

Observer

User's Guide

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About this Manual

Audience

This manual was written for those people needing to either remotely configure or operate the NetEye or NetiP series units manufactured by Video Domain.

Organization of this User's Guide

This manual is divided into functional sections as listed below:

1. **Introduction** - introduces the Observer and describes what is new in this version. A glossary is also included in this chapter.
2. **Installing the Observer Software** - describes the installation of the Observer Software.
3. **Setting-up the Observer Software**- describes how to define the Observer Software main setting, including controlling user access.
4. **Monitoring** - explains the use of the Observer software to connect to the Remote Premises, arm the unit, use the remote video camera, and debrief events at the Monitoring Site.
5. **Advanced Functions** - describes advanced user functions: the chat tool, and file transfer operations.
6. **Controlling the Monitoring Site** - describes how to use the software to control the Monitoring Site.
7. **PTZ Control** - describes the installation and use of the PTZ cameras with Observer.
8. **Troubleshooting** - provides possible solutions to common problems.

1. Introduction

The NetEye/NETiP family features the most innovative transmitters on the market today. Rich in functionality, the units transmit quality video streams, color images and full duplex audio from remote CCTV cameras to management control centers as well as enable real-time monitoring from the remote premises.

The NetEye/NETiP family's powerful processors digitize analog video and audio signals in real-time and transmit them over LAN/WAN networks with an optional telephone/mobile (V.24) backup interface for monitoring and recording at the monitoring station. All this is done from a small box with no need for a PC at the monitored premises. NetEye/NETiP units have no moving parts and contain their own embedded software. As a result, they are robust and highly reliable. NetEye/NETiP transmitters also feature internal high-speed high-quality pre- and post-alarm image capture, selectable recording and transmission image/video size, PTZ support, full duplex audio, programmable alarm inputs and control outputs. Leading the way in video monitoring software solutions and equipment, the NetEye/NETiP transmitters use the comprehensive Observer remote monitoring software application described in this document.

What is New in this Document

Option or Feature	Description	Go To
To inhibit sending the event file on a Dial-on-Alarm event	When this box is checked the event file is NOT sent when a Dial-on-Event is triggered.	Don't send event file on Dial-on-Alarm on page 12
Snapshot button configuration (Fast Snapshot mode)	Configures the Snapshot button to either take a fast snapshot from the currently transmitted video stream or a high quality snapshot from the selected camera.	Configuring the Snapshot Button on page 31
Adds Site Details to the Remote Premises unit	Site details can now be added and displayed on the Remote Settings Adapter tab.	Site Details on page 68
Full JPEG Snapshot Settings	New setting for full Video Resolution (only enabled if the remote unit supports Full JPEG recording)	Recording Tab on page 65
Automatic Dial-on-Alarm	When an intruder triggers an alarm, the event video clip is automatically sent off-premises by automatically dialing out to a remote location for real-time surveillance.	Automatic Dial-on-Alarm on page 38

Products Supported

Observer supports the following products:

- ❑ NetEye Gold
- ❑ Netip Series
- ❑ Guard 8 Color
- ❑ NetEye Lite
- ❑ Guard Lite
- ❑ Video Shield Plus
- ❑ Crow Jet
- ❑ Video Shield USB
- ❑ Crow Jet USB

For more information about the features and specifications of these Remote Premises platforms, please refer to:

- ❑ NetEye Gold or Netip Hardware Installation Manuals
- ❑ Video Shield Local Hardware Installation Manual

Technical Assistance and Support

Should you require assistance or support in using the Observer software, please contact your local dealer/reseller or visit our web site at:

www.vdomain.com

Glossary

Arm	Activation of the automatic detection and recording function.
CIF Format	Half size video resolution.
Disarm	De-Activation of the automatic detection and recording function.
Event	The recorded images or video as a result of a trigger or alarm activation.
Full Format	Full window size. Available only when connecting to the Video Shield Local.
LCD Display	Display panel on the Observer. Displays connection information.
Local Site	Due to confusion of terms it is now called the Remote Premises
Remote Premises	The site at which the cameras and the Video Shield Local, the NetEye Gold or Netip units are located.
Remote Site	Due to confusion of terms now called Monitoring Site
Post - event Recording	Also called Post-alarm recording. Frames recorded after alarm activation.
Pre-event Recording	Also called Pre-alarm recording. Frames recorded prior to alarm activation. The recorded event shows a number of frames taken before the alarm were triggered.
PTZ	Pan-Tilt-Zoom type cameras
QCIF Format	Quarter size video resolution.
Monitoring Site	The site at which the Monitoring hardware containing the Observer software is located.
Trigger	A signal that activates an alarm signal and the recording process.

2. Installing the Observer Software

System Requirements

The minimum system requirements are listed below:

CPU	Pentium III or higher
RAM	128 MB
Graphic VGA Adapter	VGA adapter with a color depth of at least 16 bits
Display Resolution	800x600 with a minimum color depth of 16 bits
Sound Card	Windows Compatible sound card
Modem	Windows compatible standard modem device
Operating System	Windows XP Service Pack 1 Windows 2000 Service Pack 4 Windows 98 Second Edition Internet Explorer 5.0 or higher
Free Disk Space	50 MB Minimum (not including RAM storage)

Installation

Note: Before you start the installation process, it is recommended that you close all other applications.

◆ **To install Observer :**

1. Insert the Observer Software CD in your CD drive.
2. From the Windows Start menu, select **Run**. The **Run** dialog box opens.

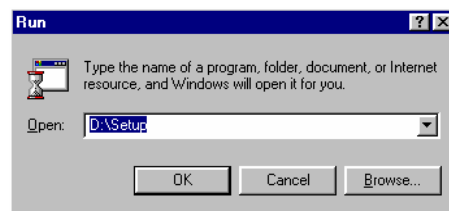


Figure 1: Windows Run Dialog Box

3. Click **Browse**, and select the **Setup** program on your CD drive.
4. Click **OK** in the **Run** dialog box. The setup program is activated. The **Setup Wizard Welcome** screen appears.



Figure 2: Setup Wizard Welcome Screen

5. Close all Windows Programs, and click **Next**. The **Software Agreement** screen opens.

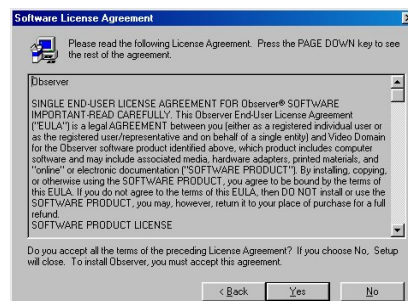


Figure 3: Software License Agreement

6. After reading the end-user license agreement, click **Yes**. The **User Information** screen opens.

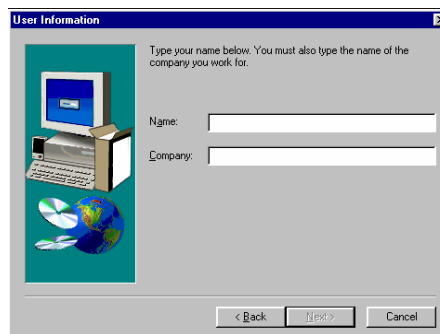


Figure 4: User Information

7. Enter your name and company name in the respective fields. Click **Next**. The **Registration Confirmation** dialog box appears.

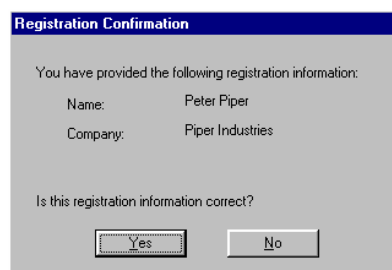


Figure 5: Registration Confirmation

8. Click **Yes**. The **Choose Destination Location** dialog box opens.

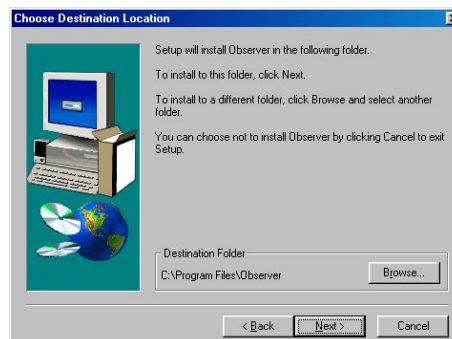


Figure 6: Choose Destination Location

9. Select a destination folder by clicking the Browse button, or accept the default destination. Click **Next**. Setup installs Observer in the selected location. The **Setup Complete** dialog box opens.

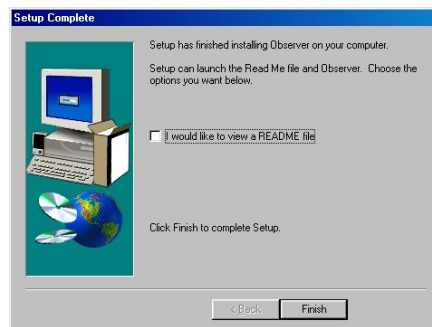


Figure 7: Setup Complete

10. Click **Finish**. Setup is complete. A folder called **Observer** appears on your Desktop

Note: To uninstall **Observer**, use the **Add/Remove Programs** application in the Windows **Control Panel**. Select **Observer** and press the **Add/Remove** button.

Initial Configuration

Before working with **Observer** you must configure the software to work with your modem, video, and add your site information. The first time you start **Observer** the **Setup Wizard** greets you to help you configure the software.

Note: If you close **Observer** without using the program or entering the required settings information, **Observer** launches the Setup Wizard again the next time you open the program.

◆ To Setup the Observer Software:

1. On the Windows **Desktop**, open the **Observer Folder** and click the



Observer icon :
OR

On the Windows **Start Menu**, click **Start > Programs > Observer > Observer**

The **Setting up the System** screen opens.



Figure 8: Setting up the system

2. Click **Next**. The **Modem** screen opens.

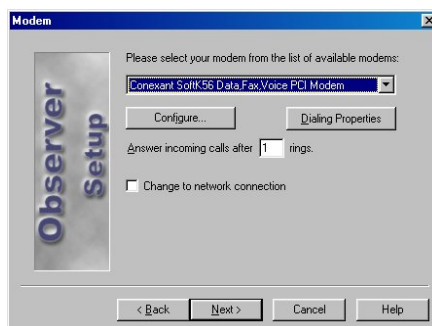


Figure 9: Modem Setup Screen

3. Select your modem from the drop-down list of modems.

Note: You can modify the configuration of your modem and the dialing properties of your site by pressing the **Configure** and the **Dialing Properties** buttons on the Modem screen. This invokes the standard Windows dialog boxes that apply to modem communication.

4. Click **Next**. The **Your Site Information** screen opens.

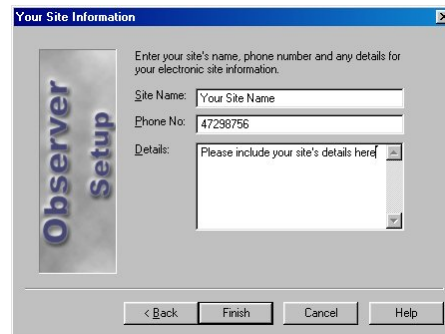


Figure 10: You're Site Information Screen

5. Enter the required information in the spaces provided for **Site Name**, **Phone Number**, and **Details**.
6. Click **Finish** to save your settings. The **Observer** Setup Wizard closes.

3. Setting-Up the Monitoring Site

◆ To Set-Up the Observer Monitoring Site, you must:

1. Start the software.
2. Configure the following main software settings:
 - General settings and preferences.
 - Modems and communications.
 - Remote Video display.
 - File transfer.
 - Site identity and information.
3. Set up the Station Books.
4. Set up the Observer user's authorization levels, and passwords.

Starting the Observer

◆ To start the Observer, do one of the following:

- On the Windows Start Menu, click Start > Programs > Observer > Observer.

OR

On the Windows **Desktop**, open the **Observer Folder**, and click the Observer icon:



The Observer application window opens.

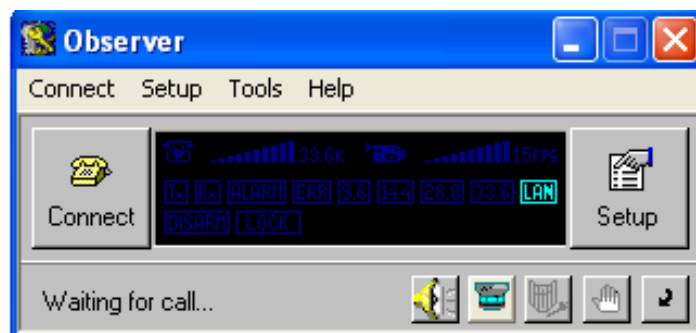


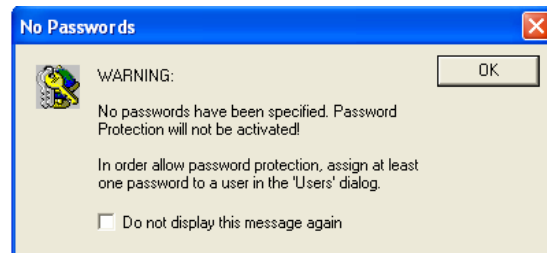
Figure 11: Observer Application Window

Changing the Options Settings

The Options settings are only enabled when the line is disconnected.

◆ **To configure the software option settings:**

1. Click **Setup** or select **Setup > Options** from the Observer menu.
2. If there is no password protection the following warning box is displayed.



3. Click **OK**.
4. The Observer **Settings** dialog box opens (Figure 12).

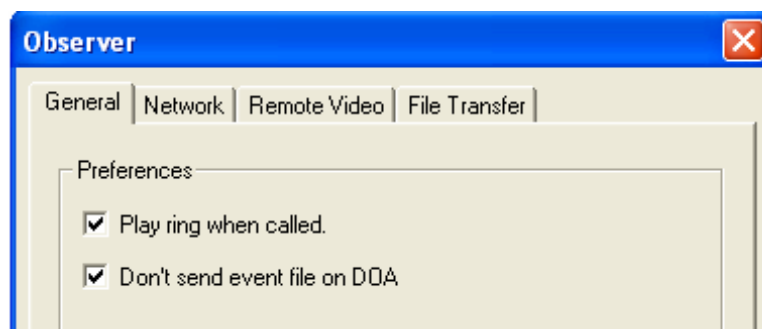


Figure 12: Observer Settings Dialog

5. Configure the settings in the options tabs as required (see below).
6. Click **OK** to save your settings and return to the main Observer screens.

General Tab

The Modem tab (Figure 12) contains the following options:

Play Ring When Called

Check this box if you want to hear the sound of the ringing telephone through your computer's speakers when a call comes in. This feature may be useful if you have disabled your modem speaker

Don't send event file on Dial-on-Alarm

Check this box when you do **NOT** want the event file sent when the Dial-on-Alarm is triggered.

Modem Tab

The Modem tab (Figure 13) is only activated when the **Change to network connection** checkbox is **NOT** checked on the Modem Tab or the **Change to Network Connection** checkbox (Figure 14) is unchecked on the Network tab.

The Modem tab contains the following options:

- ❑ **Select Your Modem** - Click this field to choose a modem from the dropdown list of available modems on the connected computer.
- ❑ **Configure Your Modem** - Clicking this button invokes the standard Windows Modem Configuration dialog box which you can use to adjust your modem properties.
- ❑ **Dialing Properties** - Clicking this button invokes the standard Windows Dialing Properties dialog box which you can use to adjust your location and dialing settings.
- ❑ **Answer Incoming Calls After Rings** - Enter the number of rings to hear before Observer answers incoming calls. The default number is 2.
- ❑ **Change Mode** - Check this box to change to Network mode. A network connection is available only when connecting to Video Shield Remote Premises. Click **OK** and restart the application for the changes to take effect.

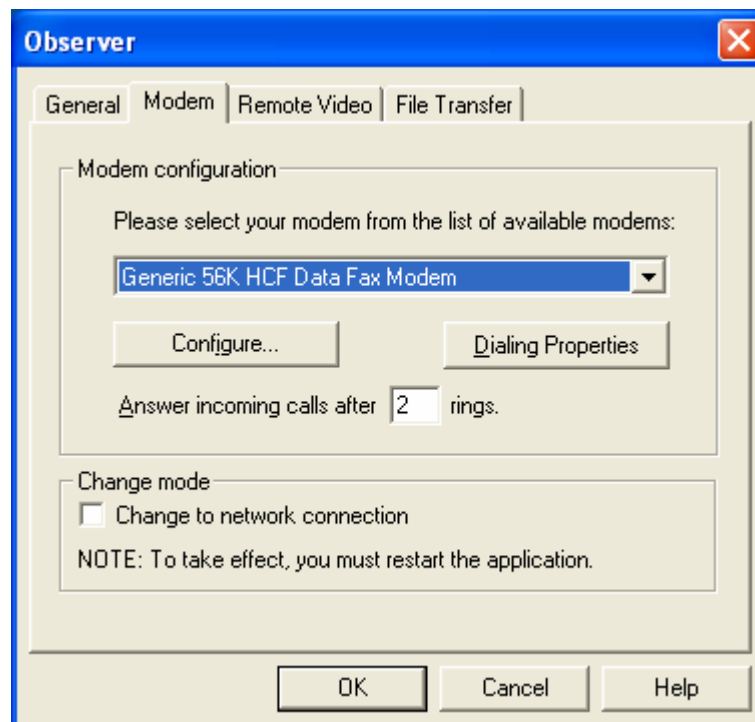


Figure 13: Observer Options Settings - Modem Tab

Network Tab

The Network tab (Figure 14) is activated when the **Change to network connection** checkbox is checked in the Modem Tab (see above). The Network tab contains the following options:

- ❑ **Connect using any service other than Windows Dial-Up Networking** - Select this option to connect using a LAN or other connection.
- ❑ **Connect using Windows Dial Up Networking** - Select this option to connect using Windows Dial Up networking. The Modem section becomes active.
- ❑ Modem section:
 - Select the connection from the drop menu
 - Enter the user name and password in the appropriate fields.
 - Click **Add Entry** to add an entry, or **Edit Entry** to edit an existing entry.
 - Select one of the following:
 - Obtain server IP address automatically
 - Specify server IP address
- ❑ **Change Mode** - Check this box to change to a direct modem connection. Click **OK**, and restart the application for the changes to take effect.

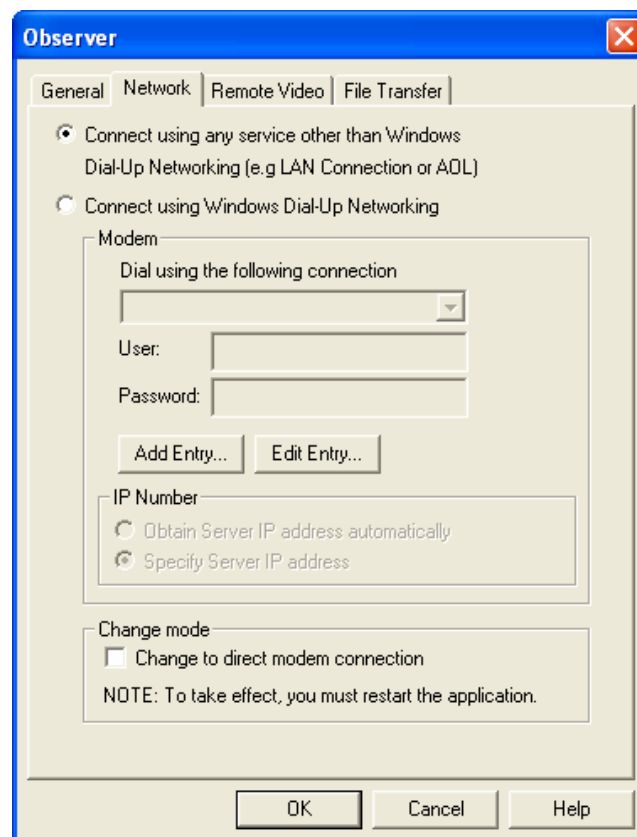


Figure 14: Observer Options Settings - Network Tab

Remote Video Tab

The Remote Video tab (Figure 15) offers the option to **always keep the remote video on top of other windows**. Check this box if you want the Remote Image window to always remain on top of any other application that may be running

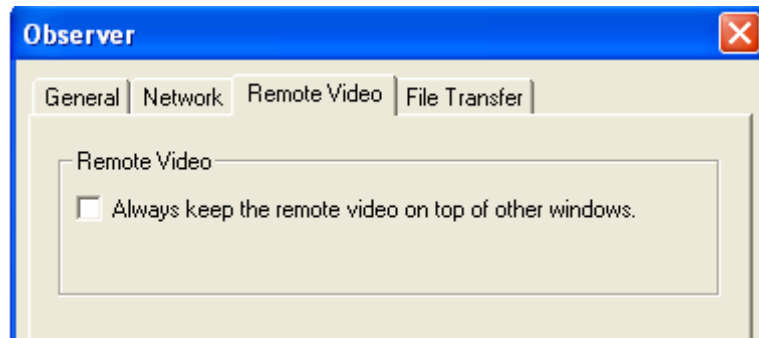


Figure 15: Observer Options Settings - Remote Video Tab


File Transfer Tab

Note: The File Transfer tab is used by **admin** users only. It is used to upgrade the software version. See page 46 for details.

Setting Up and Using the Stations Book

Use the Observer Stations Book to easily keep track of the sites you call. Rather than entering the same phone number or IP address every time you connect to a site, you can store it in the Stations Book along with other contact information.

When connecting to Observer, the Stations Book opens automatically.

Select the required station and click . You can also enter the phone number or IP address of a station and click  without saving the number.

Adding, Editing and Removing Entries


◆ To access the Stations Book:

- ❑ Select **Tools > Stations Book** in the Observer menu. The Stations Book opens (Figure 16).




Figure 16: Stations Book



◆ To add an entry:

1. Click .
2. Enter information in the **Station Name** field.
3. Enter the station telephone number, or IP address in the **Number** field.
4. Enter the group name in the **Group** fields.


Note: If no information is entered into the Group field, the station name and number will be added to the default **Main Group**

5. Click  to save and update the information.

◆ To delete an entry:

1. In **Groups** or **Stations**, select the required entry and then click .
2. Click  to save and update the information.

◆ To edit an entry:

1. In **Groups** or **Stations**, select the required entry.
2. Edit the information in relevant fields and click  to save and update the information

- ◆ To close the Stations book:



Controlling Access

Access control is offered at two levels:

1. Protection and control of the **Remote Premises** (where the unit is located) is achieved by using a password when connecting. There are two levels of access having two privilege levels; Administrator and User (see **Users**, page 67):

- **Administrators** - access to all features including modifying Remote premises Remote Settings, Arming/Disarming System, and also adding and removing guests and users from the authorized access list.
- **Users** - access to all features except modifying Remote Settings, Arming/Disarming System, or adding and removing guests and users from the authorized access list.

Note: The default password when connecting to the **Remote Premises** is **vc**. Change this password to prevent unauthorized use of the system.

2. For the protection of the **Observer** application and its features a third privilege level is offered, for Guests (see **Adding and Removing Users**, page 18):

- **Administrators** - access to all features including setup of Observer, Debrief and setup of Users.
- **Users** - access to all features except setup of Observer, Debrief and setup of Users.
- **Guests** - access to all features except setup of Observer, Debrief and setup of Users.

Note: If you do not need password protection, ignore the **Users** option on the **Setup** menu. Observer treats each user as an administrator.

Adding and Removing Users

Only Administrators can add and remove users and guests.

◆ **To add a user or guest:**

1. Select **Setup > Users** in the Observer menu. The **No Password** warning appears.



Figure 17: No Passwords Warning Box

2. Click **OK**. The **Users** dialog box opens.

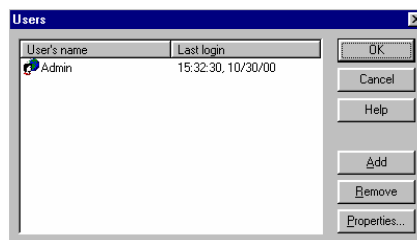


Figure 18: Users Dialog Box

3. Click **Add**. The **Add User** dialog box opens.

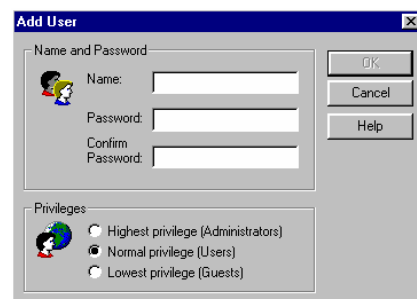


Figure 19: Add User Dialog Box

4. Enter the user's **Name** and **Password** in the appropriate fields.
5. Re-enter the password in the **Confirm Password** field.

Note: The **OK** button remains grayed unless you **confirm** the password correctly.

6. Assign a **privilege level** to the user from one of the following: Administrator, User, or Guest.
7. Click **OK**. The **Add User** dialog box closes. The new user name is displayed in the **Users** dialog box.

◆ **To remove a user or guest:**

1. Select **Setup > Users** in the Observer menu. The **No Password** warning appears.
2. Click **OK**. The **Users** dialog box opens.
3. Select the **User name** in the Users dialog box.
4. Click **Remove**. A **Confirmation** dialog box opens.
5. Click **Yes**. The dialog box closes. The user is removed from the user list.

Modifying Passwords and Privileges

Only Administrators can modify passwords and privileges.

◆ **To modify a user's password or privileges:**

1. Select **Setup > Users** in the Observer menu. The **No Password** warning appears.
2. Click **OK**. The **Users** dialog box opens.
3. Select the **User name** in the Users dialog box.
4. Click **Properties**. The **User's Properties** dialog box opens.

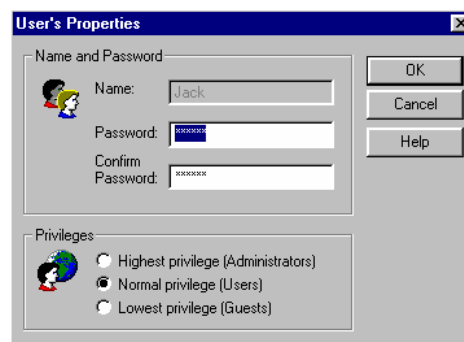


Figure 20: User's Properties Dialog Box

5. Modify the password or the privileges as required.
6. Click **OK**. The **User's Properties** dialog box closes.

4. Monitoring the Site

To monitor cameras connected to Remote Premises (where the unit is located); you must of course connect to the Remote Premises first.

This chapter describes the following monitoring and debriefing activities that you can perform using Observer:

- ❑ **Connecting to Remote Premises** - Connecting, disconnecting, receiving telephone calls, placing calls on hold (see page 21)
- ❑ **Arming and Disarming the Remote Premises** - (see page 27)
- ❑ **Using the Remote Video Camera** - controlling the display, recording video, taking snapshots, taking snapshots, pausing video, using Quad mode (see page 28).
- ❑ **Debriefing Snapshots and Movies** - synchronizing events, using the debrief player, viewing event properties, manipulating the list of events (see page 38).

Connecting to the Unit (Remote Premises)

Connect to the unit at the Remote premises using the Observer Software.

◆ To connect to Remote Premises using the Observer:

1. On the Observer, click  **Connect**.
The **Stations Book** opens.

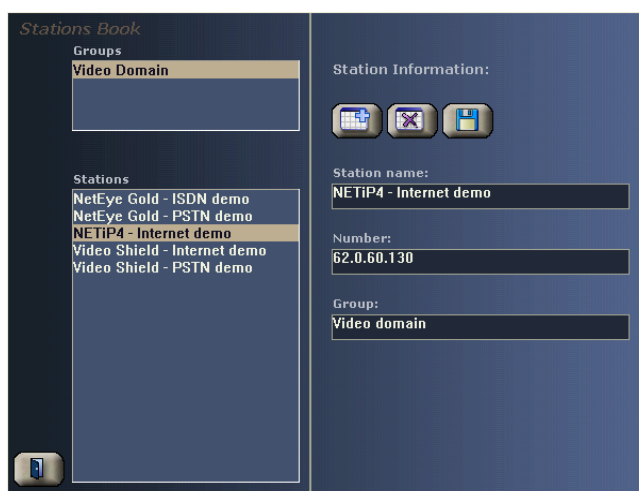


Figure 21: Stations Book

2. Select a station from the **Stations** list and press the connect button.
3. To quick-dial without selecting a station from the list, click the view button to open the station information as seen in Figure 22, enter the telephone number or IP address in the **Number** field and press the connect button.

The **Remote Password** dialog box opens.

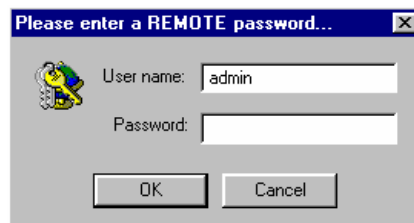


Figure 22: Remote Password Dialog Box

Notes: You can specify the port along with the IP address to dial by using the following format: IP_NUM: Port. See **Setting Up and Using the Stations Book** on page 15 for information on the Stations Book.

4.

5. Click **OK**. Observer dials the Remote Premises.

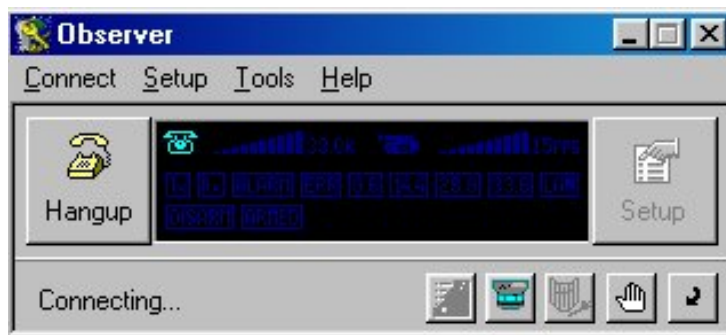


Figure 23: Observer Connecting to the Remote Premises.

6. Observer connects to the Remote Premises. The Observer Remote Camera, Camera Toolbar opens and the camera starts to display video.

The Observer LCD Display

Observer contains an LCD display which provides you with key information about your connection:










Figure 24: The Observer LCD Display

The different features of the display are described below:

	Modem is accessed and the phone line is in use.
	Bandwidth traffic indicator.
	Video stream is being received.
	Video frame per second rate transmitted over the line
	Transmitting and Receiving indicators.
	Incoming alarm detected.
	Communication errors.
	Connection mode. Indicates connection speed.
	Indicates armed or disarmed status.
	Indicates armed and locked status

Control Buttons


The Observer buttons can be used to perform essential actions with a click of your mouse. These buttons are:

Icon	Description	Go To
	Connects to a preset telephone number or IP address.	Connecting to the Unit (Remote Premises) on page 21.
	Configures the Observer settings.	Configuring the Connected Unit on page 51.
	Places a call on hold and Pauses the video.	
	Displays information about the site to which you are connected.	
	Arms and Disarms the unit at the Remote Premises (toggle).	Arming and Disarming the Unit on page 27.
	Opens the debriefer dialog box.	The Debrief Dialog Box on page 40.
	Enables and disables the audio from the monitoring site.	Audio Tab on page 59.

Disconnecting the Observer


Disconnect the Observer from the Remote Premises after you have finished working.

◆ To disconnect the Observer from the Remote Premises:

- On the Observer, click the  (Hang-up) icon.

Note: If you are sending or receiving files when you choose **Disconnect**, Observer prompts you to confirm that you want to stop the transfer and hang up the telephone connection.

Site Information

Click  to display information about the site to which you are connected.

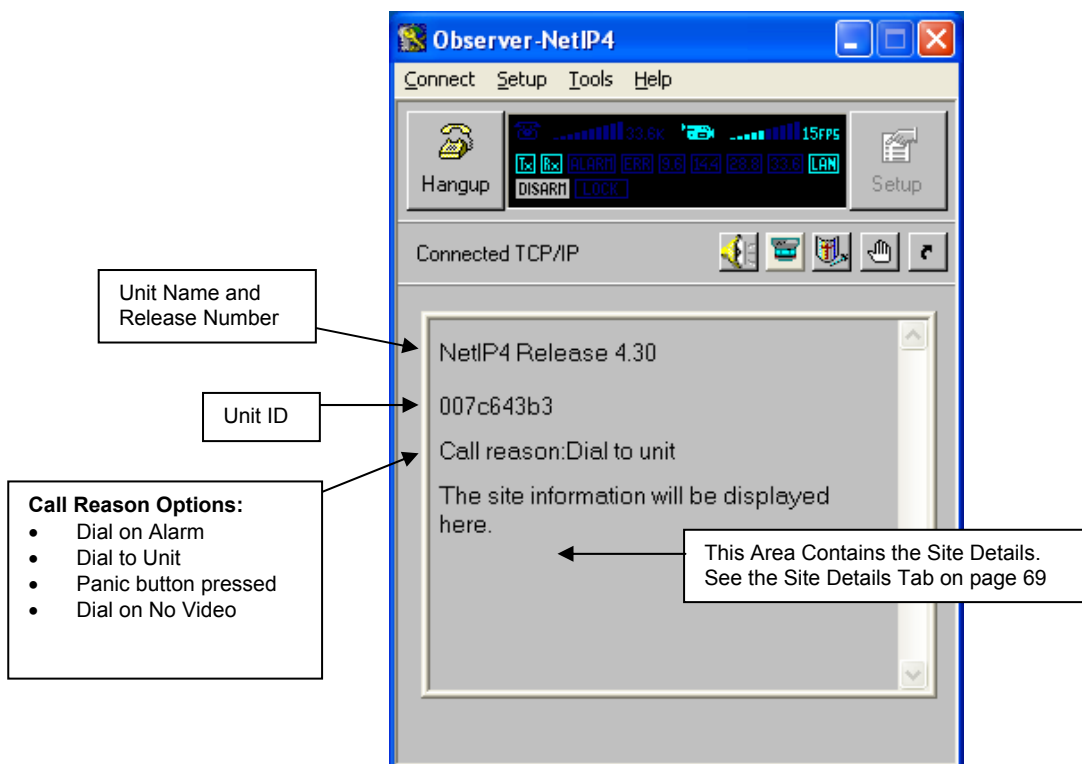


Figure 25: Site Information

Receiving a Telephone Call

When not connected to the Remote Premises, **Observer** is on standby, waiting for incoming calls. In this mode, Observer answers every incoming call after a predetermined number of rings. The number of rings is determined in your modem configuration and configured in the Modem Tab on page 13.

Note: Verify that **Observer** is the only program standing-by to receive telephone calls. Otherwise, other programs (e.g. Winfax, MS Outlook, etc.) may attempt to answer the call instead of **Observer**.


Placing a Call on Hold

The **Hold Call** feature lets you quickly suspend the video reception. Similar to the normal hold button on a telephone, it provides a degree of privacy.

Placing a call on hold also increases the transmission speed for incoming high-definition snapshots and incoming or outgoing files.

◆ **To place a call on hold do one of the following:**

- Select **Connect > Hold** In the Observer menu,
OR

Click **Hold** . The display is replaced by a **Hold** display (Figure 26),
OR

Select **Hold Video** in the Remote Camera window menu.



Figure 26: Hold display at the Remote Camera

To resume video reception, click **Hold** again.

Note: Placing a call on hold only suspends video reception. It does not interrupt the transfer of snapshots or files.

Arming and Disarming the Unit

You can arm the unit at the Remote Premises using the Observer.

◆ **To arm the unit:**

- On the **Observer**, click **Arm** .

The unit is armed and the **Arm** button remains actuated.
OR

Select **Tools > Arm System** on the Observer menu.

◆ **To disarm the unit:**

- On the armed Observer, click the actuated **Arm** button .

The unit is disarmed and the **Arm** button reverts to its original appearance (de-actuated).
OR

Select **Tools > Disarm System** on the Observer menu.

Note: The Arm LED is turned on when the unit is armed, and turned off when the unit is disarmed.









Using the Remote Video Camera

The Remote Video Camera automatically displays the video from the default camera upon connection of Observer to the Remote Premises. Section Connecting to the Unit (Remote Premises) on page 21 describes how to connect to the Remote Premises.



Figure 27: Remote Video Camera

The Remote Video Camera contains the following buttons:

Icon	Description	Go To
	Use CIF/QCIF format	Using CIF Format on page 30
	Records the displayed video	Recording Video on page 30
	Places the call on hold	Placing a Call on Hold on page 26
	Take a Snapshot	Taking Snapshots on page 33
	Remote Camera Menu	Remote Camera Menu on page 35
 	Show/Hide Video control	
	Adjusts the image quality	Adjusting the Remote Video Quality on page 37


The Camera Toolbar

When Observer connects to the Remote Premises, the Observer Remote Camera, Camera Toolbar is displayed and the camera starts to display video from the default camera.



Figure 28: Camera Toolbar

Use the Camera Toolbar to select the camera whose video you display in the Remote Camera, or to select a relay to activate.

Use the **Quad** button  Quad to change the display to Quad mode (see page 36).

If your units support Instant View Quad Mode (see page 36), and you are connecting to a unit with eight cameras, two **Quad** buttons appear, the first button will show the first four cameras, and the second button the next four cameras.

If you select a camera that is not connected, the following screen is displayed.

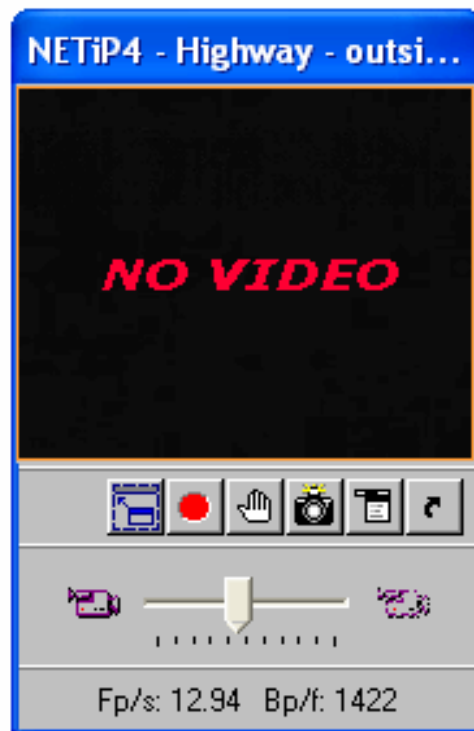



Figure 29: Disconnected Camera Display

Using CIF Format

Clicking **Use CIF Format**  increases the size of the display in the Remote Video Camera to CIF (half size) video resolution.

Clicking the button again decreases the size of the display to QCIF (quarter size) video resolution.

Recording Video

Observer can record movies in the following manner:



- ☐ Automatic Recording
- ☐ Manual Recording

Automatic Recording

When the Remote Premises is armed, and connects to Observer upon activation, Observer automatically starts recording the video received in the **Remote Camera** window.





See Downloading an Existing Configuration on page 52.

◆ To stop automatic recording of an alarm movie:

- ☐ Click **Stop**  on the **Remote Camera** window. Observer stops recording the alarm movie. The **Stop** button changes to **Record** .

Manual Recording

You can manually record a movie of any event displayed in your **Remote Camera** window.


- ◆ **To manually record video:**
 - Click **Record**  on the Remote Camera window. **Observer** starts recording a movie.
 - The **Record** button changes to a **Stop** button .
 - A flashing **Record** display  appears on the left of the existing buttons.
- ◆ **To stop recording:**
 - Click **Stop**  on the **Remote Camera** window. **Observer** stops recording. **Stop** changes to **Record** .

Auto Trigger Tracking

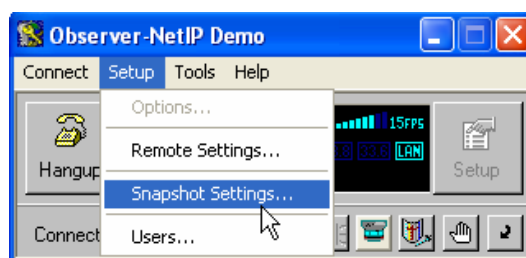
Auto trigger tracking switches tracking to a camera in response to trigger notification from the Remote Premises unit.

- ◆ **To activate auto trigger tracking:**
 - In the Observer main menu, select **Tools > Auto trigger tracking**.
If viewing in Quad mode, Observer switches to single mode.

Configuring the Snapshot Button

The Snapshot  button is configured to either take a snapshot from the current video stream (Fast) or download a High Quality picture from the selected camera.

- ◆ **To Configure the Snapshot Button**
 1. Click the Observer Setup menu and choose Snapshot Settings.



The Snapshot window opens.

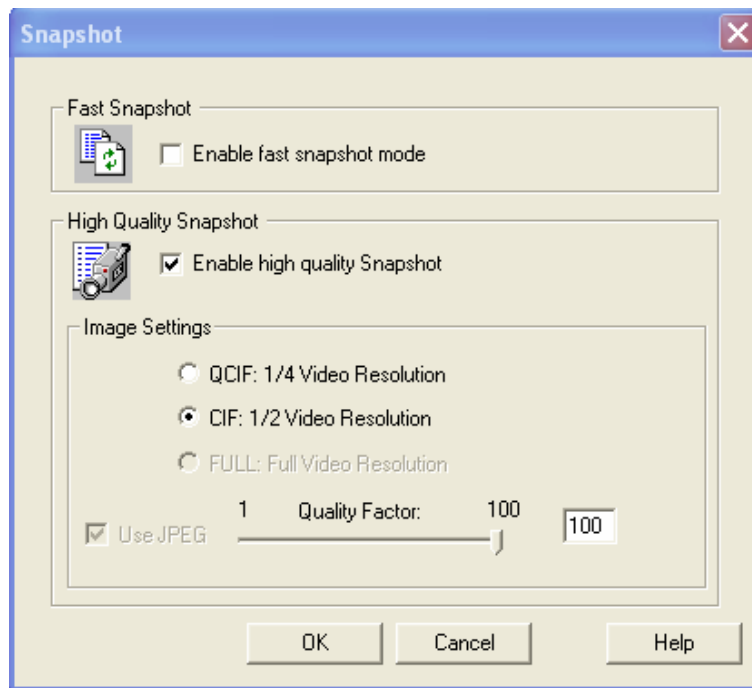


Figure 30: Snapshot Configuration Dialog Box

2. There are two types of snapshots:

Fast Snapshot - Takes fast snapshot from the current Video Stream being transmitted into the observer, the snapshot size and quality is set by the video stream size and quality, the snapshot display time is immediate.

High Quality Snapshot - Downloads a High quality image snapshot captured in the video transmitter unit and is sent as an event file to the Observer to be displayed. The display time is relatively slower and dependent on the quality settings. These settings are set using the **Snapshot Settings**.


Note: In all the above modes the snapshot is stored in the Observer Video images database where it can be accessed later for debriefing.

3. Choose a snapshot resolution from the Image Settings section.
 - **QCIF** - Quarter size video resolution
 - **CIF** - Half size video resolution
 - **FULL** - JPEG Video Resolution


Note: The full video snapshot and JPEG selection features are disabled when connecting to a NetEye Gold or Netip unit.

4. Select the snapshot compression by sliding the quality factor slider to the desired position.
5. Click **OK**.

Taking Snapshots

When you click the **Snapshot**  either a Fast or Quality snapshot is taken dependent on the Snapshot configuration settings. The image is stored in the Video images database and copied to the desktop (See page 31).

◆ **To take a snapshot:**

1. Click the **Snapshot**  button on the Remote Camera.
If the **Snapshot** button is configured for Fast snapshots, a snapshot is taken from the video stream and copied onto the desktop.
OR

If the **Snapshot** button is configured for High Quality snapshots, a snapshot is downloaded from the selected camera to the Observer. The **Transferring Site Information** dialog box opens and displays the file transfer status.

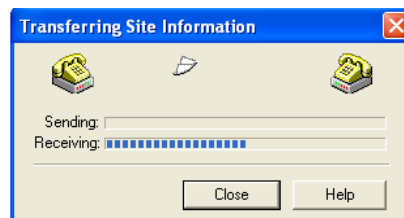


Figure 31: Snapshot Transfer Status

2. Wait until the Snapshot is saved in the Video image database and copied onto the desktop.

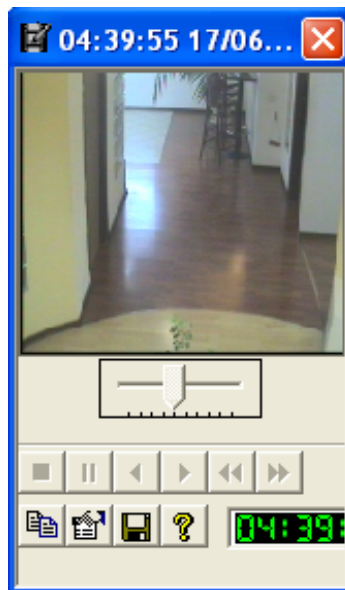



Figure 32: Snapshot Copied onto the desktop

◆ **To Save the Snapshot to a File:**

- On the Snapshot, click the  button to save the image to file.

◆ **To Copy the Snapshot to the clipboard:**

- On the Snapshot, click the  button to save the image to the clipboard.

Remote Camera Menu

Open the Remote Camera menu by:

- ❑ Right clicking on the **Remote Camera** window
- OR**

Clicking the **Remote Camera Menu**  button.

The Remote Camera Menu contains the following options:

Menu Item	Description	Go To
Hold Video	Places a call on hold	Placing a Call on Hold on page 26
Take a Snapshot	Takes a snapshot and opens the Snapshot configuration window	Configuring the Snapshot Button on page 31
Remote Quad	Allows you to display multiple cameras simultaneously	Quad Mode on page 36
Double Image Size	Doubles the size of the Remote Camera window. You can also do this by double-clicking on the Remote Video window.	
Always on Top	Keeps the Remote Camera window always on top	
Help	Opens the Observer Help.	
Auto Trigger Tracking	Switches tracking to a camera in response to trigger notification from the Remote Premises unit	Auto Trigger Tracking on page 31

Quad Mode (Not Available On All Models)

The **Quad Mode** feature allows you to view and record all the cameras.

In regular Quad Mode, the display of each camera is refreshed in turn. In Instant View Quad Mode, all displays are refreshed continuously. Instant View Quad Mode is activated automatically if your unit supports it.

◆ To activate Quad Mode

1. In the **Remote Camera** menu, select **Remote Quad**. The **Split Cameras** dialog box opens.
2. Check the boxes for up to all the cameras whose video you want to display simultaneously.

Note: Selecting less than two cameras will cause the Quad feature to be disabled in the camera toolbar.

3. Set the **Switch Time** in seconds. This is the time Observer takes to cycle the display from one camera to another.
4. Click **Accept**.
5. On the Camera Toolbar, click the **Quad** button. The display shows the selected cameras.

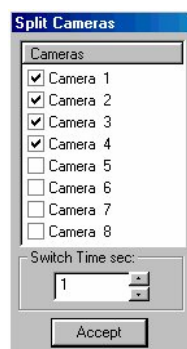


Figure 33: Split Cameras Dialog Box



Figure 34: Remote Camera in Quad mode

To record in Quad mode, select the cameras to view and record as described on page 36.

◆ **To activate instant Quad Mode:**

- On the Camera Toolbar, press the instant **Quad** button (Figure 28). If you are connecting to a unit with 8 camera two Quad buttons are displayed on the tool bar (Quad 1 and Quad 2) and you can select the Quad page that you prefer Quad 1 includes cameras 1 to 4, and Quad 2 includes cameras 5 to 8.

◆ **To de-activate Quad Mode:**

- On the Camera Toolbar, click a camera button. The display shows one camera's video

Adjusting the Remote Video Quality

The quality of received video is limited by the amount of information that can be transmitted through a telephone line. This depends on the speed of your modem or network, and the quality of your telephone lines.

The size of each transmitted frame affects the number of frames per second that can be sent. The larger the frame, the less frames per second that can be sent.

Adjusting the **Quality** settings using the Quality slider changes the quality, and it also affects the jerkiness of the received video as follows.

- An **increased** Quality setting means movement appears slower. For example, if a man stands up you might see him first sitting then a second later standing with no intermediate images. The video image becomes jerky but sharp.
- A **decreased** Quality setting means that you see the man go through the motions of standing up although the images are relatively 'blocky'. 'Blocky' means that the edges of the person seem to trail after the movement.

Note: The quality setting affects the camera and unit at the Remote Premises unit, not the Monitoring Site's computer. There may be a delay of a few seconds while the new setting is sent and the remote camera readjusts itself. Also, not all cameras react the same way to the Quality slider adjustments. Some cameras are more sensitive to slight changes while others require greater adjustments before changes become apparent.

Automatic Dial-on-Alarm

The system can be configured so that when an intruder triggers an alarm the event video clip is automatically sent off-premises. The Dial-on-Alarm function automatically dials out to a remote location and begins broadcasting the alarm video information for real-time surveillance.

The actual images that are sent are pre-defined in the Remote Settings.

When an Automatic Dial-on-Alarm occurs the images are immediately displayed both on the desktop and stored in the database for later debriefing. The video controls are enabled as shown in Figure 35 below



Figure 35: Image Clip Sent Using Automatic Dial-on-Alarm

Debriefing

You can debrief (view) Alarm snapshots (Alarms), manually received snapshots (Manual Events), Quad alarms and Manual Quad Events, automatic and manually recorded movies (Movies) using Observer.

Note: Before you debrief events, **synchronize** the **Observer** with the Remote Premises.

Note: Opening the Debrief feature will halt recording.

◆ **To Synchronize events:**

1. Connect to the Remote Premises whose events you want to debrief (see page 21).
2. Select **Tools > Debrief** in the Observer menu or click **Debrief** in the Observer window. The **Debrief** dialog box opens.

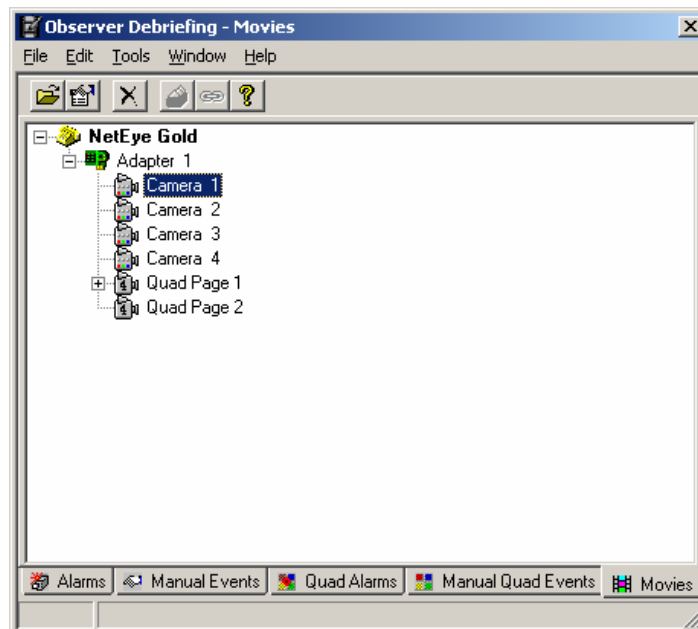


Figure 36: Debrief Dialog Box

3. Locate the event type that you want to debrief on the **Alarms**, **Events**, **Quad Alarms**, or **Manual Quad Events** tab bar at the bottom of the dialog box.
4. Right click the mouse on the camera whose events you want to debrief. The popup menu is displayed.
5. Select **Synchronize...**, Observer synchronizes with the Remote Premises.
6. Select the events to debrief. New events are marked in **Bold**.
7. Right-click the mouse and from the shortcut menu choose **Get Event**. The event is transferred to Observer, and the list is updated.

- ◆ **To debrief the events that were recorded while the Observer was in Instant View Quad Mode:**
 1. Click the **Movies** tab in the **Debrief** dialog box.
 2. Click the desired Quad Page (i.e. Quad Page 1 or Quad Page 2) in the tree to see the constituent cameras.
 3. Select the desired camera, and debrief as you would any other camera.

The Debrief Dialog Box

The **Debrief** dialog box is used to select Alarms, Events, Quad Alarms, Manual Quad Events or Movies to debrief.

The **Debrief** dialog box can also be used to:

- ☐ View an event's properties
- ☐ Copy events to file
- ☐ Select saved event files for debriefing
- ☐ Delete events
- ☐ Manipulate the displayed list of events

Generally, you will select and open an event file from the files displayed in the Debrief dialog. However, you may also open a saved file for debriefing.

- ◆ **To open a saved debrief file:**
 1. Select **File > Open**. The Windows **Open** dialog box appears.
 2. Select the desired **.trg** file, and click **OK**. The file opens in a debrief player.

You may view an event's properties prior to opening it.


- ◆ **To display an event's Properties:**
 1. Select an event from **Debrief** dialog box.
 2. Click the **Properties** button  or
Select **File > Properties** in the Debrief dialog menu
or **right click** the event and select **Properties** in the pop-up menu.
 3. An **Event properties** information box appears.




Figure 37: Event Properties Information

◆ **To delete one event or all events for a camera or group:**

1. **Right-click** the event, camera, or group and select **Delete** in the popup menu

or

Select an event and click **Delete** . A delete confirmation dialog opens.

2. Click **OK**. The event, camera, or group is deleted from the event list.

Event List Manipulation

Use the **Tools** Menu in the **Debrief** dialog box to manipulate the way the event list is displayed.

◆ **To update the list of displayed events:**

- Select **Tools > Refresh**. The events list updates.

◆ **To define options:**

1. Select **Tools > Options**. The **Options** selection dialog box opens.

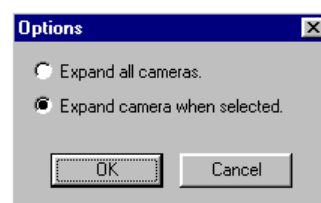


Figure 38: Options Selection

2. Select one of the following options:

- **Expand all cameras:** All cameras with events display (expanded) when you open a group.
- **Expand cameras when selected:** Only the cameras you select display with their events.

3. Click **OK**. The selected option is activated.

◆ **To filter a list of events:**

1. Click **Filter** 

or

Select **Tools > Filter > Use Filter**. The **Debrief Events Filtering** dialog box opens.

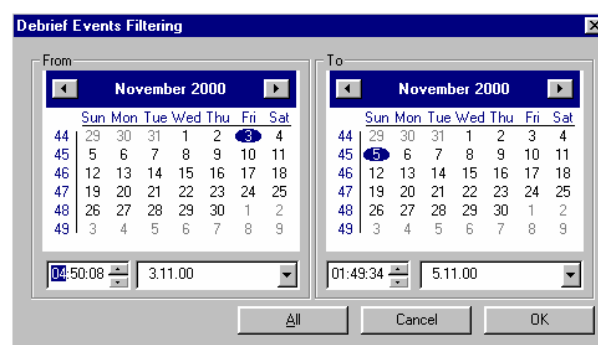


Figure 39: Debrief Events Filtering Dialog Box

2. Select the **From** and **To** date and time interval whose events you wish to display, or click **All** to display all the events.
3. Click **OK**. The list of events is displayed for the selected time interval in the Debrief dialog box.

Using the Debriefing player

Using the Debriefing player to view debrief events.

◆ To debrief an event:

1. Select **Tools > Debrief** in the Observer window menu. The Debrief dialog box opens.
2. Locate the event you want to debrief on the **Alarms**, **Manual Events**, **Quad alarms**, **Manual Quad alarms**, or **Movies** tab
3. Double-click the desired event. The **Debriefing Player** opens showing the event (Figure 40).



Figure 40: Debriefing Player

Use the following controls on the **Debriefing player** to manipulate the display:



Stop Playing



Pause Playing



Rewind Video



Play Video from file



One Frame Backward



One Frame Forward



Copy Frame to Clipboard



File Properties



Save Current Frame to File



Opens the software help



Video speed control.

Exporting Events

You can export selected events to AVI standard format (see page 48).

◆ To export an event:

1. Right click the event to export. A drop-down menu opens.
2. Select **Export...** the **Save as..** dialog box opens.
3. Specify new name for the exported file, and click **OK**. The event is saved.

5. Advanced Functions

The following advanced functions are used by administrators and system installation personnel only.

- ❑ Chat
- ❑ File Transfer
- ❑ System Activities Log

Using the Chat Tool

The Chat tool lets you send and receive simple typewritten messages.

Note: This tool is for **advanced users** only when using NetEye Gold or Net/p.

Chatting with the Remote

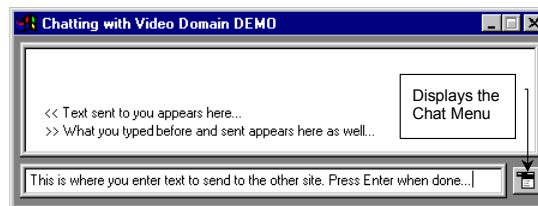


Figure 41: The Chat Tool

The Chat tool contains the following menu options:

- ❑ **Copy** - Copies selected text to the clipboard.
 - ❑ **Clear** - Removes all text from the Chat window.
 - ❑ **Capture to File** - Saves all sent and received messages to file. To end this process, choose **Capture to File** again.
 - ❑ **Help** - Opens the software help.
 - ❑ **Close** - Closes the Chat window.
- ◆ **To perform text-based chat:**
- ❑ Type your message in the space provided. Press **Enter** when done. Both your text and text sent to you appear in an easily understandable format in the message area of the **Chat** window.

File Transfer Operations

Note: This tool is for **advanced users** only.

The **File Transfer** tool lets you send and receive files while video communication is taking place. You can also use the **File Transfer** tool independent of video. This means you can send and receive files between sites even if neither site has a camera attached.

The **File Transfer** tab in the Observer **Settings** window (Figure 42) contains the following options:

- ☐ **Overwrite Existing Files** - Check this box to overwrite files with the same name. If left unchecked, Observer will prompt you each time you receive a duplicate file. You can then choose to receive it under a different name.
- ☐ **Place Files in Folder** - Specify the folder where Observer saves received files. You may click **Browse** to help you choose a folder.
- ☐ **After Receiving** - After you receive a file, Observer can:
 - Automatically launch the file or application
 - Not launch the file or application
 - Prompt before launching the file or application

Note: Set this option to **Don't launch** or **Ask before launching**, unless you are sure of the source of the received files.

- ☐ **Clear Send Queue after Disconnecting** - Check this box if you want Observer to remove any files that remain in the transfer queue when a call ends. This option helps to ensure that you will not accidentally send files to an unintended party.

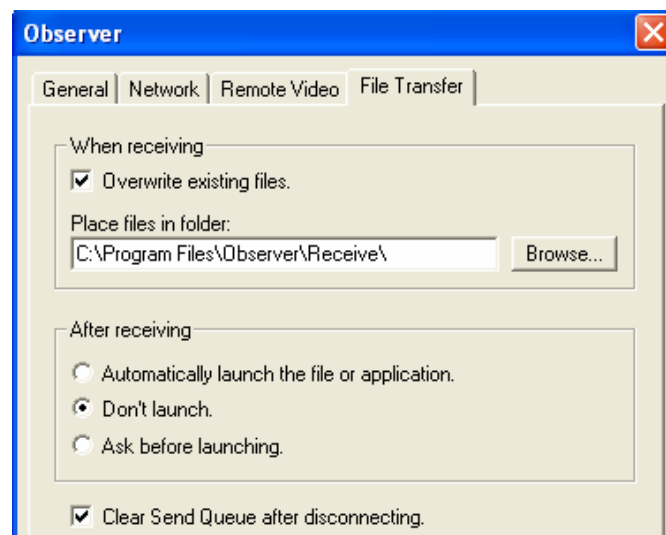


Figure 42: Observer Settings - File Transfer Tab

System Activities Log

The system activities log or Log View (Figure 43) provides a log of activities, time, date, activity description, user name and special information for some of the activities.

The activities log can be viewed by selecting **Tools > Log View** on the Observer main menu. After you access the activities log, the following options are available:

- ❑ Click **Print** to print the log file.
- ❑ Click **Save as...** to open the **Save As** dialog box and save the log file.
- ❑ Click **Refresh** to refresh the log view.
- ❑ Click **Open** to select a different log file.

Activities reported in the log are:

- ❑ Application setup changes
- ❑ Remote Premises system arm/disarm
- ❑ Connect/disconnect
- ❑ Address book changes
- ❑ User changes
- ❑ De-briefer changes
- ❑ Record activities
- ❑ Incoming calls (response to "Dial on Alarm" events)
- ❑ Remote settings changes.

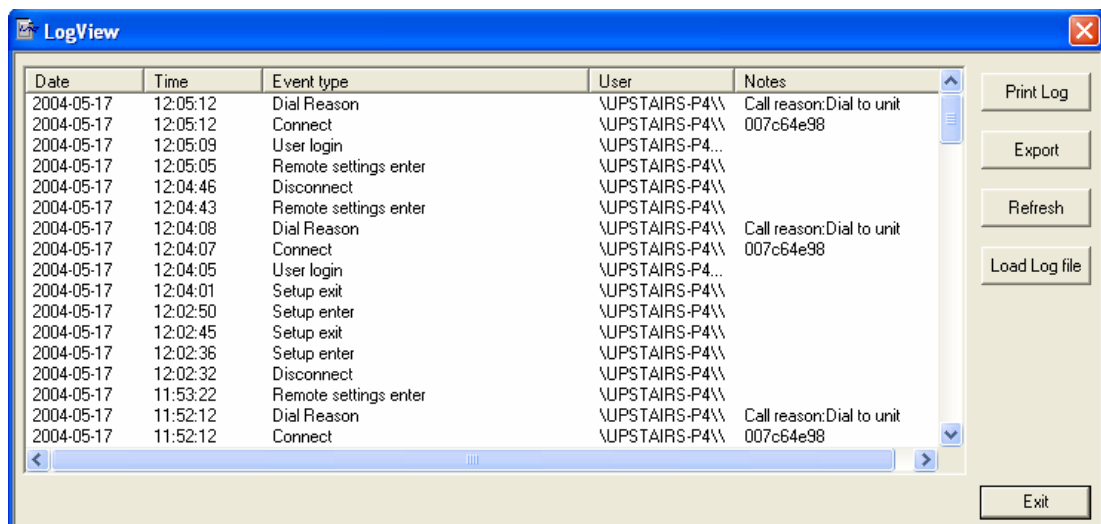


Figure 43: Observer Activities Log

Export to AVI

Export to AVI enables you to export images from Observer to view using other media tools, such as Microsoft™ Media Player.

◆ **To export selected events to the standard AVI format:**

1. In **Observer**, in the **Tools** menu, select **Debrief**.
2. From the relevant camera, select the required image file, and right-click to select **Export**.
3. In **Save As** dialog box, save the file with the name and format required, and click **Save**.

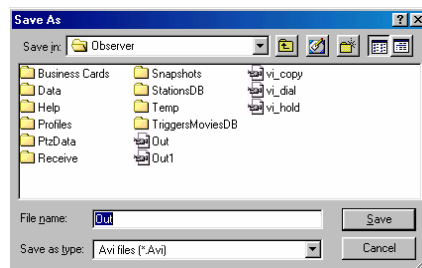


Figure 44: Save As Dialog Box

4. In the **Video Compression** dialog box, in **Compressor**, select the required format from the list provided, and click **OK**.

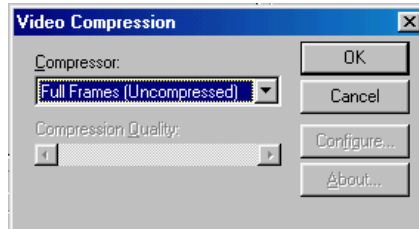


Figure 45: Video Compression Dialog Box

The Video Compression dialog box closes, and you are returned to the Video Domain AVI Creator screen. Both the source file and the destination file are shown in the **File Info** (Figure 46).

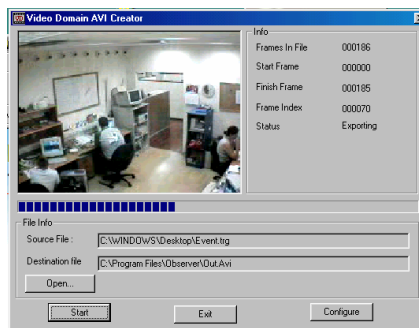


Figure 46: AVI Creator Screen

5. Click **Start** to start the transfer of information from the source file to the destination file (Figure 46).

In **Info**, information about the file is shown as the transfer is taking place.

6. Click **Configure** to define which frames you require transferring from the source file to the destination file, and click **OK**.

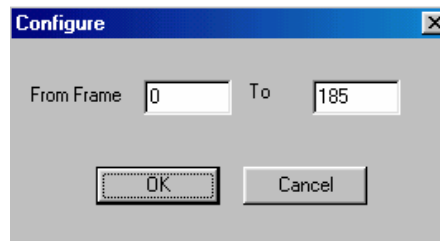


Figure 47: Configure Dialog Box

The destination file is now available to be viewed through the format selected in Step 3.

6. Configuring the Connected Unit

The remote settings menu contains the functions necessary to enable you to configure the connected unit installed at the remote premises.

Note: Administrators only can modify **Remote Premises** configuration settings, and also add and remove guests and users from the authorized access list.

- ◆ **To access the remote settings functions:**
 1. In the Observer Menu, select **Setup > Remote Settings**.
The **No Passwords** warning window opens.

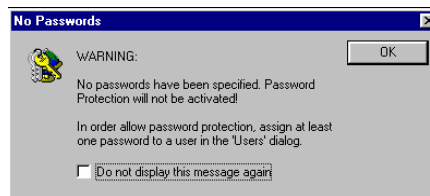


Figure 48: Password Warning

Note: The **No Passwords** warning is displayed only when no passwords are defined.

2. Click **OK**.

The Observer **Remote Settings** main window opens.

Start the Configuration Here

Configure the Remote Premises settings according to the physical configuration/connections and site-specific requirements.

- ◆ **To configure the remote settings:**
 1. Disable the alarms (see **Arming and Disarming the Unit** on page 27).
 2. Access the **Remote Settings** dialog box. The application automatically downloads the remote settings.
 3. Configure the various remote setting parameters.
 4. Upload the configuration parameters to the Remote Premises unit (see **Uploading the Configuration** on page 74).

Downloading an Existing Configuration

Note: If you are connected to the Remote Premises when you open the Remote Settings dialog box, Observer performs an automatic download of Remote Premises settings.

◆ **To download existing Remote Premises Settings:**

1. On the Observer **Remote Settings** dialog box, click **Download**. A progress bar shows the download status.
2. Once the download process is completed, the existing settings appear in the various Remote Settings tabs, and the Remote Settings buttons re-appear.

Note: You must be in Disarm mode to be able to upload any changes in the Remote Settings.

Overview of the Remote Settings Main Tabs

The Observer **Remote Settings** dialog box contains the following tabs:

Tab Name	Description	Go To
Adapters	For configuring the unit located at the Remote Premises	Adapters and their Sub-Tabs on page 53
Dial on Alarm	Sets the entry and exit delays as well as the phone numbers for dialing on alarm	Dial on Alarm Tab on page 63
Recording	Sets the recording resolution for events, recording quality factor, and the delay between frames	Recording Tab on page 65
Communication	For configuring the connection type and communication device	Communication Tab on page 66
Users	Manages the Observer User functions such as passwords	Users Tab on page 66
Site Details	For setting the name of the site, details of the site and the time and date	Site Details Tab on page 68
Control	Arms and Disarms the NetEye Gold or Net/p units that are remote control enabled	Control Tab on page 70
Scheduler	Automates fixed events at pre-defined times	Scheduler Tab on page 71
Profiles	Sets the station profile and used for profile editing	Profiles Tab on page 72

Each tab refers to a specific category of parameters. The **Adapters** tab contains additional sub-tabs used to configure the Remote Premises. The Observer Remote Settings dialog box also contains the following buttons:

- ❑ **View Errors** - displays errors in a dialog box
- ❑ **Upload** - Used to upload configuration parameters to the Remote Premises
- ❑ **Download** - Used to download configuration parameters from the Remote premises
- ❑ **Close** - Closes the Remote Settings window

Adapters and their Sub-Tabs

The Adapters tab is used to select the adapter and configure the hardware at the Remote Premises using the following sub-tabs:

Sub Tab Name	Description	Go To
Cameras	Sets the camera names, enable or disable recording, and enable or disable connections on-alarm for each camera	Cameras Tab on page 54
Relays	Establishes relay names, relay timeout, and relay state	Relays Matrix Tab on page 55
Alarms	Establishes alarm names and alarm polarity and activates the Panic Button feature	Alarms Tab on page 56
Pre-Alarm	Sets the number of frames sent prior to the alarm	Pre Alarm Tab on page 57
Post-Alarm	Sets the number of frames sent after an alarm, and the maximum number of events to be recorded	Post Alarm Tab on page 58
Video	Sets the video input standard and parameters	Video Tab on page 59
Audio	Sets the audio parameters	Audio Tab on page 59
PTZ	Defines the Active Protocol The section PTZ (Pan-Tilt-Zoom) Observer Control is on page 75	PTZ Tab on page 61
Relays Matrix	Sets up the status of the physical relays and alarm events	Relays Matrix Tab on page 55

Cameras Tab

The Cameras tab is used to:

- ❑ Establish names for each of the cameras connected to the Remote Premises.
- ❑ Enable or disable recording for each camera.
- ❑ Enable or disable connections upon alarm for each camera.
- ❑ Enable or disable connections upon video output error.

◆ To configure cameras:

1. Enter a camera name in the **Camera Name** field.
2. Check the **Record Events** checkbox to enable event recording.
3. Check the **Dial on Alarm** checkbox to enable dialing to the Monitoring Site upon alarm.
4. Check the **Dial On No Video** checkbox to enable dialing to the Monitoring Site in the event no video output is received from the camera.
5. Repeat the above steps for all the cameras that are connected to the Remote Premises.

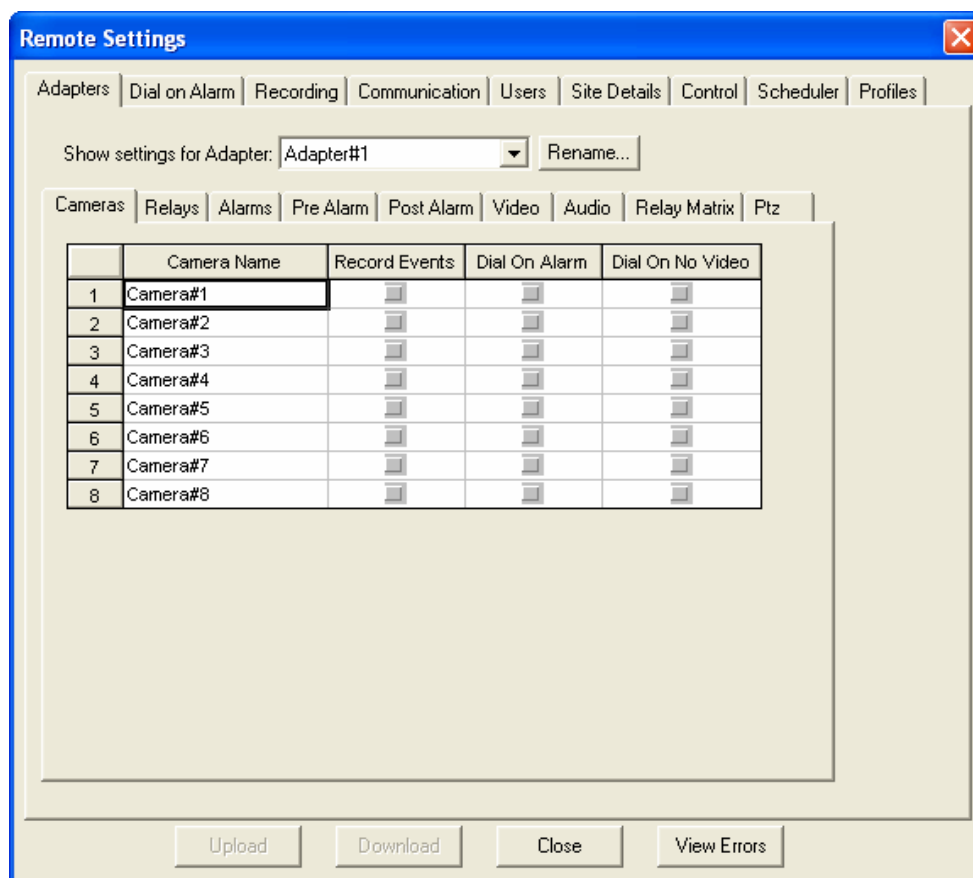


Figure 49: Adapters – Cameras sub-tab

Relays Matrix Tab

The Relays tab is used to:

- ❑ Establish Relay Names
- ❑ Set Relay Timeout
- ❑ Set Relay State

◆ **To configure the relays:**

1. Enter a relay name in the **Relay Name** field.
2. Click the **Relay State** drop menu, and select one of the following options:
 - **Fixed** – for fixed relays
 - **Dynamic** - for dynamic relays
3. Enter the relay timeout in seconds in the **Timeout** field.

Note: The **Timeout** option is relevant only for **Dynamic** status.

4. Repeat the above steps for all the relays that are connected to the Remote Premises.

Remote Settings

Adapters | Dial on Alarm | Recording | Communication | Users | Site Details | Control | Scheduler | Profiles

Show settings for Adapter: Adapter#1 Rename...

Cameras | **Relays** | Alarms | Pre Alarm | Post Alarm | Video | Audio | Relay Matrix | Ptz

	Relay Name	State	Timeout
1	Relay#1	Fixed	0
2	Relay#2	Fixed	0
3	Relay#3	Fixed	0
4	Relay#4	Fixed	0
5	Relay#5	Fixed	0
6	Relay#6	Fixed	0
7	Relay#7	Fixed	0
8	Relay#8	Fixed	0

Upload Download Close View Errors

Figure 50: Adapters – Relays sub-tab

Alarms Tab

The Alarms tab is used to:

- ❑ Establish alarm names
- ❑ Chooses between N.C. or N.O. external alarm trigger circuits
- ❑ Enables the Panic button
- ❑ Sets the entry delay

◆ To configure alarms:

1. Enter an alarm name in the **Alarm Name** field.
2. Click the **Polarity** drop menu and select one of the following options:
 - **N/O** - Normally Open
 - **N/C** - Normally Closed.
3. Repeat the above steps for all the alarms that are connected to the Remote Premises.

◆ To configure the Entry Delay:

In the **Entry Delay** field, enter the entry delay in seconds. The Entry Delay is the time delay that the system waits following an alarm before dialing the phone numbers.

Enabling and Disabling the Panic Button

The Panic Button is activated when pressing the **<FUNC> + <REC>** keys within three seconds of one another. The panic button can be assigned for a specific camera using the Control tab in the Remote Settings menu. This feature is enabled in both Arm and Disarm Mode.

◆ To enable the Panic Button:

1. In the **Panic Button** field, check the **Enable Panic Button** checkbox.
2. In the **View** field, select the camera you wish to activate upon pressing the Panic Button.

Pre Alarm Tab

The Pre Alarm tab is used to set the number of frames recorded prior to alarm activation.

- ◆ **To set the number of frames:**
 - In the **Frame Number** field, enter the number of frames to record for each respective camera.

Note: When connecting to Video Shield Local (Remote Premises), you can select only one camera to record in pre-alarm. You can select a number of cameras to record in pre-alarm only when connecting to NetEye Gold or Netip units.

Remote Settings

Adapters | Dial on Alarm | Recording | Communication | Users | Site Details | Control | Scheduler | Profiles

Show settings for Adapter: Adapter#1 Rename...

Cameras | Relays | Alarms | **Pre Alarm** | Post Alarm | Video | Audio | Relay Matrix | Ptz

	Camera Name	Frames Number
1	Camera#1	0
2	Camera#2	0
3	Camera#3	0
4	Camera#4	0
5	Camera#5	0
6	Camera#6	0
7	Camera#7	0
8	Camera#8	0

Upload Download Close View Errors

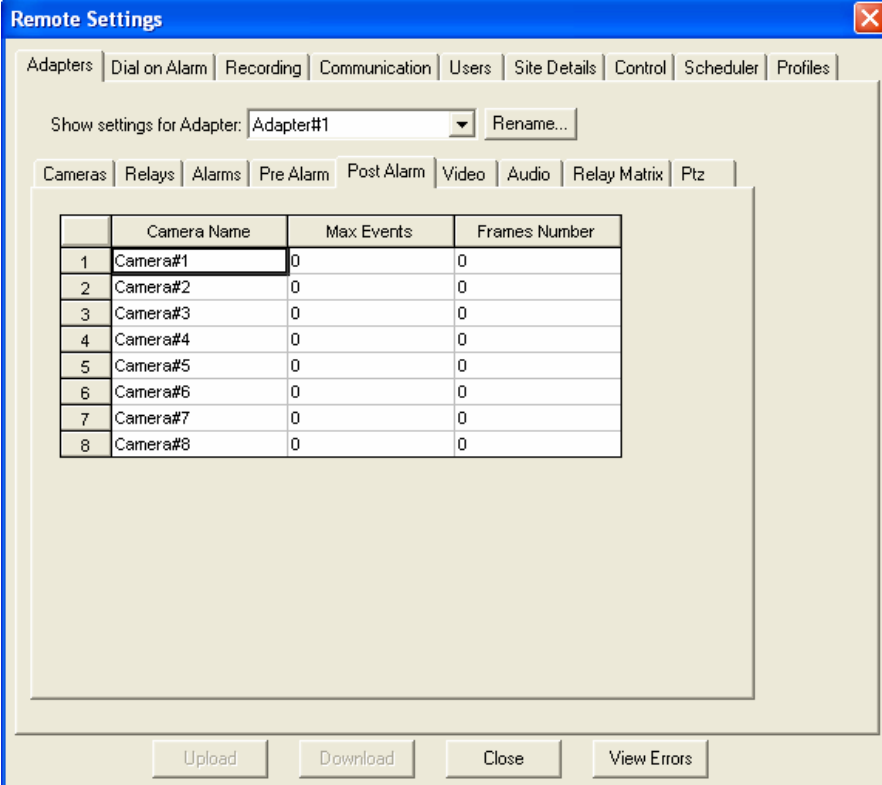
Figure 51: Adapters – Pre Alarms sub-tab

Post Alarm Tab

The Post Alarm tab is used to set the number of frames recorded following alarm activation and the maximum number of events to be recorded.

◆ **To set the number of frames and events:**

1. In the **Max Events** field, enter the maximum number of events to record for each camera.
2. In the **Frames Number** field, enter the number of frames to record for each camera.



The screenshot shows the 'Remote Settings' window with the 'Adapters' sub-tab selected. Under the 'Adapters' sub-tab, the 'Post Alarm' section is active. It displays a table with 8 cameras, each with fields for 'Max Events' and 'Frames Number', both currently set to 0.

	Camera Name	Max Events	Frames Number
1	Camera#1	0	0
2	Camera#2	0	0
3	Camera#3	0	0
4	Camera#4	0	0
5	Camera#5	0	0
6	Camera#6	0	0
7	Camera#7	0	0
8	Camera#8	0	0

Figure 52: Adapters – Post Alarms sub-tab

Video Tab

The video tab is used to:

- ❑ Select a default video input camera
- ❑ Adjust video quality
- ❑ Set up the video input standard
- ◆ **To adjust picture quality:**
 - ❑ Move the **Brightness**, **Contrast**, **Hue** and **Saturation** quality sliders until you get the desired quality.
- ◆ **To select the video input standard:**
 - ❑ Click the **Standard** drop menu and select the appropriate standard from the list.

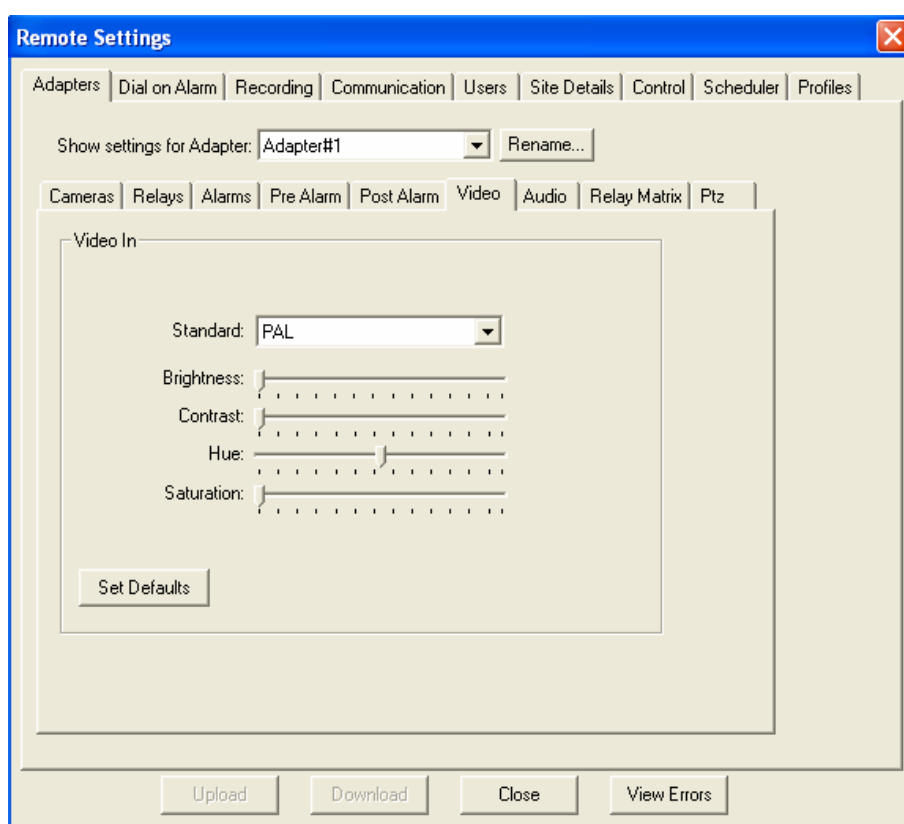


Figure 53: Adapters – Video sub-tab



Audio Tab

Note: Control of Audio variables is available only when connected to NetEye Gold or Net/p units.

The Audio Tab is used to control audio between the Monitoring Site and the Remote Premises, and the audio parameters of the speakers. The audio default is enabled.

Mute Audio

Observer can mute the audio settings remotely in two ways (Observer version 5.5 and higher and NetEye Series firmware 2.9), using the:

- ❑ MUTE  button on the Observer user interface
 - ❑ **Disable audio** check box on the **Audio** settings tab
- ◆ **To disable audio between the Monitoring Site and the connected unit:**
Disabling the Audio prevents audio being sent from the Monitoring Site to the connected unit.
- ❑ Check the **Disable audio** box (mutes the audio and disables the Mute button)
or
 - ❑ Press the Mute  button on the Observer window. Mutes the audio from the monitoring location to the connected unit.

Adjusting the Audio

- ◆ **To adjust speakers audio parameters:**
- ❑ Move the **Volume**, **Bass/Boost**, and **Treble/Boost** sliders until you obtain the desired quality

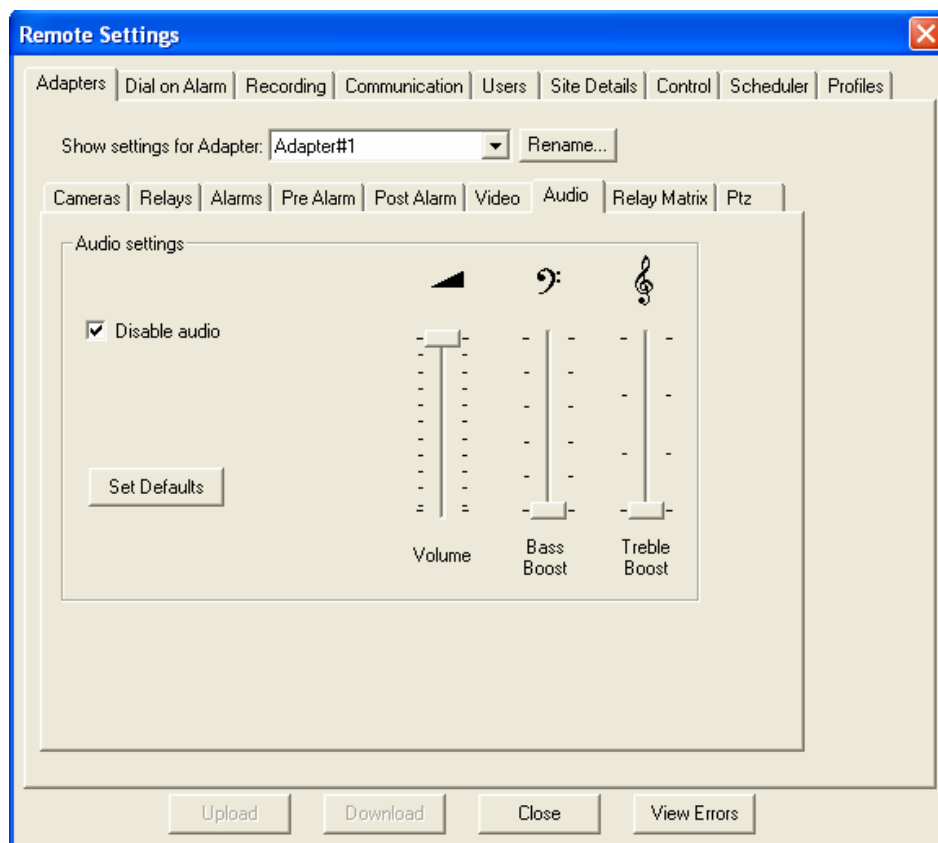


Figure 54: Adapters – Audio Sub-tab

PTZ Tab

This tab shows the Active Protocol. For more information on PTZ see the section PTZ (Pan-Tilt-Zoom) Observer Control on page 75.

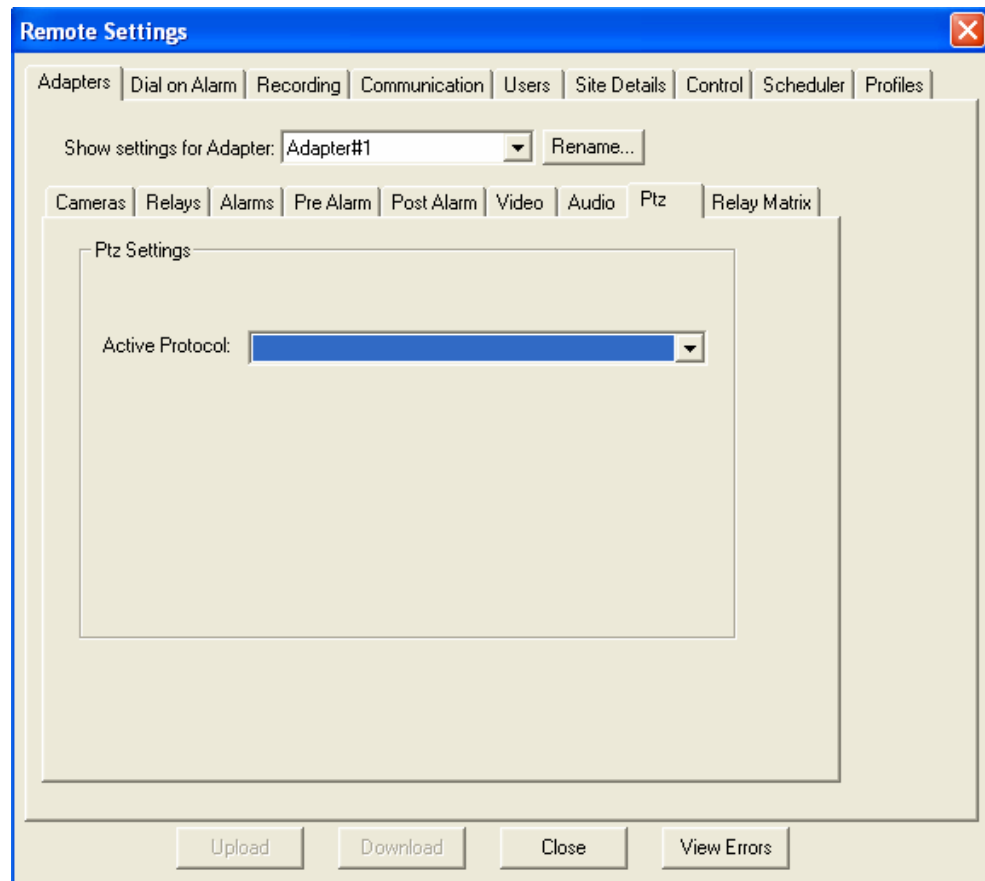


Figure 55: PTZ Sub Tab

Relay Matrix Tab

The Relay Matrix is used to set up the status of the physical relays and alarm events. The relay matrix contains columns which denote the relays and rows which denote different event parameters.

◆ **To set up the Relay Matrix:**

For each event parameter, click the appropriate relay checkbox. Events include:

- ❑ **Event Alarm 1 through 8** - Activates checked relay upon alarm activation.
- ❑ **No Dial Tone** - Activates checked relay upon loss of dial tone.
- ❑ **Failure Connection** - Activates checked relay upon connection failure.
- ❑ **Video Loss** - Activates checked relay upon loss of video signal.
- ❑ **Power Failure** - Activates checked relay upon power failure.
- ❑ **Open Box** - Activates checked relay when Observer box is opened.

You may also click one of the following buttons:

- ❑ **Clear all** - clears all checkboxes.
- ❑ **Set all** - sets all possible combinations of event parameters and relays.

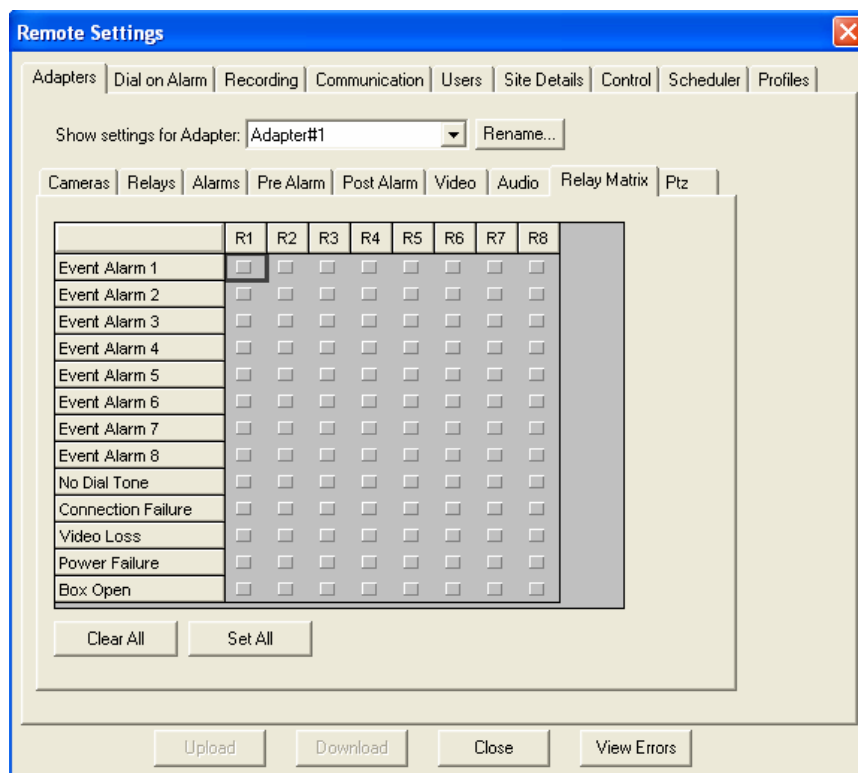


Figure 56: Adapters – Relay Matrix sub-tab

Dial on Alarm Tab

The **Dial on Alarm** tab is used to set:

- ❑ **Exit delay** - The time delay from the system start until the moment it starts detecting alarms.
- ❑ **Telephone numbers/IP addresses** - to dial on alarm activation.

◆ **To configure the Exit Delay:**

- ❑ In the **Exit Delay** field, enter the dial delay in seconds.

◆ **To configure the telephone number to dial on alarm.**

1. In the **First Dial** field, enter the telephone number.
2. In the **"for__times"** field, enter the number of times the system should attempt to dial the number.
3. In the first **"If failed, dial "** field, enter the first alternative telephone number or IP address.
4. In the **"times"** field, enter the number of times the system should attempt to dial the number.
5. Repeat steps 3 and 4 as necessary.
6. In the **"If All numbers fail retry dialing"** enter the number of retries after all number failed to connect. Setting the value to zero will cause the unit to repeat these numbers repeatedly until it is connected.
7. Enter the inactive timeout in seconds in the **"Disconnect if remote stations is inactive for more than"** field.

◆ **To configure the IP address to dial on alarm.**

1. In the **First Dial** field, enter the IP address.
If you want to connect to the target IP using several alternate ports add colon":" and up to 4 ports number separated by a comma"," (i.e. IP_NUM: Port1, Port2, Port3, Port4).

Note: If you do not enter a port number after the IP address, the default port is used.

2. In the **"for__times"** field, enter the number of times the system should attempt to dial the IP address using a specific port.
3. In the first **"If failed, dial "** field, enter the first alternative IP address and port number.
4. In the **"times"** field, enter the number of times the system should attempt to dial the IP address and port number.
5. Repeat steps 3 and 4 as necessary.
6. In the **"If All numbers fail retry dialing"** enter the number of retries after all number failed to connect. Setting the value to zero will cause the unit to repeat these numbers repeatedly until it is connected.

7. Enter the inactive timeout in seconds in the "Disconnect if remote stations is inactive for more than" field.

Remote Settings

Adapters | **Dial on Alarm** | Recording | Communication | Users | Site Details | Control | Scheduler | Profiles

Exit Delay
Exit Delay - After system is armed, wait seconds before detecting alarms

Numbers or IP addresses to dial on alarm

First dial:	<input type="text" value="10.10.10.4000,40001,40002"/>	for	<input type="text" value="2"/>	times.
If failed, dial:	<input type="text" value="10.10.10.2"/>	for	<input type="text" value="3"/>	times.
If failed, dial:	<input type="text" value="10.10.10.3:5000,50001,50002"/>	for	<input type="text" value="2"/>	times.
If failed, dial:	<input type="text" value="10.10.10.4:4567,4568"/>	for	<input type="text" value="5"/>	times.

If all numbers fail retry dialing for times

Disconnect if remote station is inactive for more than seconds.

WARNING: Leaving all numbers/addresses blank disables dial on alarm.

Upload Download Close View Errors

Figure 57: Dial on Alarm Tab

Dial order:

When alternate IP addresses and ports are provided in the "First dial" and "If failed dial" fields, the unit attempts to dial in the following order:

1. "First dial" –IP address and first port listed.
2. First "If failed, dial field" – IP address and first port listed.
3. Subsequent "If failed, dial field" – IP address and first port listed.
4. "First dial" –IP address and second port listed.
5. First "If failed, dial field" – IP address and second port listed, etc.

As shown in example Figure 57 above, the numbers are dialed in the following order:

6. 10.10.10.1 Using port 4000
7. 10.10.10.2 Using the default port since no additional port is defined.
8. 10.10.10.3 Using port 5000
9. 10.10.10.4 Using port 4567
10. 10.10.10.1 Using port 4001
11. 10.10.10.3 Using port 5001
12. 10.10.10.4 Using port 4568
13. 10.10.10.1 Using port 4002
14. 10.10.10.3 Using port 5002
15. 10.10.10.1 Using port 4003

If the unit attempted and failed to connect using a single port listed in one of the "If failed, dial field" entries, on subsequent dial attempts the entry will be skipped until the original cycle is repeated.

Recording Tab

The Recording tab is used to set:

- ❑ Resolution for events
- ❑ Recording quality factor
- ❑ Delay between frames

Configuring the Snapshot (QCIF, CIF or FULL JPEG)

- ◆ To establish recording parameters:
 1. In **Snapshot Recording**, select the size of the image by clicking the appropriate button. The options are:
 - QCIF - 1/4 video resolution
 - CIF - 1/2 video resolution
 - FULL: Full Video Resolution (only enabled if the remote unit supports Full JPEG recording)
 2. Use the slider to select a **Snapshot Compression** quality factor.
 3. In the **Frames Delay** field, enter the frame delay value in milliseconds.

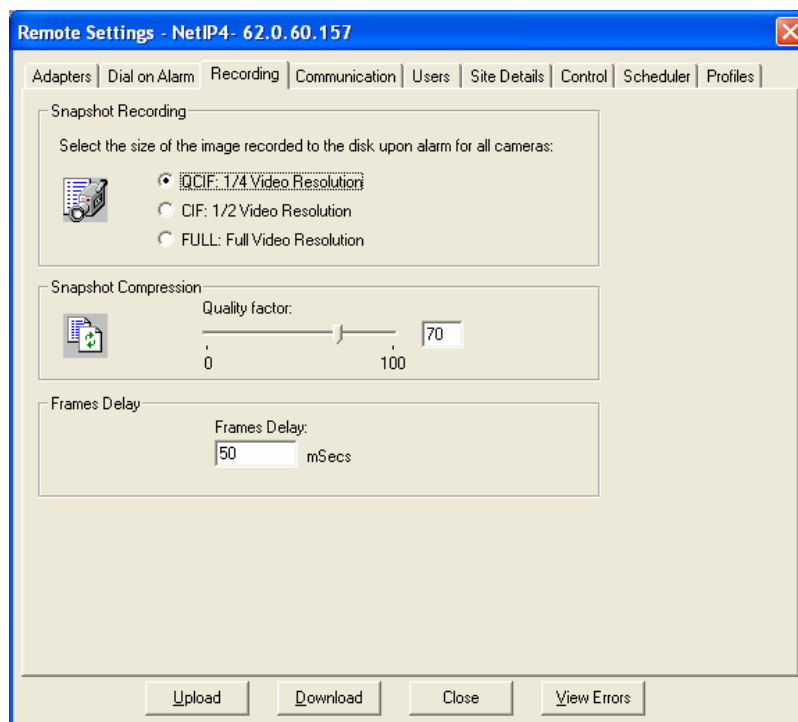


Figure 58: Recording Tab

Communication Tab

Note: The Communications tab is used only when connecting to the NetEye Gold or Netip units, except for the **Modem answer Incoming calls after... rings** field.

The communications tab is used to configure the connection type and to select the communication device.

Note: This feature will only be available to authorized users under a special Modem Adaptation Procedure. For more details, please contact the manufacturer

◆ **To set communications parameters:**

1. Select the connection type from the drop-down list in the **Connection Type** field (the default is Modem Dial-Up).
2. Select a device from the **Device Name** drop-down list (the manufacturer-supplied Modem).
3. Enter the number of rings required in the **Modem Answer Incoming Calls After Rings** field. This allows you to configure the number of rings the unit at the Remote Premises will wait before answering a call. This option is also available when connecting to Video Shield Local.

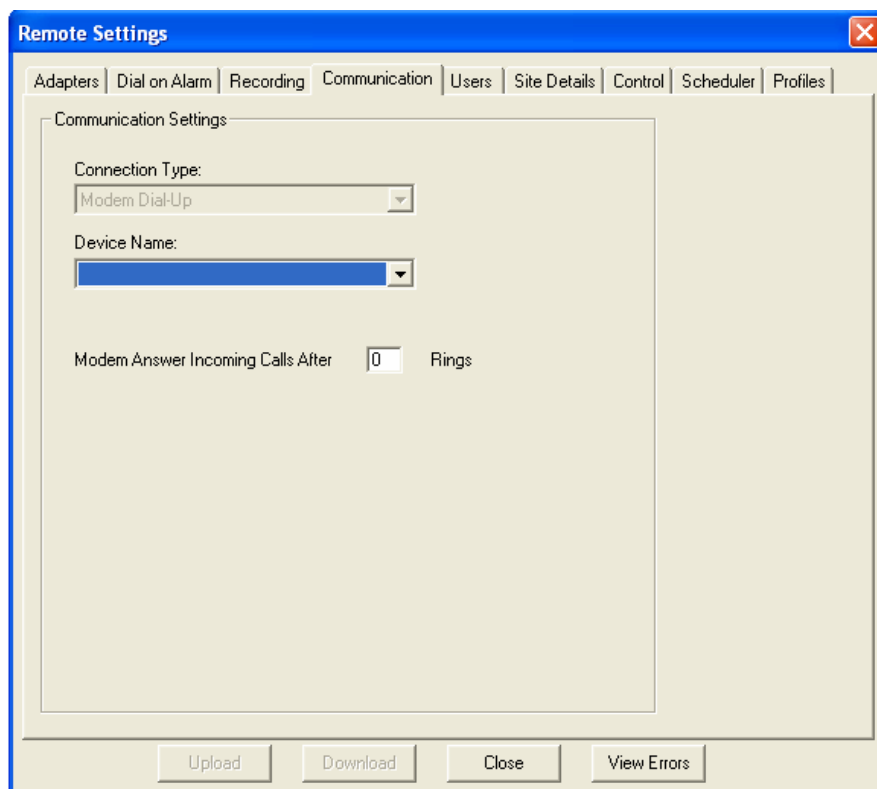


Figure 59: Communication Tab

Users Tab

The **Users** tab is used to manage the Observer User functions:

- ❑ Add users.
- ❑ Remove users.
- ❑ Establish user names, passwords, and privileges.

◆ **To add a new user:**

1. Click **New**. The **User Properties** dialog box appears.

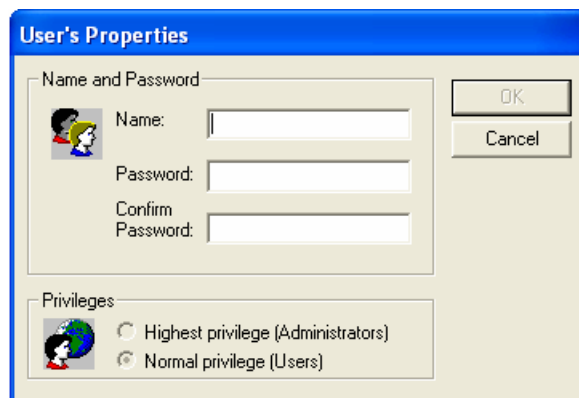


Figure 60: User's Properties Dialog Box

2. Enter the user name and password in the appropriate field.
3. Re-enter password in the **Confirm Password** field.

Note: The **OK** button remains grayed out unless you **confirm** the password by typing it identically.

4. Assign a privilege level for the user from the **Privileges** options, and click **OK**. The **User's Properties** dialog box closes.

Note: The Operation field in the table shows the status of the user prior to upload or download of the setup parameters. This field is empty immediately following upload or download.

◆ **To remove a user:**

1. Select the user by clicking on the appropriate row.
2. Click **Delete**. The selected user is removed.

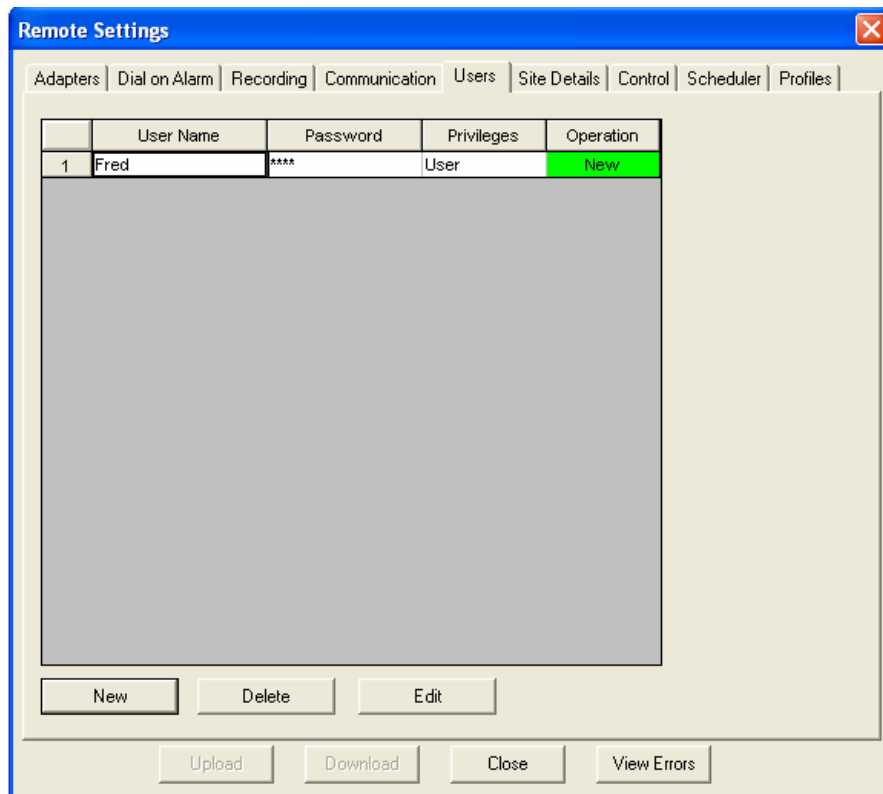


Figure 61: Users Tab

Site Details Tab

The site details tab is used to set the name of the site, time and date and add specific site details as free text in the **Site Information window**.

◆ **To set the name of a site:**

- Enter a name in the **Site Name** field.

◆ **To manually enter date and time:**

When the synchronize option is not selected the Date and Time may need to be corrected and uploaded on dialup.

1. Check the **Manually enter Date & Time** checkbox. The Date and Time boxes are now enabled.
2. In the Date box click any item to change the value. Change arrows can be used to change the Month or Year.

- ◆ **To synchronize the Remote Premises to the PC date and time:**
 1. Check the Synchronize time with my PC checkbox.
 2. Close the window. The connected unit is automatically set to the Date and Time of the PC.

The screenshot shows a window titled "Site Details" with a close button (X) in the top right corner. The window is divided into two main sections: "Site Details" and "Date Time".

Site Details Section:

- Site Name:** A text input field.
- Site Information:** A larger text input area.

Date Time Section:

- Calendar:** A calendar for June 2004. The date "1" (Monday) is selected. The calendar shows days from 30 to 10.
- Time:** Two checkboxes are present:
 - ☐ Manually enter Date & Time
 - ☐ Synchronize time with my PC
- Today:** A label indicating the current date, "2004-06-01".

Figure 62: Site Details Tab

- ◆ **To enter specific site details as free text**
 With the Site Details tab displayed enter as free text and specific site details in the **Site Details** box at the bottom of the window.

Control Tab

This tab is available only with Remote Premises that support external control features. It contains the following options:

Remote Control:

- ❑ **Remote Control Disarm Code** - Specify the code for the Local Unit
- ❑ **Use Disarm Code Also When Arming** - Check this box to arm the Remote premises only after entering the code
- ❑ **Beep On Button Press** - Check this box to hear a verification beep when pressing on the remote control

Control Panel:

The Control Panel allows external systems (such as alarm systems) to control the Arm/Disarm status of the unit at the Remote premises.

- ❑ **Enable Control Panel:** Check this box to enable the control panel
- ❑ **Polarity:** Select the circuit polarity status from the drop menu
Options are: Normally close and Normally open

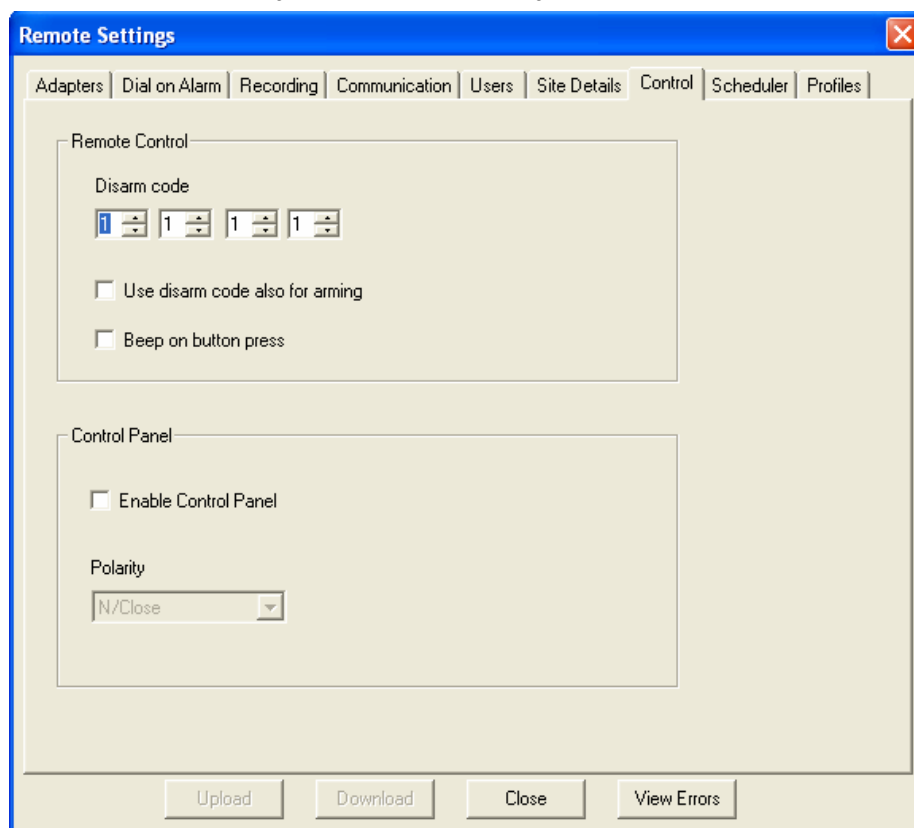


Figure 63: Control Tab

Scheduler Tab

The Scheduler tool provides the capability of scheduling specific events, such as arming or disarming the system, so that any recurring events can be automated for pre-defined times.

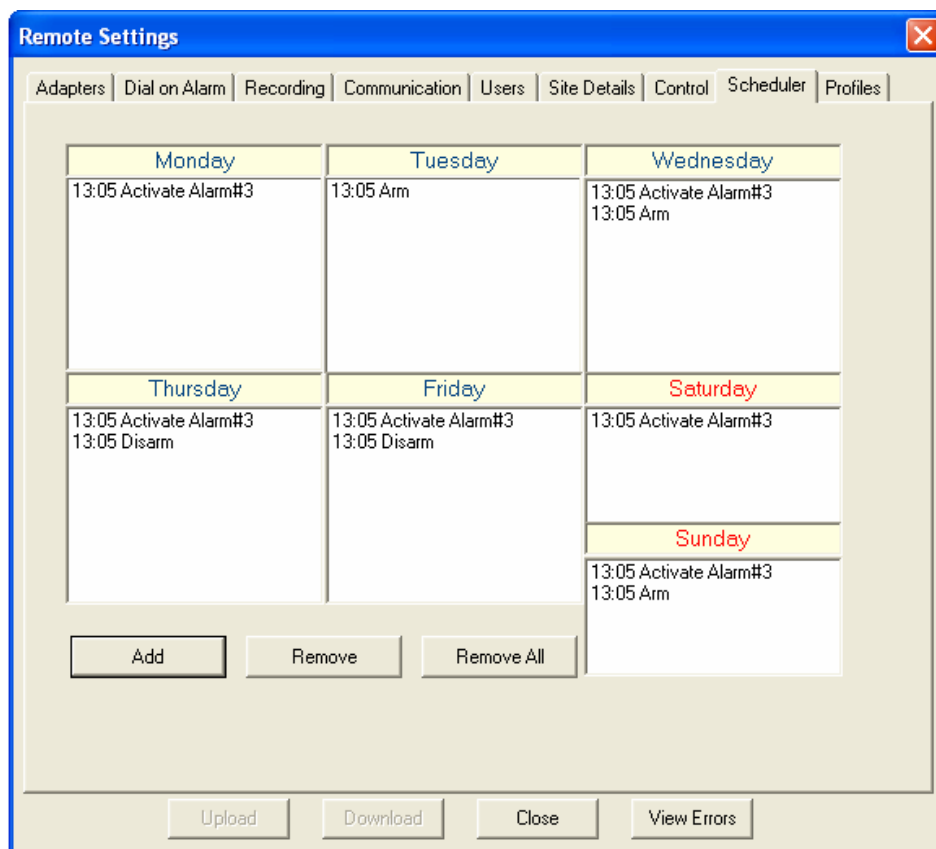


Figure 64: Scheduler Tab

◆ **To schedule an event:**

1. Click **Add**. The **Schedule Event** dialog box opens (Figure 65).

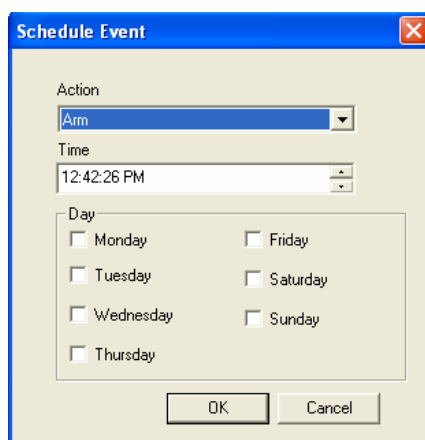


Figure 65: Schedule Event

2. In **Action**, select an Action from the list provided.
3. In **Time**, input the time for the selected action to be scheduled.
4. In **Day**, check the box of the day the action is to be scheduled, and click **OK** to close the **Schedule Event** dialog box.

The scheduled event now features in the **Scheduler**, in the day and at the time defined (Figure 66).

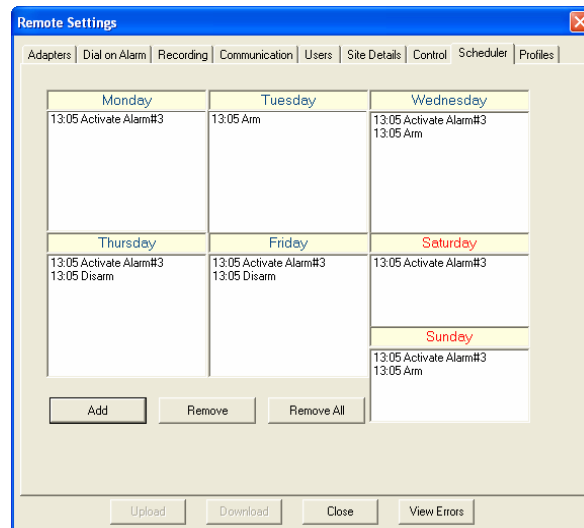


Figure 66: Scheduled Events now feature

5. Click **OK** to record the changes and close the **Scheduler** screen.
- ◆ **To remove an event:**
 1. Select the required event, and click **Remove**.
 2. Click **OK** to record the changes and close the **Scheduler** screen.
 - ◆ **To clear all events:**
 1. Click **Clear All**, and click **OK** to record the changes and close the **Scheduler** screen.
 2. Scheduler is now activated.

Profiles Tab

A profile is a collection of settings that you establish in all the Remote Settings tabs. The profile tab is used to:

- ❑ Load and existing profile.
- ❑ Create new profile based on the site settings.
- ❑ Remove profiles.
- ❑ Rename profile

- ◆ **To save a new profile:**
 1. In the Profile tab, click **New**. The Define New Profiles dialog box opens (Figure 68).
 2. Enter the new profile name, and click **OK**. The profile appears in the Available Profiles list.
 3. Click **Save** to save the profile.
- ◆ **To Remove an existing profile:**
 1. Select the existing profile in the **Available Profiles** list.
 2. Click **Delete**. The selected profile is deleted from the list.
- ◆ **To load an existing profile:**
 1. Select the existing profile in the **Available Profiles** list.
 2. Click **Load**. The selected profile is loaded.
- ◆ **To rename an existing profile:**
 1. Select the existing profile in the **Available Profiles** list.
 2. Click **Rename**. The **Rename Profile** dialog box opens (Figure 69).
 3. Enter a new name in the **Name** field, and click **OK**. The profile name appears in the **Available Profiles** list.

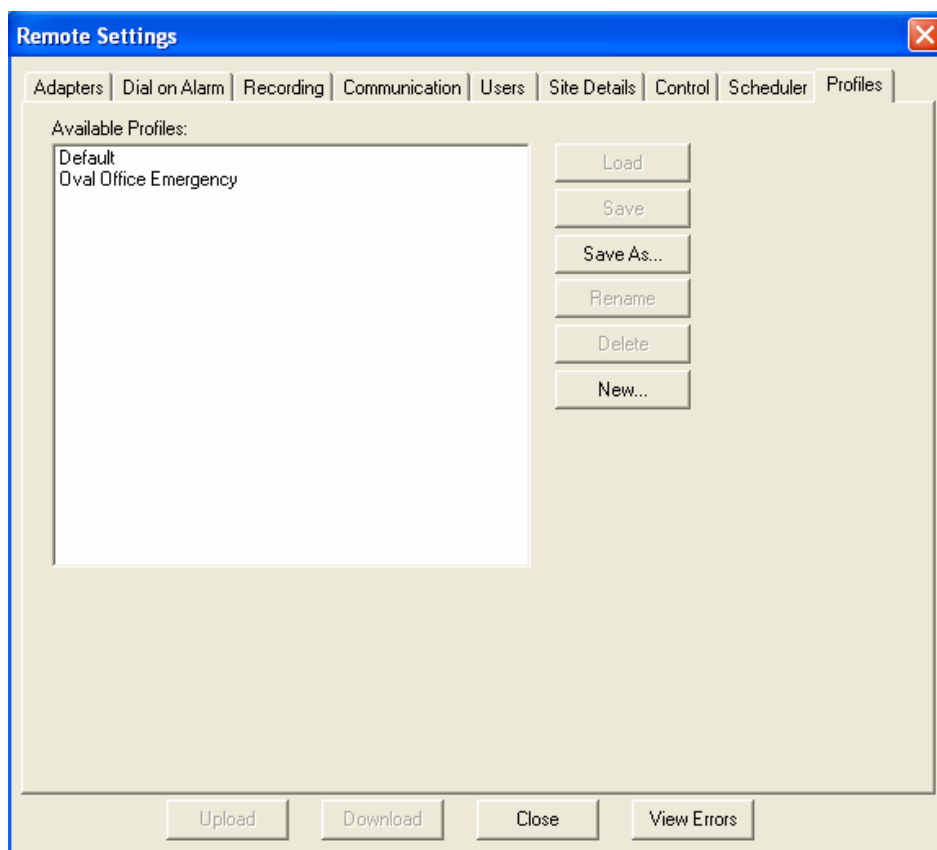


Figure 67: Profiles Tab



Figure 68: Define New Profile Dialog Box



Figure 69: Rename Profile Dialog Box

Uploading the Configuration

For the new configuration to take effect, you must upload the configuration parameters to the Remote Premises.

◆ **To upload the new configuration parameters:**

1. Make sure that you are connected to the Remote Premises.
2. In the **Remote Settings** dialog box, click **Upload**. A status bar appears and shows you the upload progress. The **Remote Settings** dialog box buttons re-appear when upload is completed.

7. PTZ (Pan-Tilt-Zoom) Observer Control

This section describes how to use the PTZ feature with Observer:

1. Using the PTZ camera keyboard.
2. Using the Observer application interface.

General

The PTZ feature on the Observer application is driven by the following PTZ utilities provided in the PTZ-Demo package: **PtzModSel** and **PtzKeyB**. These are described below.

PtzModSel – By default, the PTZ feature is disabled in the Observer application. This utility allows you to enable or disable the PTZ feature in the Observer application. When you choose to enable the PTZ control, the PTZ option is displayed on the **Cameras** toolbar.

◆ **To enable PTZ support:**

1. Run the **PtzModSel** program located in Windows Start menu. The **Enable or Disable PTZ** dialog box opens.
2. Select the **PTZ mode Enabled**, and click **OK**.

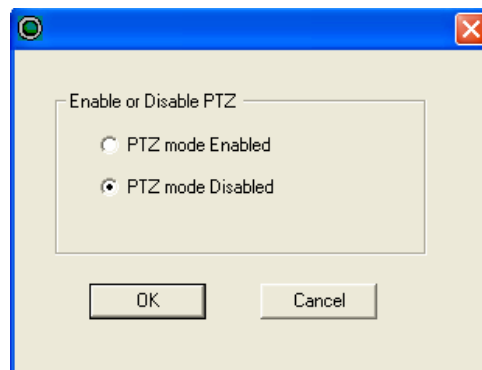


Figure 70: Enable or Disable PTZ Dialog Box

3. Run the **PtzKeyB** program located in Windows Start menu.

PTZKeyB – This utility allows you to control the PTZ camera remotely through the Observer application using the standard manufacturer PTZ keyboard supplied with the camera. The PTZ keyboard must be connected to one of the RS-232 serial ports on your PC. You can then use the same keyboard to operate the PTZ camera through the Monitoring Site (Observer).

When you run the PTZKeyB application, the icon is displayed in the Windows System tray bar.



Figure 71: Windows System tray showing PTZKeyB icon

Clicking on the PTZKeyB application icon using the right mouse button opens the following menus:

- Configuration – Displays the connection configuration. Contains:
 - **Manual** - Opens the Port Settings dialog box (Figure 72) used to specify the connection configuration.
 - **VCL/Pelco** - These pre-set camera configurations
- **Help** - About the application.
- **Exit** - Closes the application.

Note – The Observer station must be loaded and connected in order to use the keyboard.

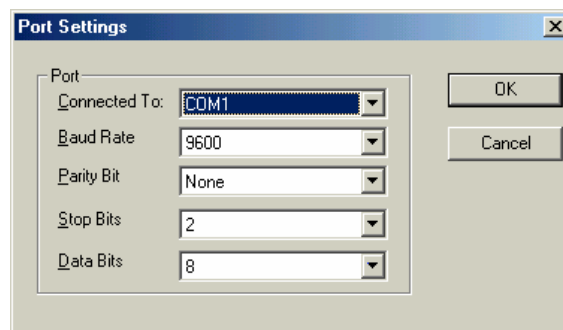


Figure 72: Port Settings Dialog Box

Setting Up

- Make sure the PTZ camera is properly connected to one of the NetEye Family products.
- Install the Observer application on the remote PC.
- Make sure you can connect from remote to the Remote Premises and monitor the connected camera.
- After you have verified the connection between the Observer and the Remote Premises, close the Observer application.
- Launch the **PtzModSel** application from the shortcut, and select the desired mode (Enable/Disable).

Adding Remote Settings

To add remote settings to the configuration:

1. Access the Remote Premises settings (see page 51). The application automatically downloads the remote settings.
2. In the **Remote Settings** dialog box, in the **Adapters** tab, switch to the **PTZ** tab (Figure 73), and select the desired camera configuration. See page 52 for information on how to access the Remote Settings dialog box.
3. Upload the changes and exit from the Remote Settings dialog box.

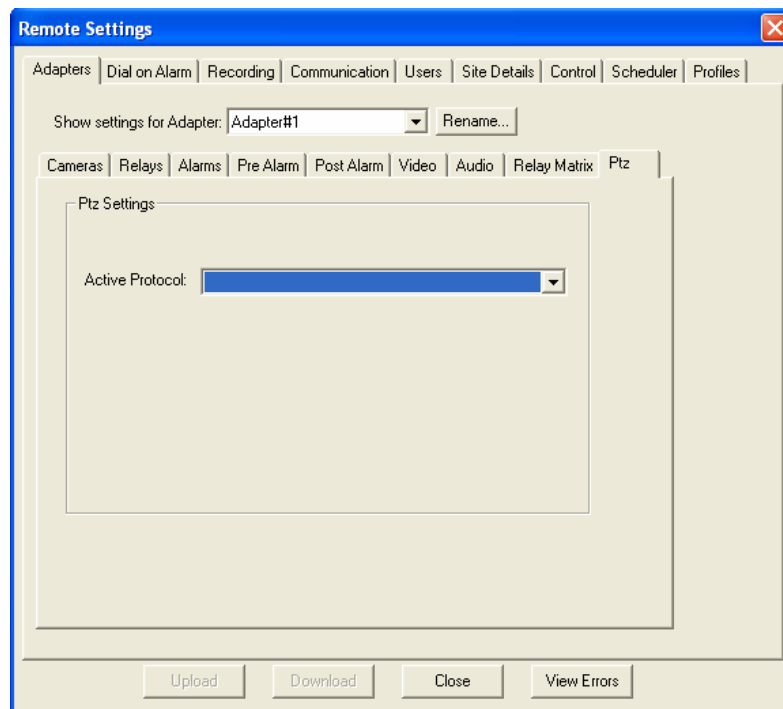


Figure 73: PTZ Tab

The PTZ Control Panel

After you have enabled PTZ control for your Monitoring Site (Observer) and established a connection, a PTZ button is displayed on the cameras toolbar. This button is used to run the PTZ control.



Figure 74: Cameras toolbar showing PTZ button

- ◆ **To activate the PTZ control:**
 - Click the **PTZ** button on the camera's toolbar. The PTZ control launches and attaches itself to the camera window.

PTZ Control

The top of the PTZ control toolbar contains the following buttons:



- Opens the PTZ control View Page (Figure 75)



- Opens the PTZ control Tours Page (Figure 76)



- Opens the PTZ control Tools Page (Figure 77)

The PTZ control view page toolbar contains several functions:

- ❑ **Camera movement control** - The movement control ball works like a common joystick. While the left mouse button is pressed, move the mouse pointer over the ball. The distance of the mouse and its direction from the center of the ball determine the speed and direction of the camera movement. Releasing the left mouse button stops the camera movement.
- ❑ **Zooming** - Zoom in and out control, marked by the magnifying glass. Press the plus button to zoom in and the minus button to zoom out.
- ❑ **Focus control button** - The plus button sharpens the focus and the minus button blurs the image.

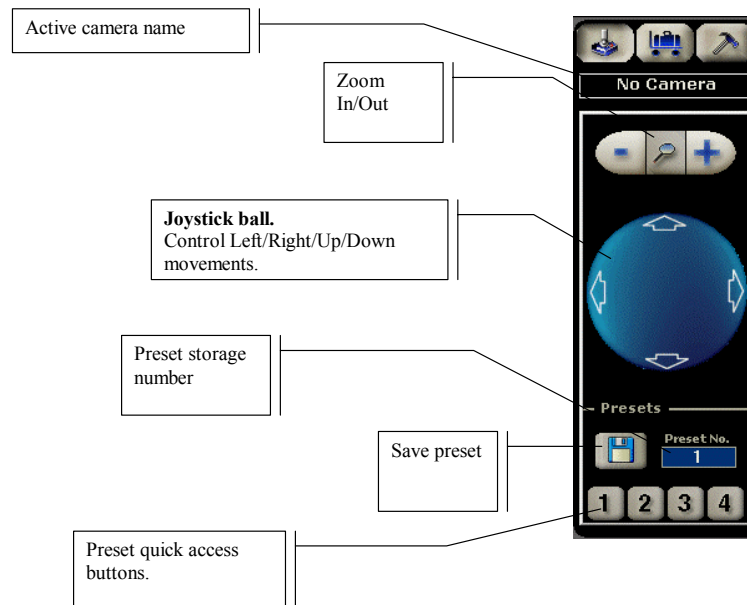


Figure 75: PTZ Control – View Page

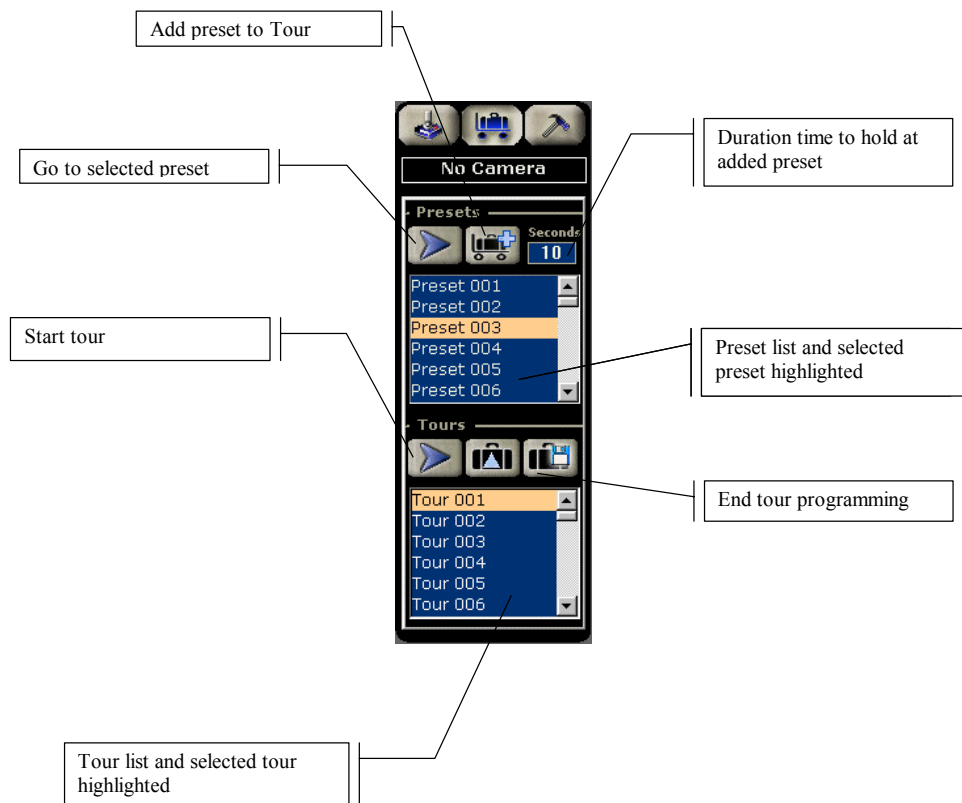


Figure 76: PTZ Control – Tours Page

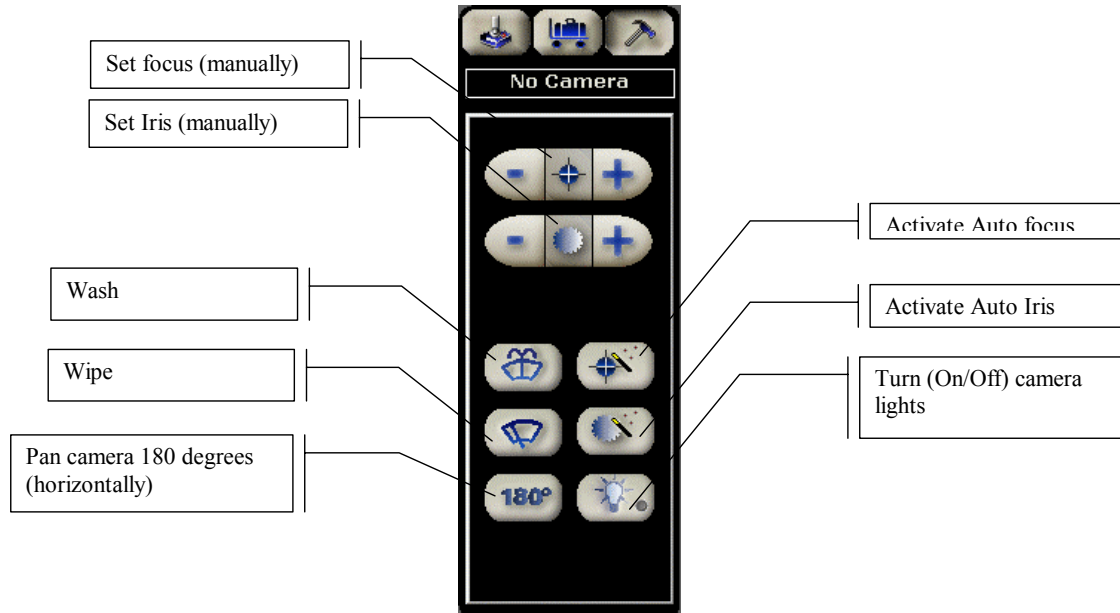


Figure 77: PTZ Control – Tools Page

Using the PTZ Camera Keyboard

Connect the keyboard to your PC COM port according to the connection description in the hardware settings document.

Run the **PTZKeyB** application. Change the connection settings under the configure\COM port settings dialog box.

Baud Rate 9600

Data Bits 8

Parity Bits None

Stop Bits 2

All keyboard commands will be sent through your computer to the PTZ camera once you are connected and monitoring the site.

8. Troubleshooting

Problem	Probable Cause	Action
The Observer does not connect	No Dial Tone	Using a normal phone, check that you have dial tone coming from the line connected to the Monitoring Site.
No Video at the Monitoring Site	No video signal from cameras or bad cable/connection	Check that the cameras are working by directing camera connection to a monitor.
Bad pictures at the Monitoring Site	The quality slider is set to Maximum speed and Minimum quality.	Move the slider to higher quality.
Bad frames on recorded events	The quality factor slider in the remote settings menu is on the Adapters-Video tab.	<p>In the Setup Menu, select Remote Settings.</p> <p>Select the Adapters-Video tab.</p> <p>Change snapshot compression to the highest quality.</p> <p>Upload and try to record another event.</p>
No Audio at the Monitoring Site	No Microphone on PC or bad cable/connection	<p>Check that a microphone is connected to your PC.</p> <p>Then enter the volume control Window, choose File-Properties from the menu. Check the Mic option on the list of devices and click OK.</p>

Sound Card Setup

Observer supports full-duplex audio, meaning that you can hear the audio from the Monitoring Site, and talk into a microphone to be heard at the Remote Premises via a speaker.

When you select camera #1, the sound from audio #1 connector is transmitted to your Monitoring site and played into the speaker. When you speak into your microphone, the sound is transferred to the Remote Premises and played by the unit speaker.

Run the Speech Wizard application to test the sound card setup.

◆ To Run the Speech Wizard

1. Run the **SpeechW.exe** file which is located in the directory in which you installed Observer. The **Speech Wizard Welcome** screen opens.

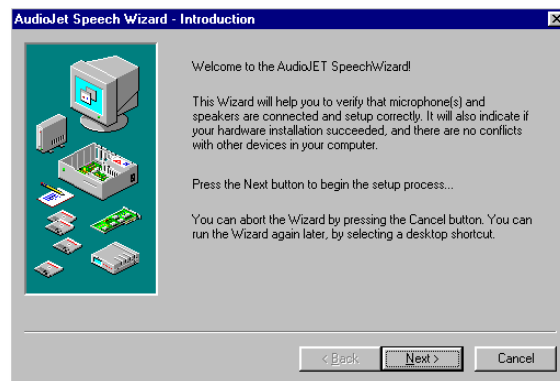


Figure 78: Speech Wizard Welcome Screen

2. Click **Next**. The **Audio Test** screen opens.
3. Speak into the microphone and listen to the speakers. You should hear your voice with a slight delay. You can adjust the following parameters by moving the sliders:
 - Microphone Volume
 - Speaker VolumeYou can also restore default settings by clicking on the **Default** button.

4. Click **Next**. The final Speech Wizard screen opens.

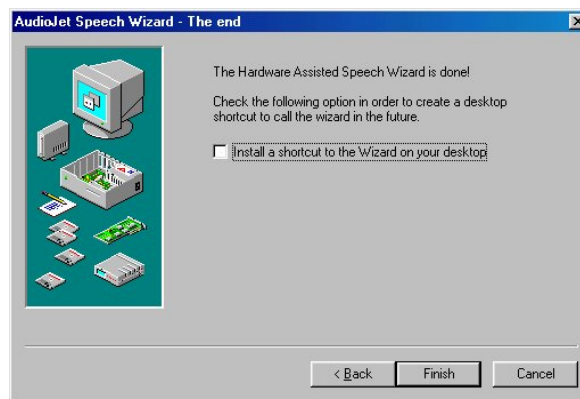


Figure 79: Final Speech Wizard Screen

5. Click **Finish**. The settings are saved.

The Speech Wizard closes.