setting

Audio Input : Select Mic in / Line in

Sample Rate : Select 1600

## Codec Settings (Select code format)

MP2 Bit rate : Suggestion 32Kbps

AMR Bit rate : Suggestion MR515

Press “Save” to save all the settings.

## 3-2-6 Setup Alarm E-Mail and FTP Location

The screenshot shows the 'SMTP Settings' and 'FTP Settings' sections of the U.EYE configuration interface. The left sidebar lists various settings: Home, Network, Stream, DDNS, System Time, Video / Audio, SMTP / FTP, U-Eye Setting, DIS / UPnP, Account, Language, Reboot, Reset, and Upgrade. The 'SMTP Settings' section contains fields for Outgoing Mail Server (SMTP) (mail.google.com), Recipient (ip\_device@google.com), User Name (test), Password (\*\*\*\*), and Authentication Method (PLAIN). A 'Save' button is at the bottom. The 'FTP Settings' section contains fields for FTP Server (ftp.google.com), FTP Port (21), User Name (test), Password (\*\*\*\*), Remote Folder (/save), and Passive Mode (OFF). A 'Save' button is at the bottom.

**SMTP Settings (Outgoing Mail Server)** : Setup SMTP Server information

**FTP Settings (File Transfer Protocol)** : Setup FTP information

Press “Save” to save all the settings.

## 3-2-7 U.Eye Settings

### A. Zone status:

Number	Device Type	Description	Home Status	
			Enable <input type="checkbox"/>	Save <input type="button" value="Save"/>
DI 1	Door	DOOR	<input type="checkbox"/> ①	<input type="checkbox"/> ②
DI 2	Window	WINDOW	<input type="checkbox"/>	<input type="checkbox"/>
DI 3	Fire	FIRE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DI 4	Test	TEST	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DI 5		DI 5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DI 6		DI 6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DI 7		DI 7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DI 8		DI 8	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**1. Description:** 可定義無線裝置名稱

**2. Home Status:** 當警戒設定為 HOME 或 AWAY 時：

	Home status <Enable>	Home status <Disable>
HOME	Alarm when device trigger	NOT alarm when device trigger
AWAY	Alarm when device trigger	Alarm when device trigger

Press “Save” to save all the settings

### B. RF Setting

Number	Device Type	Power	Description	RF Device		Low Power <input type="checkbox"/>
				Delete <input type="checkbox"/>	Reset <input type="checkbox"/>	
DI 1	Door	<input type="checkbox"/>	DI 1	<input type="checkbox"/> ①	<input type="checkbox"/> ②	
DI 2	Window	<input type="checkbox"/>	DI 2	<input type="checkbox"/>	<input type="checkbox"/>	
DI 3	Fire	<input type="checkbox"/>	DI 3	<input type="checkbox"/>	<input type="checkbox"/>	
DI 4	Test	<input type="checkbox"/>	DI 4	<input type="checkbox"/>	<input type="checkbox"/>	
DI 5		<input type="checkbox"/>	DI 5	<input type="checkbox"/>	<input type="checkbox"/>	
DI 6		<input type="checkbox"/>	DI 6	<input type="checkbox"/>	<input type="checkbox"/>	
DI 7		<input type="checkbox"/>	DI 7	<input type="checkbox"/>	<input type="checkbox"/>	
DI 8		<input type="checkbox"/>	DI 8	<input type="checkbox"/>	<input type="checkbox"/>	
Remote	Remote	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	

**1. RF Device:** 刪除無線警報裝置與 U.eye 的連線

**2. Low Power:** 當無線警報裝置更換好電池時，可重置電池狀態

Press “Save” to save all the settings

## C. Application

Application Settings

**U-EYE Alarm**

Enable

**Alarm Output1**

Description

Alarm Delay Time (sec)

**Alarm Output2**

Description

Trigger Alarm Output (sec)

**Away Arming Setting**

Away Arming Delay (sec)

**Alarm Picture**

Enable

**Alarm Video**

Enable

Pre-alarm I Frame Number

Post-alarm I Frame Number

**Alarm Action**

Alarm Mail

Alarm FTP

### U-EYE Alarm

Enable: ON/OFF U-EYE 內建 buzzer 的聲音.

### Alarm onput 1 / Alarm onput 2 :

設定警報輸出的時間，若設定 MAX 表示一直輸出警報。

### Away Arming Delay:

當設定 U.Eye 警戒後，可設定 delay 0~180 秒後，才進入警戒狀態，0:表示馬上進入警戒狀態

### Alarm picture

Enable: When alarm triggered,ip device will send a picture to E-mail or ftp

### Alarm Video:

Enable: When alarm triggered,ip device will send a video to E-mail or ftp (video frame rate about 1 FPS)

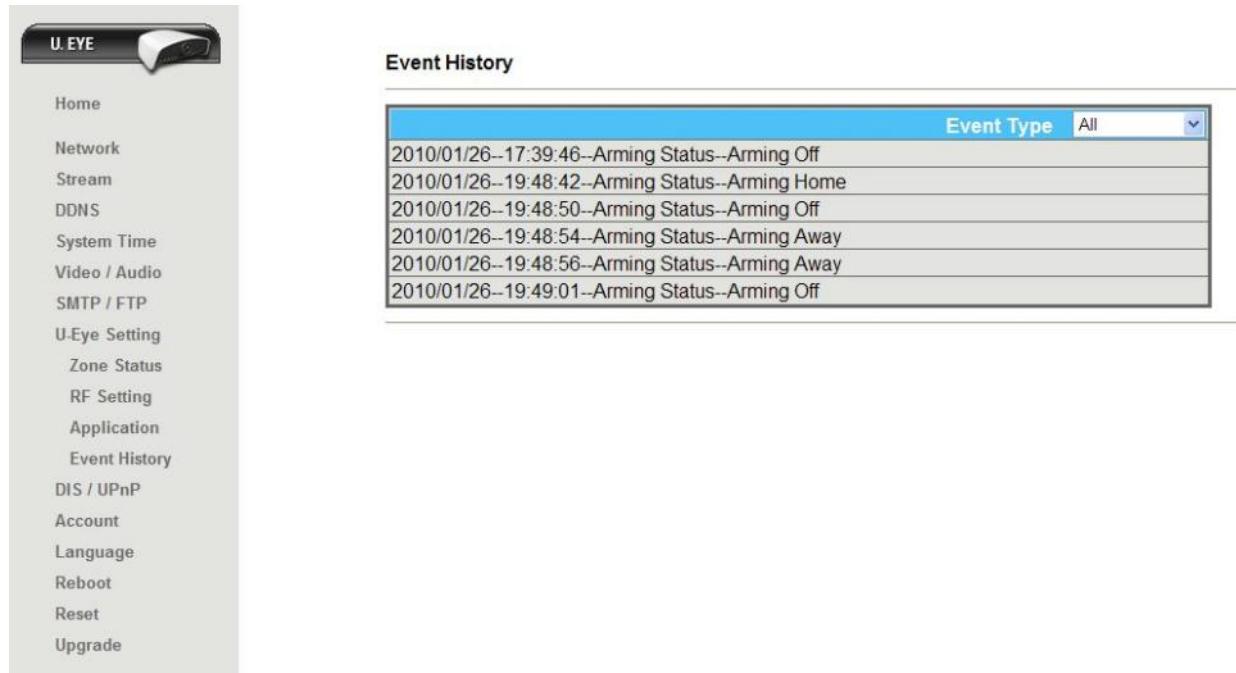
### Alarm Action:

Send a picture or video to ftp or E-mail,Only can select one at one time.

Press “Save” to save all the settings.

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## D. Event History



Event Type	All
2010/01/26-17:39:46--Arming Status--Arming Off	
2010/01/26-19:48:42--Arming Status--Arming Home	
2010/01/26-19:48:50--Arming Status--Arming Off	
2010/01/26-19:48:54--Arming Status--Arming Away	
2010/01/26-19:48:56--Arming Status--Arming Away	
2010/01/26-19:49:01--Arming Status--Arming Off	

## 3-2-8 DIS and UPnP Settings



**DIS:** On / Off. If On is selected, IP device will update its IP/PORT to DIS platform

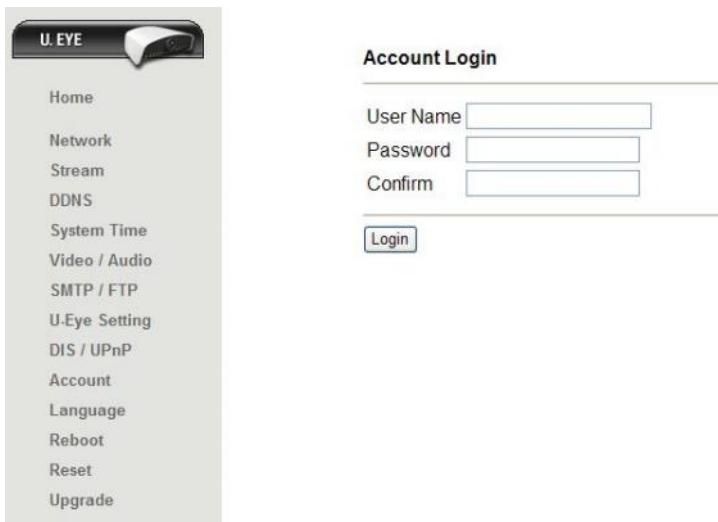
**UPnP:** On / Off - Select On to turn on the UPnP function. (NOTE: Please make sure your Router supports UPnP before making the selection. )

Press “Save” to save all the settings.

**NOTE : If Router or IP sharing not support UPnP function,please use IP EDIT to find the IP address of your camera in LAN. You can refer to the following picture to set up your equipments:**

**If the LAN IP address of your camera is 192.168.0.2, please forward some ports for 192.168.0.2 in the router side. Please refer the stream page in the Configuration to NAT these ports HTTP Port (TCP), RTSP Port (TCP) & Control Port (TCP)**

## 3-2-9 Account Settings



U.EYE

Home  
Network  
Stream  
DDNS  
System Time  
Video / Audio  
SMTP / FTP  
U-Eye Setting  
DIS / UPnP  
Account  
Language  
Reboot  
Reset  
Upgrade

Account Login

User Name   
Password   
Confirm

Login

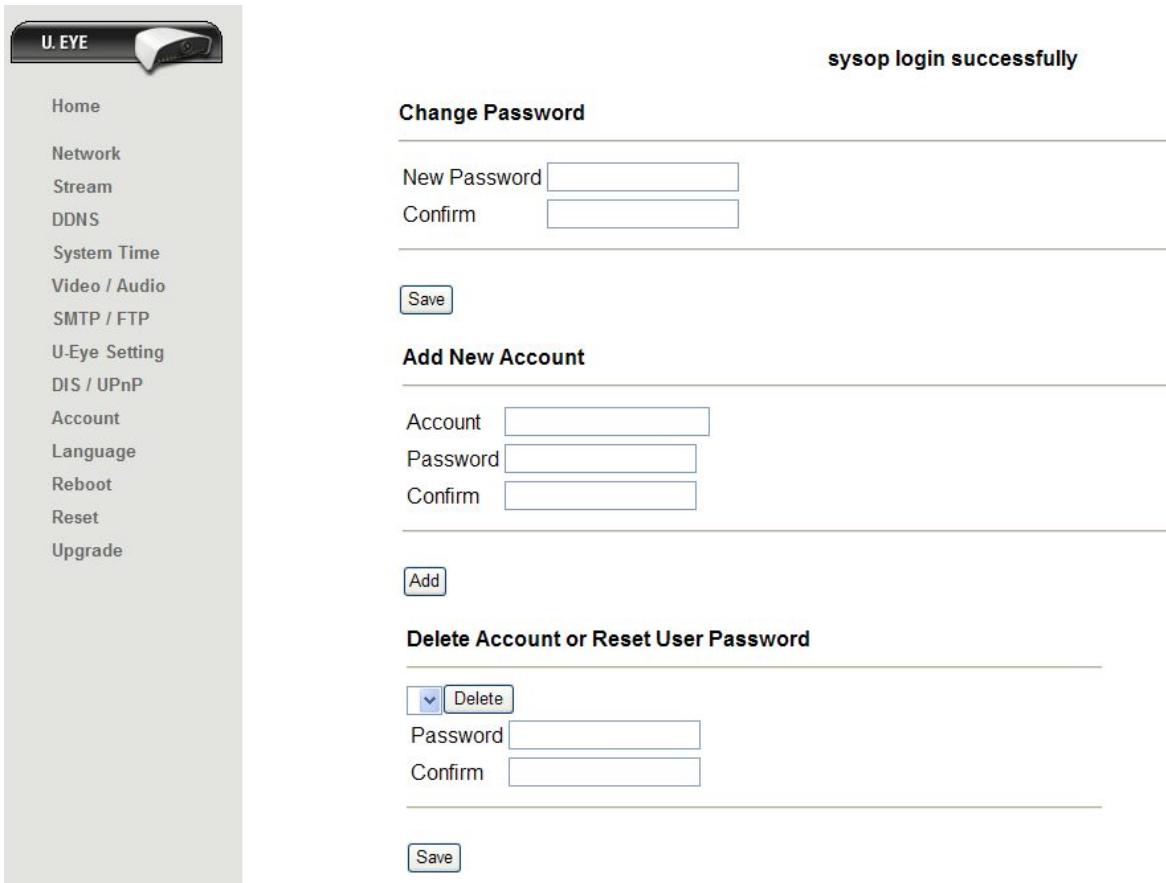
Enter IP device Username / Password to login the system and to change account settings

**User Name** : Enter account username

**Password** : Enter password

**Confirm** : Enter password again for confirmation.

Press “**Save**” to save all the settings.



U.EYE

Home  
Network  
Stream  
DDNS  
System Time  
Video / Audio  
SMTP / FTP  
U-Eye Setting  
DIS / UPnP  
Account  
Language  
Reboot  
Reset  
Upgrade

sysop login successfully

Change Password

New Password   
Confirm

Save

Add New Account

Account   
Password   
Confirm

Add

Delete Account or Reset User Password

Password   
Confirm

Save

**Change password** (administrator only)

**New password** : Enter new password

**Confirm** : Confirm new password

## ADD New Account

**Account** : Setup new account name

**Password** : Setup password

**Confirm** : Confirm password

Press **ADD** to process

## Delete Account or Reset Password

**Delete** : Enter the account you wish to delete

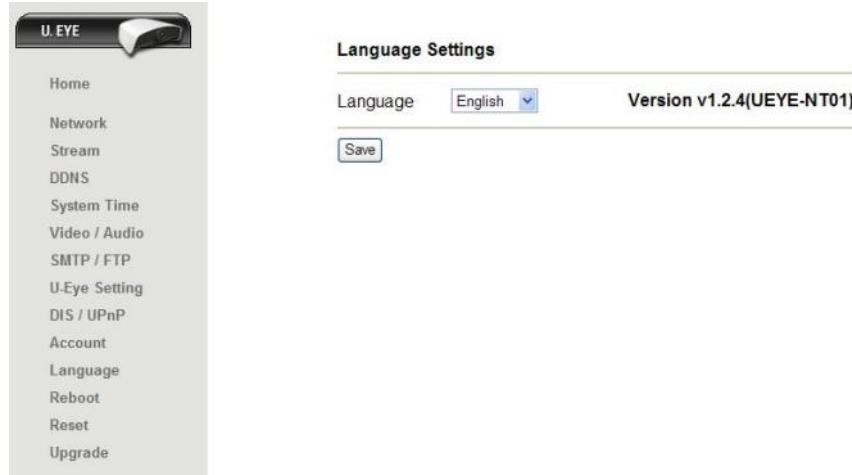
**Password** : Enter account password

**Confirm** : Confirm account password

Press **Save** to process

**NOTE: Only Super User account, sysop, can add normal user accounts.**

## 3-2-10 Language



Select Language and show the firmware version

press "**Save**" to apply the setting.

## 3-2-11 Reboot



Press Reboot to restart the system.

## 3-2-12 Reset



Press Reset to Load factory default.

## 3-2-13 Upgrade

U.EYE

Home  
Network  
Stream  
DDNS  
System Time  
Video / Audio  
SMTP / FTP  
U-Eye Setting  
DIS / UPnP  
Account  
Language  
Reboot  
Reset  
Upgrade

**Firmware Update**

**Warning:** Please DO NOT turn off the power or press the reset button during the process.

Upgrading firmware may take a few minutes.

Interruptions during firmware upgrade may damage the IP device.  
This may result in system malfunction.

Download the latest firmware from the official site and upgrade the system.

**(NOTE. Interruptions during firmware upgrade may damage the IP device. This may result in system malfunction)**

## CHAP.4 NVR Software

### 4-1 Getting Started

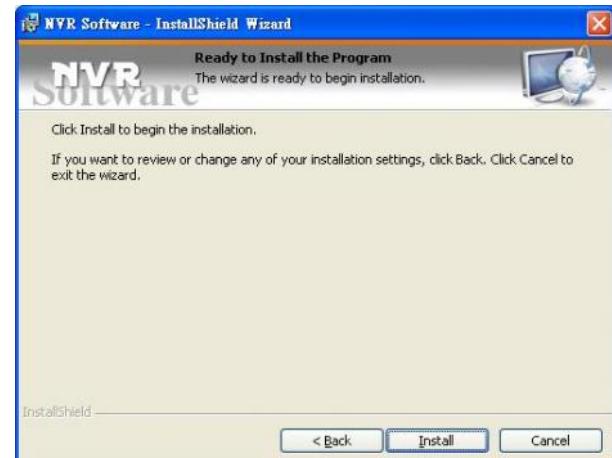
- Insert the supplied CD into your computer and the launcher should appear automatically.



- The Install Wizard screen appears. Follow the on-screen instructions to install.

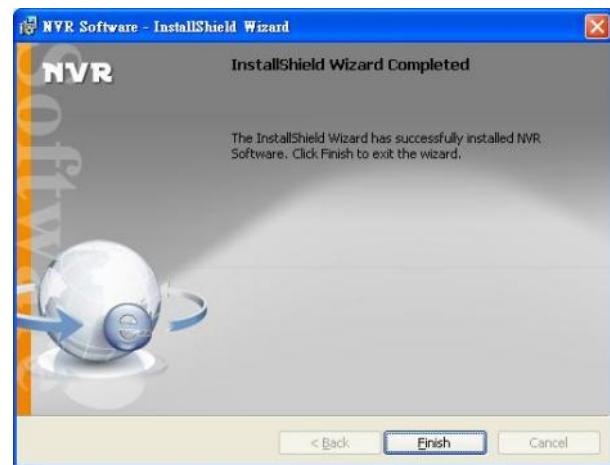


- Click "Install" to begin the installation process.



# U.EYE USER MANUAL

- Click “Finish” to complete the installation.



## 4-2 NVR Software

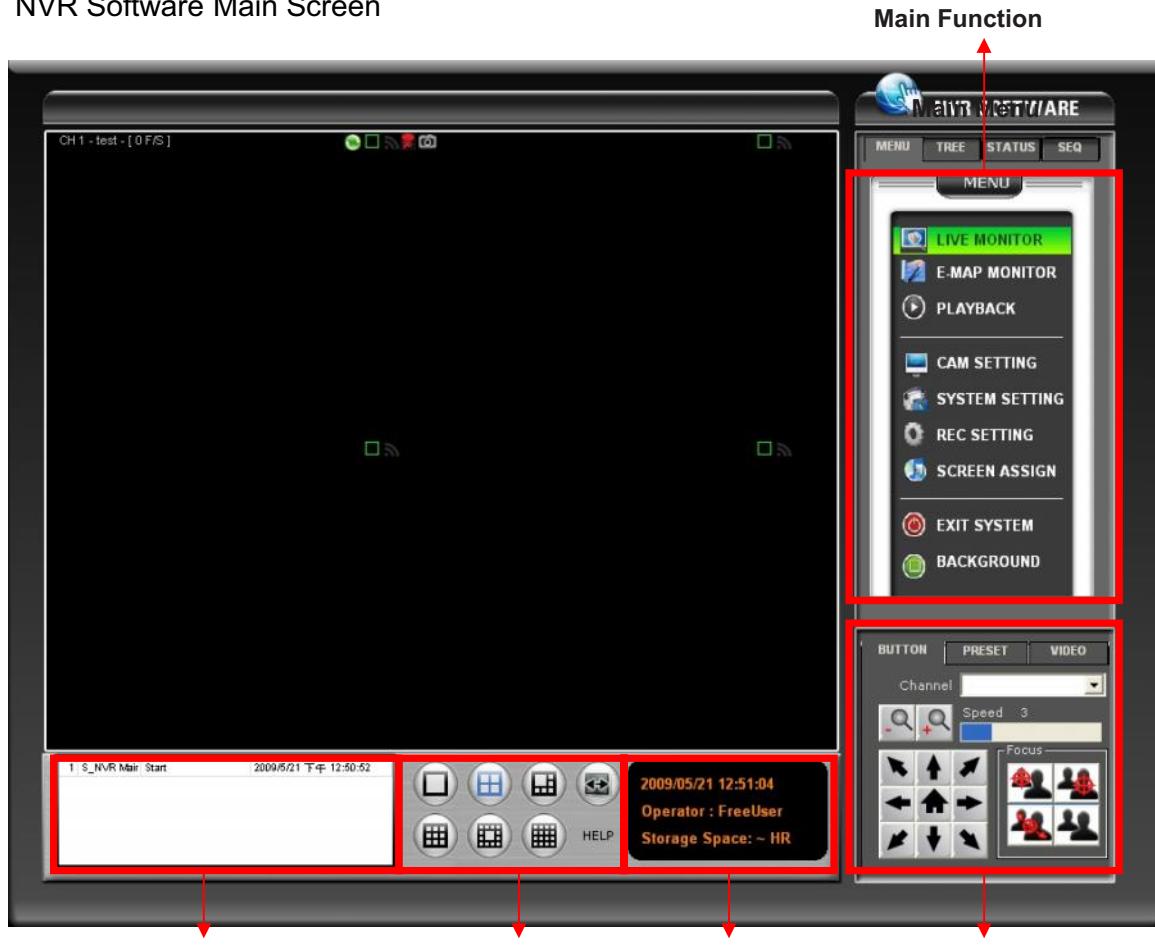
- To start NVR Software

Double click the NVR Software icon  on the Windows desktop.

**Note:**

You can also start NVR software by clicking the Start Menu and selecting "All Programs"–"Neotech"–"NVR Software"

- NVR Software Main Screen

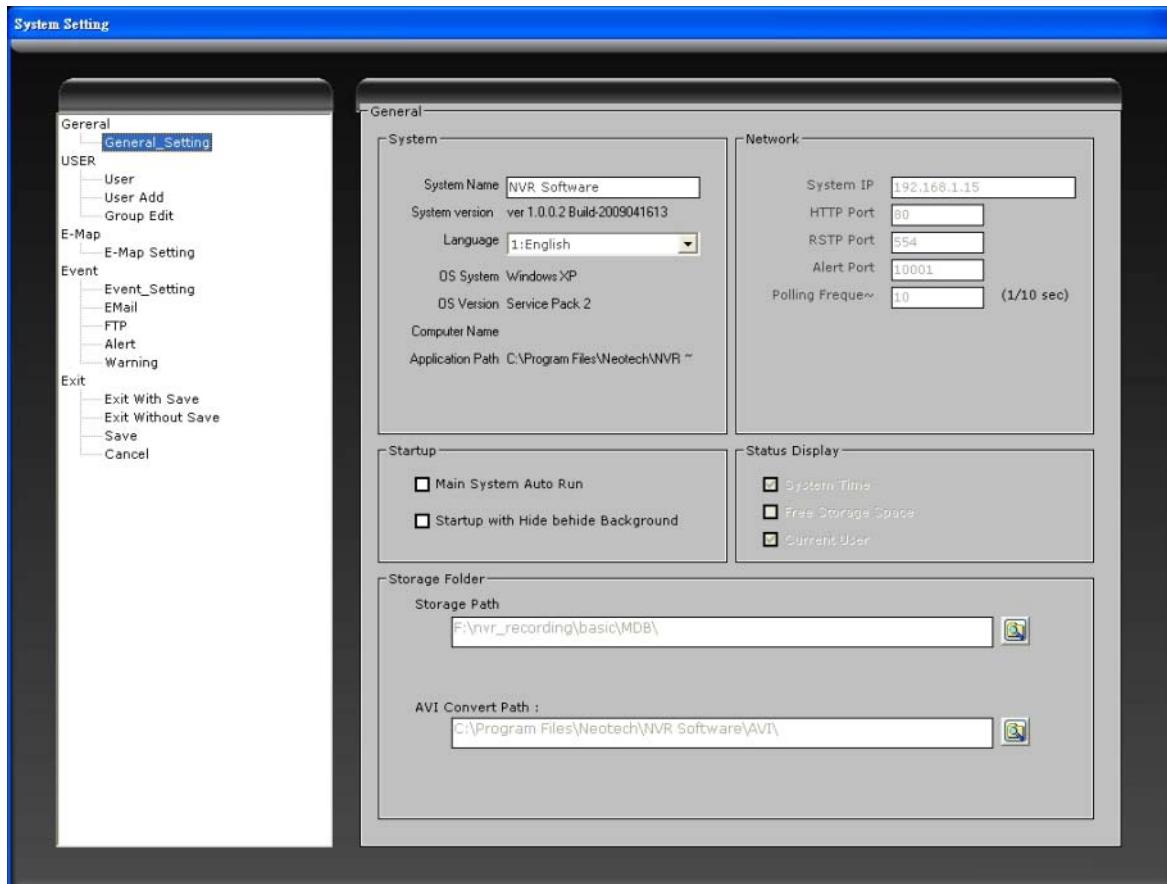


**Note:**For the VGA resolution ,we suggest use 1280X1024

## 4-3 System Settings

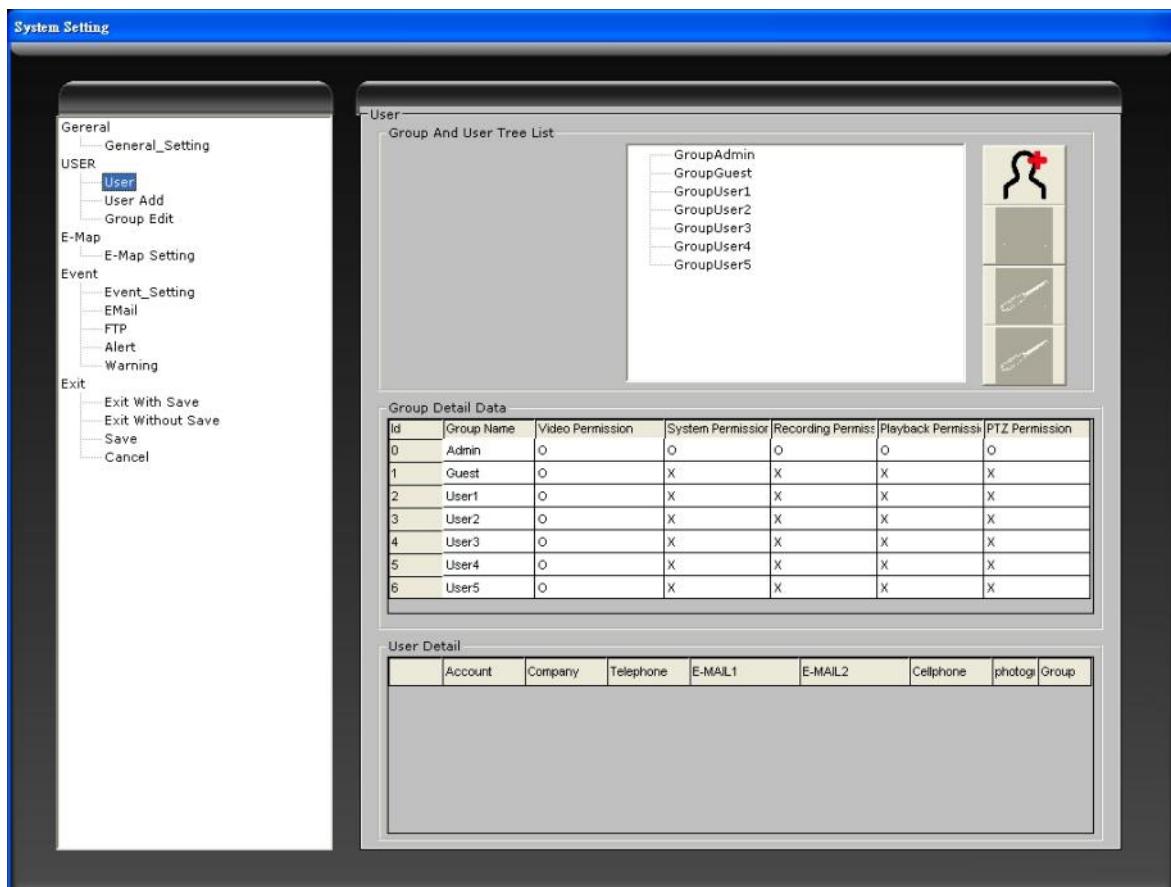
Select "System Setting" under Main Menu to enter system setup.

### 4-3-1 General\_Setting



- **System Name** :Display current computer information and NVR software language
- **Network** :Display current computer IP and ports information
- **Startup** :Set preferences for NVR software when computer start
- **Status Display** :Set preferences for NVR software status display
- **Storage Path** :Set path for remote recording and AVI files storage.

## 4-3-2 USER



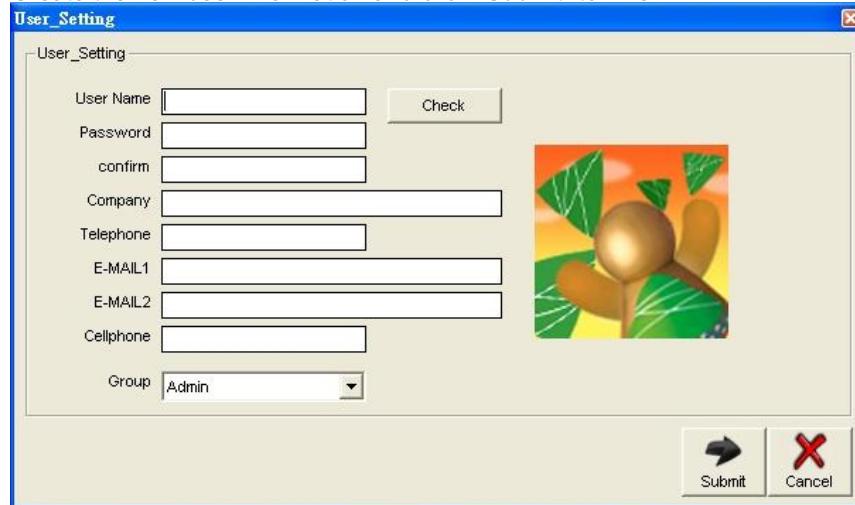
### 1. Add a new user

1. Select “User” from the left panel



2. Click on the button on the right hand panel

3. Create the new user information and click “Submit” to finish



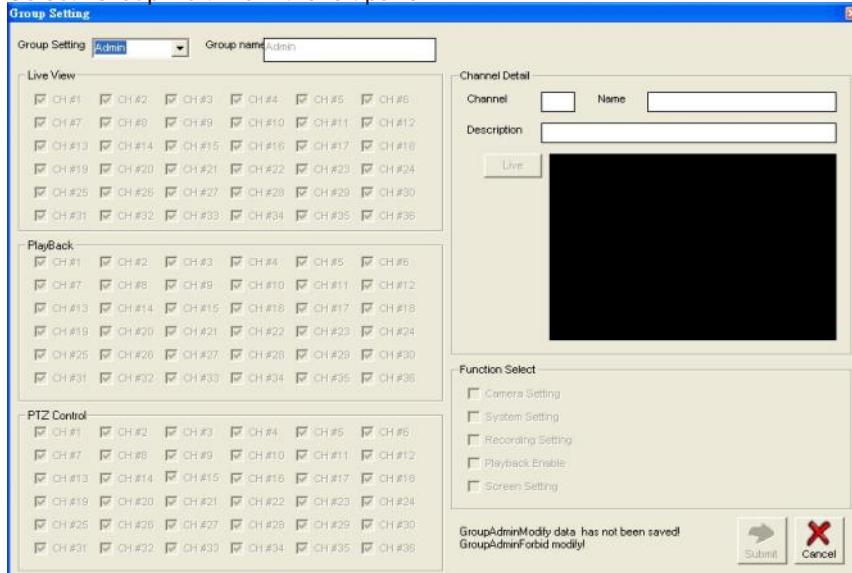
4. Double click on the picture area to add your own photo (JPEG or GIF format).

**Note:**

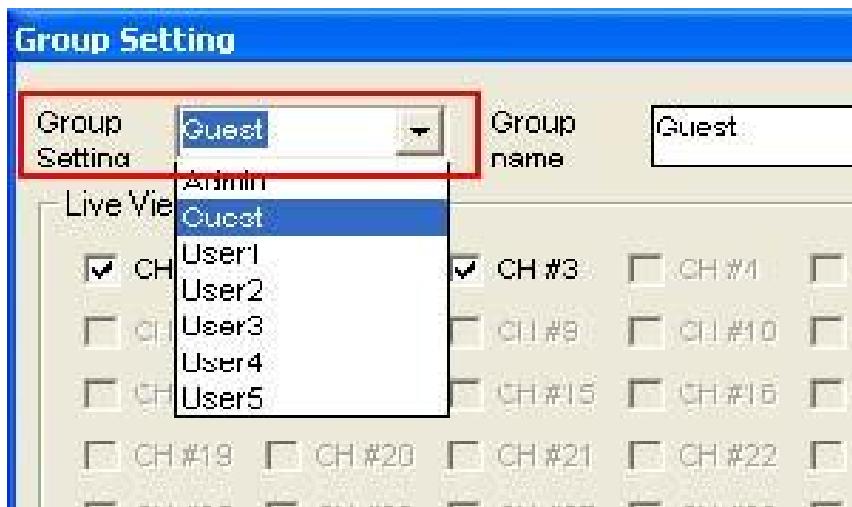
- User must create an Admin account for the first time. Once an Admin account has been assigned, the “Group” drop down box will become available for other user accounts level.

## 2. Modify Group Privilege

1. Select “Group Edit” from the left panel



2. Use “Group Setting” drop down box to select an account that you want to modify, and then followed by different authorities (Live View, Playback, PTZ control, Function) for that account.

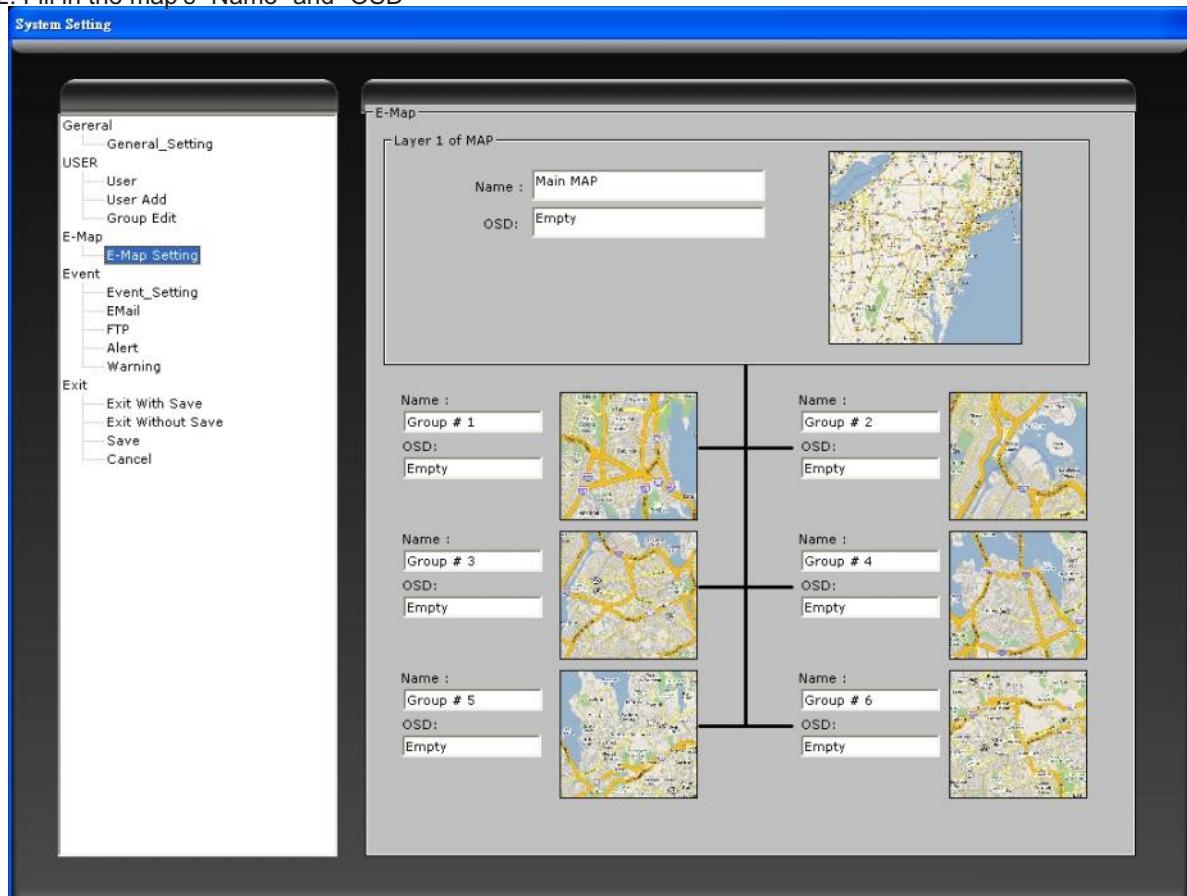


**Note:**

- Users are only allowed to configure those cameras that are added and connected to the system.

## 4-3-3 MAP

1. Select "E-Map Setting" from the left panel
2. Fill in the map's "Name" and "OSD"



3. Double click main MAP picture on the right side to load your own map



4. Icons on the upper-left hand corner of the map represent camera groups.



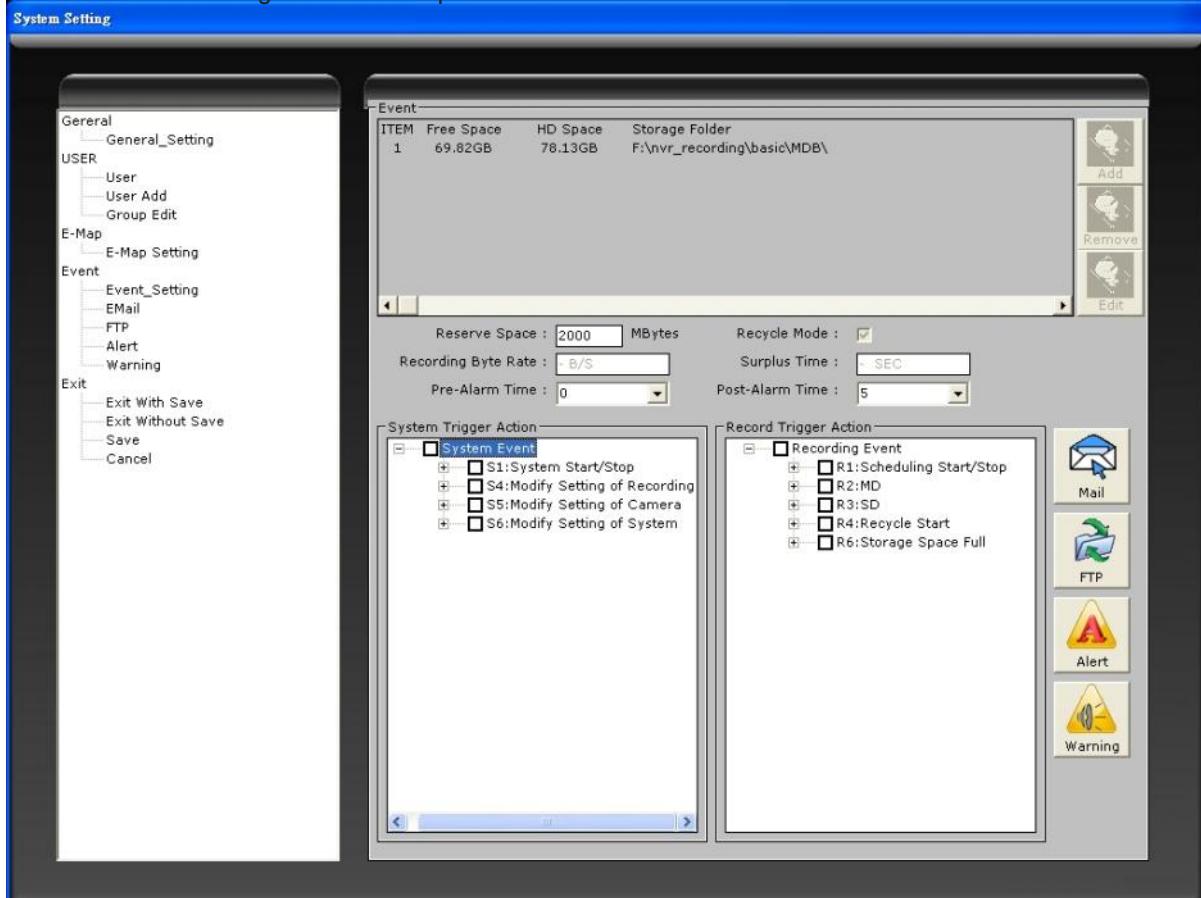
5. Click on the "save setting" button on the upper-right hand corner to save your setting



## 4-3-4 Event setting

Event servers can be used as an automated system, sending out instant notifications when an event is triggered by the camera or the system. Instant notifications can be sent thru four different servers via NVR software. User can add up to three servers for each event and select which to use when a particular event occurs. Still images and text files can also be attached as part of the notification via E-mail or FTP server.

- Select “Event Settings” from the left panel menu



- **Reserve Space** : Reserve HDD space for event storage
- **Pre Alarm Time** : Set pre alarm recording time prior event happens
- **Post Alarm Time** : Set post alarm recording time after event happened
- **System Trigger Action** : Select which system events to be sent thru servers when triggered
- **Record Trigger Action** : Select which record events to be sent thru servers when triggered

## 1. Mail Server

1. Click on  button on the right panel to enter setup.

2. Click on mail server list to setup sender and recipient's information



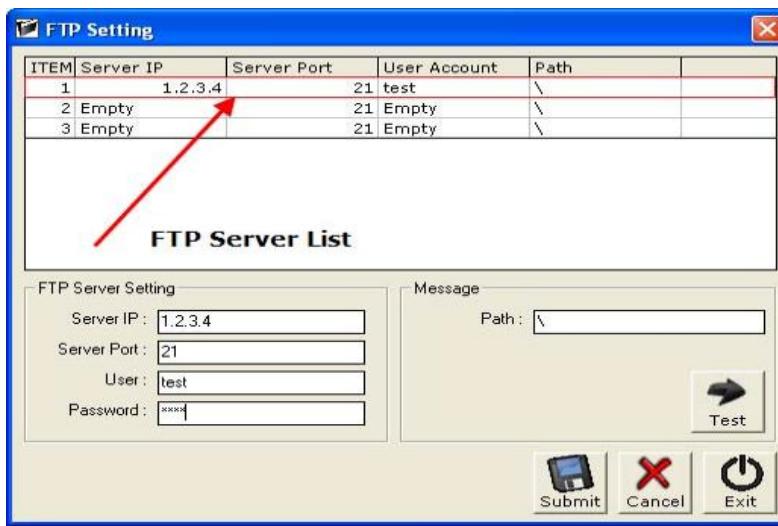
3. Click "Test" button to verify the information

4. Click "Submit" to save the setup.

## 2. FTP Server

1. Click on  button on the right panel to enter setup

2. Click on FTP server list to setup FTP server settings



3. Click on "Test" button to verify the information

4. Click on "Submit" to save the setup.

### 3. Alert Server

This function is not available at this moment.

### 4. Warning Server

1. Click on  button on the right panel to enter setup.

2. Click on warning server list to setup server settings



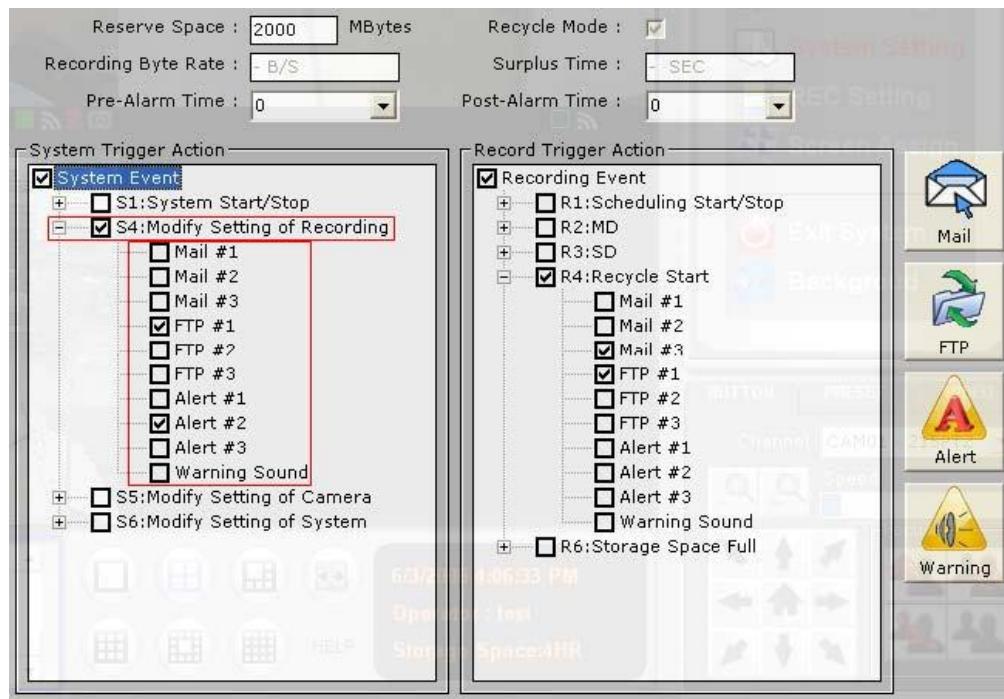
3. Click on  to locate the warning sound file (in .wav)

4. Click on "Test" button to verify the sound file

5. Click on "Submit" to save the setup.

## 5. Configuring event triggers and corresponding actions

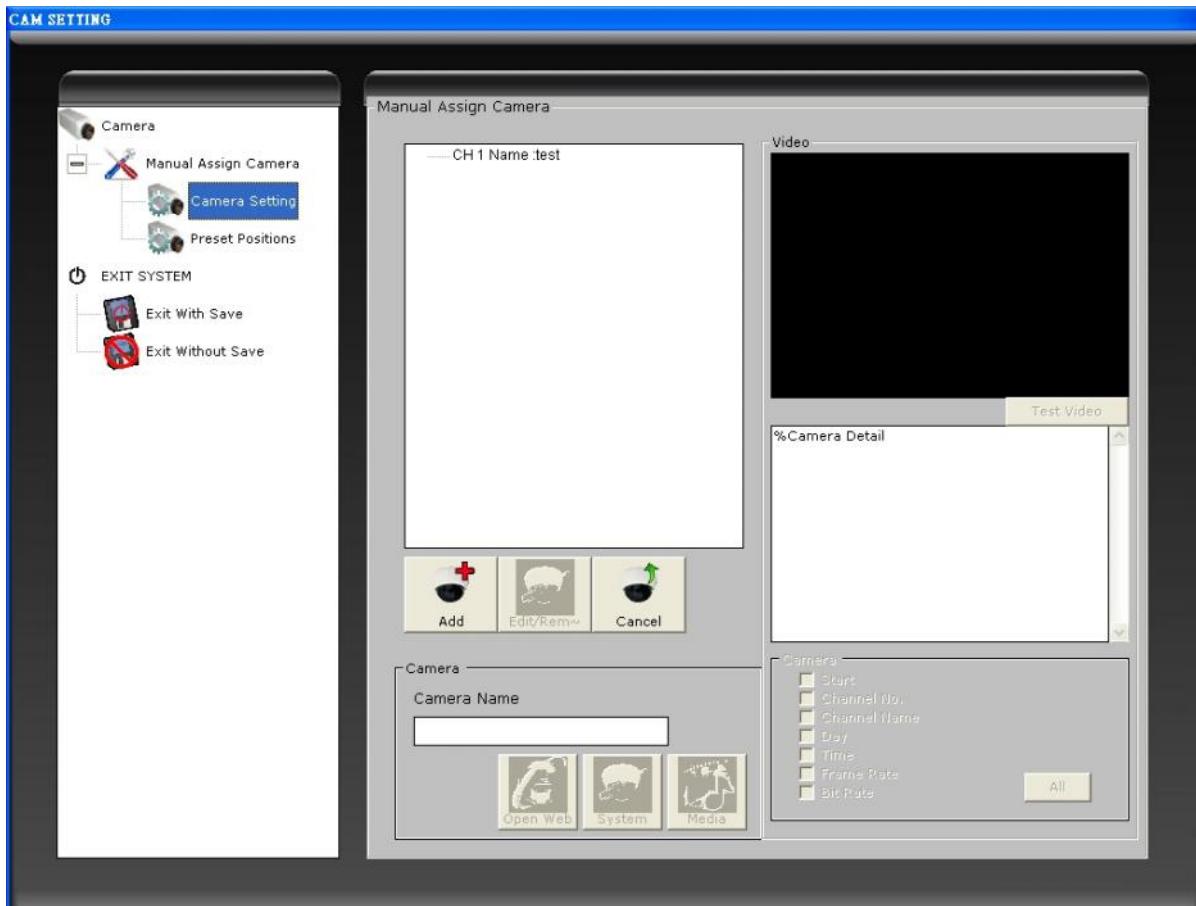
Event server can be used as actions during events triggering. NVR software comes with a list of pre-defined events and activating them is as simple as ticking the checkboxes right next to them. Click on the “+” sign next to an event will allow user to select that event servers, and create your own event trigger rule. Users can combination one event triggering and send notifications to multiple event servers and vice versa.



## 4-4 CAM SETTING

### 4-4-1 CAMERA SETTING

- Click "CAM SETTING" from the main menu



#### 1. ADD CAMERA

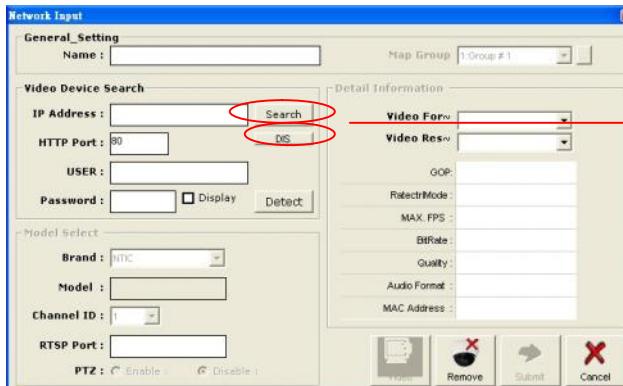
- Click "Add" under Camera Setting from the right panel



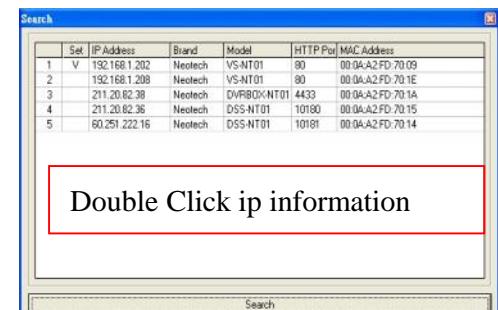
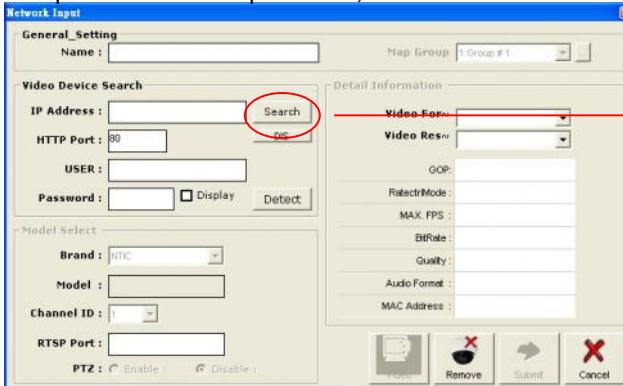
# U.EYE USER MANUAL

2. Setup the information under “Network Input” menu.

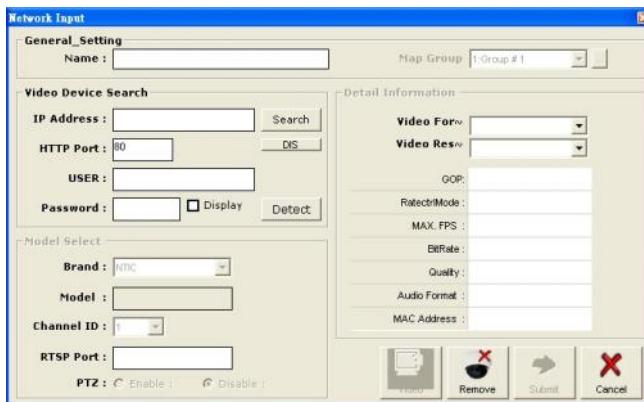
3. User can input IP device address or use DIS to search for IP



4. Input DIS user and password, click “ADD” to save information

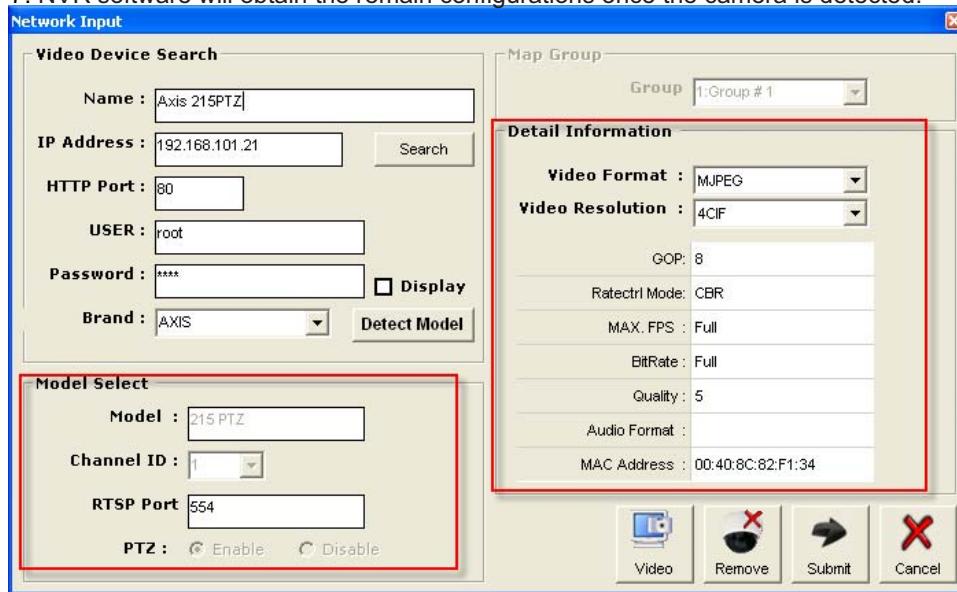


5. Click “Search” to obtain IP device information



6. Fill in the information, and click “Detect” to detect a camera

7. NVR software will obtain the remain configurations once the camera is detected.



8. Click "Submit" to finish adding the camera

9. Click "Exit with Save" to save the configuration and exit the configuration menu

#### Note:

- User may click on "Video" button to preview video the camera

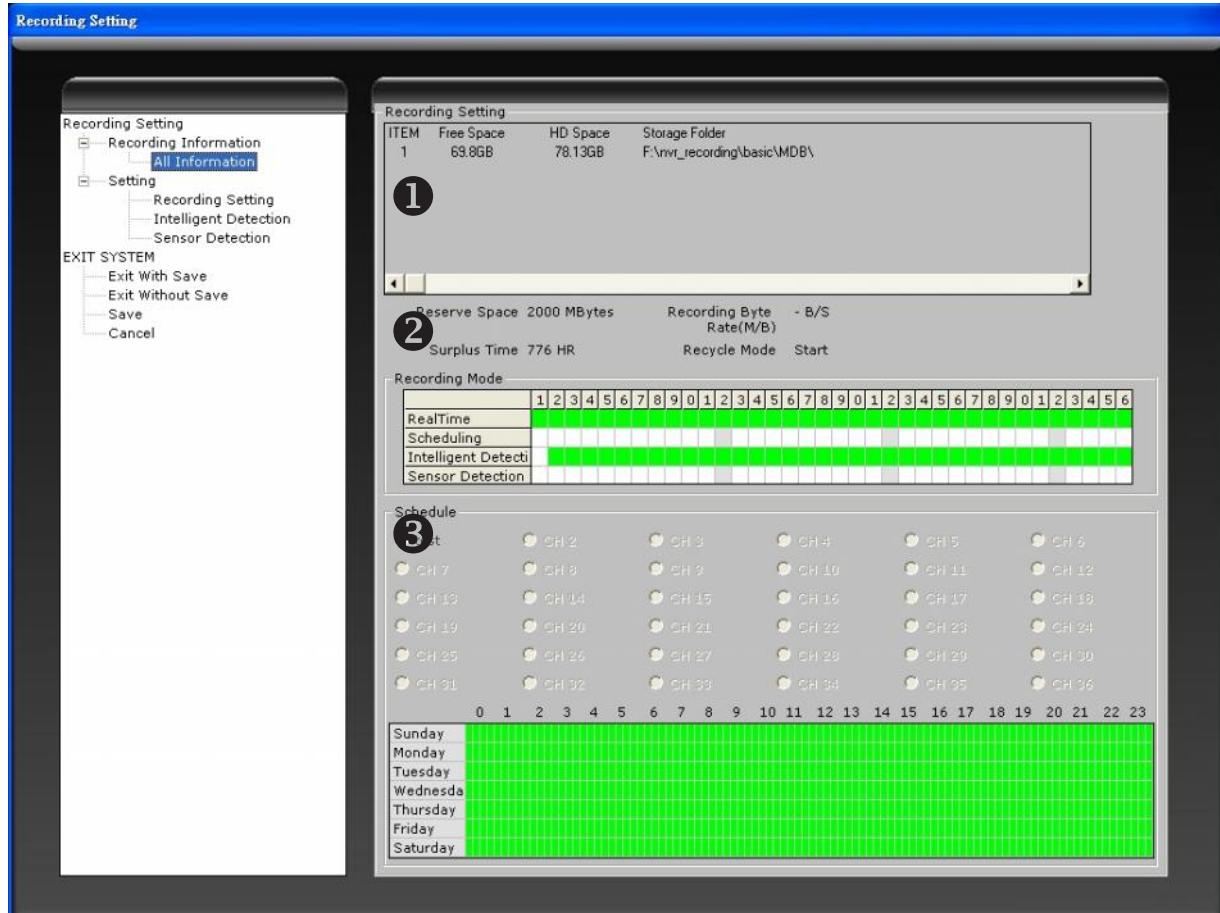
## 2. Preset Positions

This function is not available at this moment.

## 4-5 Recording Configurations

Despite the manual recording that is available under the “Live Monitor” page, NVR software also provides other types of recordings, which allow users to configure them according to their needs.

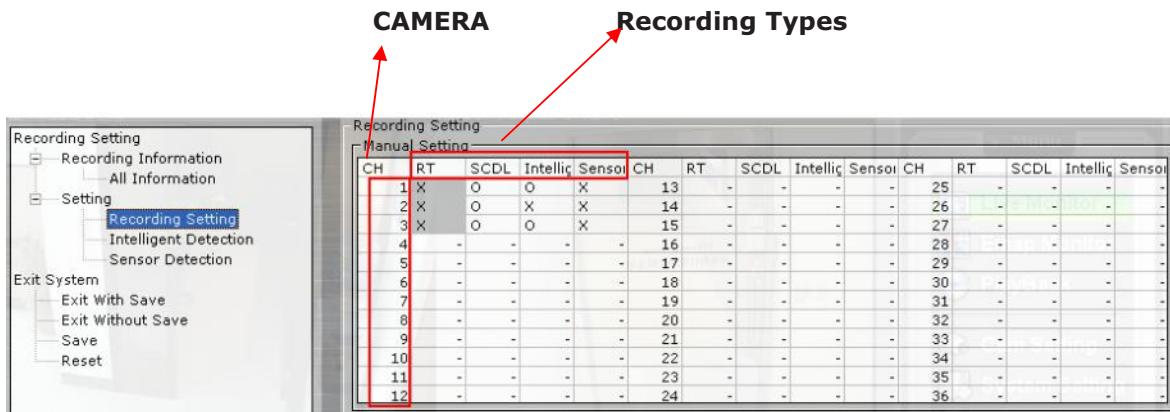
- Click “Recording Setting” from the main menu and select “All Information”



- 1. Recording Setting:** Recorded video information
- 2. Recording Mode:** Recording types information
- 3. Schedule:** Recordings schedule information

## 4-5-1 Recording Settings

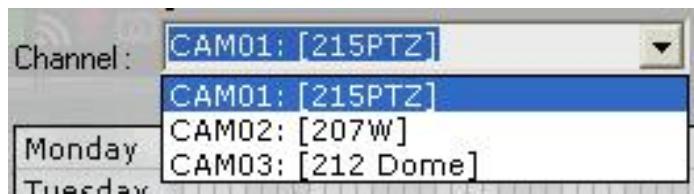
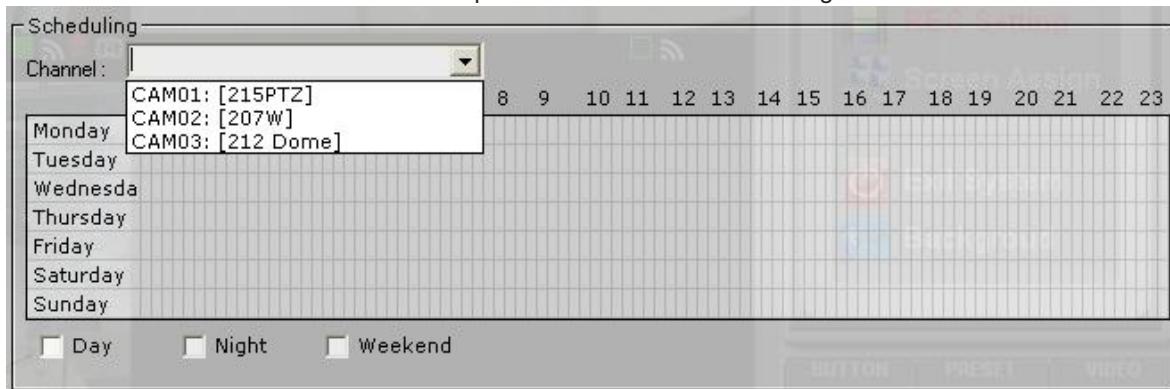
User can manually turn on/off of particular types of recording on cameras that are currently connected to the system.



### 1. Configuring Schedule Recording

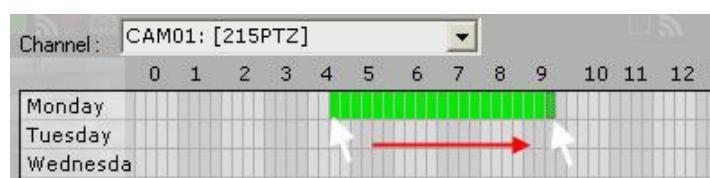
User can configure particular camera to start recordings on particular days at specific time of each week

1. Select a camera from the "Channel" drop down menu under "Scheduling"



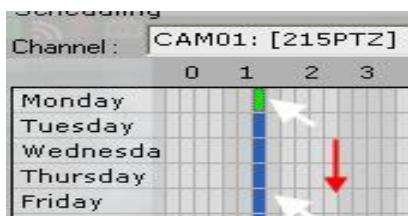
2. Use the time table below to specify the start time and end time of the schedule recording

3. Check one or more cells to specify the time range. Each cell represents 15 minutes of time

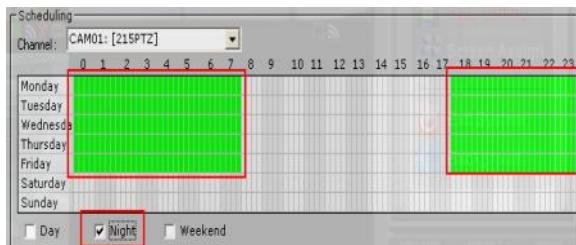


**Note:**

- User can left click the mouse on a cell and drag vertically with the left key continue holding down to schedule a recording.
- User can left click the mouse on a cell box and drag horizontally with the left key continue holding down to schedule a recording



- Day/Night/Weekend options allows user to schedule a recording to be performed during the day and night times on the weekdays or whole days during the weekend quickly.

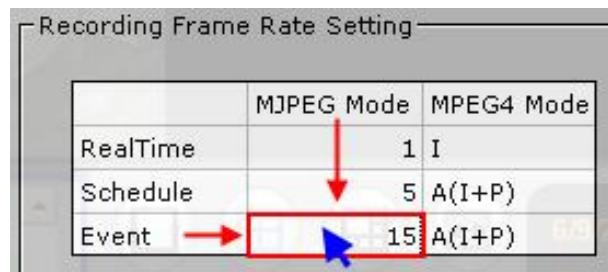


4. Click "Exit with Save" to save the configuration

## 2. Configuring Recording Frame Rate

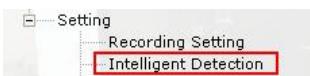
User can set what frame rate to be used for a particular type of recording by manually.

1. Changing the values in the options provided at the bottom of the "Recording Settings" menu



2. Click on a box that is corresponded to a particular type of recording and video streaming mode to change the frame rate.

### 3. Configuring Motion Detection (Intelligent Recording)

1. Select  to configure motion detection

2. Click to highlight a live camera.

3. Enabled motion detection by ticking the checkbox

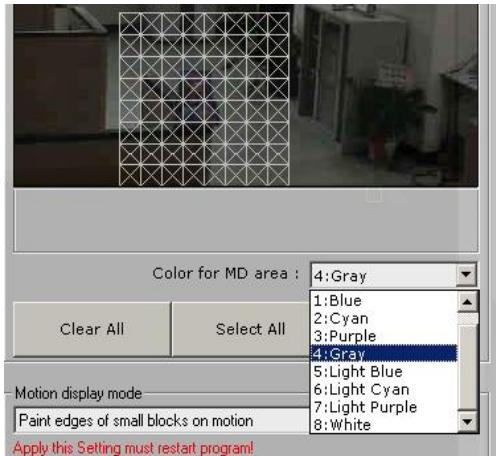
4. Motion detection is turned on by default to scan the whole area shown in the video

5. Left click the mouse and hold down the button. Drag it diagonally to draw a square to define an area to be scanned



6. The area will be highlighted with white small circles

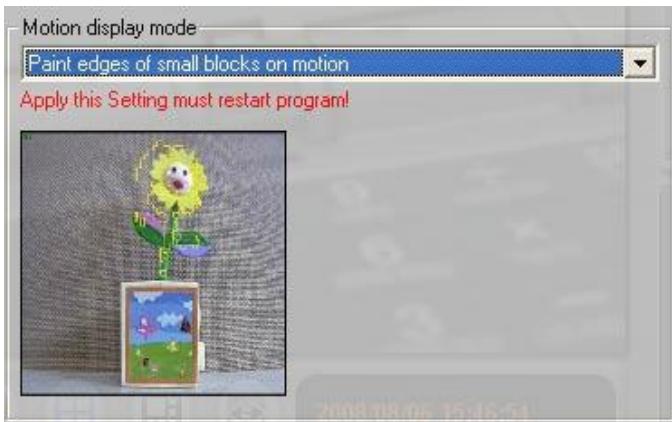
7. User can choose different colors for the circles from the "Color for MD area" drop down menu



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8. Select “Motion Display Mode” drop-down menu to setup how the moving object will be marked on the screen.



9. This menu provides different styles of overlay object or paint with different colors that can be used to place on the moving object in the live video. This can quickly help users to identify movement in the live video.

10. Click “Exit with Save” from the left panel menu and **RESTART** the program.



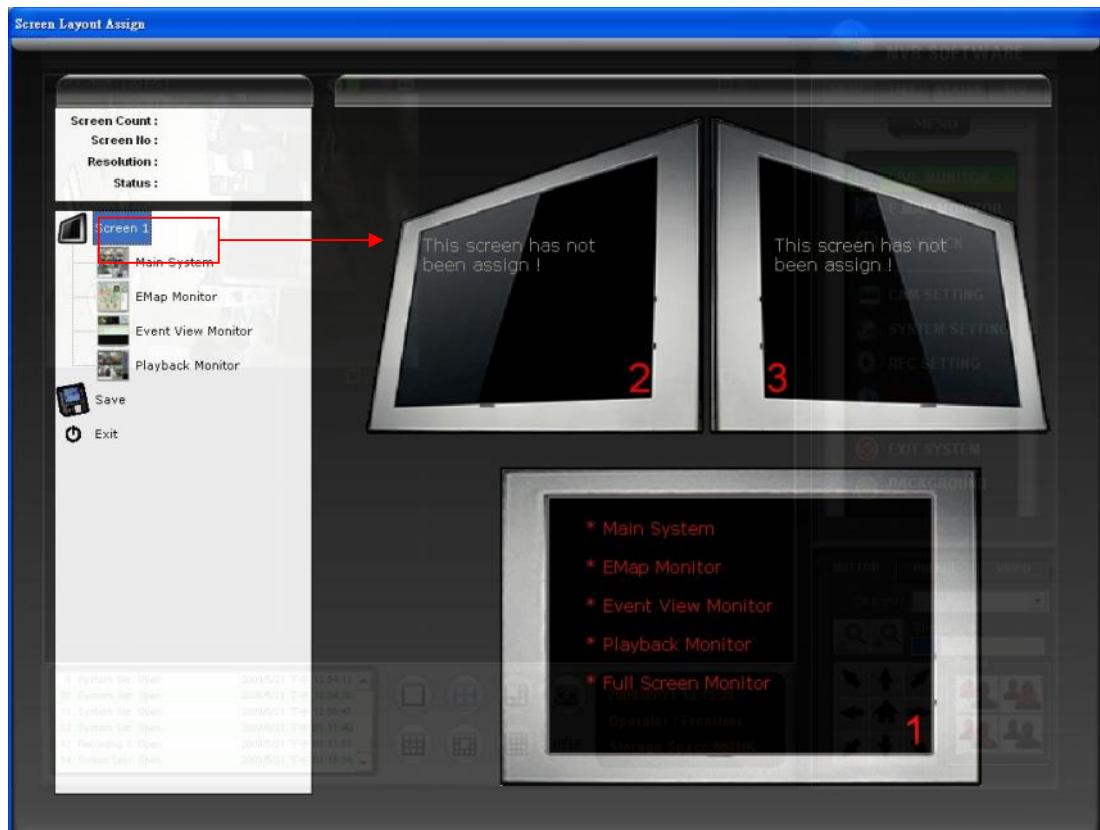
11. Click  on the top bar of the live video window to turn on motion display for the video. User should see the moving object in the video marked with the overlay paint that user just selected during the motion detection configuration



## 4-6 SCREEN ASSIGN

Features like Live Monitor, E-Map Monitor or Playback are opened in separate windows, and working under a particular window can sacrifice the views of others. NVR program allows user to define which window to be displayed. NVR program has a flexibility to display up to three windows on three different displays.

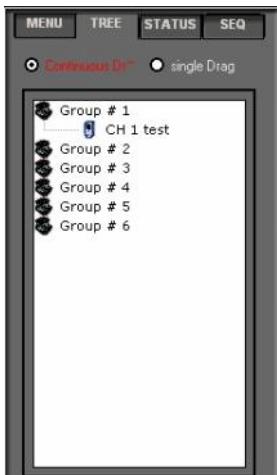
1. Click “SCREEN ASSIGN” from the main menu
2. Number of displays on user system will be detected automatically.
3. A function lists can be rearranged and open on different displays which are shown on the left panel
4. Simply drag and drop one onto a large virtual display icon on the right to complete the rearrangement.



5. Click “Save” to finish the configuration.

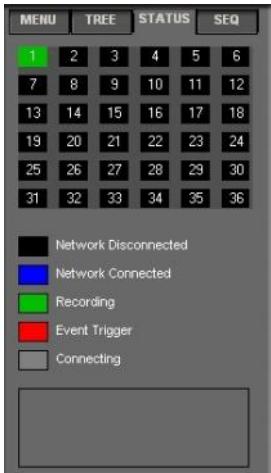
## 4-7 Sub Pages under Main Menu

### 4-7-1 Camera List



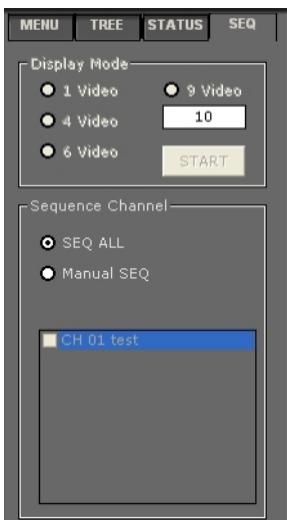
1. Show the camera list and group
2. User can drag camera directly to the live screen
3. Each Group can include six cameras

### 4-7-2 Camera Status



1. User can access camera status under the “Live Monitor” page at the top of the right-pane main menu section.
2. Click “Status” tab to view up-to-date status of all cameras and view the live videos at the same time.

### 4-7-3 Camera Sequence



1. System will switch automatically among those live videos according to the time interval set.
2. Users can set the system to run the sequence view under different screen split modes and display.
3. Users can manually select the cameras that they wish to perform the sequence view on, or simply select to sequence them all.

## 4-8 LIVE MONITOR

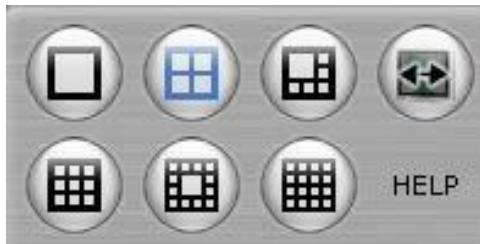
The program starts up with the Live Monitor view with 16 video displays by default.

**Note:**

- Left click the mouse on a video will display the video full screen.
- Left click the mouse again will return to the previous display mode.

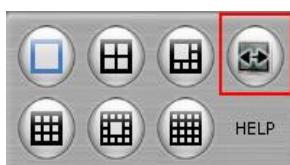


- Users can switch to different display modes by using the “pattern switch buttons” located at the bottom of the program screen under the “Live Monitor” page



### 1. Full Screen Monitoring

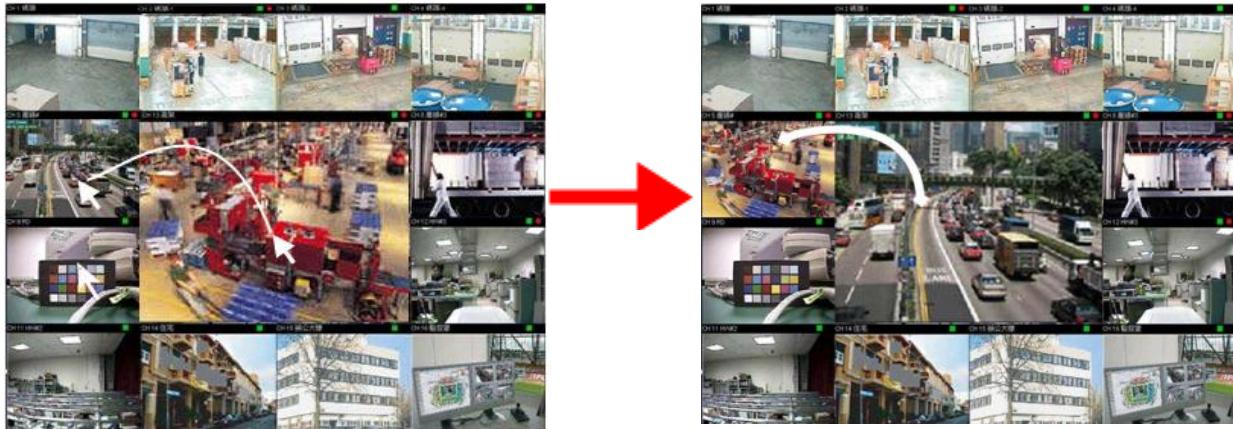
Click “Full Screen Button” (as shown below) at the bottom of the “Live Monitor” screen to switch to full screen. Left click on the screen to return to the previous state.



## 2. Drag and Drop

Users can drag and drop to rearrange the location of each video window.

1. Left click the mouse on the video and move to desire location and release.



## 3. Take Snapshot

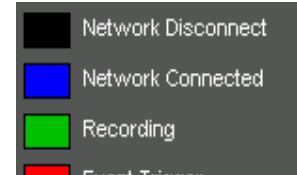
User can find “snapshot” icon on the upper-right hand corner of each video window

1. Click on the icon to bring up the snapshot.
2. Right click on the image and choose “Save” from the drop-down menu. The snapshot is saved at a pre-defined location path.

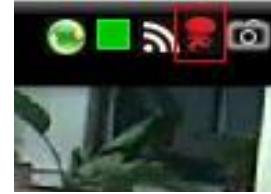


## 4. Other Indicators in each Video Window

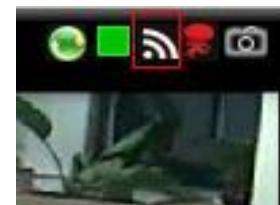
- The  indicates the current camera status. The camera statuses are defined on the right.



- This indicator will turn on the motion display and mark an overlay paint on the object movement



- This indicator allows user to receive audio from the camera



- This indicator allows user to re-establish the connection to the camera in order to obtain better frame rate due to the network bandwidth.



## 5. System Log and System Info

The system info and log allow users to view system status history during live monitoring.

#	Event	Status	Time
1	S_NVR Main System	Start	6/10/2008 1:58:55 PM
2	System Setting	Open	6/10/2008 1:59:08 PM
3	System Setting	Open	6/10/2008 2:21:23 PM
4	Device Setting	Open	6/10/2008 2:21:35 PM
5	Screen Layout Setting	Open	6/10/2008 2:21:54 PM

**6/10/2008 2:22:19 PM**

**Operator : FreeUser**

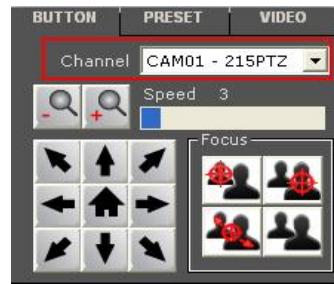
**Storage Space:12HR**

↓
↓

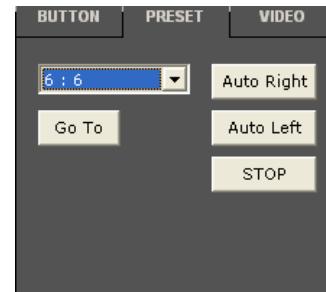
Status
Time

## 6. PTZ Control for Live Monitoring

- The virtual PTZ control keypad is located at the bottom-right hand corner of the Live Monitor page.



- Users can find a list of the Preset points of the camera which are previously configured under the "Preset" page in the PTZ control section.
- Select the Preset point and click "Go to" button to apply.
- Click "Auto Right" for non stop panning in clockwise direction
- Click "Auto Left" for non stop panning in counter clockwise direction.
- Click "Stop" button to stop panning



- The "Video" allows users to pan and tilt the camera from a mouse over video perspective.
- Point and click the mouse on the video to move the camera to the desired position.



## 4-9 PLAYBACK

NVR program allows users to playback videos in single view mode or quad view mode. Multiple videos recorded from different cameras (up to four) can be played on a quad view screen simultaneously.



1. Select cameras at the bottom right hand corner.
2. Click "Search" button to narrow down the search criteria

**Note:**

- Gray: Channels are not available for searching
- Purple: Channels are available for searching.
- Blue: Channels are available and chosen to perform searching



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3. The search result is shown in the area at the bottom lefthand corner.



3. Click on the blue cell to playback the recording clip.

**Note:**

- NVR will playback other cameras as well If other recordings clips occurred around the same time frame.

4. Click "Event Search" to filter out the search results with event recordings only. Search results will be shown as thumbnails.

5. Click the thumbnails to begin playing back

**Note:**

- Other cameras will also be played if there are recordings around the same time frame.



## CHAP.5 DIS Platform

### 5-1 Features

- Allow multiple platforms (PC, PDA and mobile phone) to login.
- Allow members to manage personal video sources over the network.
- Allow members to setup personal configuration remotely.
- Revolutionary Smart UPnP technology which penetrates IP Router automatically.
- Support multiple devices, such as Video Server, CMOS IP Camera, CCD IR IP Camera...etc.
- Support Dynamic IP Service (DIS) mapping : 「Dynamic IP」 or 「Static IP」 .

## 5-2 Getting Started

1. Locate your IP device warranty card.

**Account :**  
DNNTJS49PJS050053

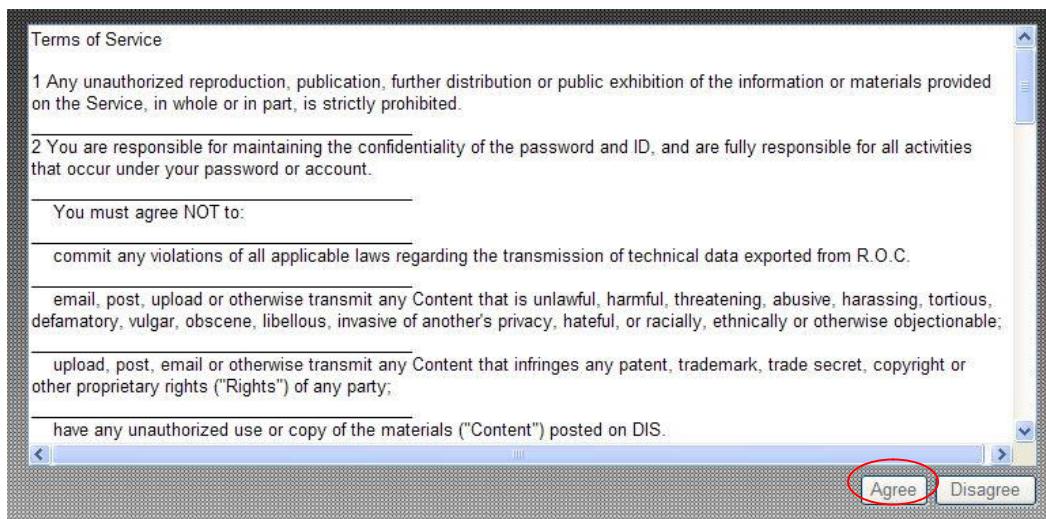
**Password :**  
YYJ6ZJ

**MAC address :**  
000AA2FD8170

2. Visit the DIS platform address at <http://dis.ntic.com.tw> via IE browser



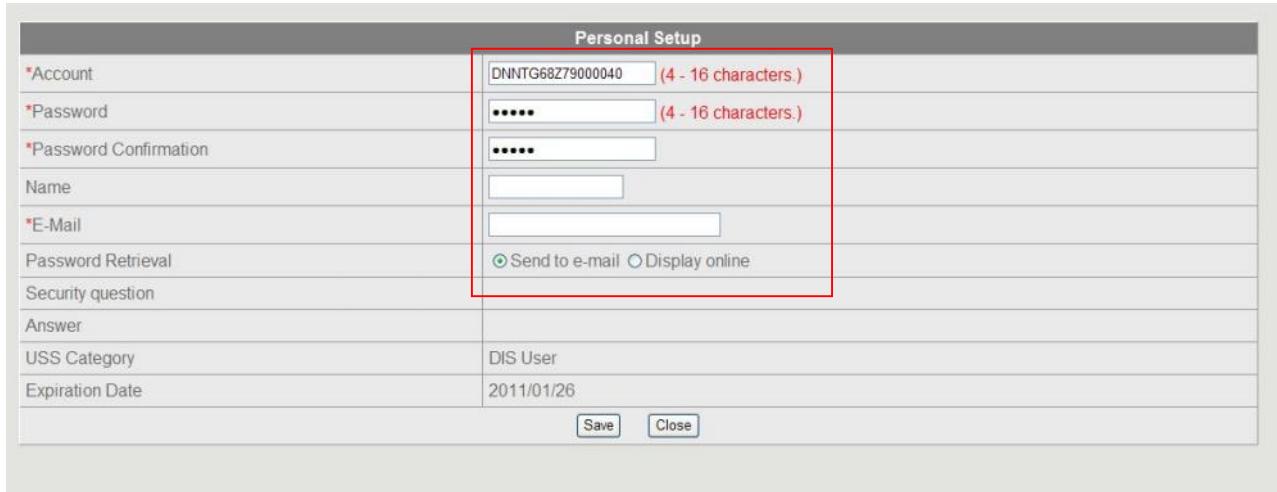
3. Login with the ID and PASSWORD shown on the warranty card.



4. Please read the "Terms of server" carefully, and click "Agree" to continue.

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5. When first time login system,system will ask to change Account and password.



The screenshot shows the 'Personal Setup' dialog box. It contains fields for Account, Password, Password Confirmation, Name, E-Mail, Password Retrieval, Security question, Answer, USS Category, and Expiration Date. The 'Account' and 'Password' fields are highlighted with a red box. Below these fields is a group of checkboxes: 'Send to e-mail' (selected) and 'Display online'. At the bottom are 'Save' and 'Close' buttons.

6. It is highly recommended to create a new ID, password and setup personal information for first time user.

Click "Save" to apply the modification



The screenshot shows a success message dialog box. It displays the text: 'You have successfully changed your account information.' and 'USS has sent your profile which modified earlier to your e-mail address.' At the bottom is a 'Close' button.

7. Login to the DIS platform using the new ID/password again.



## Note:

Default Username is **sysop**

Default password is **sysop**

8. Select an IP device from "My Channel" list followed by username and password

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9. An Active X object will be prompted for installation permission on the IE browser

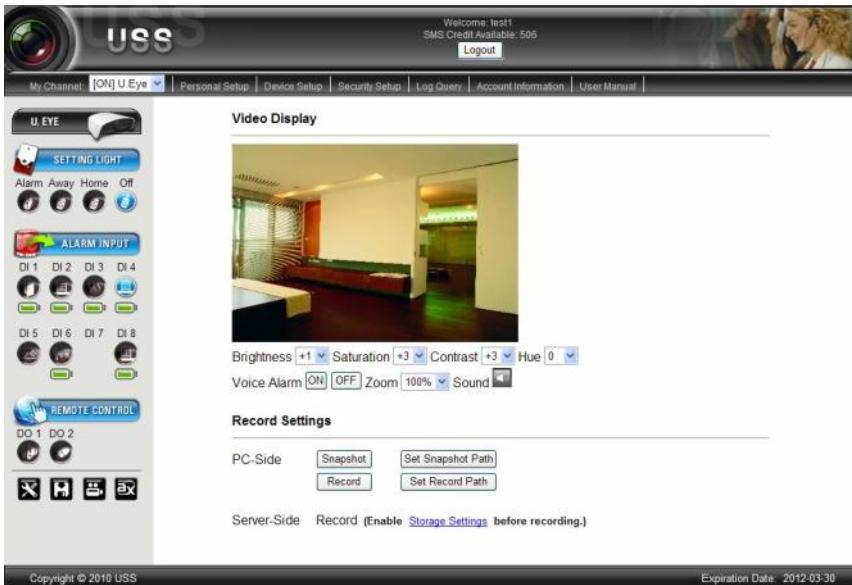


9. Click "Install" to begin Active X installation.



10. After ActiveX installation is finished, user will be requested to install "ffdshow" codec again. Click the "Install" to continue.

11. Users will see the Main screen(below) after both installations are completed

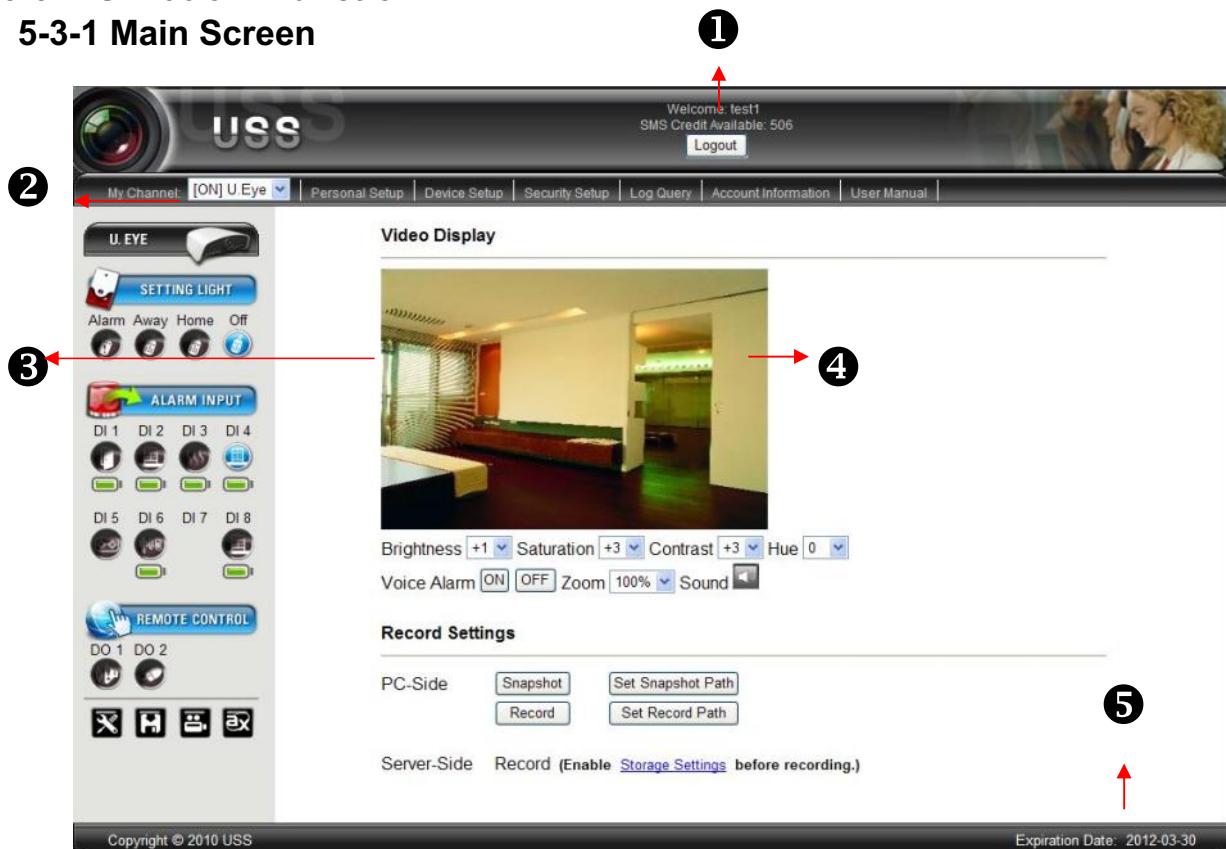


## Note:

- Please select "Player Install" on the left panel and install manually if IE browser does not prompt for ActiveX or codec installation.

## 5-3 DIS Platform function

### 5-3-1 Main Screen



1. **Welcome** : Display user's DIS ID and SMS information
2. **My Channel** : Display U.Eye lists and statuses.
3. **Control Panel** : Display U.Eye alarm state
4. **Video Display** : Display live video, video and recording settings
5. **Expire Data**: Display account expiration date

### 5-3-2 Personal Setup

1. Select "Personal Setup" to setup personal information



2. Enter valid Email address and click "Submit" to continue.



3. Setup personal information and click "Save" to exit

Personal Setup	
*DIS ID	test (4 - 16digits!)
*Password	***** (4 - 16digits!)
*Re-Confirm	*****
Name	
*E-mail	test@google.com
*Regain password option	<input type="radio"/> Send to e-mail <input checked="" type="radio"/> Display online
*Security question	Mother's name?
*Answer	test
DIS Category	DIS User
Expiry date	2010/04/20
<input type="button" value="Save"/> <input type="button" value="Close"/>	

4. Exit the DIS platform

5. Login the DIS platform with new ID and password.

### 5-3-3 Channel Setup

1. Select " Channel Setup" to setup camaras.



**Device Setup** ③ ④

[Account Grouping](#) [Camera Grouping](#)

Device S/N	Device Name	① Share	② Rename
0000A2FD7000	AIO	<a href="#">Share</a>	<a href="#">Rename</a>
0000A2FD7000	T1	<a href="#">Share</a>	<a href="#">Rename</a>

**Network Sharing**

Device S/N	Channel Name	Assigner	Delete
0000A2FD7000	IP DOME	116	<a href="#">Delete</a>

1. **SHARE:** Share IP device to other account

2. **Rename:** Rename IP device

3. **Account Grouping:** Combine several IP devices

4. **Camera Grouping:** Combine several IP devices from different locations.

## 2. Account Grouping

1. Click "Account Grouping" and input DIS account number that you want to combine.

Account Grouping		
Account	Password	Submit
<input type="text"/>	<input type="text"/>	<input type="button" value="Submit"/>
<input type="button" value="Back"/> <input type="button" value="Close"/>		

2. Select device and click "Submit" to finish

Account Grouping		
Device S/N	Device Name	<input type="checkbox"/>
000AA2FD700A	Andy Test	<input type="checkbox"/>
000AA2FD7022	VS_64MB_Ver113	<input type="checkbox"/>
000AA2FD700E	DVRBox Demo	<input type="checkbox"/>
<input type="button" value="Submit"/>		
<input type="button" value="Back"/>		

## 3. Camera Grouping

The screenshot shows the 'Channel Collocation' software interface. The left sidebar has a tree view with 'My Channel', 'DSS-AIO' (selected), '[OFF] DSS-AIO', 'DSS-T1' (selected), and '[ON] DSS-T1'. The main area displays four images of people interacting at a trade show booth, likely demonstrating the software's features.

1. Select "Channel Collocation" and select device list on the left panel.
2. Drag the devices into the screen you want to monitor at the same time

## 5-3-4 Security Setup

My Channel: [Select...](#) | [Personal Setup](#) | [Device Setup](#) | [Security Setup](#) | [Log Query](#) | [Account Information](#) | [User Manual](#)

1. Press “Setup” to change the security settings of each device.

Security Setup		
Channel S / N	Channel Name	Setup
<u>001DF800294D</u>	WPVS-201	<a href="#">Setup</a>
<u>001DF8002A50</u>	Dome	<a href="#">Setup</a>

2. Choose the “security Setup”.

Security Setup

Favorites | Security Setup

Event Type	Event Notify	Language	To	Message	<input type="checkbox"/>
					<input type="button" value="Delete"/>

3. Input the information for SMS or E-mail, then click “Submit”

### Security Setup

Event Type	<input checked="" type="checkbox"/> U.Eye Alarm	<input type="checkbox"/> Low Power	<input type="checkbox"/> Arming Status
Language	<input style="width: 150px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-bottom: 5px;" type="text" value="English"/> <div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 10px;">Select...</div> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 10px;">+886955679286</div> <div style="display: flex; align-items: center;"> <span style="font-size: 1.5em; margin-right: 5px;">🔍</span> <span style="font-size: 1.5em; margin-right: 5px;">👤</span> <span style="font-size: 1.5em; margin-right: 5px;">👤</span> <span style="font-size: 1.5em; margin-right: 5px;">✖</span> </div> </div>		
SMS	<input checked="" type="checkbox"/> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px; min-height: 100px;"> <p>test SMS</p> </div> <div style="display: flex; align-items: center; justify-content: flex-end; margin-top: 5px;"> <span style="font-size: 1.2em; margin-right: 10px;">135/159</span> </div>		
E-mail	<input checked="" type="checkbox"/> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px; min-height: 100px;"> <p>test@google.com</p> </div> <div style="display: flex; align-items: center; justify-content: flex-end; margin-top: 5px;"> <span style="font-size: 1.2em; margin-right: 10px;">14/199</span> </div>		

4. If both SMS and E-mail are set, the interface will show up in the security table.

Security Setup					
					Favorites   Security Setup
Event Type	Event Notify	Language	To	Message	<input type="checkbox"/>
U.Eye Alarm	SMS	English	+81955679286	test SMS	<input type="checkbox"/>
U.Eye Alarm	E-Mail	English	test@google.com	testing e-mail	<input type="checkbox"/>

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5. Favorite: you can edit your favorite settings by entering the chart "Security Setup"

**Security Setup**

Event Type	Event Notify	Language	To	Message	<input type="checkbox"/>
<a href="#">Favorites</a>   <a href="#">Security Setup</a>   <a href="#">Delete</a>					

[Back](#) [Close](#)

**Favorites List**

Name	E-Mail	Mobile Number	Editing
test	test@google.com	+886955679286	<input type="checkbox"/> Editing

[Add Favorite](#) | [Favorites List](#) | [Delete](#)

[Back](#) [Close](#)

**Add Favorite**

[Add Favorite](#) | [Favorites List](#) |

\* Required field

Name *	<input type="text"/>
E-Mail	<input type="text"/>
Mobile Number	Select... <input type="button" value="▼"/> <input type="text"/> <input type="text"/>

[Back](#) [Close](#) [Submit](#)

6. Press the option “Channel S/N” to view the information of each triggered event..

**Security Setup**

Channel S / N	Channel Name	Setup
001DF800294D	WPVS-201	<a href="#">Setup</a>
001DF8002A50	Dome	<a href="#">Setup</a>

[Close](#)

S/N: 000AA2FD7014

**Alarm detail**

used: 0.01 MB overplus: 49.99 MB

Log Date	Event	E-Mail	SMS	WAP Push	Point	Alarm Picture	
2009/04/22 11:02:51	Digit input	Success	NO	NO	514	NO	<input type="checkbox"/>
2009/04/22 11:04:53	Digit input	Success	NO	Success	512	NO	<input type="checkbox"/>
2009/04/24 11:20:50	Digit input	Success	NO	NO	482	NO	<input type="checkbox"/>
2009/04/24 11:22:02	Digit input	Success	NO	NO	482	NO	<input type="checkbox"/>
2009/05/21 09:45:25	Digit input	Success	NO	NO	406	NO	<input type="checkbox"/>

[delete](#)

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## 5-3-5 Log Query

My Channel: [Select...](#)

[Personal Setup](#) | [Device Setup](#) | [Security Setup](#) **[Log Query](#)** [Account Information](#) | [User Manual](#) |

1. Choose the date and Query type of your preference, then press “Submit”.

**Log Query**

Year	Month	Query Type	Submit
<input type="text" value="2009"/>	<input type="text" value="07"/>	<input type="text" value="Alarm"/>	<input type="button" value="Submit"/>

[Close](#)

2. Submit your inquiry to view the detailed date, actions, credits, and results of the triggered events.

S/N: 000AA2FD7014

**Alarm detail**

used: 0.01 MB overplus: 49.99 MB

Log Date	Event	E-Mail	SMS	WAP Push	Point	Alarm Picture	
2009/04/22 11:02:51	Digit input	Success	NO	NO	514	NO	<input type="checkbox"/>
2009/04/22 11:04:53	Digit input	Success	NO	Success	512	NO	<input type="checkbox"/>
2009/04/24 11:20:50	Digit input	Success	NO	NO	482	NO	<input type="checkbox"/>
2009/04/24 11:22:02	Digit input	Success	NO	NO	482	NO	<input type="checkbox"/>
2009/05/21 09:45:25	Digit input	Success	NO	NO	406	NO	<input type="checkbox"/>

[delete](#)

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## CHAP.6 3G Mobile Phone Connection

### 6-1 Getting Started

This is the process for viewing through the 3G mobile on the DIS Platform. Please connect to <http://dis.ntic.com.tw/wap/> form mobile phone's web browser, Then please follow below step to connect to IP device

1. Please log in your ID and password.

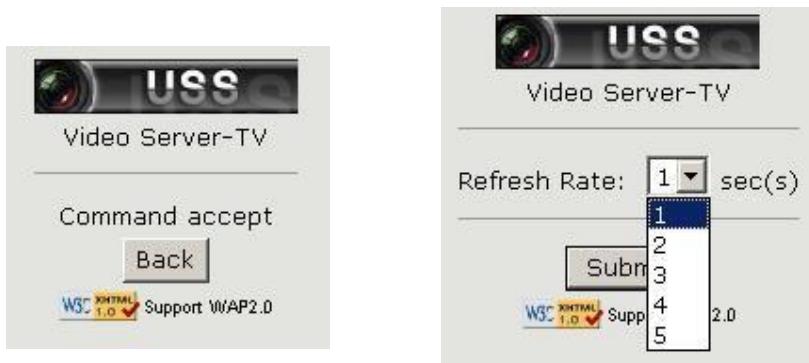


2. it will shows all your IP devices under this ID, please choose the device you want to view.

3. It supports 2 modes, Motion JPEG mode is for Blackberry or iPhone, as it doesn't support Streaming. Streaming mode is for normal 3G mobile.  
DO is digital output, it shows the status of your equipment, like light, TV...etc.



4. The left one is the streaming mod and the right one is for Motion JPEG mode. Please choose how many seconds to refresh the video.



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5. You will see the clear image.



6.U.EYE alarm status interface



Note: It may take up to 60 second to connect due to the 3G bandwidth limitation.

## **6-2 3G Mobile Phone Support List**

### **Nokia:**

Models: 3230, 6111, 6170, 6230, 6255, 6260, 6270, 6280, 6600, 6630, 6680, 7270, 7280, 7370, 7380, 7610, 8800, N70, N73, N80, N81, N90, N95-8G.

### **Motorola:**

Models: A780, E770.

### **Sony Ericsson:**

Models: K300i, K508i, K55O, K600i, K700i, K750i, K800i, P900i, S700i, W800i, W810i, W900i, Z520i, Z800i, Z1010.

### **Samsung:**

Model: Z508

## Appendix.1 IPPlayer

- IPPLAYER will automatically creates a shortcut icon on your desktop after it's successfully installed. Simply double-click the icon to launch the program.



### 1. DEVICE INFO

- Show the IP device list after the search.

2. Link to select device

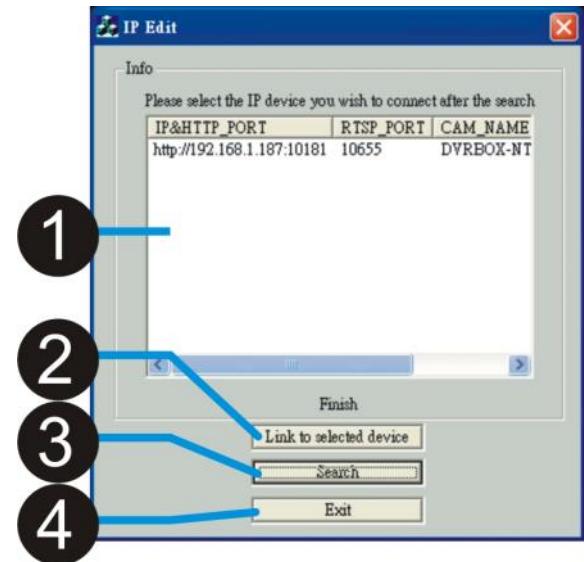
- If you are connecting to a IP device in this list, you can double click it from the list. Or select a device and click "Link to select device" to connect.

3. Search

- Search the IP device in local network.

4. Exit

- Exit program.



## FAQ

### ★ 3GPP phone and PDA

#### Q1: How to use a 3G phone to view the camera?

First, please note that you have to use our NTIC IP products, because only they support RTSP protocol so that you can use 3G phones to view the image. Please follow the under steps to make it work:

1. Please set up your camera on the Internet first. For how to set up the camera on the internet, please refer to user manual
2. On camera side, please check the settings:
  1. Please check Stream2 Settings in " Video / Audio " page:
    - a. Choose "MPEG4" in Dual Bitstream setting ".
    - b. Confirm the Fixed BitRate lower than 128Kbps. The suggestion setting is 48Kbps.  
(Because the 3G network bandwidth is limited, you can't use too large bitrate or you will get nothing on your cell phone.)
    - c. Choose QSIF size (176\*120 for NTSC & 176\*144 for PAL) in resolution setting (Because the video size of 3GPP player in 3G phone is limited, you can't use too large video size or you will get nothing on your cell phone.)
    - d. If you make sure all the setting of stream2 but can't watch video on 3GPP phone and PDA. Please make sure that you use "554" as your RTSP port in " Stream " page.  
(Because most ISP and players do not allow or support port number other than 554 to let RTSP streaming go through.)
  2. On 3G phone sides,
    - a. Please open the WAP browser in it.
    - b. Please type URL in the browser:  
<http://dis.ntic.com.tw/wap/>
    - c. Please enter your ID/Password than click login
    - d. Choose your Device and watch the live video.

#### NOTICE:

On 3G phone sides, if you don't have the service of platform.

- a. Please use the players not browser in it. (Such as realplayer or any multi media players in it)

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## **Q2: What is the 3GPP phone support list for NTIC cameras?**

A Here is the 3GPP phone list:

Nokia: 3230, 6111, 6170, 6230, 6255, 6260, 6270, 6280, 6600, 6630, 6680, 7270, 7280, 7370, 7380, 7610, 8800, N70, N73, N80, N81, N90, N95-8G.

Motorola: A780, E770.

Sony Ericsson: K300i, K508i, K550, K600i, K700i, K750i, K800i, P900i, S700i, W800i, W810i, W900i, Z520i, Z800i, Z1010.

Samsung: Z508

## **Q3: Can I use the RealPlayer in PDA to view the video of the camera?**

Unfortunately, the version of RealPlayer in PDA does not support to view our camera, so you can't do that.

## ★Network

### Q1: How to get the IP address of the Video Server or IP camera?

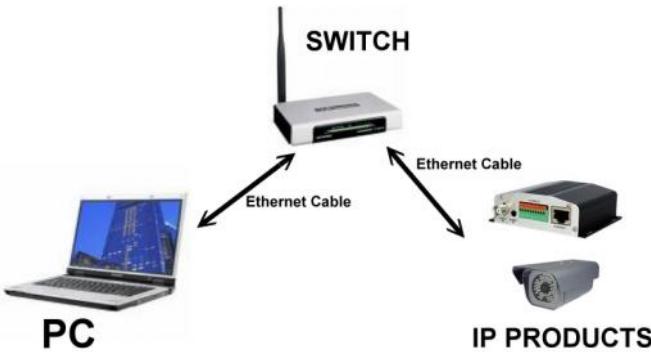
A: At first you can use our [IP EDIT](#) to get the IP address of our products and connect to them and the [IP EDIT](#) you can [download it](#). If it doesn't work, you have to refer the following.

a>Your Network environment has DHCP service:

Please reset your camera to factory default settings first, push the H/W reset button for more than 6 seconds and then use IP EDIT to find its IP address.

b>Your Network environment does not have DHCP service:

1. Reset your camera to factory default settings.
2. Connect your camera to your PC directly by a cross-over line directly. If you do not have a cross-over line, please refer to the following picture to connect your camera to PC:



3. Set IP address of your PC to be 169.254.1.100 / mask : 255.255.0.0
4. Power on your camera.
5. Open an Internet Explorer and type 169.254.1.127 to connect the camera.

### Q2: If the UPnP of my IP device doesn't work, how can I set up my camera over Internet?

A: Please try the following steps:

Connect your camera to the router, and use [IP EDIT](#) to find the IP address of your camera in LAN. You can refer to the following picture to set up your equipments:

If the LAN IP address of your camera is 192.168.0.2, please forward some ports for 192.168.0.2 in the router side. Please refer the stream page in the Configuration to NAT these ports HTTP Port (TCP), RTSP Port (TCP) & Control Port (TCP)

### Q3: The image is black. Why?

A: Reason:

1. The UPnP failed or wrong setting of RTSP & Control Port.
2. You didn't forward the ports of network page of the camera on your router.

3. Your IPPlayer software didn't install successful.

Solution:

Check your IPPlayer software install successful and you have to forward your ports for your camera on your router if your router doesn't support UPnP.

## **Q4: When to use the "UPnP"? What is " UPnP "?**

A: If you don't want to forward port on the router manually, you can enable the "UPnP" in the DIS/UPnP page of the camera to forward the port on the router automatically. (Note that your router has to have "UPnP" function as well, and the UPnP function is default on)

Our " UPnP " function will detect available ports from router that didn't use by other devices and map the necessary port numbers of Network page with the router automatically, that we so called "Smart UPnP".

## **Q4: How to use PPPoE?**

A: The following steps are the correct procedures.

1. Set up your camera in the LAN or connect to your PC by a cross-over line
2. Configure the valid settings (user name) of PPPoE connection on network page.
3. Choose Auto Start after reboot.
4. Click save, the camera will connect to internet via PPPoE after it booted.

## **Q5: What is the difference between fixed quality and fixed bitrate? Which one is better for me?**

A: As you know, in our products you can select fixed bitrate to control the amount of the video stream data per second. If you select fixed quality, the amount of video stream data would be floating depending on the motion in the video. (From 1Kbps~3Mbps) Fixed quality uses a higher bit rate during fast motion scenes and a lower bit rate during slow motion scenes. Fixed bitrate means a constant bit rate must be used. The available bandwidth is fixed, like videoconferencing delivered on channels with fixed bandwidth. So you may lose some images during fast motion scenes.

## **Q6: What is the default IP address of our products?**

A: The default IP address is 169.254.1.127 / mask : 255.255.0.0, but the DHCP default is ON, you can get the default IP only for DHCP failed.

## ★Video and Audio

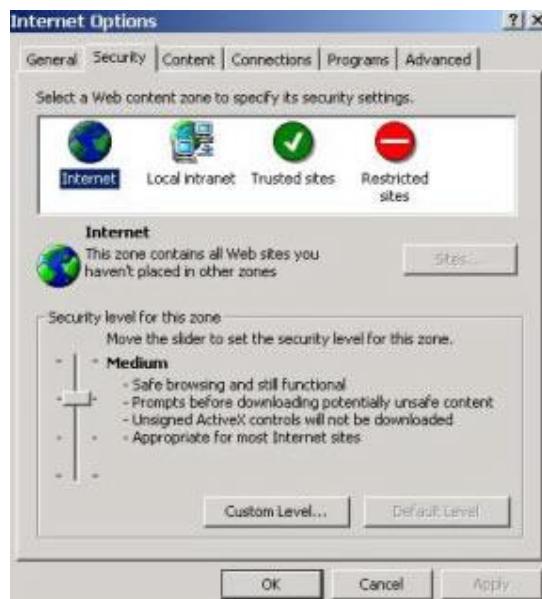
Q1: Why cannot I see the image as the following even though I change the security settings of IE?



1. Open IE, Click Tools / Internet options.



Choose Security page and click "Custom Level" button.



In "Download signed ActiveX controls" item, choose "Enable" or "Prompt".



2. You also can download the IPPlayer software in player install page.

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**Q2: I would like to know if there is a way to view IP cameras via browsers other than IE. (Such as Oera, Firefox, Galeon, etc.)**

A:

Browser	IE	KKMAN	MAXTHON	FIREFOX	GREENBROWSER	OPERA
Usable	YES	YES	YES	NO	YES	NO

**Q3: Why can't I hear the audio from the camera?**

A: Check the following items first.

1. Make sure you didn't click the "Mute" item on the home page.
2. Make sure you have already install MIC on your IP device. Only some models have internal microphone of our IP device.

## ★Recording and Video clip

**Q1: How to do recording with USB Stick?**

A:

1. First, you can do recording on the home page. Click right button on the video. There will print a function can set recording path and start recording, or you can choose the PC-Side of record setting. All the 2 ways are recording the files in your PC.
2. Another way you can also record the file in storage if your models have storage interface. Choose the Recording Device to "USB" in storage page and you can sett recording time here. Start the Server-Side recording in home page. The recording file will be store in USB storage.( Notice: The format of storage should be FAT/FAT32)

**Q2: Why can't I playback the video clip sent to FTP server?**

A: It maybe due to the low network bandwidth. Please adjust the video size to smaller and use "constant bit rate =128Kbps or lower value" (in Audio and Video page) to suit to your network bandwidth and try again.

## ★Application

Q1: I cannot receive the alarm picture/video when using Digital Input. How do I send alarm picture/video by email?

A: You have to fill in the blanks with your SMTP server address/Recipient email address/User name/password on SMTP/FTP page first. Notice: Recipient email address means the account that you want to receive the snapshot email. The SMTP server address, username and password are for the sender's account. Take the following picture for example. [test@ntic.com](mailto:test@ntic.com) will receive the snapshot email from [send@ntic.com](mailto:send@ntic.com).

**SMTP Settings**

---

SMTP Server	ntic.com
Recipient	test@ntic.com
User Name	send
Password	*****
Authentication Method	PLAIN

---

Go to the application page and Enable the Digital Input, and choose alarm picture/video and send by email.

**Application Settings**

---

**Digital Input1**  
Enable   Trigger Digital Output

**Digital Input2**  
Enable   Trigger Digital Output

**Detection**  
Next Event Delay Time (sec)   
Trigger Digital Output (sec)

---

**Alarm Picture**  
Enable

**Alarm Video**  
Enable   
Pre-alarm I Frame Number   
Post-alarm I Frame Number

**Alarm Action**  
Alarm Mail   
Alarm FTP

---

## Q2: I cannot receive the snapshot when using Digital Input. How do I send snapshots by FTP?

A: You have to fill in the blanks with your FTP server address/FTP Port/User name/password on SMTP/FTP page first.

### FTP Settings

FTP Server	192.168.1.123
FTP Port	21
User Name	test
Password	*****
Remote Folder	/
Passive Mode	OFF <input type="button" value="▼"/>

Go to the application page and Enable the Digital Input, and choose alarm picture/video and send by FTP.

### Application Settings

#### Digital Input1

Enable   Trigger Digital Output

#### Digital Input2

Enable   Trigger Digital Output

#### Detection

Next Event Delay Time (sec)

Trigger Digital Output (sec)

#### Alarm Picture

Enable

#### Alarm Video

Enable

Pre-alarm | Frame Number

Post-alarm | Frame Number

#### Alarm Action

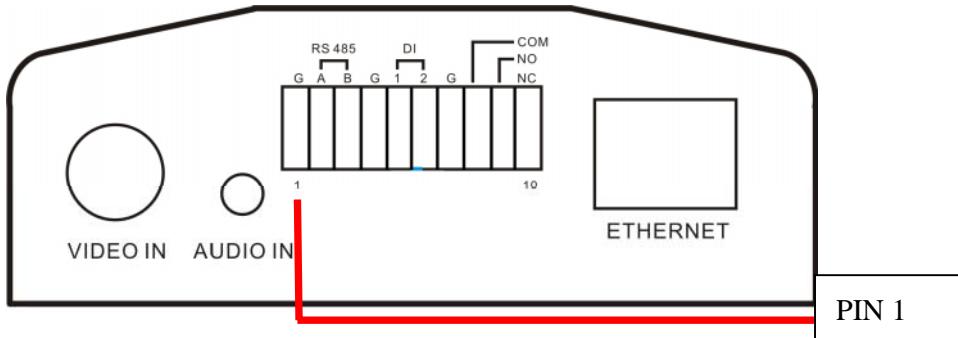
Alarm Mail

Alarm FTP

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Q3: I set up the buzzer according to the diagram and still could not get it to work. Besides providing power, is there anything else I need to do to get the buzzer to turn on when Digital Input is detected? Also, what pin numbers should we be using?

A: You need to set up your buzzer and check which conditions of digital input should be used.



PIN1 GND ————— PIN1 GND  
PIN2 TX ————— RS485  
PIN3 RX —————

PIN4 GND

PIN5 Digit Input 1 (DI 1 "NO" pin (Normal Open))

PIN6 Digit Input 2 (DI 2 "NO" pin (Normal Open))

PIN7 GND

PIN8 COM —————

PIN9 NO —————

Digit Output

PIN10 NC —————

Go to Application page, check the Trigger Digital Output box.

## Application Settings

### Digital Input1

Enable   Trigger Digital Output

### Digital Input2

Enable   Trigger Digital Output

### Detection

Next Event Delay Time (sec)

Trigger Digital Output (sec)

## Q4: How do I trigger Digital Output by Digital Input?

A: Go to Application page to check the Trigger Digital Output box.

### Application Settings

---

#### Digital Input1

Enable   Trigger Digital Output

#### Digital Input2

Enable   Trigger Digital Output

#### Detection

Next Event Delay Time (sec)

Trigger Digital Output (sec)

---

Q5: Why does the camera ask me the user name and password after I have restored default settings or reset the camera?

A: Some of our products have a default password. The default user name and password is **sysop / sysop**.

## Q6: When I click the patrol button on a PTZ camera, the camera does noting. Why?

A: To use the patrol function, the user needs to set the preset location in Camera Control page first for the camera to follow. Clicking the patrol button will make the camera move to the locations.

## ★Connection

Q1: Why the IE browse cannot connect to the server after successfully installing?

A:

1. Reason: The Plug-in is not correctly installed. Solution: Please lower the security level of IE link the following picture marked.
2. Reason: The HTTP Port is not assigned in URL. Solution: Type "http://assigned:HTTP Port" , such as http://192.168.0.100:8080 in URL.
3. Reason: Forgot the HTTP port. Solution: Use the IP EDIT to search the IP of your device.

Q2: When I connect Video Server or Network Camera for a while, an exception fault happens and forces me to close IE?

A: It is dependent on browser version, Windows version, and service pack ..Etc. If you face such problem, please collect this information and contact us

### **Q3: How many users are allowed to connect Video Server or Network Camera?**

A: Allow twenty users if the bandwidth is sufficient.

### **Q4: What is the passive mode of FTP?**

A: Normally, when you connect to an FTP site, the site establishes the data connection to your PC (the client). However, if the site allows passive transfers, you can have your PC establish the data connection. This is useful in some network environment protected by firewall or proxy.

## **★Upgrade**

### **Q1: How to upgrade firmware remotely?**

A: The firmware format is .bin can upgrade the firmware remotely. You can go to the Upgrade page to upgrade the firmware.

## **★Installation**

### **Q1: I cannot install the Video Server or Network Camera.**

A:

1. Reason: The power is not plugged. Solution: Please check the power is plugged correctly.
2. Reason: The network does not work. Solution: Open a DOS prompt and type "PING" 127.0.0.1" to see if any response is back. If not, his or her network has problem.
3. Reason: The IP is invalid. Solution: Open a DOS prompt and type "PING Assigned IP Address " to see if any response is back. If not, please check network connection of IP devices.

### **Q2: I cannot find Video Server or Network Camera after rebooting.**

A: Reason: The assigned IP is not fixed. Solution:

1. Launch the IP EDIT again
2. Check the "Link to selected device" option. User can type "PING" command to awaken IP.

Reason: User forgot the IP Address. Solution: Execute the factory setting. Please refer to the user manual to review the detail information.

### **Q3: I cannot use IP Edit to find the Video Server or Network Camera.**

A:

1. Reason: The power is not plugged. Solution: Please check the power is plugged correctly.
2. Reason: The Network does not work Solution: Open a DOS prompt and type "PING" 127.0.0.1" to see if any response is back. If not, the network has problem.
3. Reason: The IP is invalid. Solution: Open a DOS prompt and type "PING Assigned IP Address" to see if any response is back. If yes, please switch other IP instead.
4. Reason: Multiple networks with the same address installed in users' PC or notebook Solution: Open a DOS prompt to run IPCONFIG to list all network interfaces and see if any conflict among those network interfaces. In such case, change the sub-network/IP address of unused network or just remove it.

### **Q4: I forgot the password of my video server/network camera, what should I do?**

A: We are sorry you might need to reset the device to make it back to its default settings. You can achieve that purpose by using a probe to click the reset button inside the reset hole for 6 ~10 seconds and you can release the reset button and using the default password to login again.

### **Q5: How to make sure the device is using DHCP to get IP address, or using a fixed IP address?**

A: You can visit the configuration -> network page, where if the DHCP ON, it means the device to get IP address via DHCP. Otherwise it means it uses the fixed IP address.

## **★Maintenance**

### **Q1: How do I restore factory default setting?**

A: There is a button in a hole on the case of the camera that is used to reset the system or restore the factory default settings. Sometimes resetting the system sets the system back to normal state. If the system problems remain after reset, please restore the factory settings and install again.

Steps:

1. Find a probe (like a paper clip) to click the reset button inside the reset hole.
2. Hold the button down for 6~10 seconds.
3. You can release the reset button and set up the camera again.

## ★Others

### Q1: Does it work with Windows Vista?

A: Currently the NTIC DDNS platform is compatible with Vista32 but not the 64bit version.

### Q2: How to use Video Server's PTZ function to control the camera?

A: After login to the NTIC DDNS platform, click and select Configuration, then choose Serial Port . Please enable the PTZ. PTZ control panel will appear in the main page. (The default setting is PTZ disable)

### Q3: Why will mosaic appear when viewing the video image?

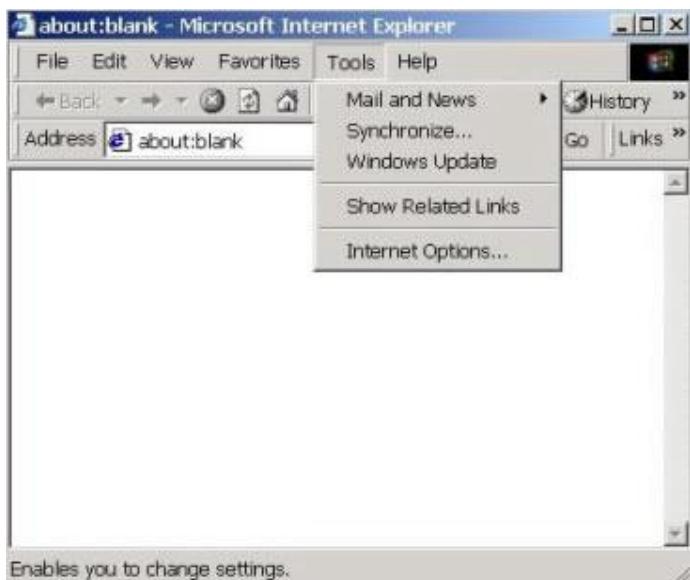
A: The sufficient bandwidth is the main reason to slow the transmitting. Please detect the upload bandwidth.

## ★Plug-in

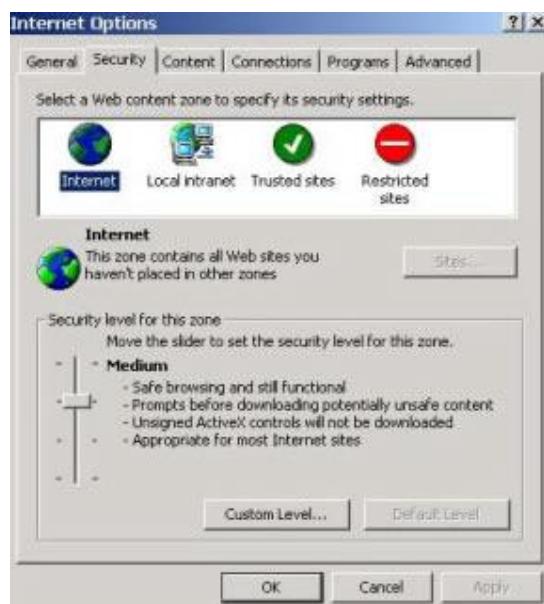
### Q1: Why cannot I see the image as the following even though I change the security settings of IE?



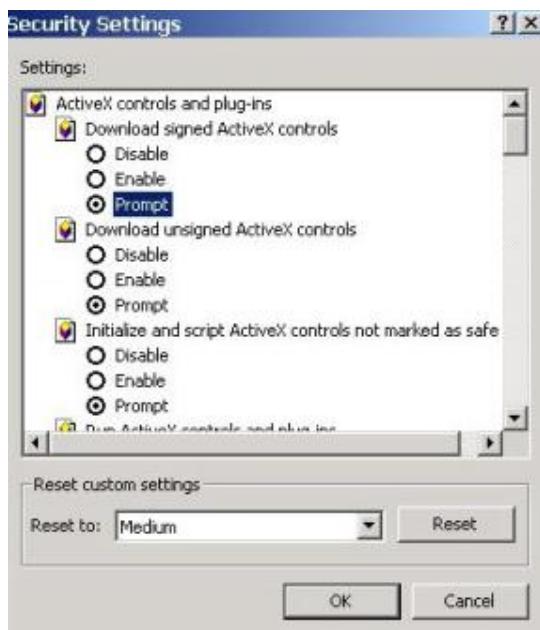
Open IE, Click Tools / Internet options.



Choose Security page and click "Custom Level" button.

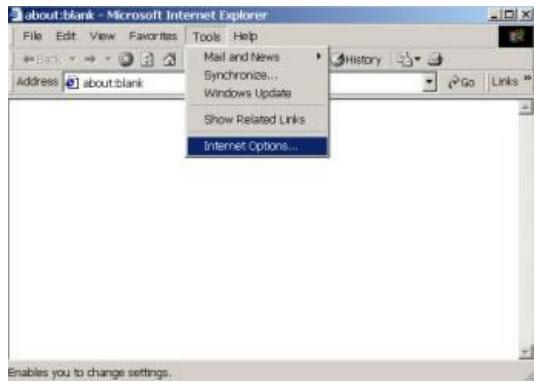


In "Download signed ActiveX controls" item, choose "Enable" or "Prompt".

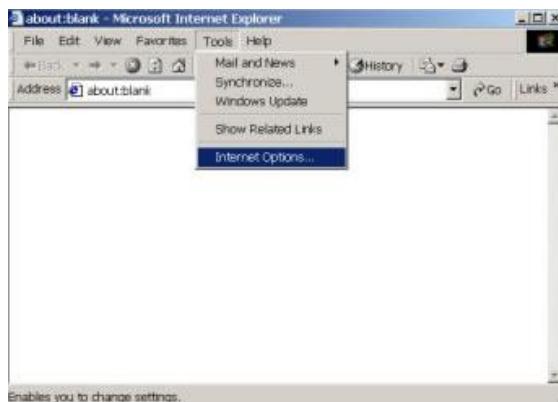


Q2: How to delete the Plug-in?

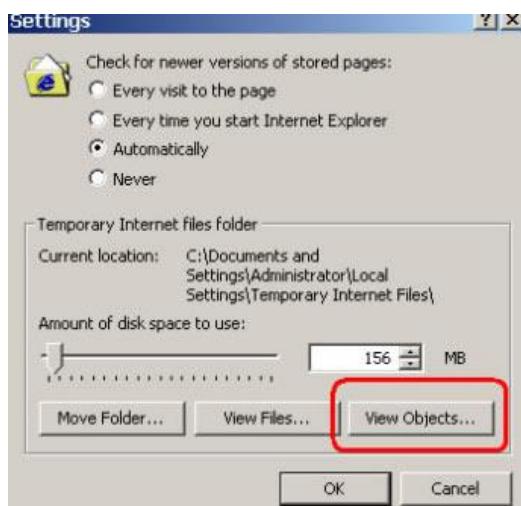
A: Open IE, Click Tools / Internet options.



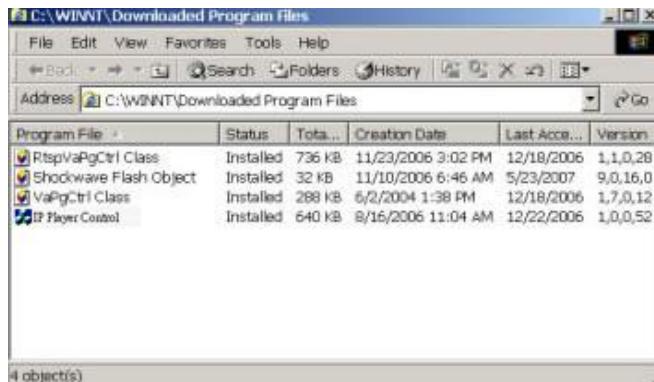
Choose General page and click "Settings" button of the Temporary Internet files."



Click "View object button"



You can see the file under the "C:\WINNT\Downloaded Program Files" and delete IP Player Control.



## ★ Wireless alarm device

Q: Why the U.Eye does not receive the alert signal while the alarm device is triggered?

A: 1. Please check if the alarm device is out of battery

2. Please check if the alarm device is too far away from U.Eye or there is

Q: Why the U.Eye does not activate the buzzer while the alarm device is triggered?

A: 1. Please check if the alarm set is in a state of HOME, also verify the setting in the Zone status.