HISCO DVR

USER'S MANUAL

VERSION 6

HISCO DVR | Protecting Our Way of Life

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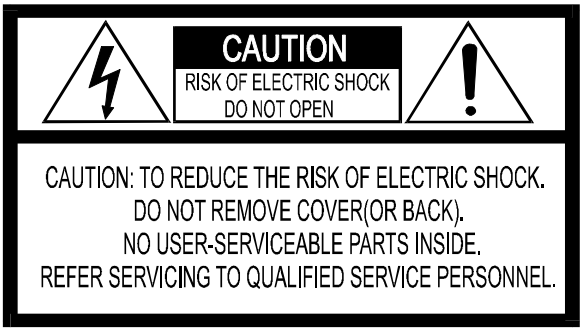
Important Information

Before proceeding, please read and observe all instructions and warnings contained in this manual. Retain this manual with the original bill of sale for future reference and, if necessary, warranty service.

When unpacking your digital recorder, check for missing or damaged items. If any item is missing, or if damage is evident, DO NOT INSTALL OR OPERATE THIS PRODUCT. Contact your dealer for assistance.

WARNINGS

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.DO NOT INSERT ANY METALLIC OBJECT THROUGH VENTILATION GRILLS.



Explanation of Graphical Symbols

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

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

INSTALLATION AND PROACTIVE STEPS

Pre-Cautions

- Should any liquid or solid object fall into the cabinet, unplug the unit, and have it checked by the qualified personnel before operating it any further.
- Unplug the unit from the wall outlet if it is not going to be used for several days or more.
- To disconnect the cord, pull it out by the plug. Never pull the cord itself.
- Allow adequate air circulation to prevent internal heat build-up.
- Do not place the unit on surfaces (rugs, blankets, etc.) or near materials (curtains, draperies) that may block the ventilation holes.

Location conditions to avoid for installing Hisco DVR System

- Excessive heat, such as direct sunlight or heating appliances
- Surfaces (rugs, blankets, etc.) or near materials (curtains, draperies) that may block the ventilation holes.
- Moisture, dust, and smoke
- Magnetic fields or electrical waves
- Below freezing temperatures

Installation:

Before installing the system, please ensure that

- The power is switched off
- The unit has adequate air circulation to prevent internal heat build-up
- There is enough room for the unit and its connecting cables
- The unit is placed on an even surface
- The unit is not placed near any electronic equipment (e.g. microwave, radio, or any wireless equipment such as cell phones)
- The unit is not exposed to rain or water. The unit is not designed to be waterproof
- A UPS(Uninterrupted Power Supply) must be used with the Hisco DVR unit to protects DVR from surges, spikes, lightning and other power disturbances

Not: An Uninterrupted Power Supply (UPS) must be used to comply with our warranty

Installing the DVR

Note: Do not plug in power until all the cables have been connected

1. Once a location has decided. Carefully remove the DVR, Keyboard, mouse and BNC connectors from the box and place the DVR on an even surface
2. Plug in the **purple** cable from the keyboard into the **purple** terminal found at the back of the DVR
3. Plug in the **green** cable from the mouse into the **green** terminal found at the back of the DVR
4. Plug in the **blue** cable from the monitor into the **blue** terminal found at the back of the DVR. Don't forget to plug in the power cord for the monitor
5. Plug in the BNC camera connector terminal found at the back of the DVR
6. Once all the connections are done. Plug in the power cord to the back of the DVR power supply. There is a small switch at the back turn it ON **(I)**. Now plug the power cord into the outlet. This will start the Hisco's DVR security software

Cleaning:

- Clean the unit with a slightly damp soft cloth.
- Use a mild household detergent. Never use strong solvents such as thinner or benzene as they might damage the finish of the unit.

Recovering System DVR

All Hisco DVR systems come with a System Recovery Floppy or DVD if for any reasons the DVR is infected with virus or Windows files system corruption you could recover the DVR using the System Recovery Floppy provided.

Warning

- This System Recovery Disk would recover the Windows O/S leaving the camera videos data intact.
- Anything that is saved in C:\ would be erased.
    - Example: DVR Settings, DVR log files etc..

Note: Do not interrupt the process once it has started.

Instructions

1. Insert the recovery floppy/DVD into the floppy drive/DVD drive.
2. When the recovery is done please remove the floppy/DVD from the floppy drive/DVD drive.

IMPORTANT SAFEGUARD

1. READ INSTRUCTIONS – All the safety and operating instructions should be read before the appliance is operated.

2. RETAIN INSTRUCTIONS – The safety and operating instructions should be retained for future reference.

3. CLEANING – Unplug video monitor or equipment from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

4. ATTACHMENTS – Do not use attachments not recommended by the video monitor or equipment manufacturer as they may result in the risk of fire, electric shock or injury to persons.

5. WATER AND MOISTURE – Do not use video monitor or equipment near water – for example, near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool, or the like.

6. POWER SOURCES – Video monitor or equipment should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supplied to your home, consult your video monitor or equipment dealer or local power company. For video monitor or equipment designed to operate from battery power refer to the operating instructions.

7. POWER CORDS – Do not allow anything to rest on the power cord. Do not locate video monitor or equipment where persons walking on it will abuse the cord.

8. OBJECT AND LIQUID ENTRY -- Never push objects of any kind into video monitor or equipment through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.

9. SERVICING – Do not attempt to service video monitor or equipment yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.

10. DAMAGE REQUIRING SERVICE – Unplug video monitor or equipment from the wall outlet and refer servicing to qualified service personnel under the following conditions :

    A. When the power-supply cord or the plug has been damaged.

    B. If liquid has spilled, or objects have fallen into the video product.

    C. If the video product has been exposed to rain or water.

    D. If the video product does not operate normally by following the operating instructions, adjust only those controls that are covered by the operating instructions as an improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the video product to its normal operation.

    E. If the video product has been dropped, or the cabinet damaged.

F. When the video product exhibits a distinct change in performance – this indicates a need for service.

REPLACEMENT PARTS – When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or that have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock or other hazards.

IMPORTANT NOTICES

- You can disable the All Power management program (Green PC features) on the BIOS setup in your unit before run the program.
- You cannot use the screen saver program in your unit.
- System Display mode: "1024x768 dot, 24 or 32 bit Color"
- (Recommended Video card ATI AGP series, ATI Radon 7000 64MB or higher).

Note: By default all of Hisco DVR System HDDs are partitioned as follows

- C :\ : Drive C: contains DVR Operating S/W and O/S – Windows XP Pro only. About 4GB for the space of C: Drive is enough.
- D :\ : Drive D: is use for backing up images from cameras (JPG/BMP or AVI file format.)
- By default D:\Backup is created so that users can save backed up images on that folder.
- By default Drive E: space is being use for capturing image data from cameras in native file format.
- Disk Drive can be made from E:\ to X:\ (about 20 different drives). Input image data from camera is automatically recorded from E:\Eyedat by DVR S/W.
- When E:\ is full, it automatically starts to write next Drive E:\, F:\....
- Please refer to the next two pages (Example of HDD partition) to learn about how to make HDD partition.
- When you want to use certain Drive for backing up Windows or DVR S/W etc,
    - Make a Folder named "BACKUP" or "MAIN". The DVR S/W will find those two names of the folder and skip the Drive. It will record to the next Drive.

1. INTRODUCTION DVR SYSTEM

This system is PC Architecture Digital Video Security System digitizing, compressively saving, retrieving and generating output image information from cameras. Also, this system is Digital Video Security System of Next Generation improving strong points and significantly complementing defects of existing analog CCTV.

1-1. Digital Video Security System features

- Video Capture with MPEG-4 or M-JPEG compression and recording directly on to Hard Drive.
- Display Screen: Full screen, 4, 6, 9, 10, 16, 32 split screen.
- Easy selectable for recording image resolution: 320x240, 640x240 and 640x480
- Pentaplex DVR: Live view, record, playback, backup and remote access
- Color Quality control: brightness, contrast, saturation, Hue, sharpness
- Multiple recording:
    - Mounting maximum 32 cameras, the system can record images onto HDD in the PC GUI VCR style playback control. You can quickly retrieve images in files.
- Easy to set up the DVR system configuration:
    - On screen setup dialog allows you to set functions easily.
    - Examples: the amount of Camera to operate, select camera position onto Screen in the PC.
- Printing images: You can reproduce the selected images as BMP file, which can be printed out with the PC printer.
- Archived Images can be backed up on to DVD+/-RW and USB HDD for long-term storage.
- Image recording directory managing (specify the recording directory on the HDD and check function of the minimum capacity disk storage).
- Sensor/Motion Detector functions:
    - When a sensor signal is received by the system or Motion detection is triggered, the system immediately starts recording images onto the HDD. Sensor recording interval and frame rate control can be adjusted.
- Optimized File System for image saving:
    - File System is to minimize the access time of the Disk and allows the maximum capacity of the Disk to be utilized preventing the occurrence of Disk fragments. Because of optimized file system for image saving was self-developed and applied by the DVR s/w, Damaged files can be recovered easily, and increased security is assured.
- Pre/post alarm recording function:
    - Preservation function for spot situation is strengthened because pre/post images are selected optionally.
    - 0 - 60 copies can be recorded in case alarm by sensor or camera (motion detection) is triggered.
- Image retrieval:

  - Recorded images of each camera can be confirmed (within the same time zone) after the simultaneous retrieval of recorded images on multiple cameras (partitioned 1, 4, 6, 9, 10 or 16). Also a specific event can be traced easily.
  - Partial enlargement of retrieved image is possible and compensation function for image quality allows sharpening and softening images.
  - Images can be printed by a color printer and copied to a diskette.
- Supports remote access (by dialup modems, Ethernet LAN (TCP/IP) as well as Pan/Tilt, Zoom in/out functions.

1-2. Digital Video Security System Specification

- Camera Inputs: 1 camera up to 32 channels (NTSC/PAL)
- Analog spot monitor output: 1 output
- Display speed(NTSC):
  - HIS-1030(T/R) – 30 IPS
  - HIS-2068(T/R), HIS-2060(T/R) – 60 IPS
  - HIS-2128(T/R), HIS-2120(T/R) – 120 IPS
  - HIS-2232(T/R), HIS-2232(T/R) – 240 IPS
  - HIS-3480(T/R) – 480 IPS
- Recording speed(NTSC):
  - HIS-1030(T/R) – 30 IPS
  - HIS-2068(T/R), HIS-2060(T/R) – 60 IPS
  - HIS-2128(T/R), HIS-2120(T/R) – 120 IPS
  - HIS-2232(T/R), HIS-2232(T/R) – 240 IPS
  - HIS-3480(T/R) – 480 IPS
- Compression Method: M-JPEG, MPEG-4
- RECORDING Resolution: NTSC: 320x240, 640x240, and 640x480 (HIS-2232 only: 352x240, 704x240 and 704x480)
- Screen Division : 1, 4, 6, 9, 10, 16, 25 and 32
- Recording Schedule: By Camera & Time, Continuous, Motion, Sensor, Motion & Sensor, Event, Audio Detect
- S/W Motion Detection Function built in the program
- Pre/Post Alarm recording function built in the program
- Pan/Tilt Zoom in/out control Function built in the program
- OSD Function: Camera location name, Recording status
- Alarm In/Digital Output: 16 sensor input / 4 digital output
- Backup Device: DVD+/-RW

1-3. PROVIDED COMPONENTS

DVR system consists of:

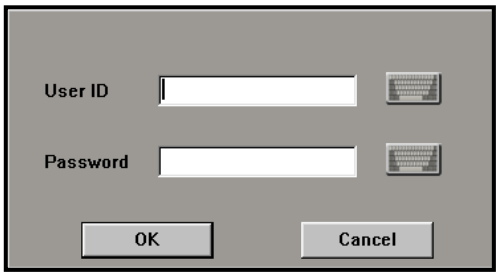
- DVR system
- DVR Installation CD contains the following
  - DVR Client software
  - DVR Device Driver
  - Nero Burning Software
  - User's Manual file (Acrobat PDF type)
- Recovery Floppy
- Windows XP Professional SP2 CD
- Camera Input BNC connector and accessories
- Keyboard
- Mouse
- Power cord

2. SETTING UP HISCO DVR SYSTEM

2-1. SYSTEM SETTING

Hisco DVR surveillance program starts automatically once the system powers up. By clicking **SET UP** button, user can configure DVR's Global Setting.

In Setup, user can modify the configuration for cameras, network, user privileges and events. Click on SETUP button and user authentication prompt will appear.



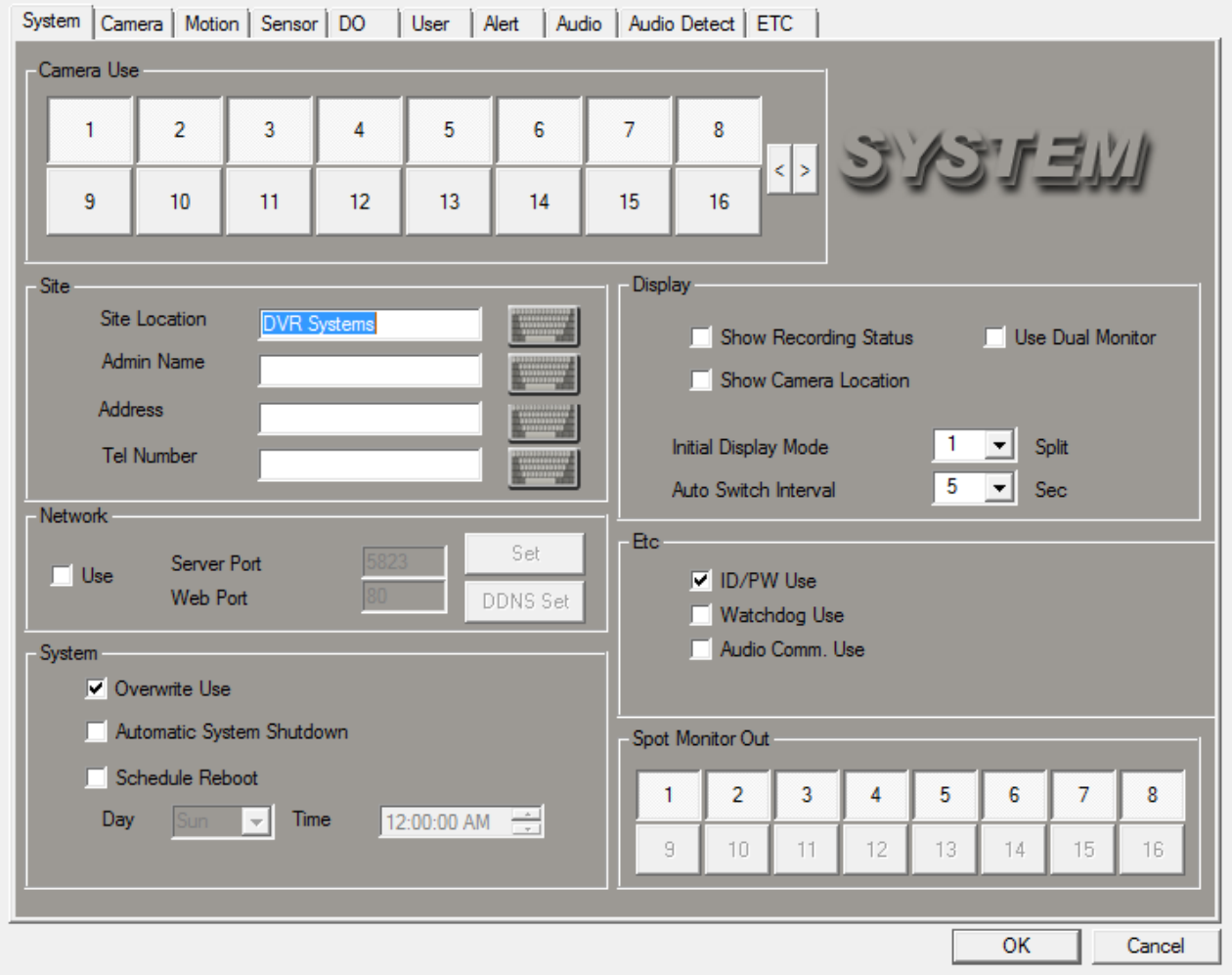
Fill in the User ID and password (Use keyboard or virtual computer keyboard, by clicking on the keyboard icon).

Default User ID: admin

Default User Password: admin

System setting window will be displayed. (Shown next page)

NOTE: Only users with administrative privilege can log on to change any setting.



Camera use:

Enable or disable cameras by clicking buttons with corresponding camera numbers

Site:

Enter the system location name. Fill in the System Site location name, Admin User name, Address, telephone number

Network:

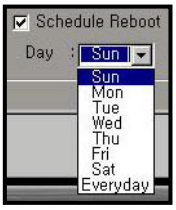
Enable or disable remote monitoring access (remote connectivity) and specify the Server port address (default 5823). Use Bandwidth Setting to limit bandwidth usage by DVR when a user to access the DVR remotely by PSTN, LAN/WAN (including ADSL)

Web port specifies the port number which will be used for ClientX Internet Explorer type viewer. Client computer will connect DVR through Internet Explorer and download necessary Active X control from DVR server.

System:

Overwrite Use: Image data overwrites itself when file system (HDD) is full.

Automatic System Shutdown: System shuts down automatically when user presses QUIT button.



Schedule Reboot **:** Enable / disable scheduled system reboot. Click the box to enable it and set the desired time and date for the restart. **Hisco recommends DVR to be restarted once a week for maintenance.**

Display:

Show Recording Status: To display the Recording status on the main screen, select this option.

Show Camera Location: To display the camera location on the main screen, select this option.

Initial Display Mode: Designate screen partitions displayed on initial system start up (Single, 4, 6, 9, 10 and 16 partitioned screens).

Auto Switch Interval: Time it takes for cameras to rotate. Also, the display time of camera image shown on external composite monitor when connected is same.

Use Dual Monitor: Expanding Hisco DVR in to Dual monitor mode (**Only applied to 32CH DVR**)

Etc:

ID/PW Use: Enable/Disable ID and Password authentication for accessing all function of DVR

Watchdog Use: Enable/disable watch-dog function. Enabling this feature will automatically detect a system's malfunction and restart the system.

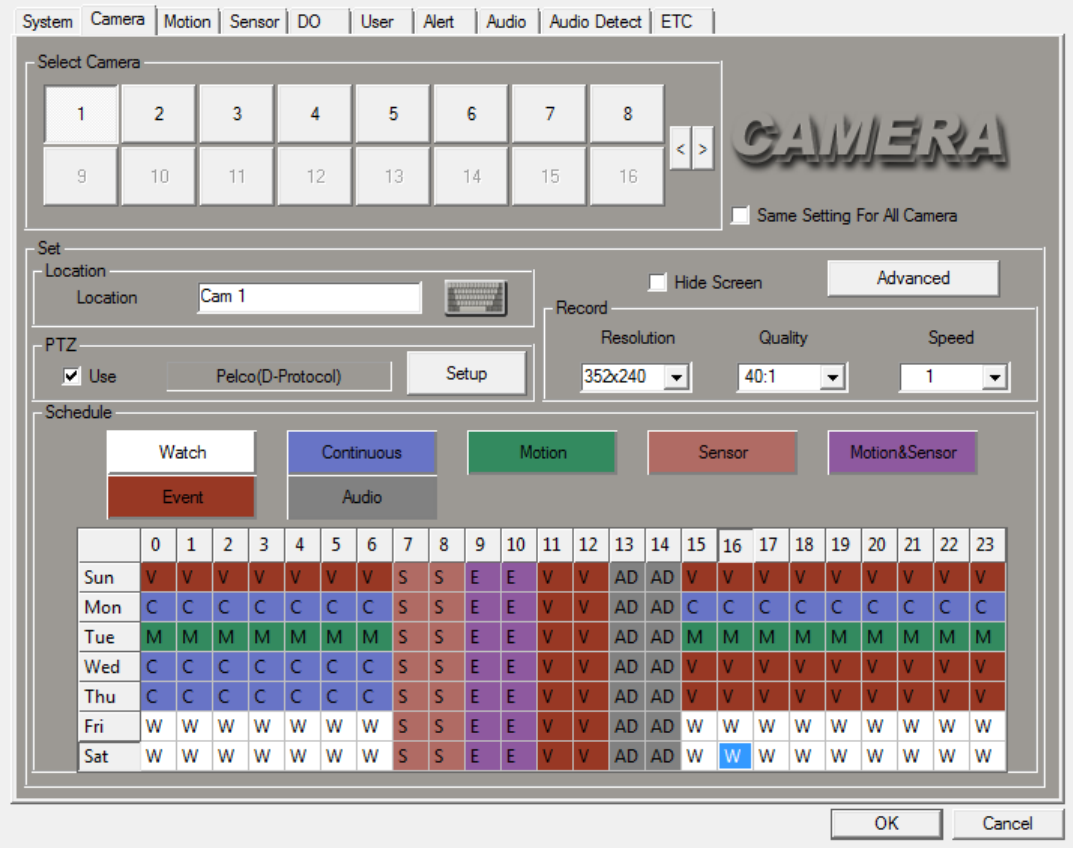
Spot Monitor Out:

By clicking buttons, users can specify which cameras will be displayed on spot monitor. Multiple selections of cameras will result in sequentially switching between cameras.

2-2. CAMERA SETTING

In camera setting, users can specify status of each camera, recording schedule, camera location,

PTZ setting and pre/post recording.

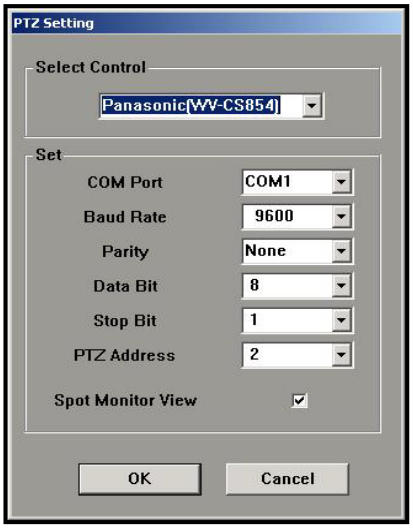


Select Camera: Select the camera to configure.

Location: Name each camera. (Max.15 characters)

PTZ: Enable or disable PTZ control. Clicking “use” allows a user to setup the PTZ camera’s type and protocol, communication port parameter.

- Select the control type (Panasonic, vicon, pelco etc)
- Specify the Communication Port, Baud Rate, Parity, Data Bit, and Stop Bit to be used
- Select the PTZ Address to be used
- Enable/disable Spot Monitor View. If this option is used, the analog monitor keeps display the PTZ camera’s image while you are controlling the PTZ camera.

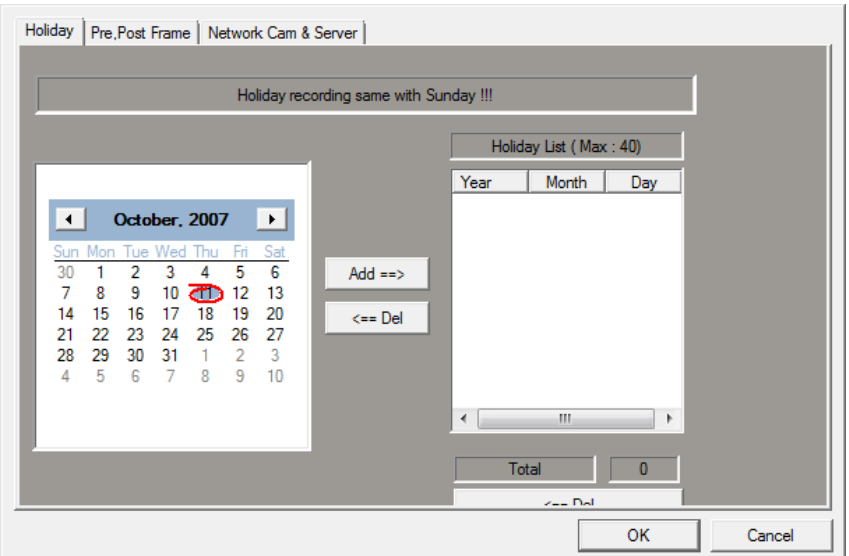


Same Setting for all Cameras: If this option is selected, the same setting will be applied to all cameras.

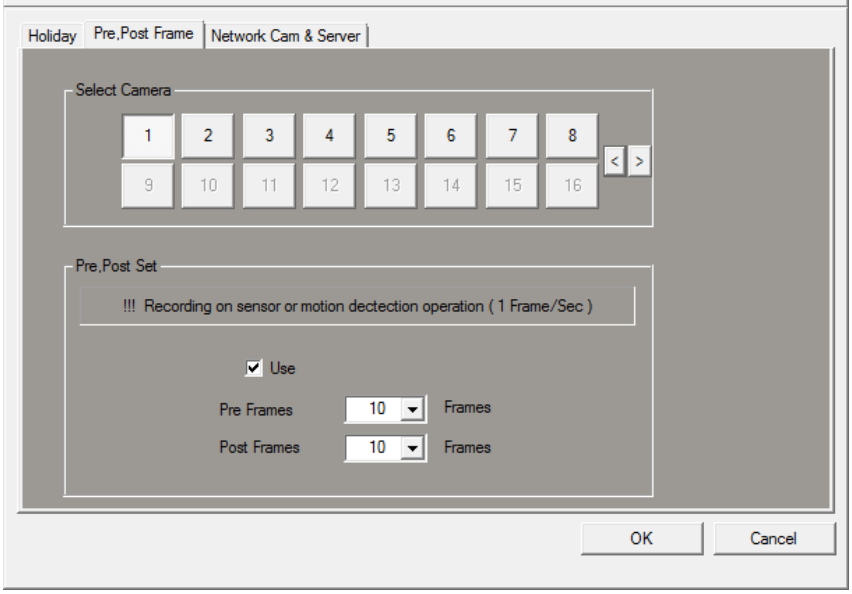
Hide Screen: If this option is selected, the camera will not be displayed on the main screen but it will still record. Make sure that "Same Settings for all Cameras" is unchecked while you hide screen

Advanced: Specify the pre frames and post frames

Holiday:
Apply recording configuration of Sunday to user defined date.



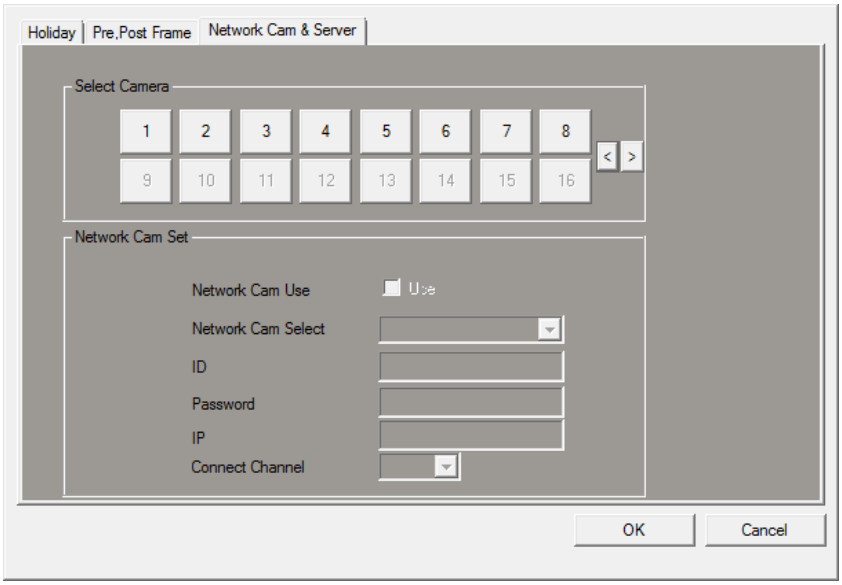
Pre, Post Frame:
Configuring pre-post frames for Event triggering recording for individual cameras.



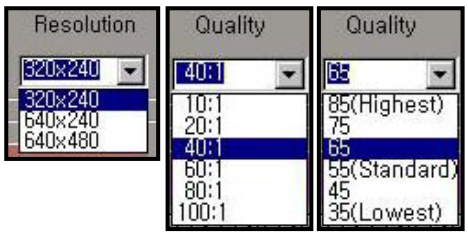
Network Camera and Server Configuration:

WARNING:

- Maximum 4 IP cameras
- All camera configuration must be done from IP camera vendor application
- Please set 320x240 Resolution from IP camera



Record: Specify the recording image resolution, quality (compression ratio), and recording speed.



Resolution: Specify the recording resolution for each camera.

320x240, 640x240, 640x480 (NTSC, PAL)

(NOTE: 640x480 resolution will result in large file size)

Quality: Specify the recording image quality:

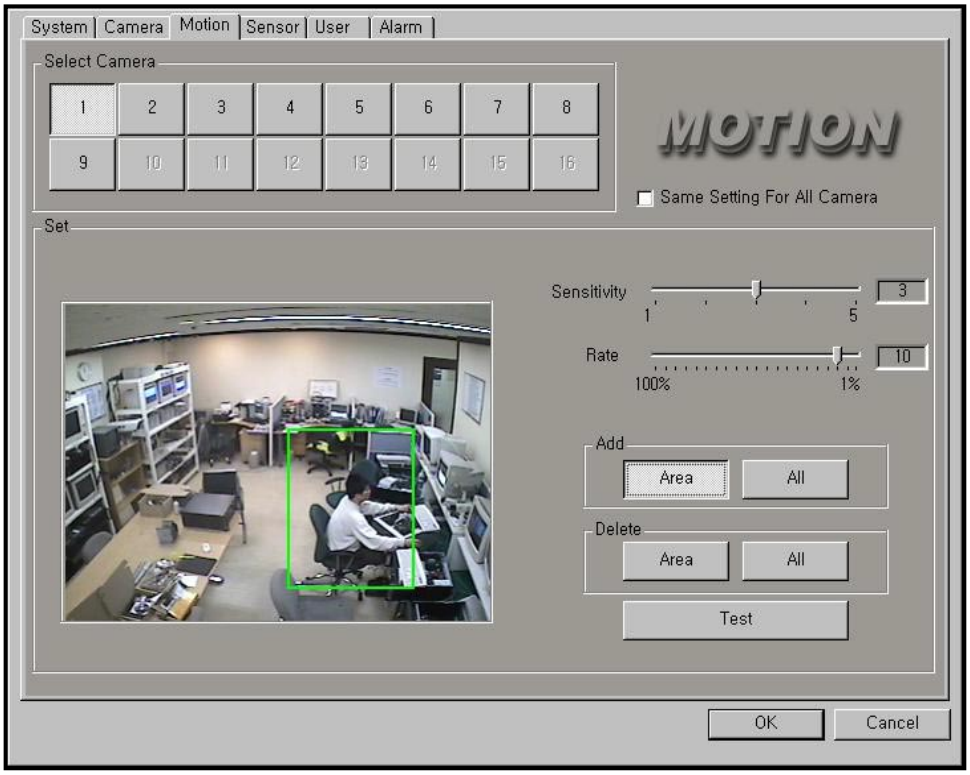
- **MPEG-4 Setting:** 10:1, 20:1, 40:1, 60:1, 80:1, 100:1
  (NOTE: 10:1 will result in good quality picture but large file size)
- **M-JPEG Setting:** 85(Highest), 75, 65, 55(Standard), 45, 35(Lowest)
  (NOTE: 85 will result in good quality picture but large file size)

Speed: Specify recording rate (Image per Second) for each camera. **1 IPS - 30 IPS**

Schedule: Specify the weekly schedule for each camera (Hourly).

- **Watch**: No recording
- **Continuous**: Time lapsed recording
- **Motion**: Recording on motion detection
- **Sensor**: Recording on sensor operation
- **Motion & Sensor**: Recording on sensor and motion detection operation
- **Event**: normally continuous recording (1fps), configured recording frame rate will be activated when event occurs. (sensor or motion detected)
- **Audio**: Audio enabled mode (Optional Audio Module required)

2-3. MOTION DETECTION SETTING



Select Camera: select a camera to configure the motion setting.

Same Setting for all Cameras: If this option is checked, current motion setting will apply to all cameras.

Sensitivity: Sensitivity determines a motion by speed of pixel change in a given area. Select the sensitivity of the motion detection area. "5" is most sensitive and "1" is least sensitive.

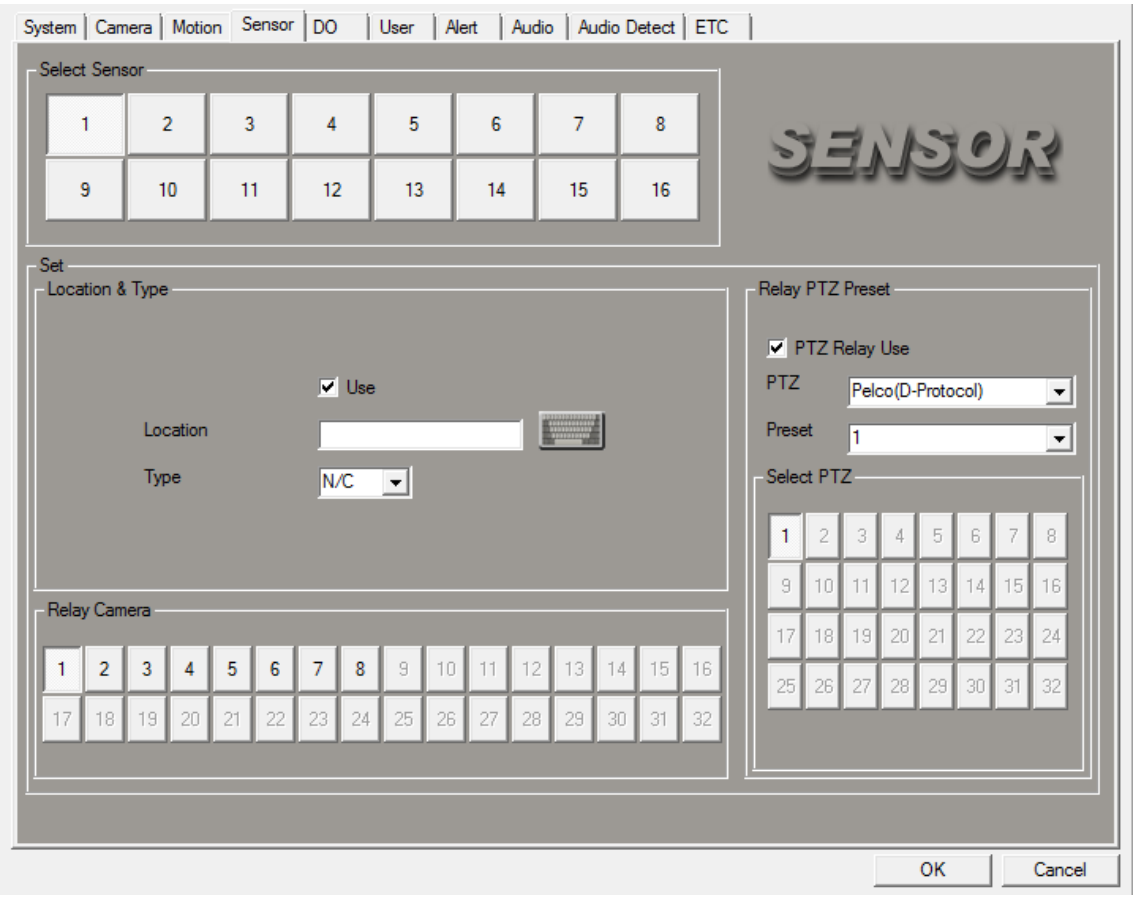
Rate: Rate determines a motion by number of pixel changes in a given area. Select the motion rate between 1% and 100%. 1% is the most sensitive and 100% is the least sensitive

Area Setting: Set up motion sensitive area (motion grid).

- Add area: Click and drag to add a motion sensitive area in a camera view. Max. 16 individual motion sensitive areas can be drawn.
- Add All: Click to have an entire camera screen to be motion sensitive area.
- Delete area: User can click individual motion grid to delete while Delete Area button is clicked.
- Delete All: This will delete all selected areas.
- Test: After setting the motion grid and sensitivity, user can test if the setting is working or not. If a motion is detected, the "Motion" indication will be displayed on the screen and DVR will make a beeping sound.

2-4. SENSOR & OUTPUT SETTING

In Sensor and DO setting, user can specify the sensor location, sensor type, co-operating camera, relaying PTZ preset, co-operating relay out, and output operation time (delay time).



Select Sensor: Select installed sensor (Selected sensor, user to setup a sensor type, relay camera, relay output) and Dwell time individually.

Set Location & Type:

Enable/disable sensor

Location: Fill in the sensor location

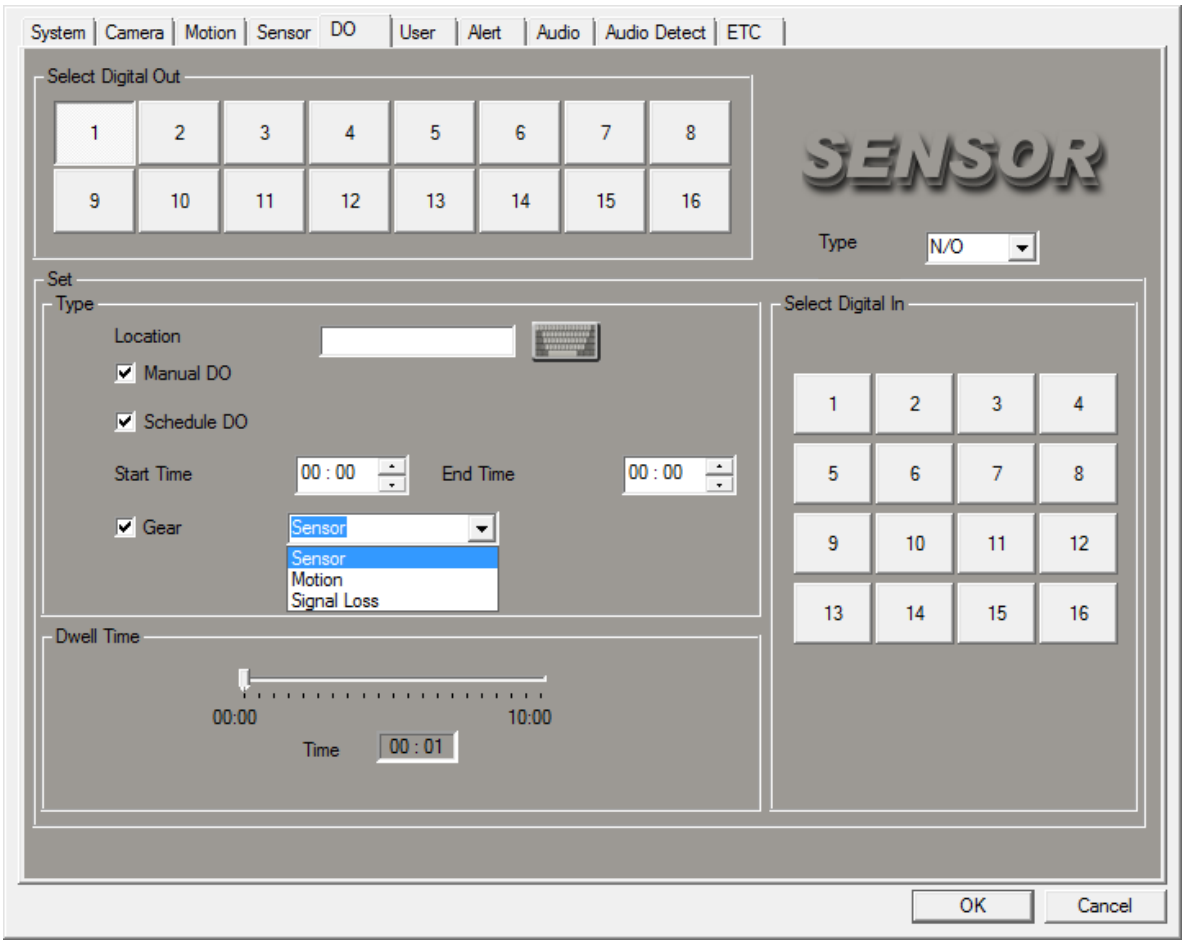
Type: N/C-normal close type, N/O-normal open type

Relay Camera: Assign a camera that would record, when sensor is triggered

- Assign a camera which will co-working with the selected sensor (Make sure the selected camera is set for sensor or motion & sensor recording)

Relay PTZ preset:

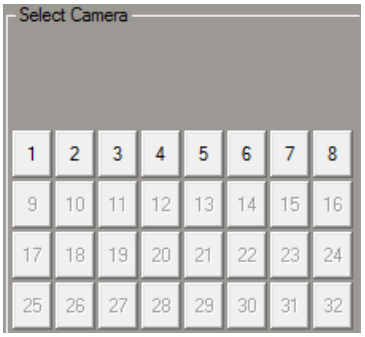
- Specify the PTZ camera with preset which will be triggered by selected sensor.



Select Digital Out: Select installed Digital Out (1 – 4) to be triggered.

Type:

- **Manual DO**: Manually activate Digital Out.
- **Schedule DO**: Schedule to activate Digital Out at a certain time
- **Gear**: Specifying the DO triggering Methods
    - **Sensor:** sensor will trigger the selected Dos
        - **Select Digital In**: specify the sensor input (1 – 16).
    - **Motion:** DVR motion detection from selected cameras will trigger the selected Dos
    - **Signal Loss:** Signal Loss in selected cameras will triggered the selected DOs.

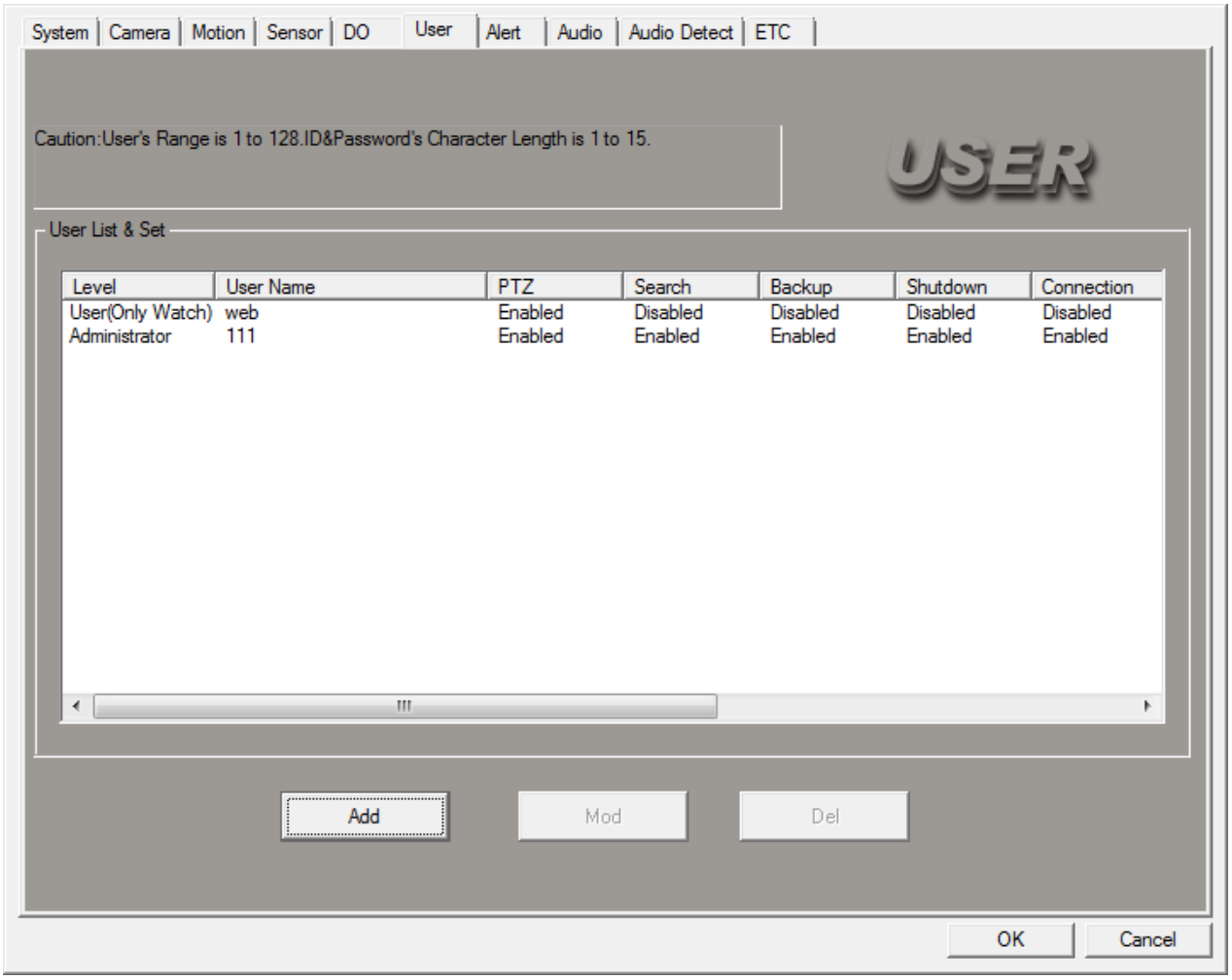


Relay DI: Assign a camera that would record, when sensor is triggered

Dwell time: Assign a relay output to be activated when sensor is triggered. Also setup digital output dwell time

2-5. USER SETTING

In User setting user can add, modify or delete users with different access privileges.



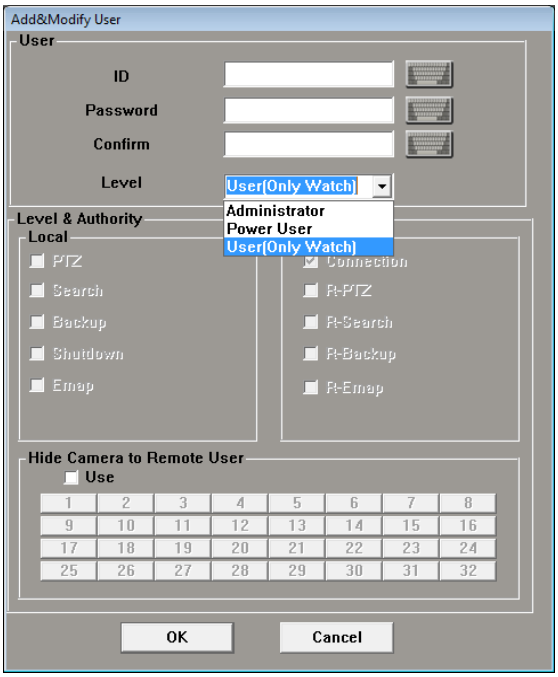
ADD: User can add a new user.

MOD: Choose a user from the list and click MODIFY button to change any setting.

DEL: Choose a user from the list and click DELTE button to delete the user.

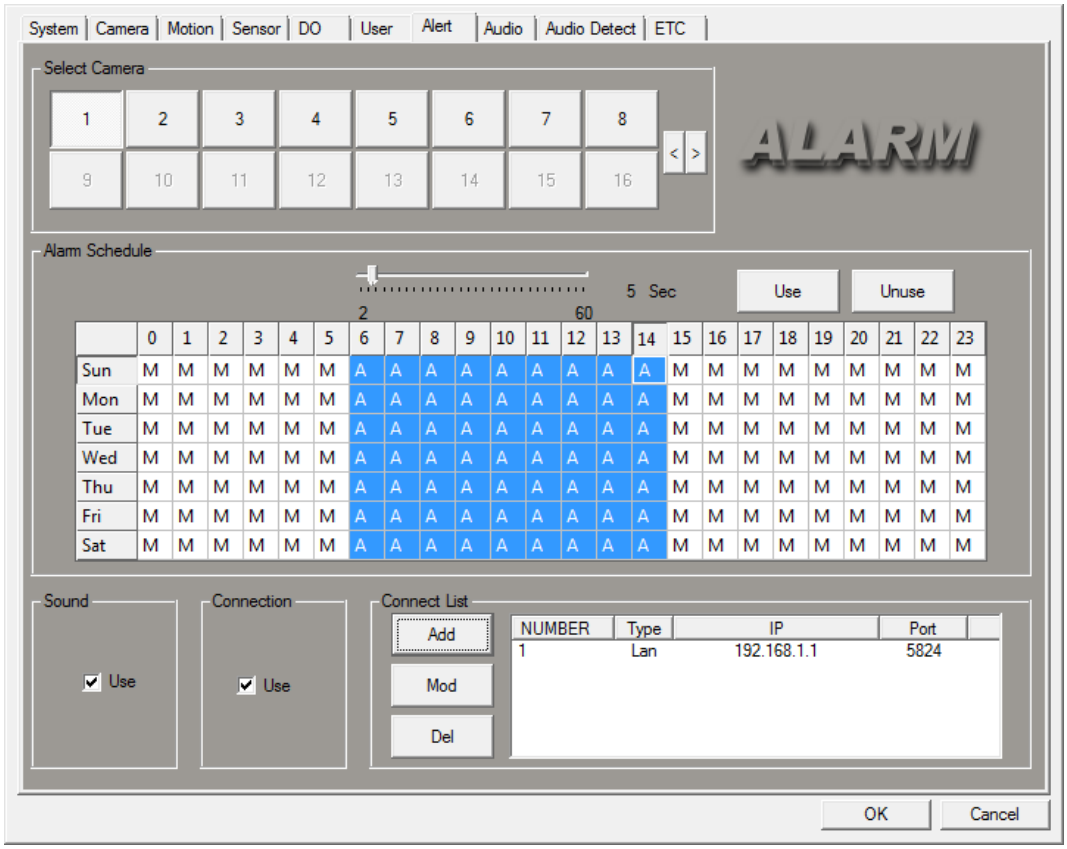
To add a user,

1. Click **ADD** button and Add or Modify User window will appear. (see picture on the right)
2. Type User ID and Password,
3. Select Level and Authority.
   - **User** can only watch
   - **Power User** has limited privilege
   - **Administrator** has full privilege
4. **Level & Authority**: Enable/Disable following feature to Power Users.
   - Local: PTZ, Search, Backup, Shutdown
   - Remote: Connection, PTZ, Search, Backup
5. **Hide Camera to Remote User:** Click "Use" and select cameras hide remotely to the user for viewing with client software.



2-6. ALERT SETTING

Alarm feature alerts users locally and remotely when event (motion or sensor) occurs by focusing on an alarmed camera. Alarm feature also can send Email notification upon the event.



Select Camera: Select a camera that would trigger alarm feature.

Alarm Schedule

- **Dwell time**: specify duration of alarm from 2 sec to 60 sec.
- **Use / UnUse**: enable/disable Alarm on the schedule table. Click desired time and press USE to enable alarm.
- **Schedule table**: Specify the weekly schedule for each camera (Unit: Hour).
- Alarm function works with Motion, Sensor, Motion & Sensor and Event mode.

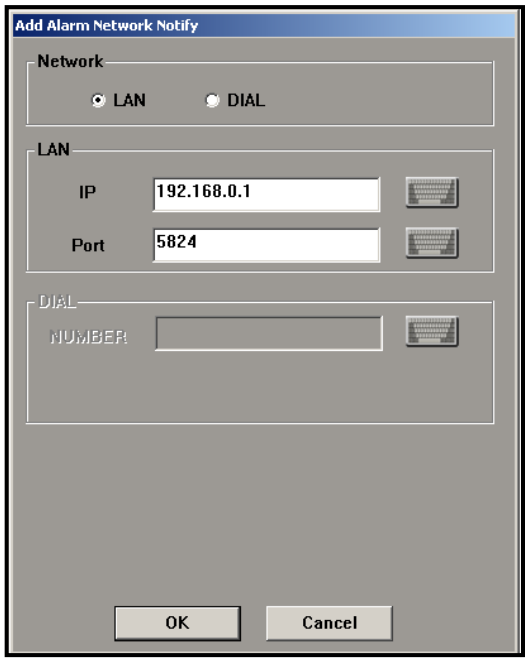
Sound: enable/disable beeping sound when alarm is triggered

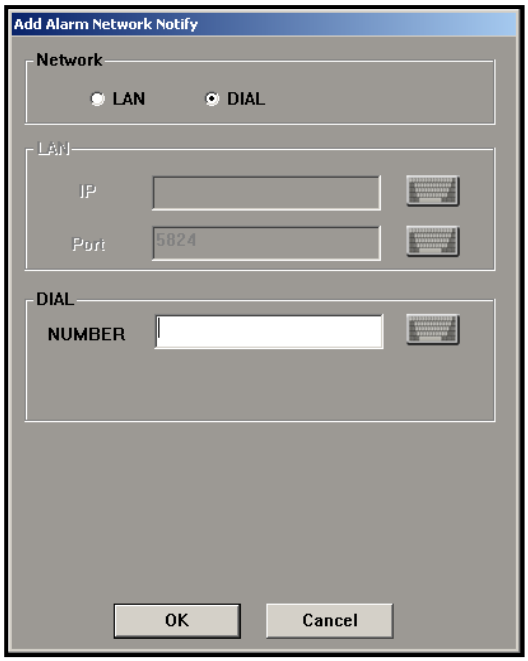
Connection: enable/disable the automatic transmission to client side

When this function is enabled, selected camera image will be transmitted to Client system at the alarm activation via LAN or PSTN network.

Connect List: ADD, MODIFY or DELETE a client who will be notified.

Click the 'ADD' button on the Connect List area. ADD dialog will appear. (see below)





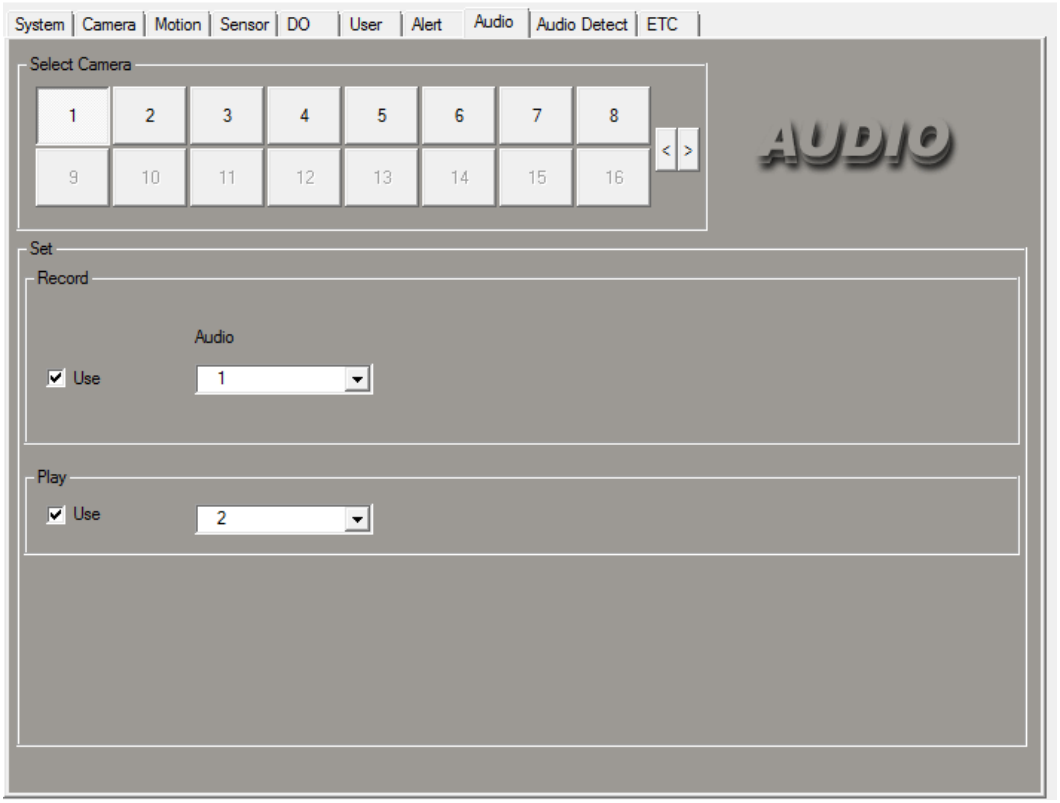
Choose the Network type (LAN, DIAL)

Type in LAN IP address, TCP/IP Port number (default Alarm port 5824) or DIAL number.

When any alarm occurs, the DVR program will send a signal to the listed clients, and on the client program, alarmed camera and DVR site information will be displayed (Client system has to be on and set to be Alarm server use).

2-7. Audio Setting

Hisco DVR is capable of recording audio with optional audio Module. Audio module can support up to 16 channels.

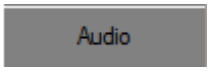


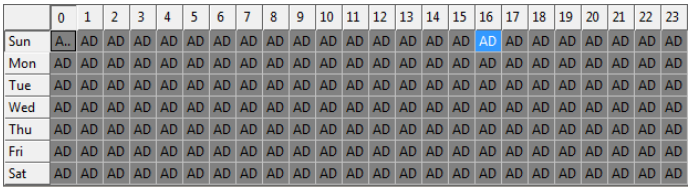
- Select Camera
  - Select the camera which will record audio
- Record
  - Select the audio channel for the camera
- Play
  - Select the camera for live audio

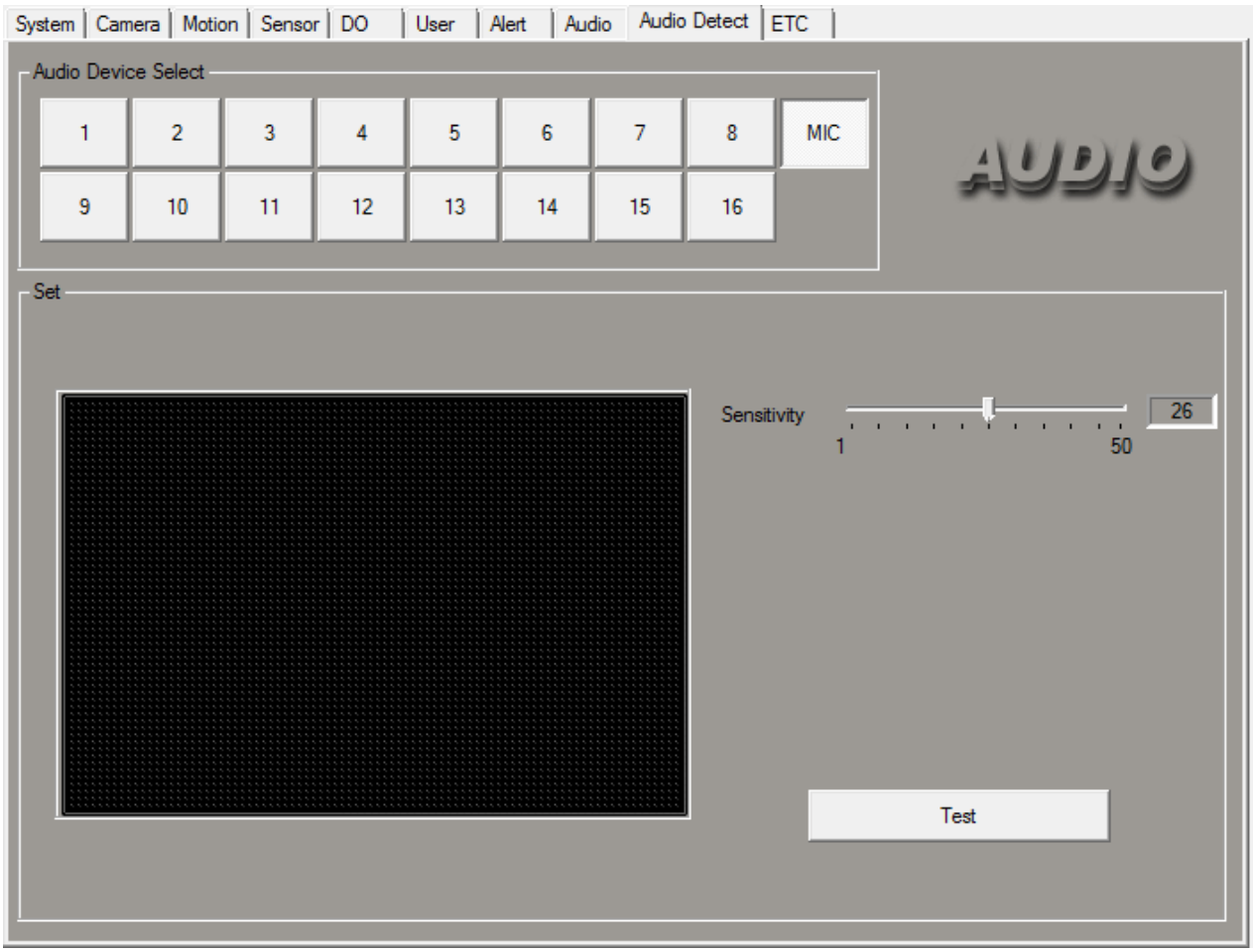
Audio Triggering Recording

Hisco DVR can be configured to record by audio triggering. For the best result, user can adjust and test audio sensitivity level for recording with audio trigger.

IMPORTANT: Camera needs to be set for Audio recording from Camera setting.

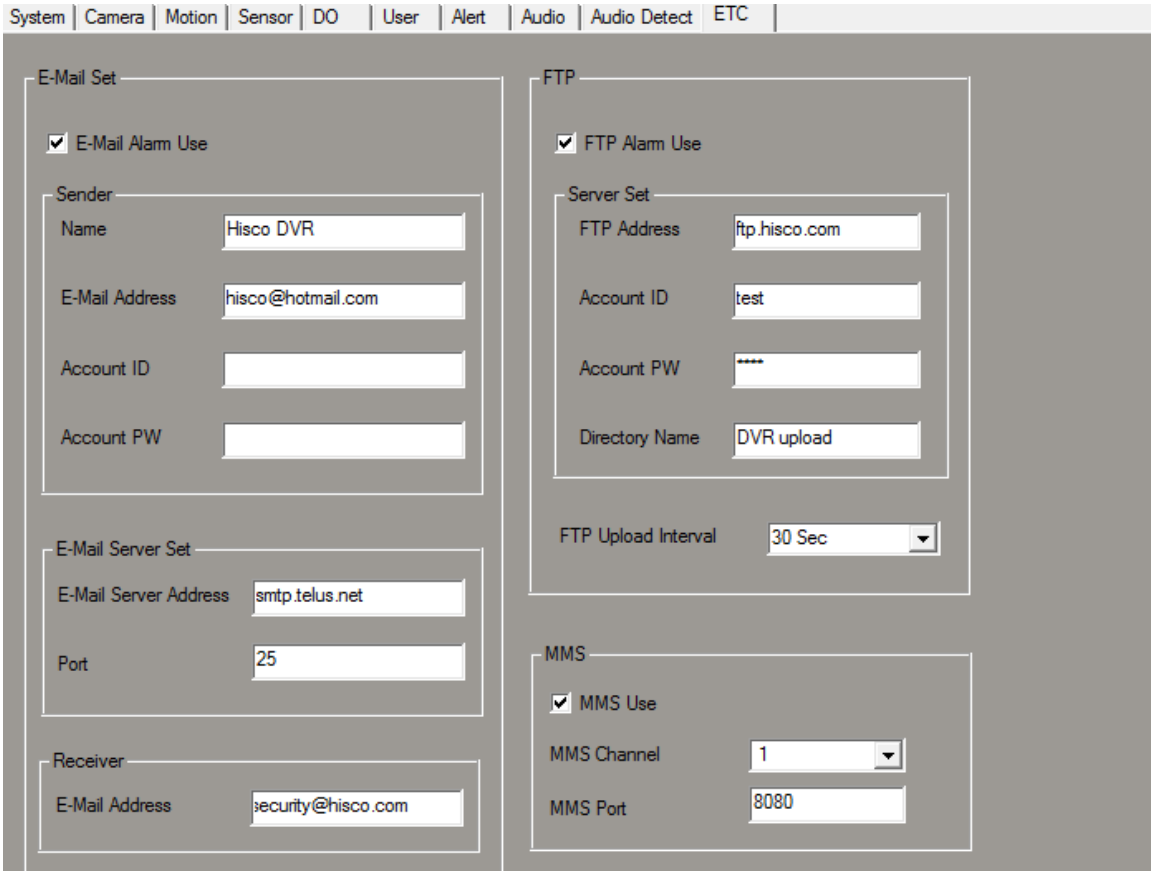






- Select audio channel to adjust from Audio Device Select
- Click on test button to see audio status
- Adjust Sensitivity for environment

2-8. Other Setting



Email Alert Notification: Hisco DVR will send Email notification if Alert is triggered

- Name: Sender's name
- E-mail Address: Sender's Email address
- Account ID: POP or mail server user ID (if mail server doesn't require user ID, leave blank)
- Account PW: POP or mail server user password (if mail server doesn't require user password, leave blank)
- Email Server Address: SMTP server address
- Port: SMTP server port (default 25)
- Receiver Email address: Recipient's email address

FTP image uploading: Hisco DVR will upload JPG images if Alert is triggered

- FTP Address: FTP server name or IP address
- Account ID: FTP user ID
- Account PW: FTP user password
- Directory Name: FTP directory folder name
- FTP Upload Interval

MMS (Microsoft Media Service)

MMS can be configured for unicast single channel of video over LAN/WAN. User can easily see the single video from any computer with windows media player by putting mms://DVR IP ADDRESS:PORT NUMBER.

Example: **mms://192.168.1.2:8080**

2-9. GLOBAL SETTING

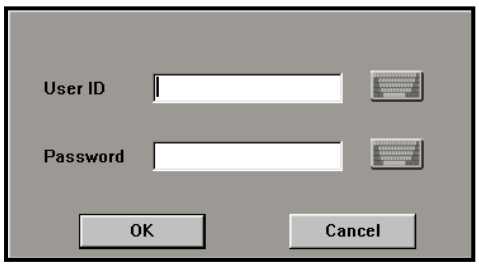
In this section, users can select the input camera format (NTSC/PAL) and change some initial setting.

Double click 'Hisco' logo at the bottom center of main interface.

When ID/PASSWORD prompt appears, enter Administrator's ID and Password, and then click OK.

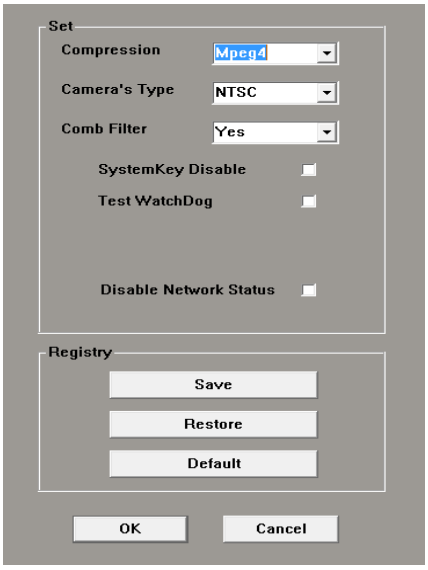
Basic Configuration dialog will appear

(as shown right).



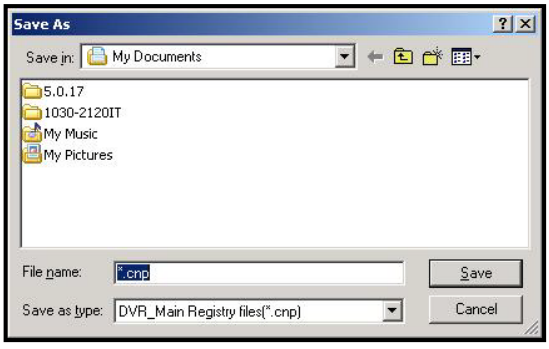
SET:

- **Compression type :** Choose M-JPEG or MPEG-4
- **Camera type:** Choose NTSC or PAL
- **Comb Filter: for legacy cameras**
- **System Key Disable**: If this is clicked, keyboard will be disabled for secure the DVR from anyone to getting into Windows OS
- **Watch-dog test function:** For testing watch dog function.
- **Disable Network Status:** hiding Network status from Main Server

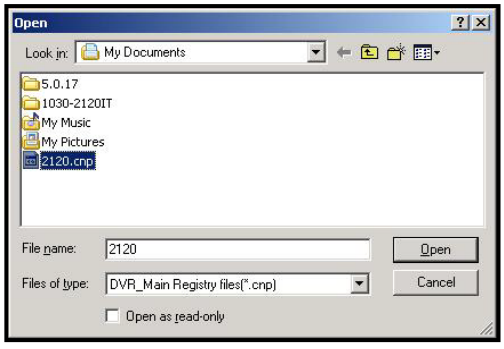


REGISTRY: User can save or restore the setting value.

SAVE: Exporting SETTING value as desired file name with ".cnp" extension.



RESTORE: Importing Hisco Registry Value (cnp file)from saved directory



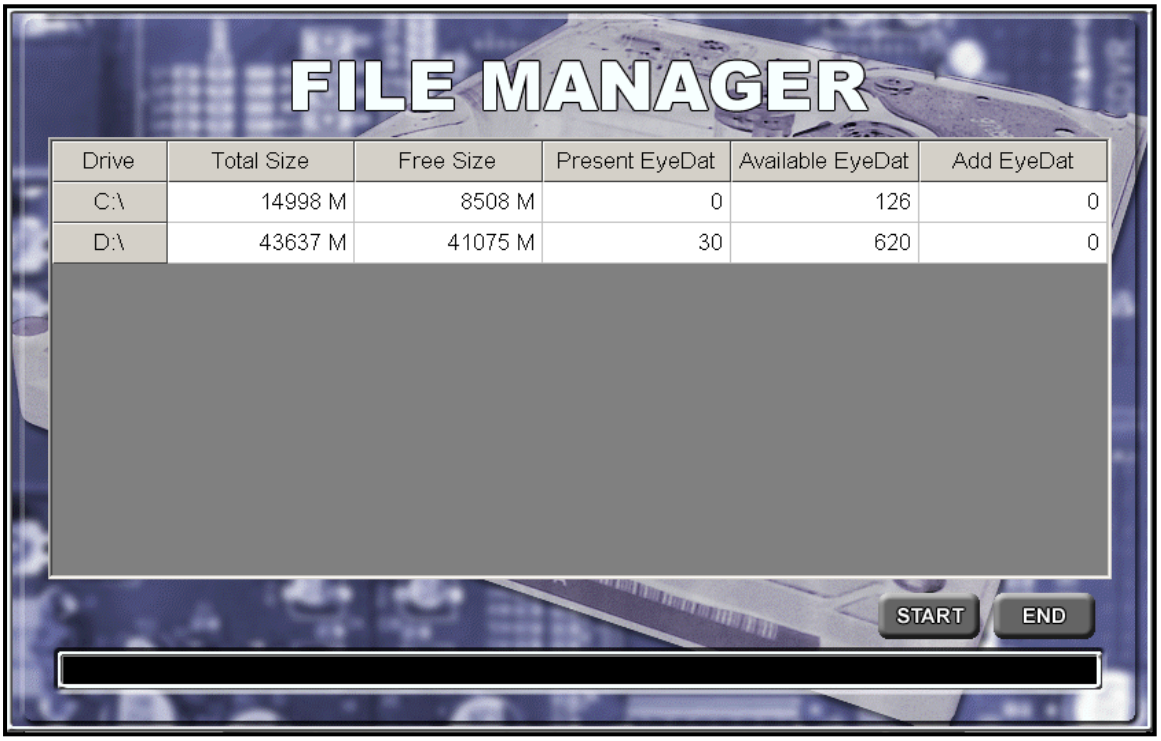
DEFAULT: Loading factory setting.

2-10. BUILDING A FILE SYSTEM

File manager program creates EyeDat, storage space in Hard Drive Space for optimized recording. Each EyeDat file is about 65 MB and they already created on the DVR so that it is ready for recording.

Making a new file system (If you installed a new Hard Drive)

To make a file system, run the file manager program from the Start Menu → All Programs → HISCODVR → File Manager. File manager main screen will be displayed (shown below). Click on Add EyeDat column and specify the number of EyeDat's to be created.



Present EyeDat shows how many EyeDat files are already created in HDD.

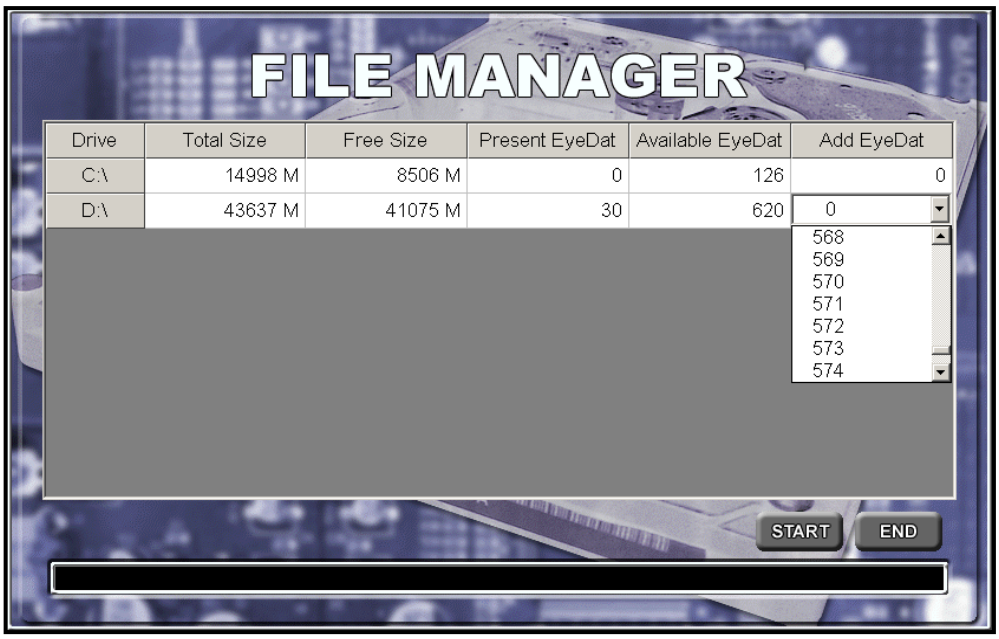
Available EyeDat shows how many more EyeDat users can create.

Add a file system

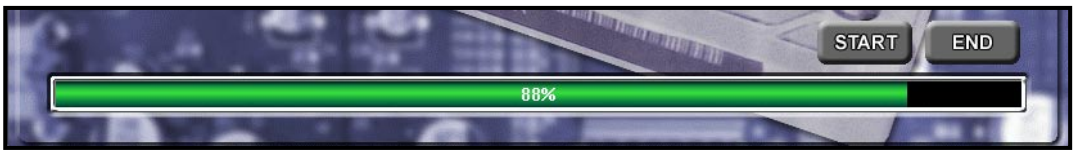
To add more EyeDat, click the box that is below **Add EyeDat**.

Scroll down and select the number of EyeDat's you wish to create.

Once user selected number of desired EyeDat files, click Start, to create the file system (EyeDat's) onto the HDD.



Then Click the **Start** button. When you are done, click the **END** button. This will exit file manager.



Note Do not create EyeDat file in c: Drive.

3. USING THE DVR SYSTEM

3-1. OPERATION MODES

When DVR program starts main window appears on the PC monitor. (See below)

1. Live Image display area
2. Camera and Display mode change buttons
3. Control Panel
4. Operation Panel
5. DVR Status Indicator

Functional operation button

- **SEARCH**: For retrieving the recorded images in the HDD
- **BACKUP**: For backing up recorded images
- **SETTING**: For DVR configuration
- **RECORD**: For manually recording images while in “Watch” mode

System status indicator

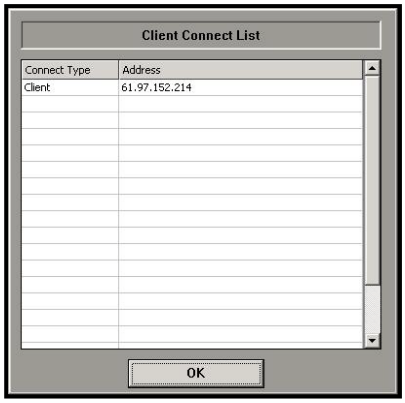
Time/Date: Current date and time display

Remote Logon Indicator: Indicates connection from a remote site White display indicates no remote connection. Black display indicates remote connection

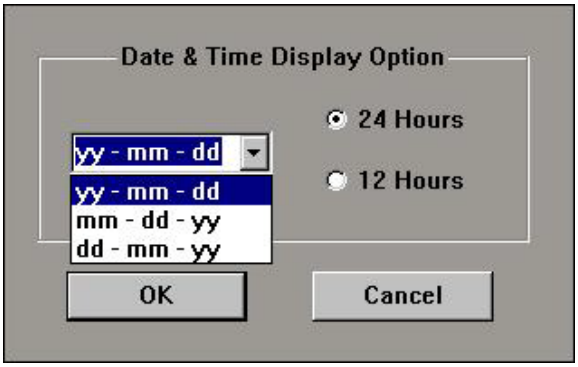
Record Indicator: White display indicates that the system is not recording, red display indicates that the system is recording

Connected User list

Display the connected User list information by clicking the connection indicator.



Display Date/Time setting



-For selecting the display date, time format, click on the Date/Time Status Indicator(above) to display the Date & Time Display Option dialog(right)

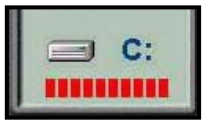
Select the date format: yy-mm-dd, mm-dd-yy or dd-mm-yy

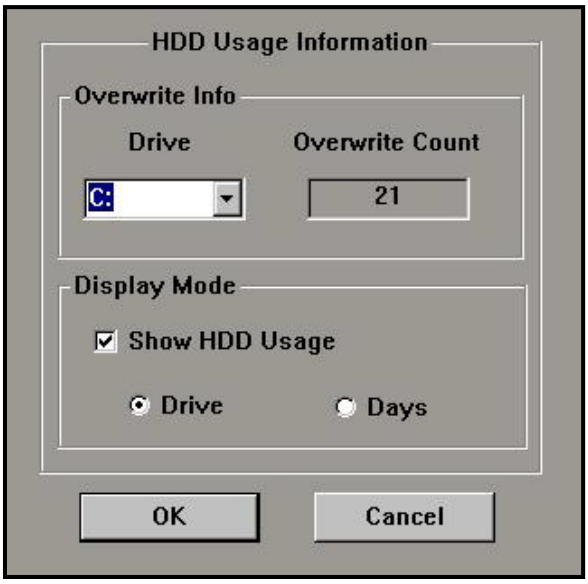
Select the time format: 24 Hours or 12 Hours

Click OK to change the setting or click Cancel to quit this dialog

Display HDD Usage setting

For the HDD storage usage indicator,





-Click on the HDD Usage indicator to display the HDD Usage Information dialog.

Overwrite Information:

Displays overwritten number Hard drive

Display Mode:

Show HDD Usage: click to indicates HDD display enabled

Choose Drive type or Days type

If you choose the Drive,

HDD usage indicator will display white, and then the DVR starts to record, turn to black. Once the HDD is full, the indicator changes to red.

If you choose the Days option, the indicator will not show anything at first day.After 1 day, indicator will show “the days left to record / the days total record”

Once the HDD is full the indicator will display total days only.

3-2. SCREEN MODES

Split screen Mode

Select split screen view by clicking screen division buttons (as shown left). This will change the display to single, 4, 6, 9, 10, 16, 32 split screen views.

On the single camera mode, you can select individual camera by clicking on the camera number.

Quick change from split screen mode to a single screen mode:

While on multiple screen view, double click on a desired camera to quickly change to single camera mode.

Drag and Drop Function

To switch one camera's position with the other on the display, click the screen of one camera, then drag and drop it to a camera where you want to switch with.

Digital Zoom function

On a single view, some areas may be "zoomed" by right-clicking a mouse, and dragging it to create a red boxed area for digital zoom.

Full screen Mode

Click "full screen button" (as shown left) on the main screen to display only camera views without interface (as shown below).

Double click anywhere on the screen to show previous screen with interface.

AUTO Sequence

When AUTO button is pressed, camera view will sequentially change. The default interval is 5 seconds and it can be configured in the SETTING.

Note: Auto function <u>MUST</u> be turned off in order to use other functions, SEARCH, SETTING, COLOR etc..

3-3. COLOR AND PAN/TILT FUNCTIONS

COLOR button

Color can be adjusted on each individual camera.

Click a camera that needs color adjustment.

Click COLOR button to show COLOR ADJUST menu (shown right).

Click and drag left and right to adjust brightness, contrast, hue and saturation. Clicking on this button will display the adjustment dialog

PTZ button

To use the pan and tilt function, click on the PAN/TILT button on the main screen. This will display the P/T/Z control panel on the main screen. (As shown on the below) Make sure the PTZ settings for each camera is correctly configured in the system.

Camera control (P/T/Z Function): The Pan Tilt button will control PTZ (pan tilt zoom) cameras. The arrows correspond to the direction the PTZ camera will move. The zoom +/- will zoom in and out while focus +/- change the focal length of the lens.

UP/DOWN, LEFT/RIGHT: Click on up, down, left or right button.

ZOOM +/-: Click on **+** button to zoom in (Wide), click on **–** button to zoom out (Tele)

FOCUS +/-: Click on **+** button to focus near, click on **–** button to focus far

PRESET: Pan/Tilt preset setting button

SCAN: Auto pan function

AUTO: Default auto pan function (built in the camera)

AUX: Light on/off

3-4. USING A ALARM NOTIFICATION

When DVR alarm is triggered, DVR can notify local and remote users by focusing on alarmed camera with beeping sound.

How to Set the ALARM Notification

In order to use Alarm notification, recording mode has to be either Motion, Sensor, Motion & Sensor, or Event. By marking notify use and setting connection type, and client location, alarm notification function will be activated.

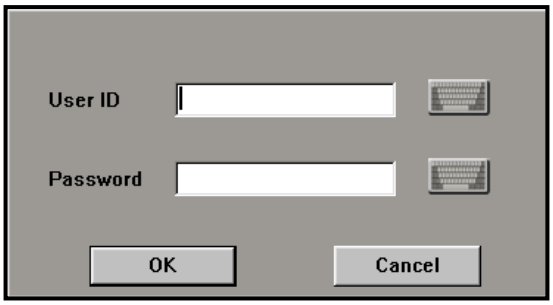
Alarm Notification

When alarm is triggered, DVR will display alarmed camera screen in full screen view and automatically connect to remote computer if EyeClient running with Alarm server use.

3-5. USING THE EYELOGVIEWER

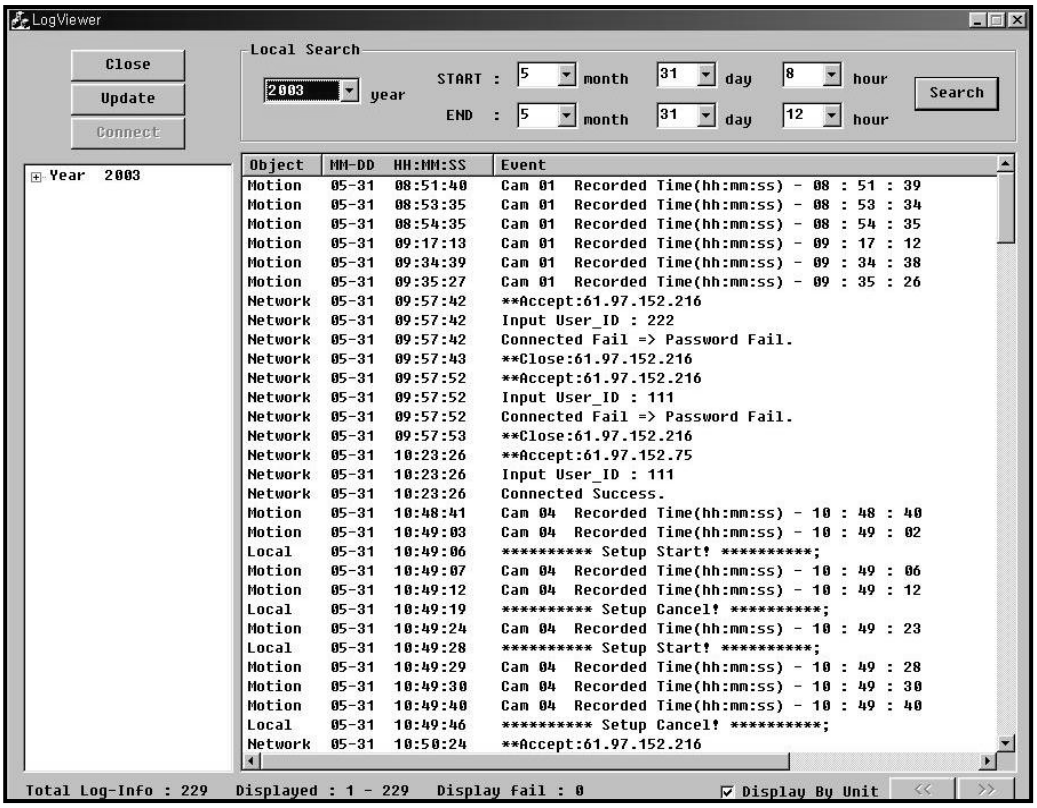
EyeLogViewer is for viewing DVR system activity log.

System Log contains all DVR operation and changes, as well as entire remote connection history.



1. Click on '**LOG'** icon on the DVR Main Screen or press the **CONTOL+L** key on the keyboard.
2. When prompted, type in **user ID and password** (Use virtual keyboard if system key is disabled).
3. Click **OK.**
4. "EyeLogViewer" main dialog will display.
5. **Note: Only administrator has access to log**

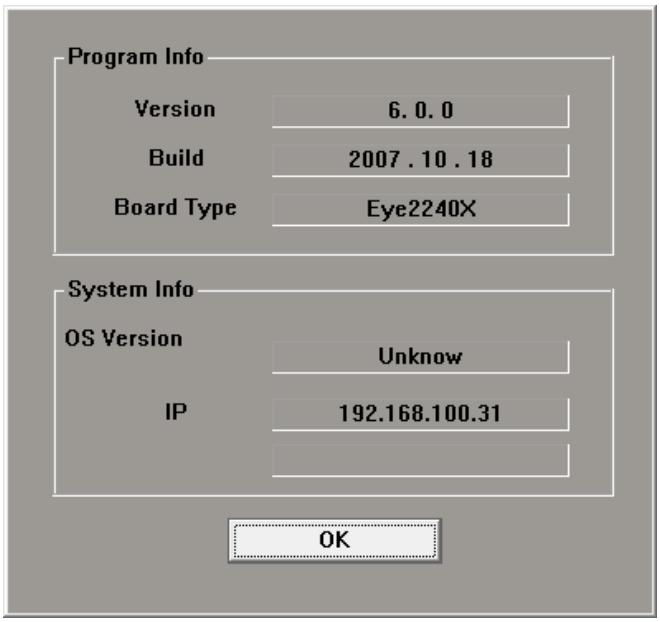
Set date parameter by entering starting date and ending date. Then click '**Search**' button to retrieve any records.



3-6. OTHER FUNCTIONS

Program and System Information

If you click on the top left corner of main monitoring program, you can see the Information window as below.



Program Information:

- Version: Program's version
- Build: Program built date
- Board Type: Type of board

System Information:

- OS version: Type of operating system
- IP: IP address of the system

Quit Button

To exit DVR, click the quit button. A dialog will appear and ask for username and password. Once entered, the system will terminate.

When the "Quit" icon is clicked the user will initially be prompted with the three choices:

- Exit DVR Program – Stops the DVR recording program.
- Shut down System – Will completely shut down the DVR.
- Reboot System – Restart the DVR system.

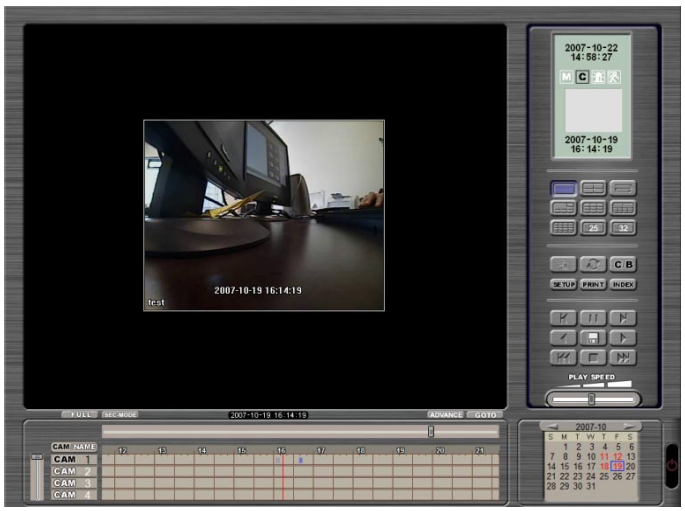
* If the password protection feature is enabled, the user must enter an ID and password before they are given any options to end the program or shutdown the system. Unless Directed by a Hisco Technician, Always "Exit DVR Program". Reasons for quitting the program may include: backing up an event to hard drive, or burning an event to compact disc or to check Windows settings.

3-7. SEARCH & RETRIEVE RECORDED DATA

Search is a powerful playback program for DVR system. It offers various playback and searching functions for the recorded data.

Click on the **Search Button** on the DVR Main screen.

The Search screen appears as below.



SEARCH PROCEDURE

1. Select month and date on the calendar (On the bottom right corner)
2. Select camera on the bottom left corner
3. Select hour and minute on the record status table (on bottom center) and click the **PLAY** button

Player button

- **Continuous play** (column 3, row 2)
- **Continuous reverse play** (column 1, row 2)
- **1 frame forward play** (column 3, row 1)
- **1 frame reverses play** (column 1, row 1)
- **Go to first frame** (column 1, row 3)
- **Go to last frame** (column 3, row 3)
- **Stop** (column 2, row 3)
- **Pause** (column 2, row 1)

Search Function button

- **SINGLE:** Play back single camera
- **MULTI:** Simultaneous playback of multiple cameras**:** 1, 4, 6, 9, 10, 16 and 32 screen division
- **PANORAMA:** Multiple view of single camera playback
- **REMOTE:** Remote search button **(Only works at the client)**
- **UPDATE:** Update all recorded image and reload.
- **C/B:** Adjust the color (Brightness, Contrast, Sharpness)
- **SETUP:** Configuring search preference
- **PRINT**: Print current image (Single View only)
- **INDEX**: Book mark current image

Multi Playback

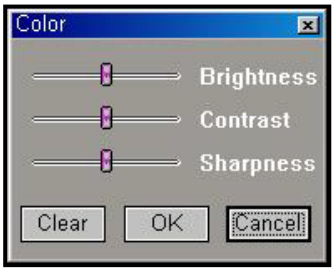
When you click "**MULTI**" button each time, number of play back screen will change to 4, 6, 9, 10, 16 split. If you want to return to single playback mode, click "**SINGLE**" button.

Panorama Playback

Allows the user to watch single recorded image sequentially on 9-split screen. Click "**PANORAMA**" button. The first frame will be viewed on the first division, second frame on the second division and etc. The tenth frame will be viewed on the first division, completing the cycle.

Color Adjust

Adjust Brightness, Contrast, and Sharpness of play back image. By clicking the "**C/B**" button, color adjust window will be displayed. (Shown right)



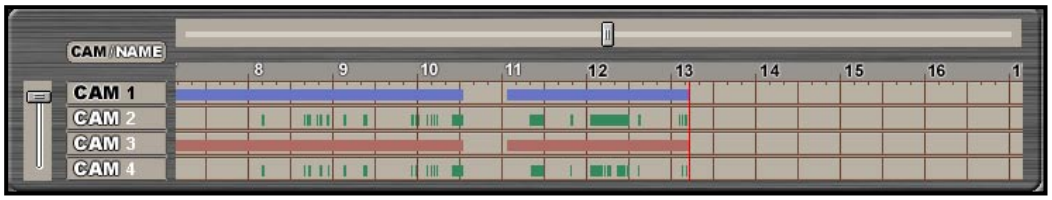
However modification in image is not applied to the original image; it is only for viewing purpose. Changed image can be saved as JPG, BMP or AVI.

Recorded data Information table

Calendar: You can retrieve the recorded images from a certain date from the calendar. This calendar allows users to navigate through months. If a date contains recorded data, the date will be displayed **RED**.

Record Status Table

The scroll bar is to change the time that is shown on the timeline. Drag the tab to the left or right to show the remaining hours in a day.



Record status table consists of recording status, camera label, and time label.

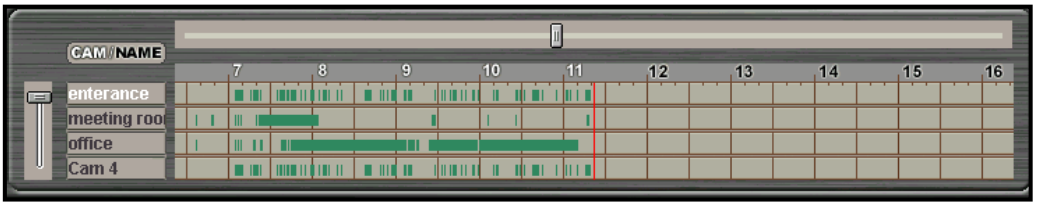
The Timeline gives a brief overview how the image was recorded throughout the day. The red lines correspond to what time of day footage was recorded.

In order to locate the footage you are trying to find, simply click on the red line that corresponds to the appropriate camera and time.

Color indication: Continuous-**Blue**, Motion-**Green**, Sensor-**Orange**, Motion & Sensor-**purple,** Event-**Red**, Audio Detect-**Gray**

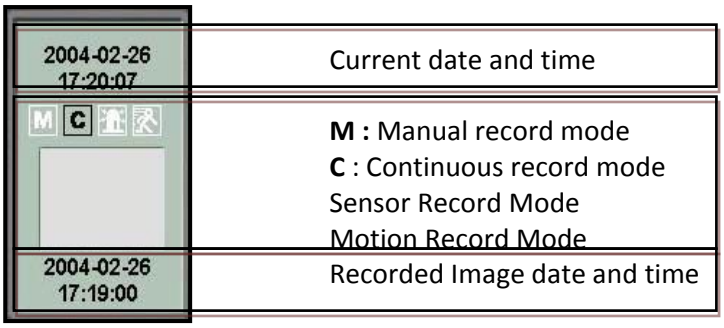
To see the camera name, click on the "**CAM/NAME**" button.

Names of each camera is displayed in the CAM1 - CAM16 areas on the record status table.



Status indication of retrieved screen

Displays the current time/date/year and recorded time/date/year



Playback Speed adjustment

For adjusting the playback speed.
This adjusts the speed when you play back the recorded images. If you drag the tab to the left, the footage will play faster; if you drag the tab to the right, the footage will play slower.

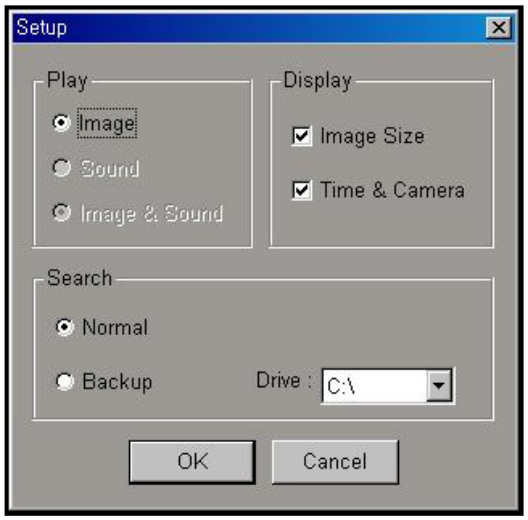
Quit Button

Exit the search program and return to the main screen.

3-8. ADDITIONAL SEARCH FUNCTIONS

Sound Play, On Screen Display, Schedule Backup Search

Clicking on "**SETUP**" button, will display the search setup Dialog, Setup gives you the ability to display the image file size and the time and date stamp on the camera screen as it plays back.



Play: Specify the playback type for recorded data.

- Image: Playback recorded image only.
- Sound: Playback recorded sound only. (For sound record system)
- Image & Sound: Playback recorded image with sound. (For sound record system)

Display: Specify the On Screen Display type (selected items display onto the image)

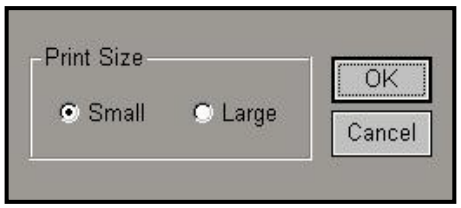
- Image Size**:** Show the recorded images size.
- Time & Camera: Show the recorded time, date, and camera number.

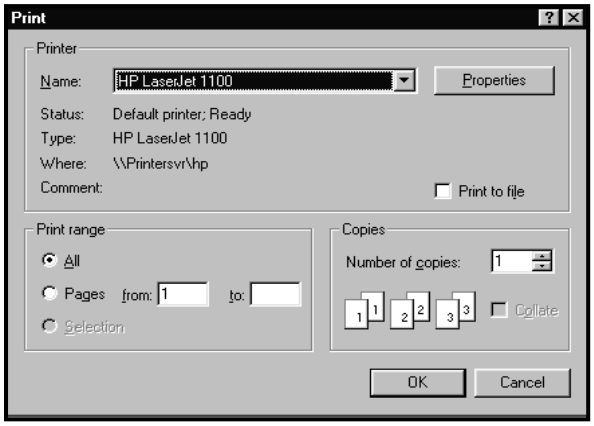
Search: Specify the file system type at the playback. (Normal & backup)

- Normal: Recorded data retrieval from **EyeDat**
- Backup: Recorded data retrieval from **BackupDat** (Schedule Backup data)
- Backup Drive: Schedule Backup drive location

Print Function

Print the current image, using the linked printer.



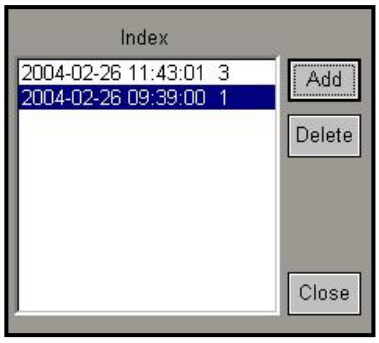


Click on the '**PRINT**' button on the search, this will be display Print Size dialog.

Click on '**OK**' after selecting the size. If the printer is setup correctly, the selected image will be printed out.

Index Function

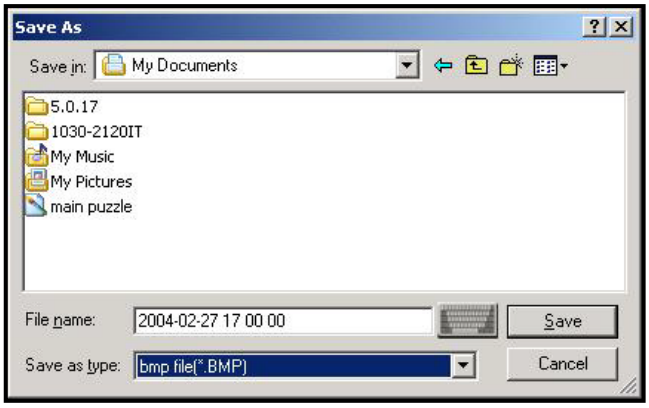
Recorded image can be book marked using this function.



Index is a way that specific times and dates can be book marked for easy retrieval. To do this, simply click index and then add. This will add that exact time, date, and camera of current image. At any time you can go back to this point by clicking index, and then double clicking that time and date stamp.

Save Function

Save current image as a BMP or JPEG format. Hisco DVR System can save images onto HDD or FDD. Saved BMP/JPG format files have an image authenticity feature.

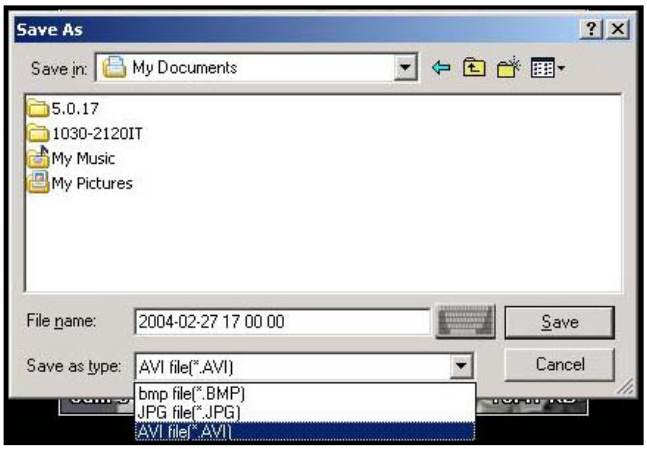


To save still images, name the file in the "File name" text box (this can be done using a virtual keyboard, default file name is recorded date and time), then in the "Save as type" drop down menu and choose BMP or JPG. And then clicking on "Save" will save the image. These files should be saved in the BACKUP folder (default). If you want to change the destination, change the directory from Save in Dropdown menu..

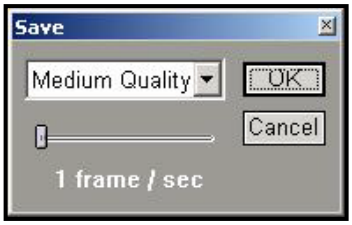
Save AVI Function

If you want to save the recorded data as an AVI file format onto HDD or other backup drive, use this function.

First you need to find the beginning image from recorded image data. Click the "**SAVE**" button on the Search main screen.



To save a full motion video file follow the same steps, but in the "Save as type" drop down box, choose **AVI**. To continue with saving a full motion, name the file in the "File name" text box (this can be done using a virtual keyboard, default file name is recorded date and time). And then clicking on "Save" will display AVI option dialog. (shown below)

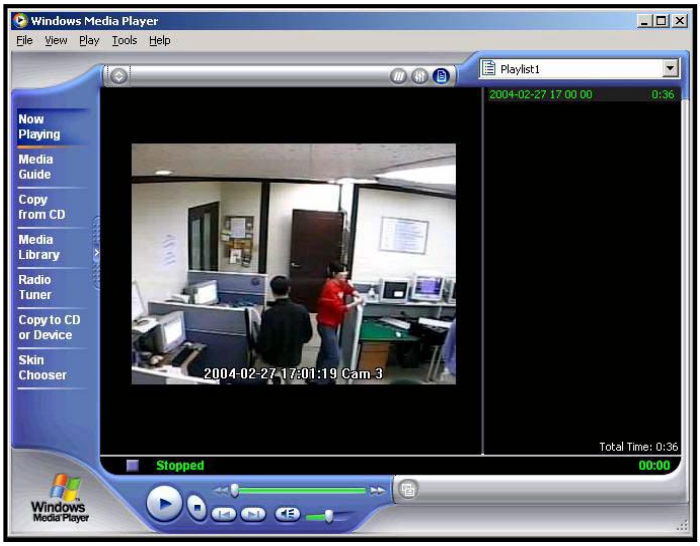


Specify the quality type and frame rate, click on '**OK**' button.

The Search program will lay back and exporting the AVI file onto the selected directory folder automatically.

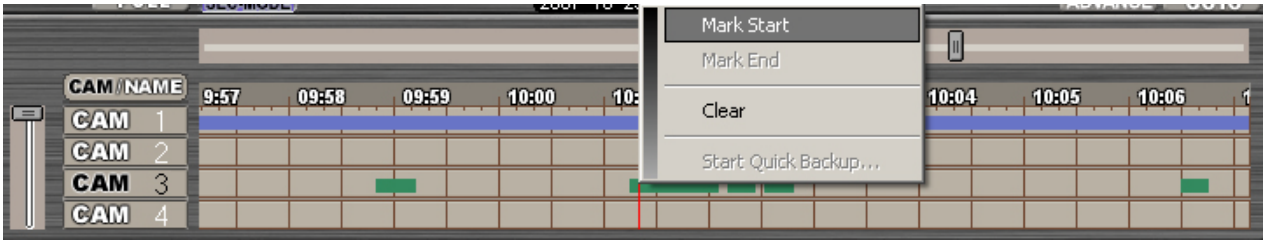
When '**STOP**' button is clicked, exporting to AVI file will complete.

If you want to check the created AVI backup file, you can run '**Windows Media player**' and select the AVI file from the BACK UP folder.

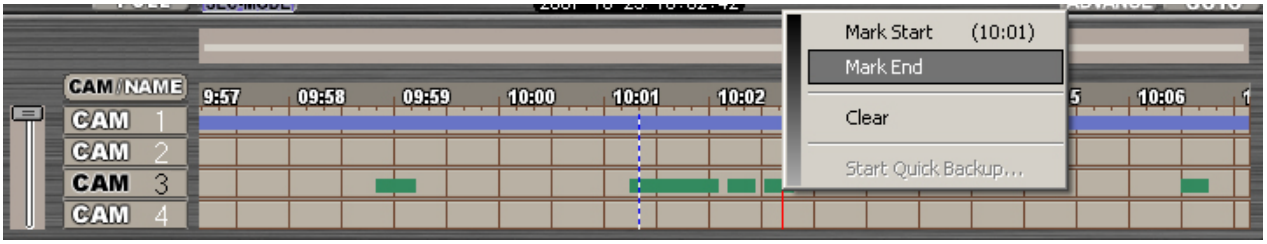


Quick Backup

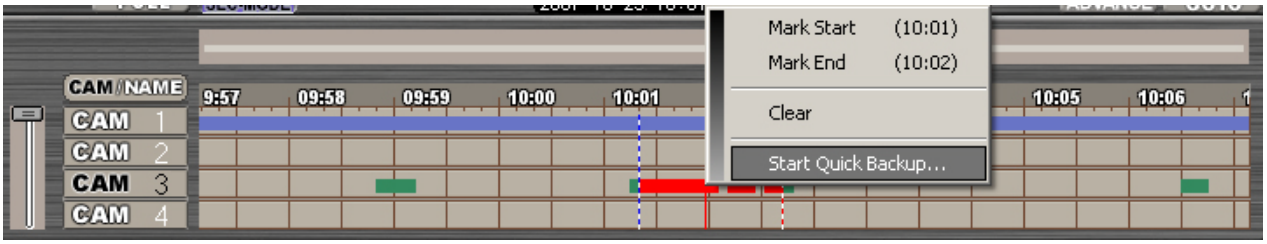
1. On the time line bar, right click the mouse and select **Mark Start** to set a starting point.



2. Place the mouse on the time line bar where video clip should end. Right click the mouse and select **Mark End** to set an ending point of video clip.

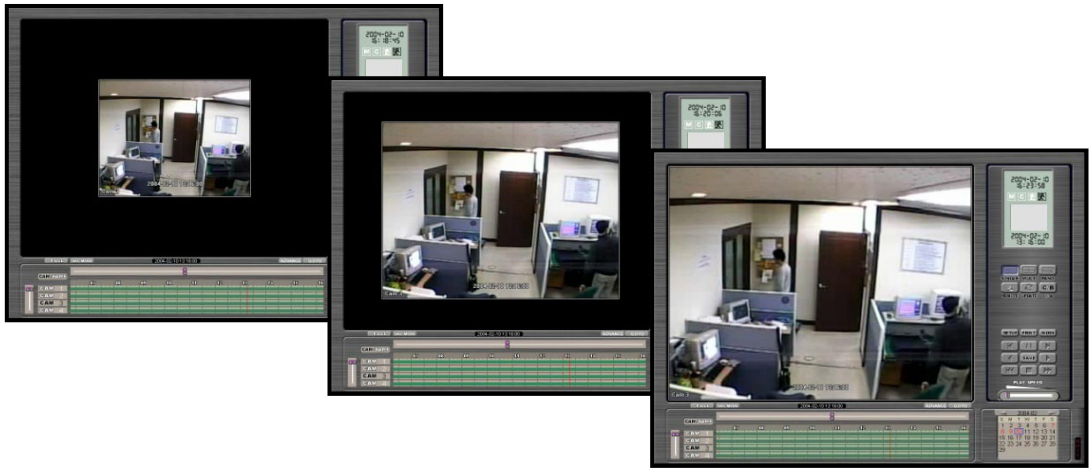


3. Right click the mouse on the selected Red Portion of time line bar and select **Start Quick Backup**
   a. Select destination folder from Browser screen
   b. Supported media: Local/external HDD, USB, CD-R, CD-RW, DVD-R, DVD-RW

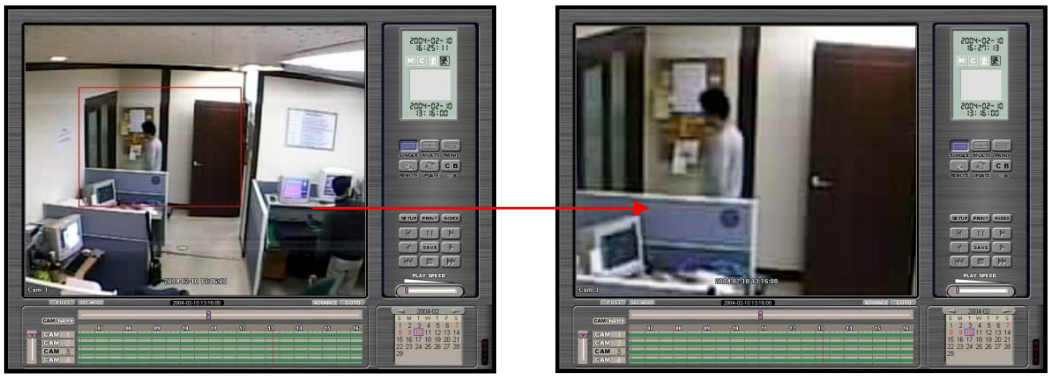


Zoom Function

On single display, left double-click may be used to magnify the image. An image may be magnified no more than three times.



Specific areas may be selectively “zoomed” by holding the right-click of the mouse, and dragging it to create a red box. Letting go of the right-click will effectively magnify the red box to the full screen



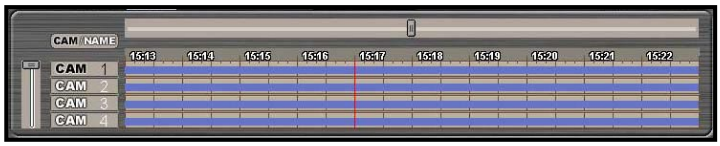
Full Screen Function

Clicking the "**FULL**" button on the search screen hides the MENU panel and displays only the camera screen (as shown below).

Search by Second (SEC-MODE)

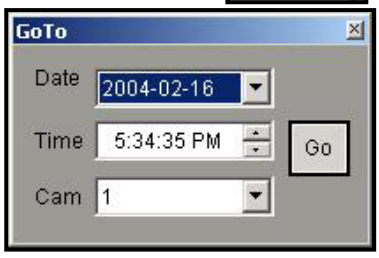
SEC-MODE Search is a function that enables the user to search by each second from record information windows table.

When click this button, will be appears SEC-MODE record information window table.



GOTO Function

Goto function enables user to go to specified Date and time using following GOTO dialog box.



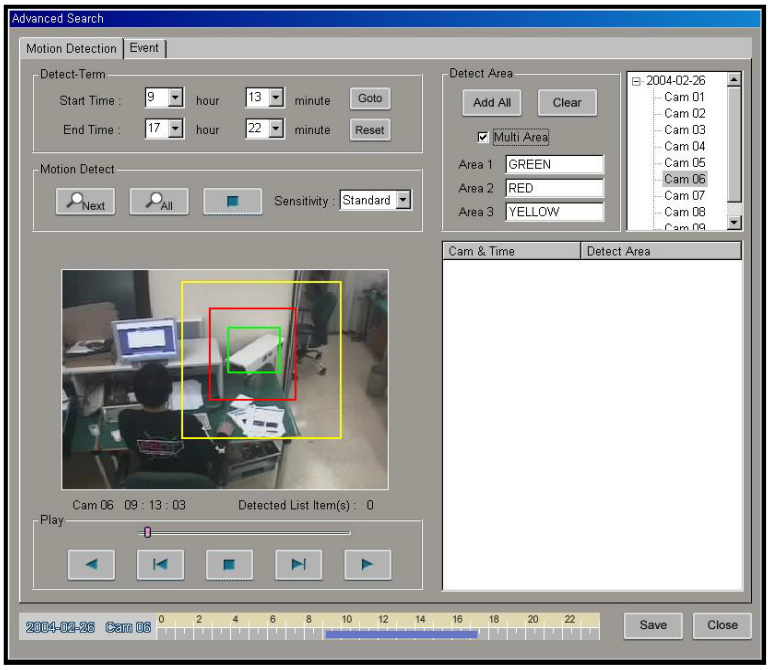
The GOTO feature will allow you to go to an exact time and date of a recording. Simply enter the Date, Time, and Camera, and click the Go button.

3-9. ADVANCED SEARCH

Advanced Search allows users to view recorded data with higher quality. This may be done by clicking the "**ADVANCE**" icon.

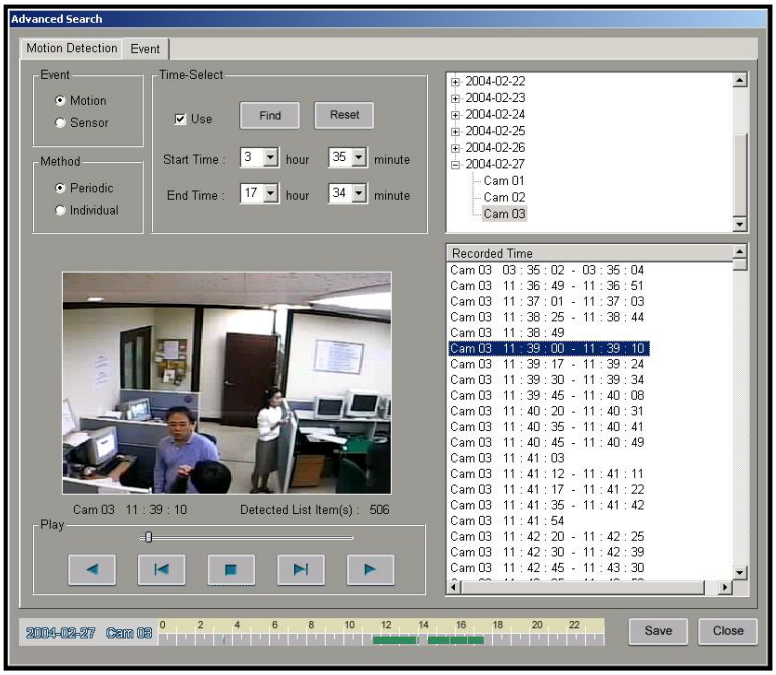
Smart Search (Object Detection) .

1. Create Motion Detection box by dragging left mouse button. (Max. 3 boxes)
2. **Green, Red, Yellow**
3. Pressing the "**Next**" or "**All**" icons will place the retrieved information in the window on the right.
4. Clicking the "**SAVE**" icon will provide the user to save the images in the form of BMP or JPG files. AVI files may also be saved for video.



Search by Event

1. Refine the parameter
   a. Event
   b. Method
   c. Time and Date
   d. Camera
2. The result will be shown on the right side of panel
3. Clicking the "**SAVE**" icon will provide the user to save the images in the form of BMP or JPG files. AVI files may also be saved for video.



4. USING THE BACKUP PROGRAM

Data can be backed up to various storage media such as CD, DVD, tape or removable HDD.

The backup feature is to provide encrypted full motion video. It allows to choose multiple cameras with multiple period of time. It also can be burnt into optical media such as CD or DVD directly with viewing program embedded.

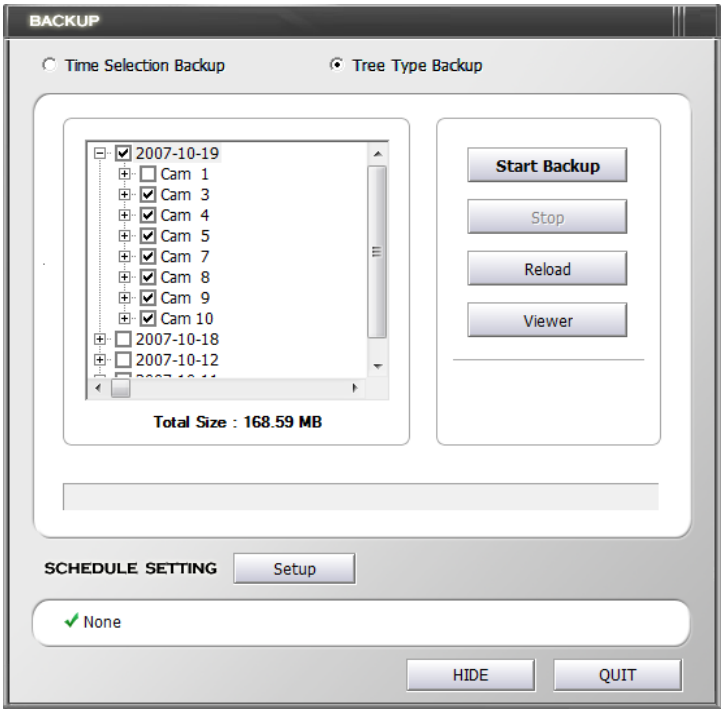
If you want to backup onto the CD or DVD, make sure the selected image file size is not exceeding the media capacity.

- ***CD: 740-800MB***
- ***DVD: 4.7G***

4-1. MANUAL BACKUP

From Backup, specific date, time and camera can be selected. User has flexibility to back-up in 1 hour or in 5 minute interval. Click the '**EyeBackup**' on the "DVR folder" or "**BACKUP**" icon on the main screen.

There is two kinds of Manual Backup mode, Tree mode and Time selection mode.

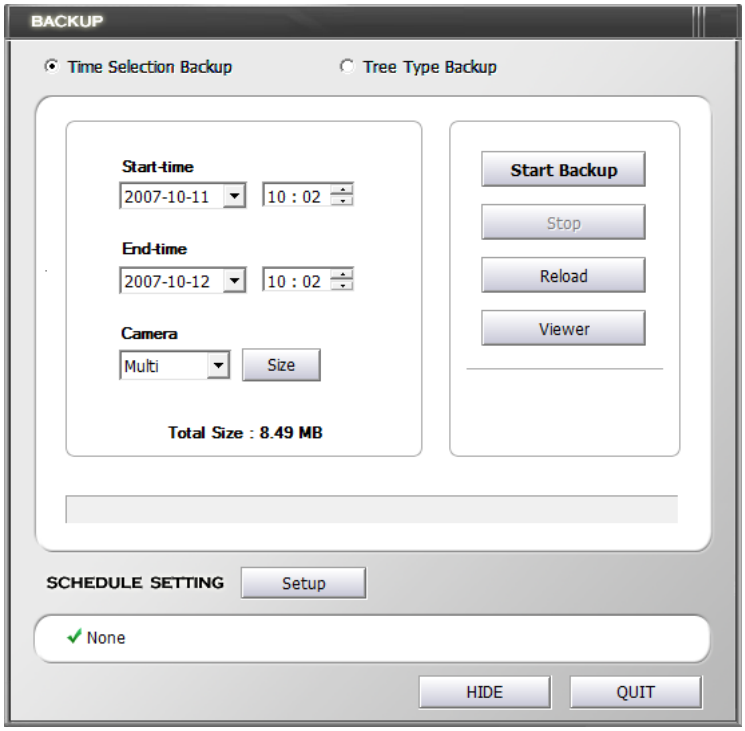


Time selection mode

In this mode date and time are directly input by users to refine a search. The camera will then be selected for backup.

Choosing Backup Data

After selecting the start and backup parameters (start and finish time/date, camera), the user will also be prompted to verify the selected imaged size by clicking “Size”.



Start Backup

Click on Start backup. Windows Browser will prompt for users to select backup location. These include HDD, DVD (portable type disk), CD-RW, MO and ZIP. After selecting the destination folder, the backup will automatically begin.

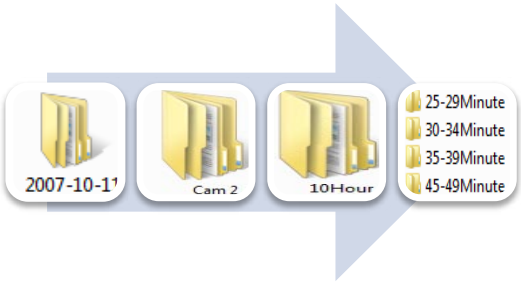
(EyeBackup software will also be burnt, when saving it to CD or DVD)

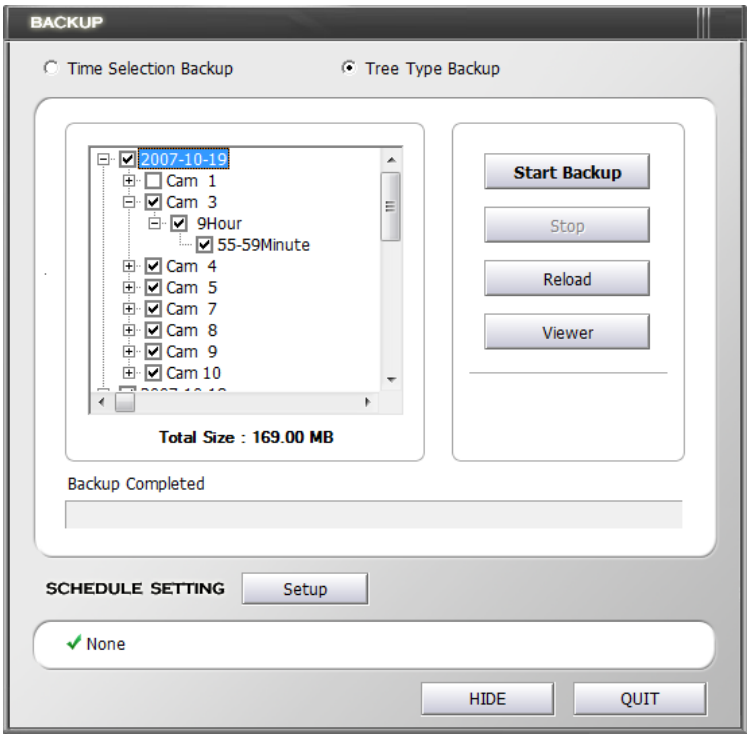
Tree Mode

This mode allows for users to choose multiple cameras from multiple time range.

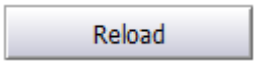
Choosing Backup Data
By putting check mark, you can choose from all cameras from all days to 5minutes of data of single camera.

When backup with tree type, the backed up files will be broken into 5 min interval.





Reload



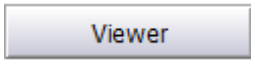
When user wants to reload or refresh the data, press **Reload** button to get updated data information.

Start Backup

Click on Start backup. Windows Browser will prompt for users to select backup location. These include HDD, DVD (portable type disk), CD-RW, MO and ZIP. After selecting the destination folder, the backup will automatically begin.

(EyeBackup software will also be burnt, when saving it to CD or DVD)

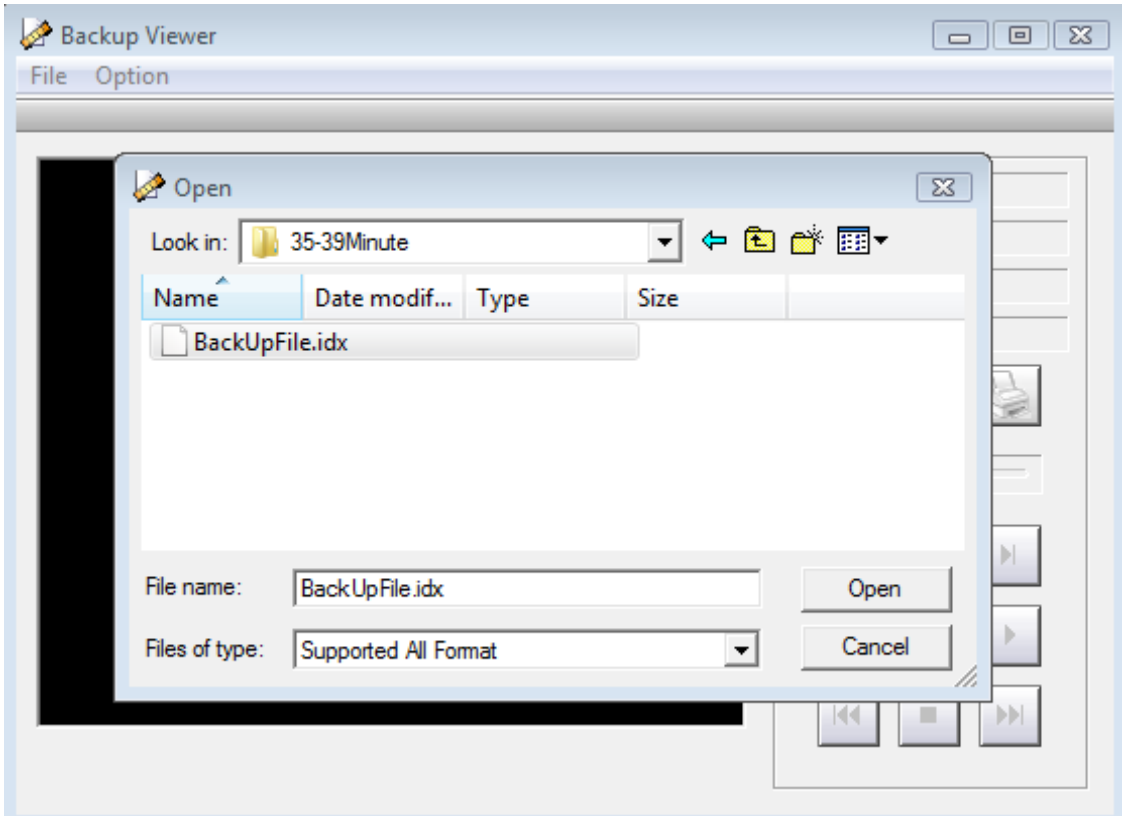
4-2. USING A BACKUP VIEWER



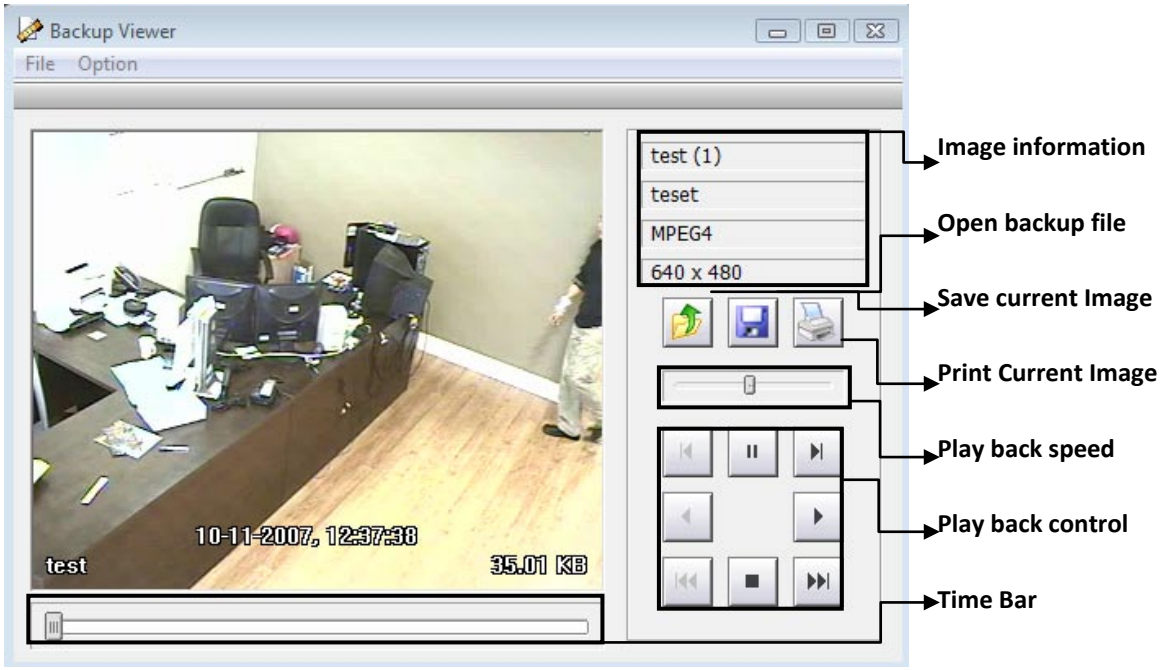
Click the **Viewer** button on the backup main window. You can run this program by clicking the **EyeBackup** on the DVR folder

Eye Viewer window will be displayed (shown below).

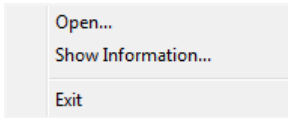
The Eye viewer is also burnt onto backed up optical media, you are able to retrieve the image from any of your Window based System. Once you insert the Backed up CD into computer, the EyeViewer and browser window will automatically be loaded unless auto run function is disabled from your system. From the browser select the backed up file.



Play the Backup Data



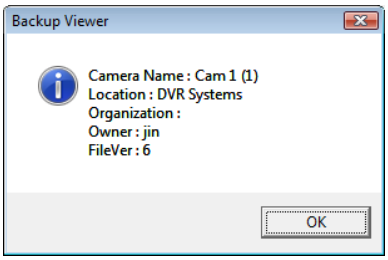
File



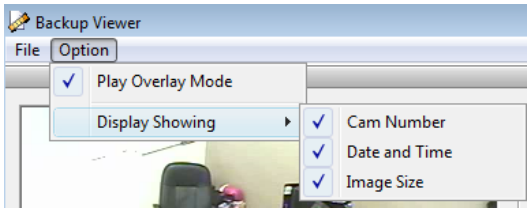
Open: loading backup file

Show Information: Display current backup file information

Exit: exiting from program



Option



Play Overlay Mode (Default)

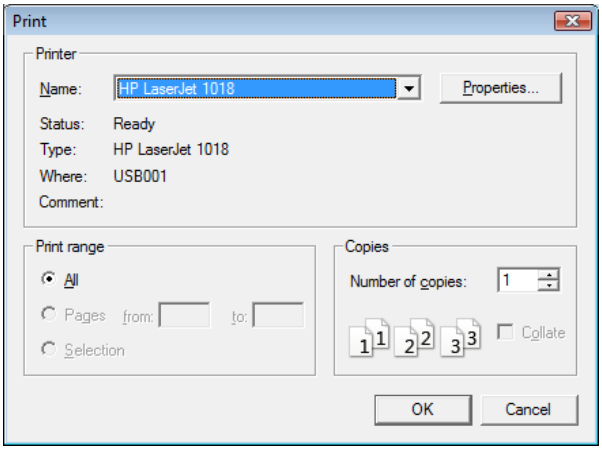
Overlay provides best graphic quality yet some graphic cards don't support. If the backed up image displays black, then uncheck the Overlay mode.

Display Showing

Selecting data information which will overlay on top of the backed up image.

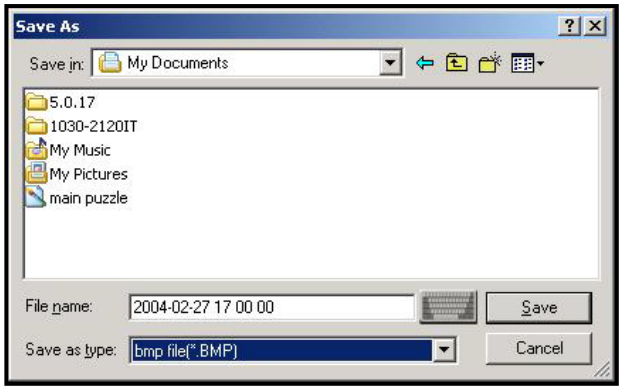
Printing from the Backup Viewer

If you want to print out current image, click **Print** button.

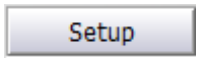


Save Image from the Backup Viewer

If you want to save current image onto storage as **BMP/JPG** file, click **Save** button, save destination dialog will appear. After selecting a save destination, type a file name and select which file formats you want to save as **BMP/JPG**, then click **Save**. The current image will be saved on to selected destination.

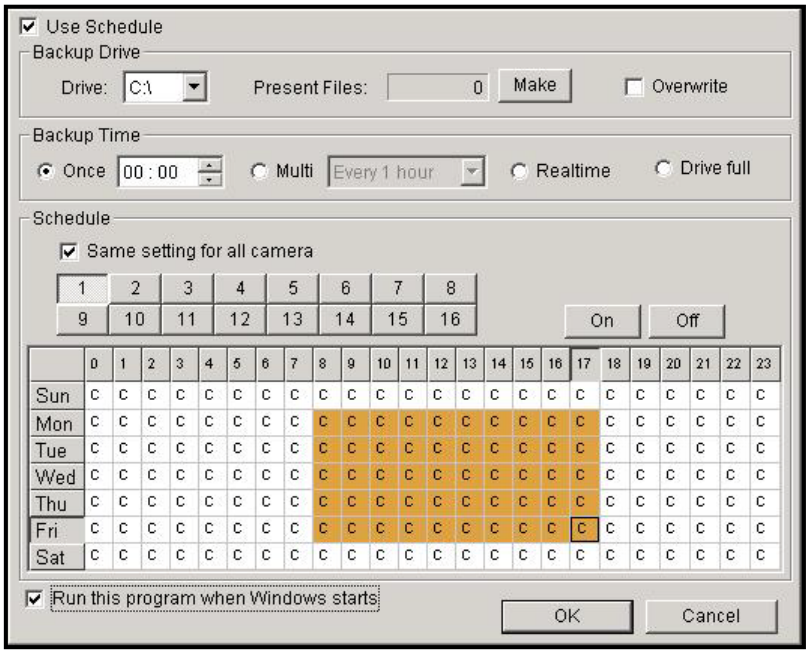


4-3. SCHEDULE BACKUP



Clicking the **SETUP** icon will allow the user to create scheduled backups. This will be followed by a selection window.

To enable Scheduled Backup, check the **Use Schedule.**



Backup Drive Set

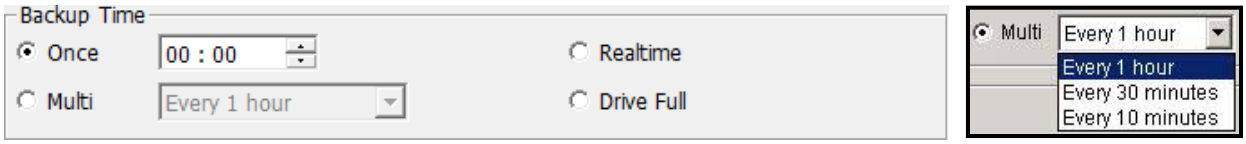
User must select a suitable backup drive where the Eye Data Backup will be placed.

Click the **Make** button, Make EyeBackup window appears. It will show you the available number of file to be created. To create EyeBackup files, choose the number at the **Add EyeBackup** and click **Start**. The indicator shows the procedure. After finish creating EyeBackup click **Close**, the window will be terminated**. EyeBackup must be created in order to start Scheduled Backup**.

The user will also have the choice of overwriting previously backed up files**.**

Backup Time Set

- One time: Once per day designated times may be set
- Multiple times: Multiple intervals may be set (such as every 1 hour, 30 minutes, 10 minutes)
- Real-time: All recorded data will be saved simultaneously from the main program.
- Drive Full: When the drive is full, newly recorded data will be backed up to a different location. When all drives are full, the newly recorded data will overwrite previously recorded data.

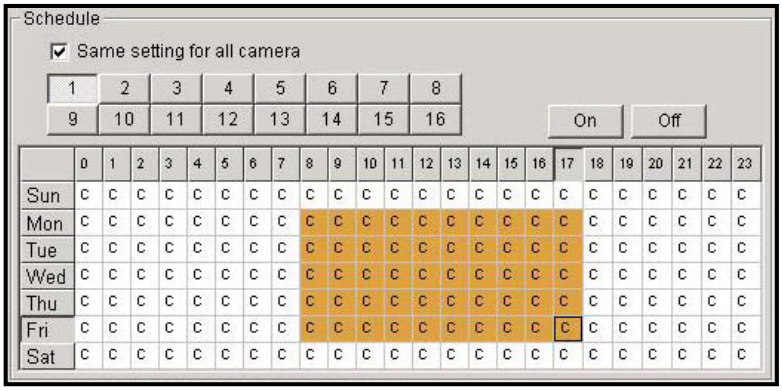


Schedule Set

Schedules may be created by deciding times and dates from the desired camera.

You can choose the data which you want to backup, and then click **On** to enable the schedule.

If you check **Same Setting for all Cameras** option, every camera will have the same setting



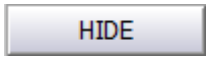
Schedule Auto Run

To automatically run the Backup program with Windows, the "**Run this program when Windows starts**" box may be checked.

Saving Settings

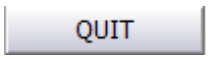
The **OK** icon may be used to save settings. The **Cancel** button may also be used to abort a schedule setup change.

Exit the Backup Program

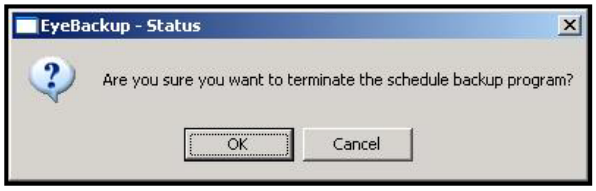


Clicking the **Hide** button, the message window will appear as shown right.

Clicking **OK** will run the backup program in the background. So schedule backup will running during DVR is ON. If you setup the schedule backup, you have to run the backup program at the background.



By clicking the **Quit** button, the message window will appear as shown right.

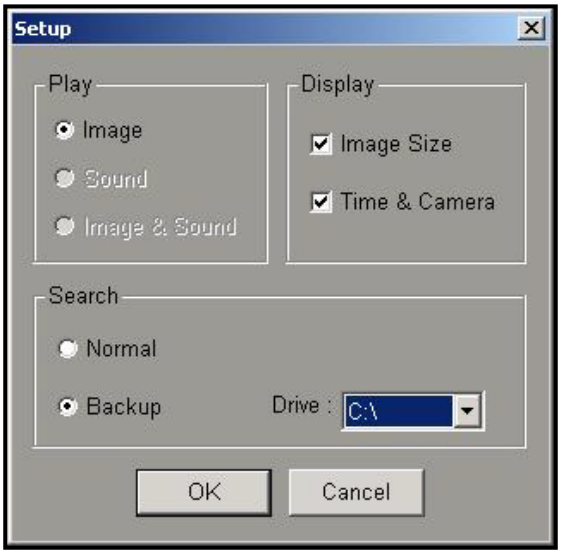


Clicking **OK** will terminate the backup program.

Retrieve the Schedule Backup Data

To see the schedule backup data, run the **Search Program** by clicking **SEARCH** button on the main monitoring window or clicking **EyeSearch** at the HiscoDVR folder.

Click **SETUP** button on the Search program. At the setup window, choose the **Backup** option and drive letter which you have assigned.



5. USING REMOTE CLIENT PROGRAM - EYECLIENT

Remote Client program is the remote management program for the DVR system, which is installed on a remote site and connected to a network.

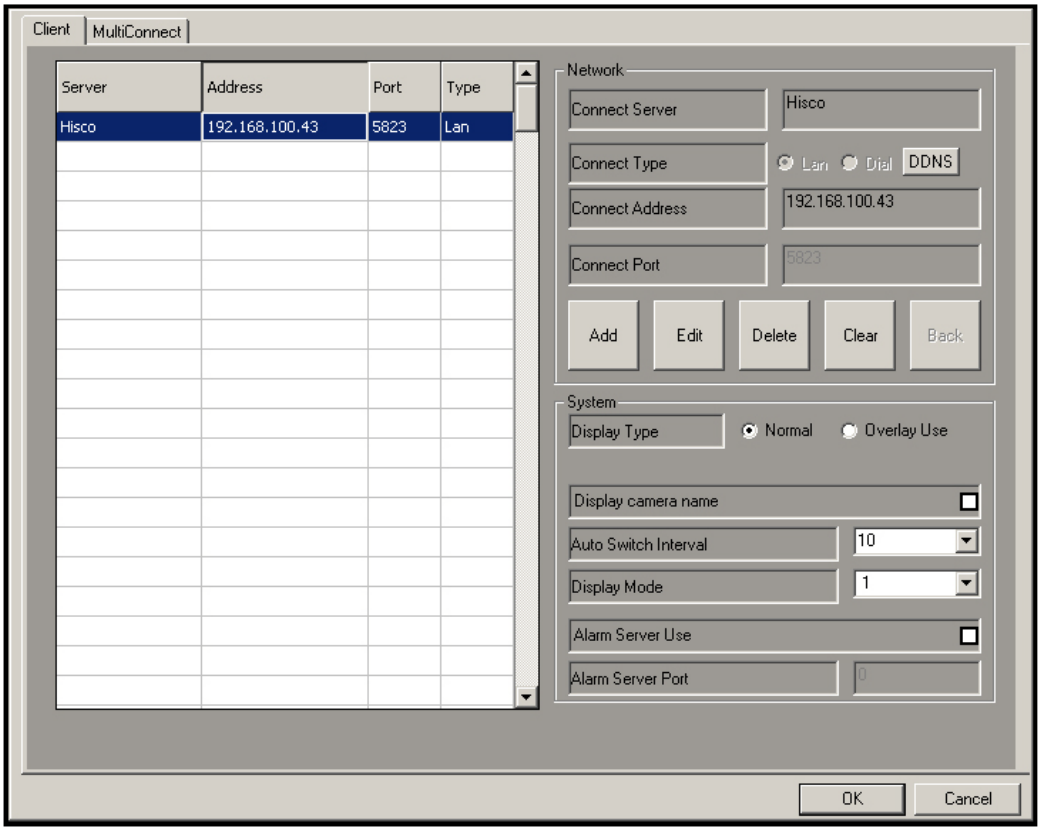
Major functions are as below:

- Remote monitoring function
- The video retrieval search function
- Saving from client computers (remote location) function
- Remote DVR system management function
- Alarm reception function

Click on the 'EyeClient' icon on the client computer. Client main screen will appear

5-1. CLIENT PROGRAM SETTING

Click on the "Setup" button, the client setting dialog will appear as shown below.



System Setting

Network Field: (All fields must be completed)

- **Connect Server**: Name of DVR
- **Connect Type**: Choose LAN, DIAL or Dynamic
- **Connect Address**: IP address or Telephone number
- **Connect Port**: Port number what is using in DVR program

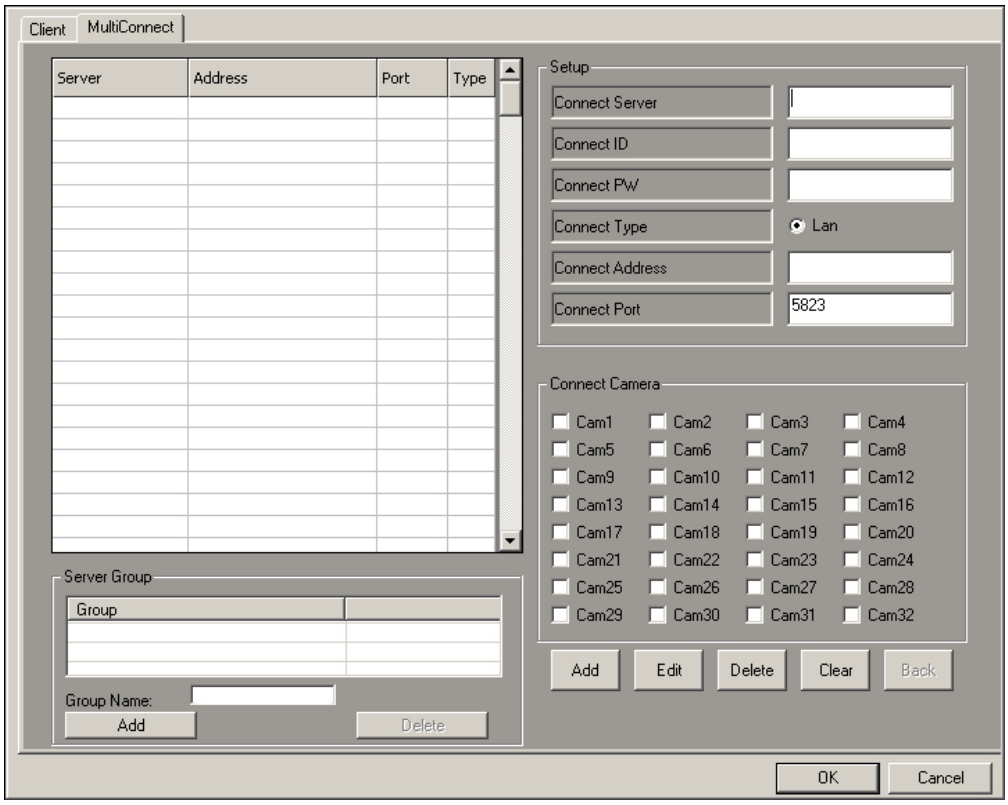
After inputting the information of the DVR that you want to connect, click "**Add**" button to add it into the DVR server list. This DVR information can be edited or deleted using the "**Edit**" or "**Delete**" button. You can erase the DVR information by clicking the "**Clear**" button.

System Field:

- **Display Type**: Normal or Overlay Use. Please note if the computer's graphic card doesn't support Overlay Mode, use Normal type.
- **Display Camera Name**: Camera name is displayed on the screen.

- **Auto Switch Interval**: Interval between camera rotations. (10, 15, 20, 30, 60, 120, and 180 seconds)
- **Display Mode**: Initial display mode of the Eyeclient. (1, 4, 6, 9, 10, and 36 split)
- **Alarm Server Use**: In alarm triggering event, the image of the relay camera will be displayed as full screen.
- **Alarm Server Port:** Port number for alarm connection.

Multi Connect Setting



When establishing a Multiplex link, the amount of cameras viewed (by clients) may also be established. The maximum cameras supported are 32, thus the amount viewed by any client would also be 32.

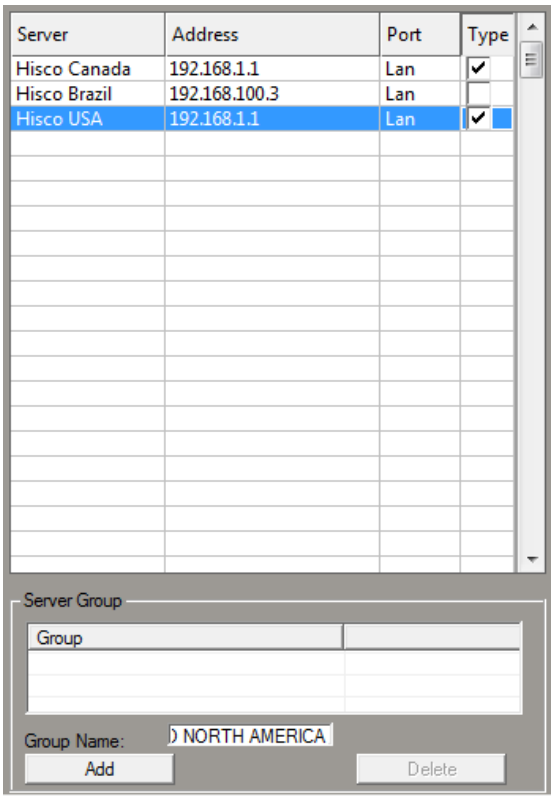
- **Connect Server**: Name of the server of the multiplex link
- **Connect ID**: User ID
- **Connect PW**: Password
- **Connect Type**: IP mode (LAN: Fixed IP)
- **Connect Address**: DVR server IP address
- **Connect Port**: DVR server port number
- **Connect Camera**: Choose the cameras which want to display (Total Max. 32)

After inputting the information of the DVR which will be connected, click "**Add**" to list the information into the connect list. This DVR information can be edited or deleted using the "**Edit**" or "**Delete**" button. You can erase the DVR information before adding by clicking the "**Clear**" button. Click "OK" to save the setting, or click "Cancel" to discard.

Once the DVR multiplex links established, user can create preset groups.

- Select the DVR links that will be grouped.
- Create Group name
- Click ADD

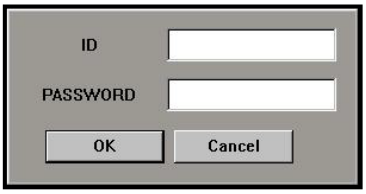
User can create multiple groups of links



5-2. REMOTE MONITORING

LAN User

Click the "**CONNECT**" button. The connect list dialog appears as shown right. There are some DVR connection information lists which were registered from "**SETTING**." Choose the entry and then click "**OK**." DVR ID and PASSWORD will be required in order to establish the connection.



Multi Connection Setting

For multiple connection monitoring, information of each individual server must be entered at the multi connect setting and Local network (LAN) environment for operation.

After clicking "**CONNECT**" the connect list dialog appears. The "**MultiConnect**" option must be selected. Select **Group** and click "**OK**" to establish a connection.

5-3. CLIENT PROGRAM BASIC OPERATION

1. Live Image display area
2. Camera and Display mode change buttons
3. Operation Panel
4. Control Panel
5. DVR Status Indicator Control Panel
6. Quit Button
7. Network Connection Button
8. Server Connection Toggle Button

Function Button

- **SEARCH**: Leads to playback mode
- **BACKUP**: Leads to backup program
- **VERSION**: Let's you know what version of EyeClient you are using
- **SETTING**: Used to establish network
- **COLOR**: Changes the visual display of video
- **PTZ**: Pan/Tilt/Zoom Camera control Screen regulation

Client Status Indicator

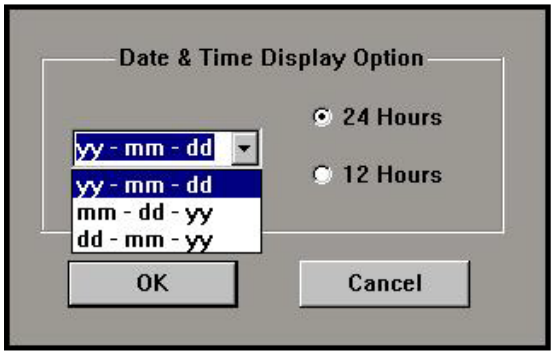
Present times and dates are displayed

Black color indicates use of network, while white indicates non-use of network

Recording icon will flash repeatedly to indicate recording.

File system use status: Displays the amount of Eyedata space used. The black boxes indicate the space used by Eyedata and the white boxes indicate the space available.

For selecting the display date, time format, click on the Date/Time Status Indicator(above) to display the Date & Time Display Option dialog(right)

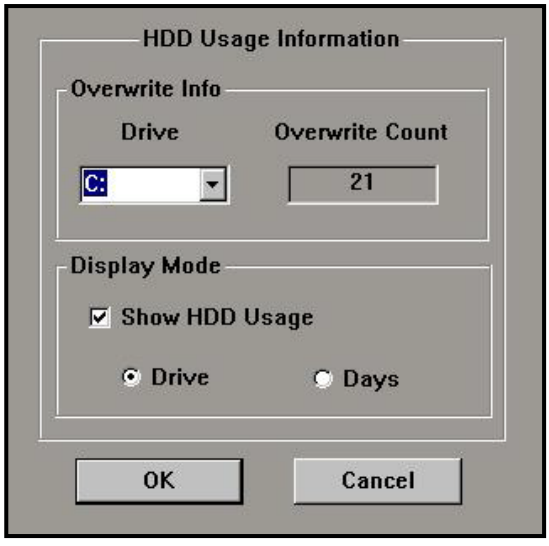


Select the date format: yy-mm-dd, mm-dd-yy or dd-mm-yy

Select the time format: 24 Hours or 12 Hours

Click OK to change the setting or click Cancel to quit this dialog

HDD Usage setting



Overwrite information and hard disk usage is displayed and may be configured.

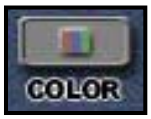
Click on the HDD Usage indicator to display the HDD Usage Information dialog.

Overwrite Information: show how many times the given drive has been overwritten.

Display Mode: To display, check “Show HDD Usage” option.

See page 34

Color Adjust



COLOR button

Color can be adjusted on each individual camera.

Click a camera that needs color adjustment.

Click COLOR button to show COLOR ADJUST menu (shown right).

Click and drag left and right to adjust brightness, contrast, hue and saturation. Clicking on this button will display the adjustment dialog

PTZ Control

PTZ control can only be used by a power user or the administrator. Users can control the PTZ using the PTZ panel which will be displayed when you click on the "PTZ" button located on the main screen.

- Pan Tilt button
- ZOOM +/- Button: Zooms camera in/out
- FOCUS +/- Button: Focus regulation
- PRESET Button: Support on certain cameras
- SCAN Button: Moves to locations in sequential intervals
- AUTO Button: Camera assignment
- AUX Button: Power on/off

Split screen Mode

Select split screen view by clicking screen division buttons (as shown left). This will change the display to single, 4, 6, 9, 10, 16, 32 split screen views.

Automatic Switching Mode

This mode switches cameras in a sequential manner. In displaying a single camera, enabled cameras will be scrolled through and displayed on the screen. For 4 or more cameras, those images set view will rotate with given time.

Full Screen View

Click “full screen button” (as shown on the right) on the main screen to display only camera views without interface.

Camera Selection

Green numbers indicates the cameras enabled and displayed on the screen. If the numbers are grayed out, it indicates the cameras have been hidden or not disabled from DVR. Additionally, by clicking the number, the selected camera can be viewed in single mode.

Easy Connect (easy DVR server connection function)

The Easy Connect allows the user to connect to multiple servers. The servers will automatically switch when selected. A bright green color indicates an active server, while a weaker green color indicates a server which is in the process of logging in. A black color indicates an inactive server. Maximum of 8 servers can be connected from one client location. Unlike multi server function, you can monitor 128 cameras from one single location with channel selection. (Depends on the network capacity, the image transferring may be delayed)

Zoom Function

On single display, left double-click may be used to magnify the image. An image may be magnified no more than three times.

Specific areas may be selectively "zoomed" by holding the right-click of the mouse, and dragging it to create a red box. Letting go of the right-click will effectively magnify the red box to the full screen

Camera Authorization when Remote Monitoring

Each registered user (max 10 user) can have different viewable camera combination from remote software.

Make sure **Hide Camera to Remote User** on the user setting is configured at the main DVR (as shown right).

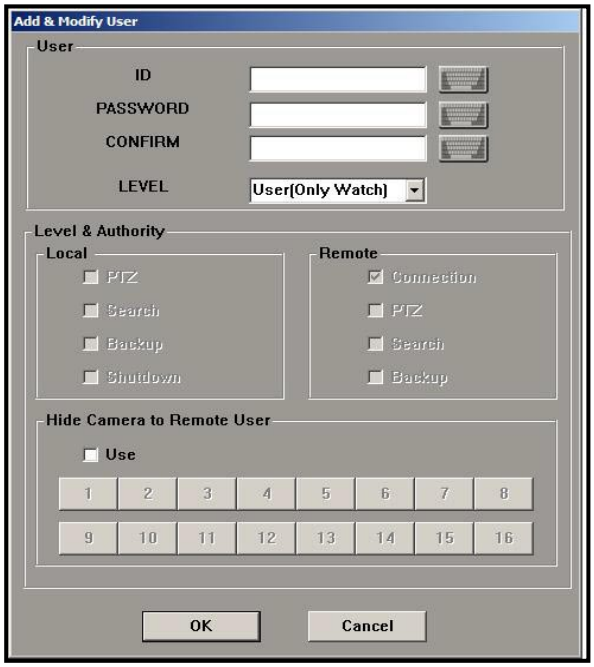
After check the "**Use,**" choose the cameras which you want to hide from assigned user.

Then connect on the Client program.

Connect Server dialog will be displayed on the client main screen.

Select the DVR server which you already setup the user setting at the connection dialog.

If you input the user ID and password for the "**Hide Camera to remote Users**" option, the client program won't display selected Camera.



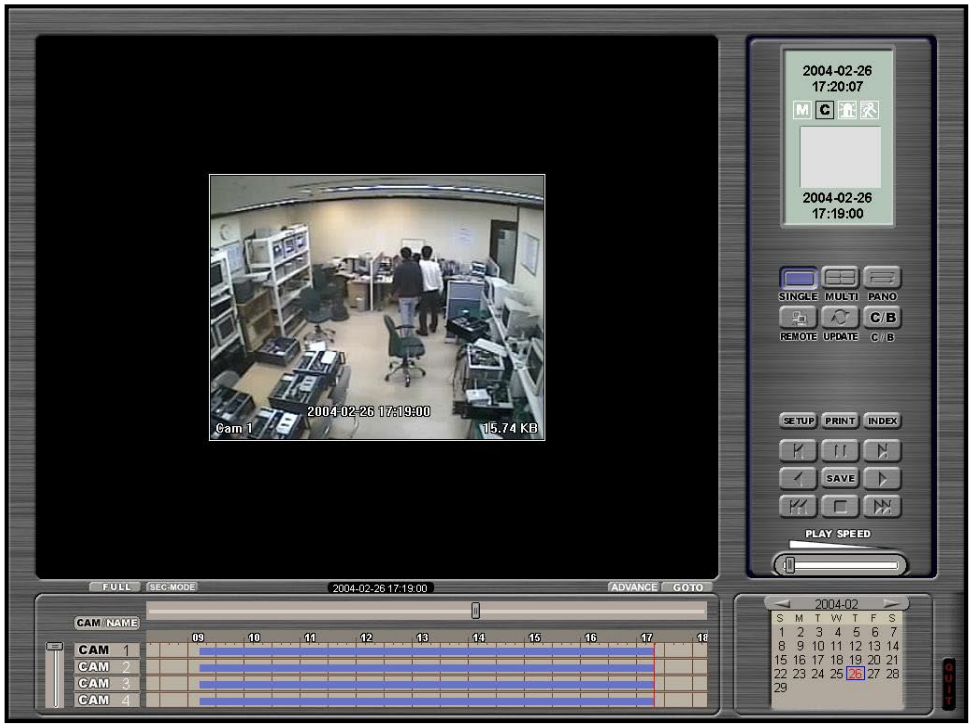
5-4. SEARCH ON THE CLIENT

Remote Search on the Client System

Click "**SEARCH**" button on the client screen.

The Search program will be launched and shows the recorded data on DVR server which you are connected to.

Client Search is run in the same way as main DVR Search. (See page 41)



To playback the recorded data:

1. Select month and date on the calendar (On the bottom right corner)
2. Select camera on the bottom left corner
3. Select hour and minute on the record status table (on bottom center) and click the "**PLAY**" button

More Remote Search from the Client System

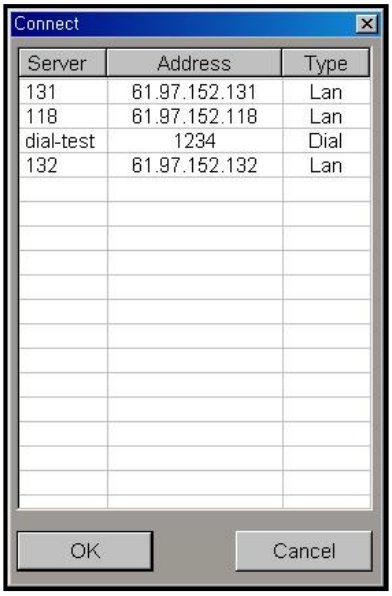
Click the "Search" button on Client main screen, if you want to search other DVR from remote playback via LAN or Dialup network.

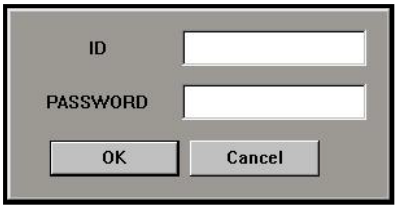
Search main screen will be displayed.

Click the REMOTE button in Search main screen

Connect server dialog will be appeared (as shown right)

Select the DVR server from the entry and then click "OK" then verification dialog will be appeared.



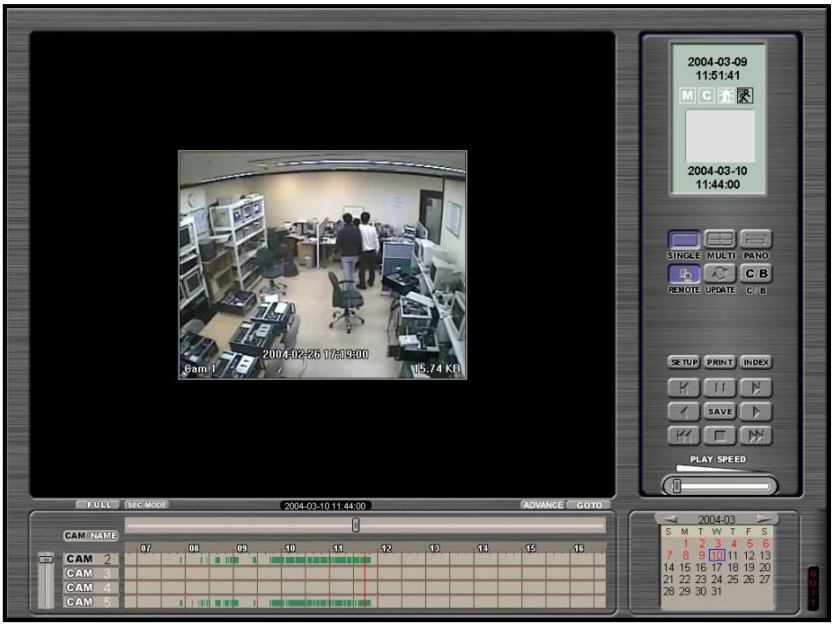


Fill in the ID and PASSWORD, and then click "OK"

When client is connected to DVR server, it will be display recorded image of camera number one, recorded data information on the calendar, and record status table (as shown on the right)

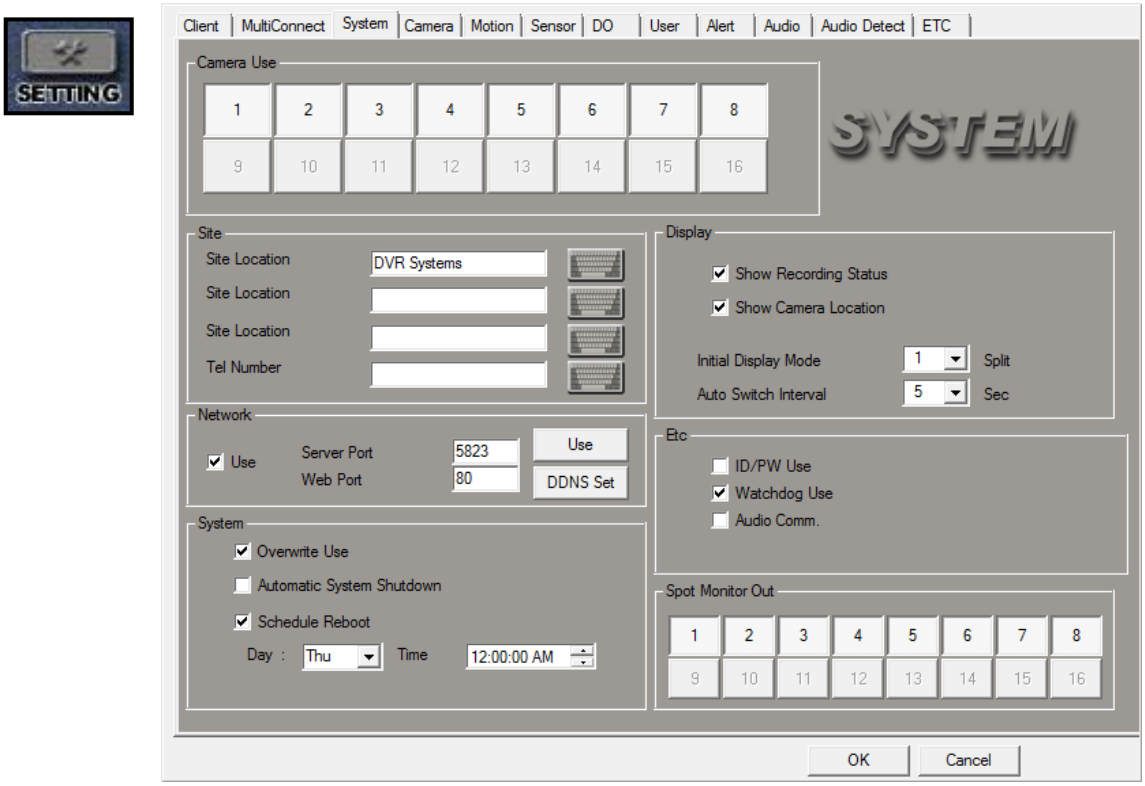
Client Search is run in the same way as main DVR Search. (See page 41)

The only difference is that the "Index" function does not exist.



5-5. REMOTE CONTROL

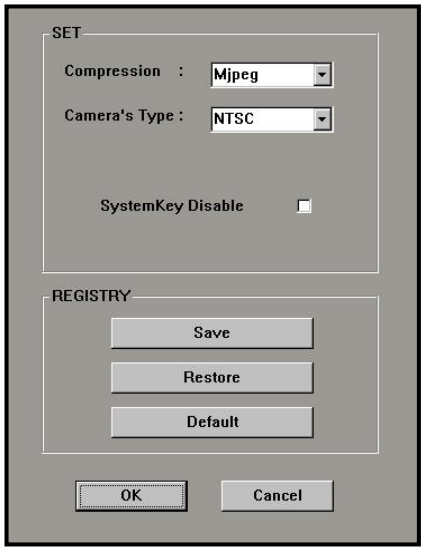
Once you are connected to DVR, if you have proper privilege you can manage DVR server remotely. After establishing a connection to the DVR, click "**SETTING**" button. All features from DVR can be modified by the administrator.



Afterwards, configuration settings can be saved in the DVR. You can setup all setting value at the client through remote client. See chapter 2 for detail.

Remote Basic Configuration Setting

Double click HISCO logo at the bottom of the client screen when the client program connected. The DVR Basic Configuration dialog will be displayed as shown on the right.



With this, DVR settings can be modified through the Client indirectly and takes out the necessary modification of the settings directly through the main machine.

Registry:

- **Save**: Opens the file storage window, (with *.cnp files)
- **Restore**: Restores previously saved settings

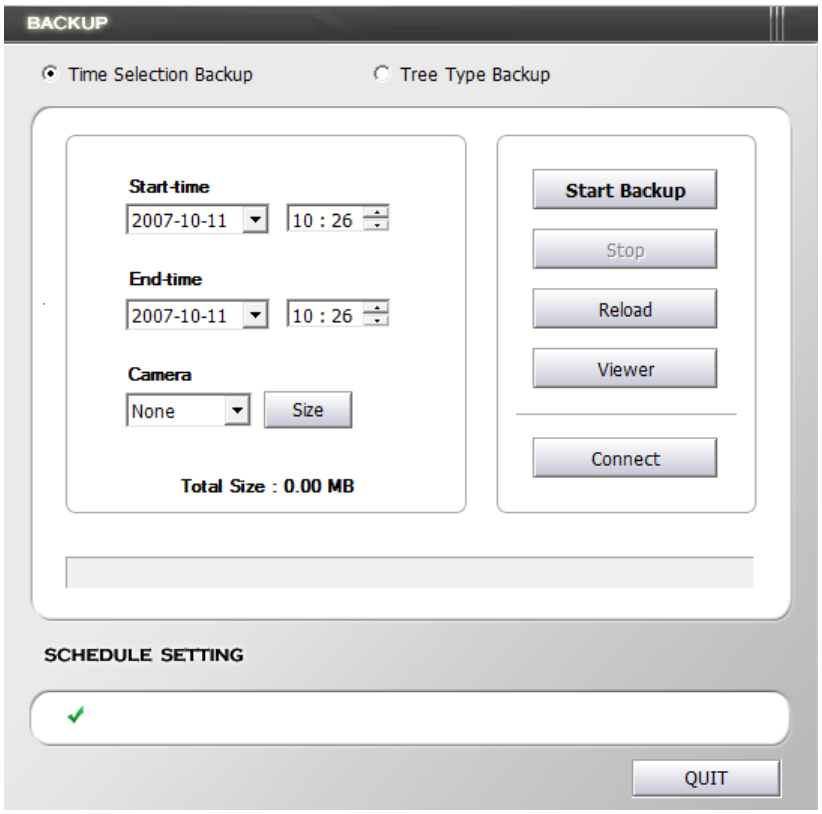
- **Default**: set to Factory default

5-6. CLIENT BACKUP

Backup from Local Data

The client can record the data from the server with "**RECORD**" button and also able to backup this recorded data. (The same way as the DVR Backup program)

Click "**BACKUP**" button on the client program to display the Backup window.

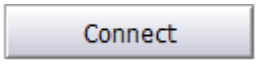


Either Tree mode or Time Selection mode can be used to backup files. See Chapter 4 for detail.

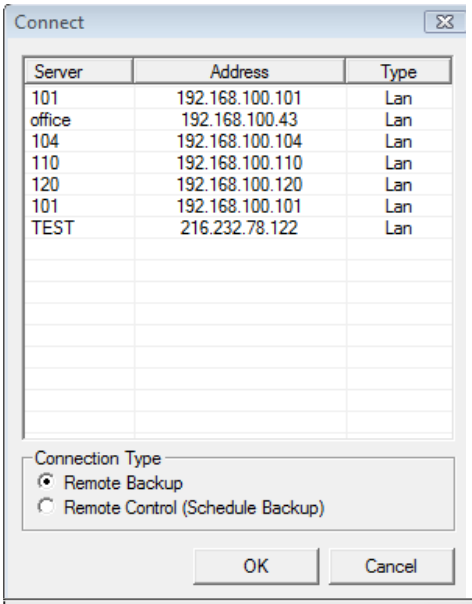
Backup from Remote DVR to Local Client

Video may be taken from the main DVR server, and saved on the remote client computer. The remote backup program is run the same way as the regular backup program.

Click on Connect button from Backup windows

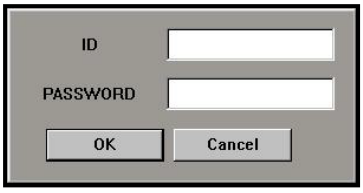


Select the DVR server from the connect list and select **Remote Backup.** Then Click OK.

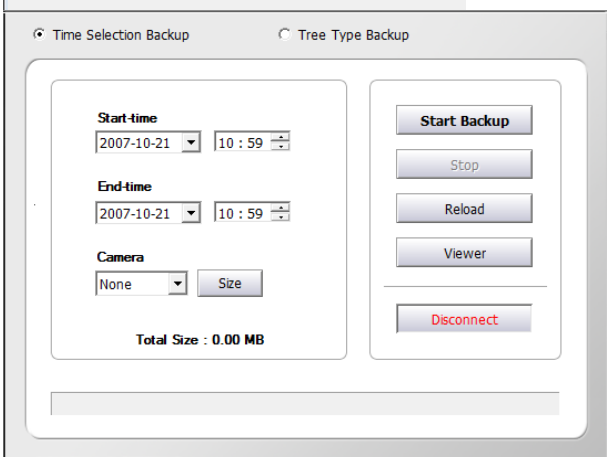


The verification dialog will be appeared.

Fill in the ID and PASSWORD, and then click "OK"



The Backup program will show the remote DVR recorded data. Tree and Time Selection modes can be used to save and create backup files. See chapter 4 for detail.



After selecting the data click on Start Backup button. Windows browser will appear. Select Destination and click ok to start backup

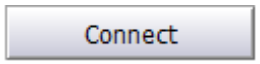
Click the "BACKUP" button, and then click the "Remote" button. Connect server dialog will be appeared

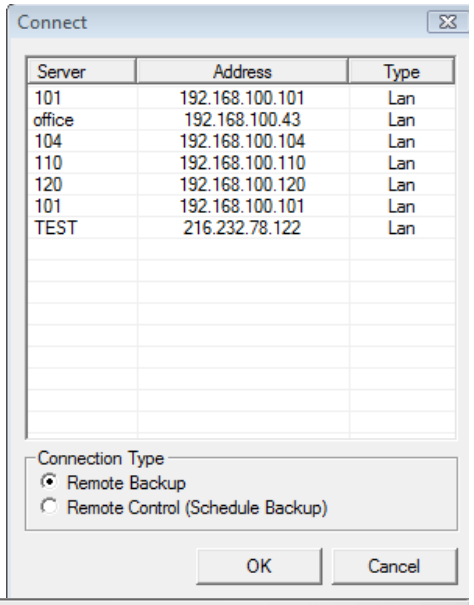
Select the DVR server on the connect server list dialog, then click "OK"

Remote Control the Backup program from Client

The client can also control the backup program by selecting the remote DVR backup program.

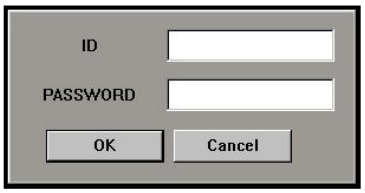
Click on Connect button from Backup windows
Select the DVR server from listing and select **Remote Control.** Then Click OK.





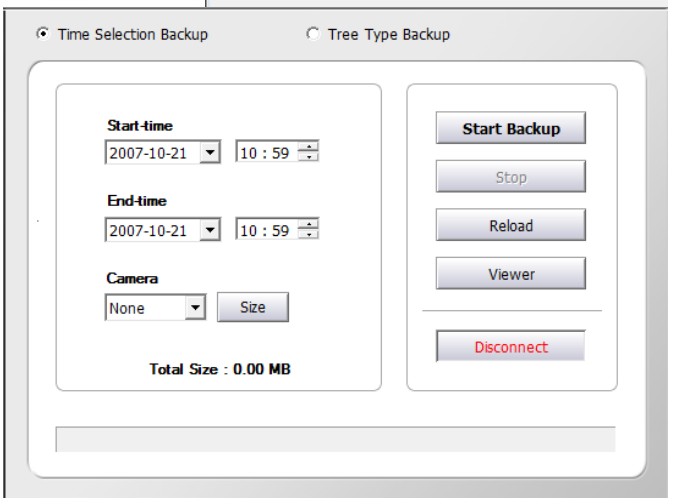
The verification dialog will be appeared.

Fill in the ID and PASSWORD, and then click "OK"



In the same way as DVR server backup program, data can be recorded either through tree and time selection modes. Back up location can be selected as same way as DVR server backup program. See chapter 4 for detail.

User also can configure the entire **schedule backup** feature through Client computer. See chapter 4 for detail.



After selecting the data, click on Start Backup button. Windows browser will appear. Select Destination and click ok to start backup

5-7. ALARM RECEPTION FUNCTION

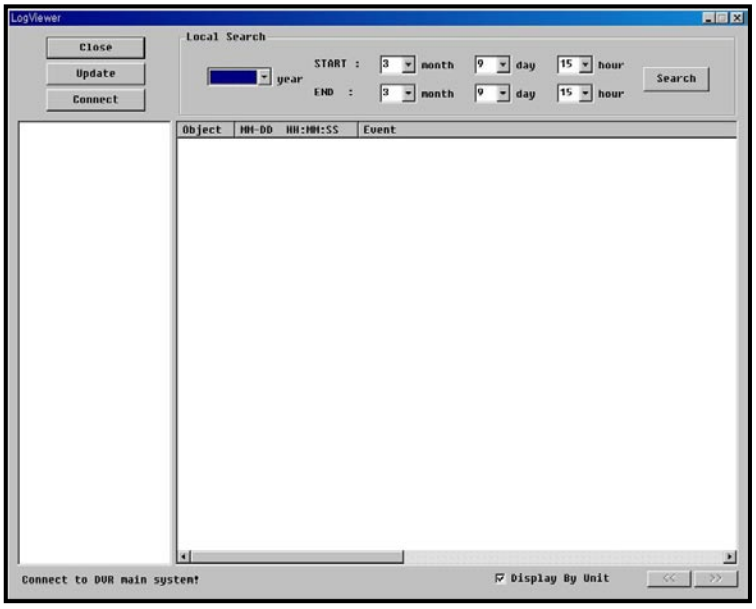
Once the main DVR server has the alarm server function set up, client will able to receive alarm signals. See page 23 and 67 for alarm setting.

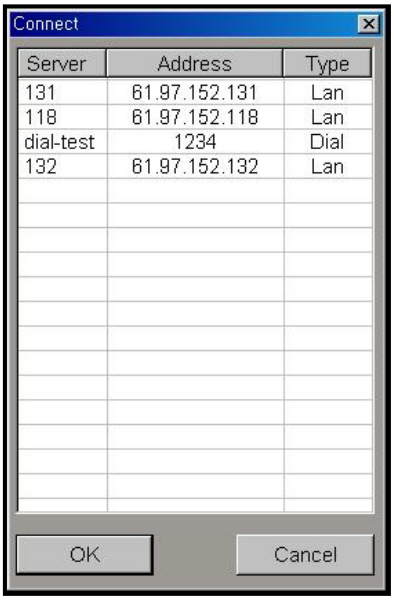
Once alarms are triggered from the main program, the signal will be relayed to the client computer. During this process, the word "**Alarm**" will appear in red on the top right corner of the screen and all the relayed camera images will be recorded into the client computer until clicking "**RECORD**" button.

The user can also choose to exit the server by clicking the "**QUIT**" button. When you click "**QUIT**" it ask "**Do you want to exit the Alarm Server**?" Click "**YES**" to stop receive the alarm, or click "**NO**" to terminate the client program and run the alarm server at background. If the alarm server runs at background, you can receive the alarm even if the client program is not running.

5-8. SYSTEM LOGVIEWER FROM CLIENT SYSTEM

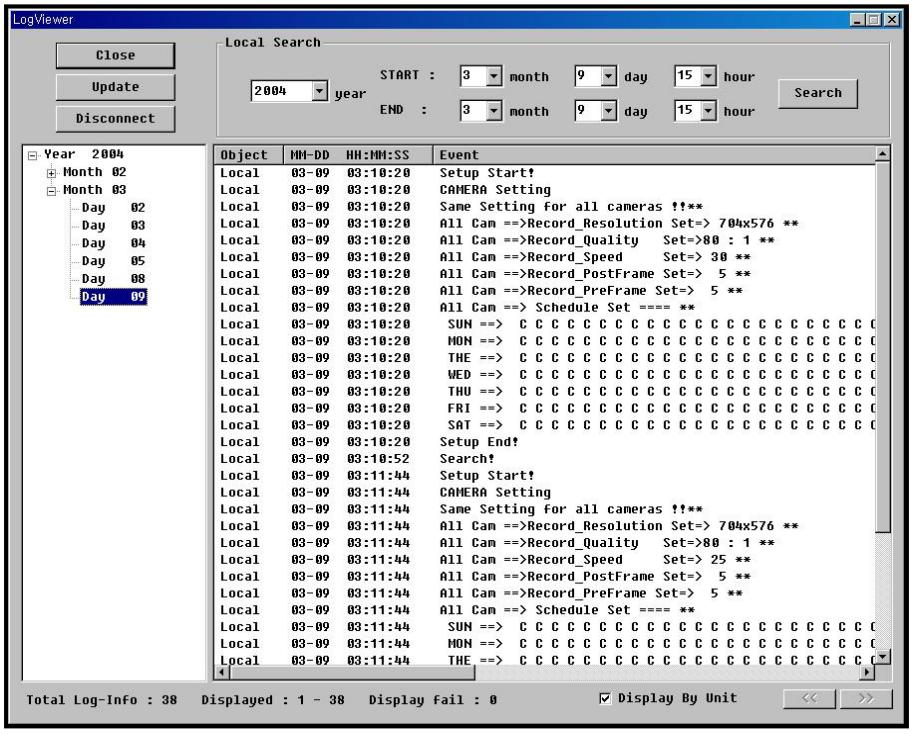
Remote System log view is in the client system and this viewer file located at the HiscoDVR directory in the program folder.





Click the '**Connect**' button on the LogViewer window, connect server list will pop up as shown on the top right. After selecting server, ID/PASSWORD dialog will pop up. After pass the authentication, log viewer will be displayed.

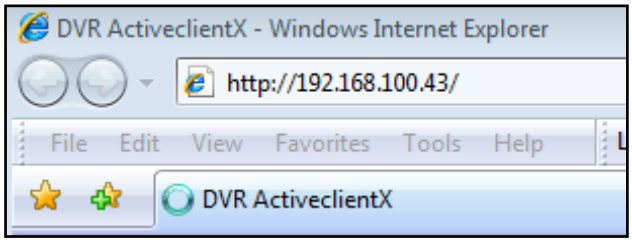
Set date parameter by entering starting date and ending date. Then click '**Search**' button to retrieve any records.



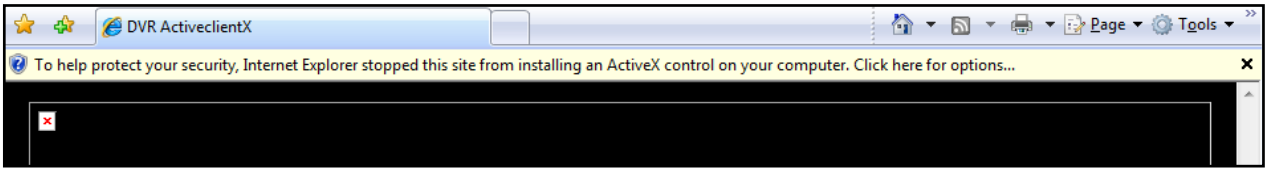
6. CLIENT X 6.0 (WEB CLIENT)

Client X is WEB based Hisco Remote viewing software. User can simply use Internet Explorer to view and search the Hisco DVR. When user connects the DVR for the first time with WEB interface, the ACTIVEX installation pop up appears on Internet Explorer. Follow the instruction.

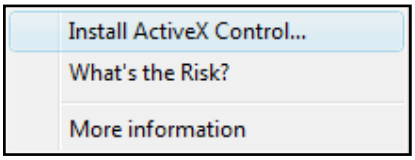
Type IP address or DNS name on Internet Explorer Address and enter. Connecting and downloading necessary files take up to 2 ~ 3 Min.
DO NOT SHUTDOWN THE WEB.
<u>This is one time downloading</u>



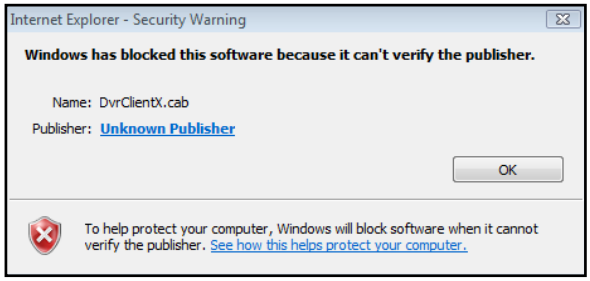
When the files are ready to be installed, Internet Explorer may request user attention.



Clicking the warning bar will provide menu.
Click on Install ActiveX Control.
Installing ActiveX can take up to 2 ~ 3 Min



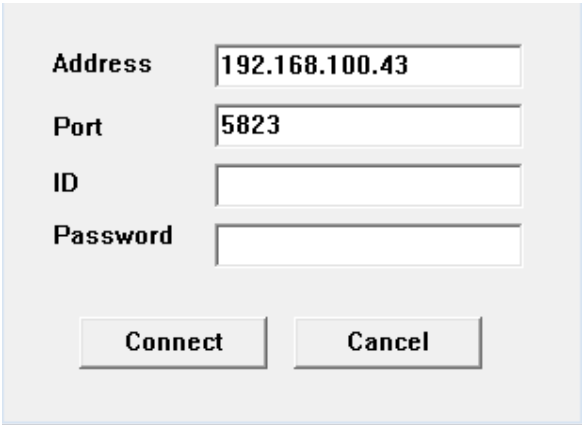
NOTE: User may encounter Security Warning Message saying that the installation is blocked. Then user has to change the Internet option setting. Please see trouble shooting page to resolve this.



When the Active X installation done WEB client interface will appear.

Click Connect button. Then Address and port number will automatically be provided. User can also provide another IP address for connecting other DVR.

Type ID and password and click Connect.



When connection is established, user can view live image same as EyeClient. User can change different camera view and camera number

SEARCH

Click on search button

User can use time bar and calendar to search

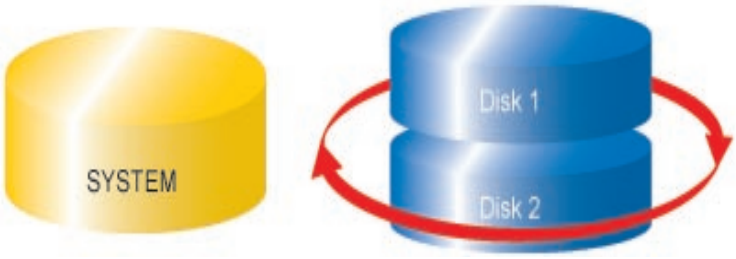
Rests of features are same as DVR search features.

Note:Time out feature

If there is no instraction for 1 min, Client X will disconnect from Server automatically.

7. HISCO DVR MAINTANANCE

It is always important to check the DVR system regularly. Hisco 2000/3000 models implemented RAID structure to improve system reliability and availability. It is strongly recommended to monitor RAID status.

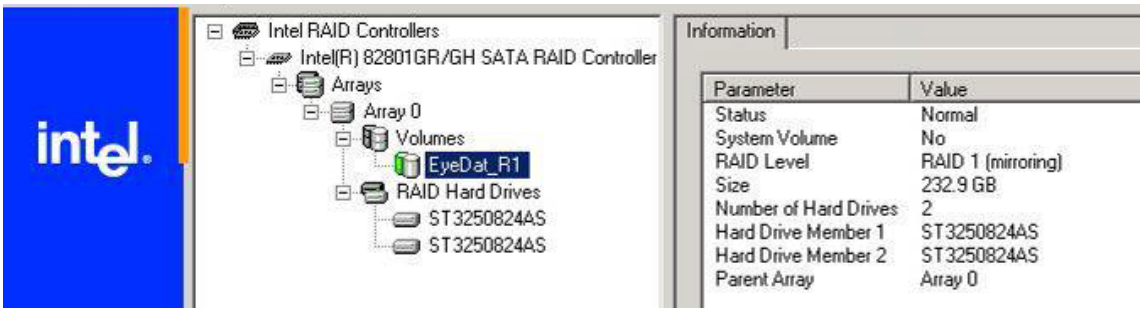


7-1. Monitoring RAID Array

INTEL MATRIX STORAGE CONSOLE (RAID CONSOLE)

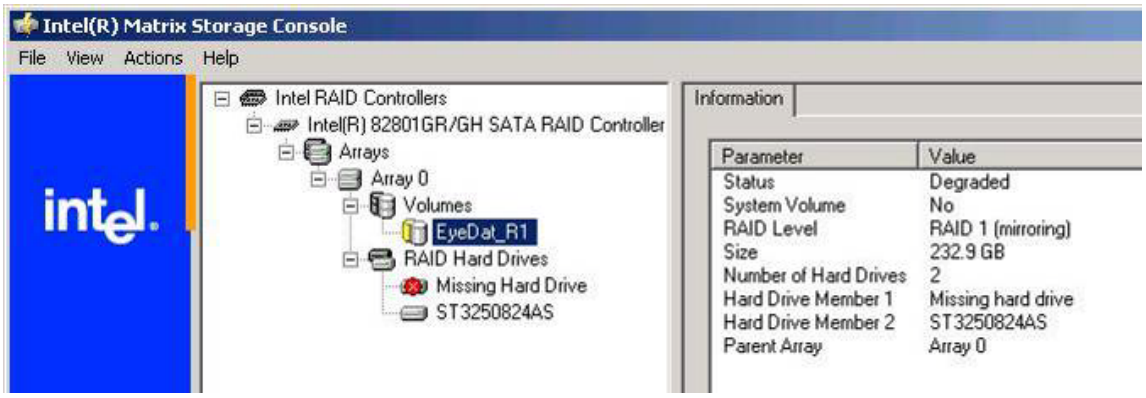
Intel Matrix Storage Console is the software for monitoring and controlling the DVR's RAID system. With this software, you can check, create, and delete your RAID array volume. It is the user responsibility to check your RAID condition regularly to avoid critical data lose.

Double click on the **Intel Matrix Storage console** Icon or press the **F4** key to load the software

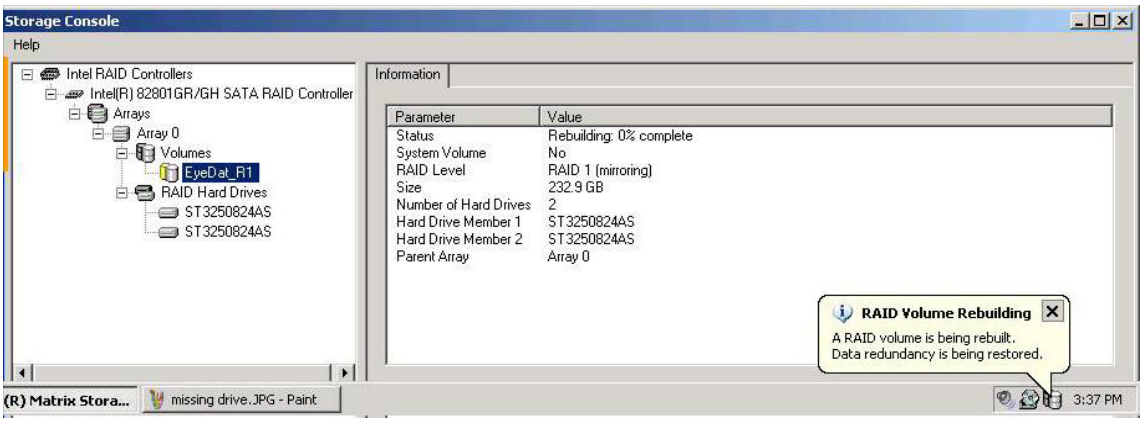


Console shows current RAID volume status with configuration.

7-2. Identifying current Raid array Condition



If one of the hard drives fails or damaged, the console will provide warning as above. The DVR will still be operating. However, it is critical that the defected hard drive have to be replaced.



The RAID system will automatically start rebuilding the array when a new hard drive becomes online. If a new hard drive is inserted, the drive will be listed under Non-RAID hard drive. Right click on the new hard drive and select "Mark As a Spare." Upon selecting drive as a spare, it will start rebuilding the array.

8. TROUBLE SHOOTING

In order to save time, please read the FAQ below when you have any problem with the system.

1) **My DVR doesn't boots up and stays at DOS prompt saying system file is corrupted or missing.**

   a. System has been halted. It may be cause by hard drive corruption by irregular power supply from the wall outlet. Call authorized dealer for repair.

2) **My DVR is not recording some cameras.**

   a. DVR is Windows based system, which requires system refresh at least once a week. Make sure you enabled your DVR for a scheduled reboot once a week on setting. System memory and page files have to be freed once a week in order for system to operate stably.

3) **I have forgotten my user ID and Password.**

   a. If you are using 4.x version of the DVR, you can simply find the ID and Password from the registry.

   b. If you are using 5.x version of the DVR, you will have to delete the entries on the registry. By deleting the registry, you will lose the configurations on the DVR such as schedules, motion, and all other settings. Warning !!! If you are not familiar with Windows registry, please call Hisco authorized dealer or visit our web site to contact us. **www.hiscocanada.com**

4) **When I click the arrow on the PTZ controller pad from Eye Client, the camera pans 180 degree.**

   a. There was a slight problem regarding Pelco D protocol in 5.3.5 version of Eye Client. Version 5.6.X fixes this problem. Please download newer software from the web site (http://www.hiscocanada.com/download.htm)

5) **I have accidentally deleted EyeData in EyeDat folder. Now I see some errors when load an image from search.**

   a. Deleting of Eye data is strictly forbidden. You will lose all or partial data of your image. To fix this problem, contact Hisco Canada or authorized dealers (www.hiscocanada.com)

6) **My Nero software is getting Unexceptional Error whenever it tries to burn a compilation of a CD.**

   a. There was a problem with Nero version 4.x and lower. Reinstalling a newer Nero (5.x or later) will eliminate the problem. Contact Hisco Canada for detailed information.

7) **My Eye Client software is Version 5.6.1 and it doesn't display the remote site images even thought it is connected remotely. All it is displaying is a pink screen on all the camera location.**

a. Monitor refresh rate problem. Set your monitor refresh rate to 60Hz to fix the problem. However, if you are using some other video card beside ATI Radeon or Nvidia Geforce, you will need to contact us and verify it.

8) **My Eye Client software is Version 5.X when I am connected remotely my Eye Client displays black images on all the camera location screens. I have set my monitor refresh rate to 60Hz.**

a. The Eye Client software version is not compatible with the DVR server. If the DVR server is using 5.6.X software, the Eye client has to upgrade as well. The Eye Client won't display the image even though it is connected.

b. Bandwidth Network Condition – Depending on the network condition, it may take some time to bring the images onto the screen. This usually happens when the user loads up Eye Client and tries to connect right away. This delay may be caused by the latency of the packet to travel from the source to the destination. Wait about 20secs and try to refresh the camera by clicking the screen division button

9) **I am using Pelco D protocol for PTZ camera. Whenever I click Auto on the PTZ panel, it starts spinning and tilt upwards.**

a. There was a slight problem regarding Pelco D protocol in 5.3.5 version. Version 5.6.X fixes this problem. Please download newer software from the web site (http://www.hiscocanada.com/download.htm)

10) **I've just received my system but it doesn't work at all.**

a. It happens sometimes because of careless handling. Please take the cover off and then check whether every board has been plugged in properly. I suggest you to check the hard drive first. You are also recommended to check the capture board, CPU and RAM. After this, put the cover back and then turn it on.

11) **The DVR is not recording**

a. When some or all the images are not stored

i. Check all the items in System settings

ii. Check camera connection and power condition

iii. Check the camera recording schedule settings (watch mode is not a recording mode). In addition, check the motion setting. The motion area must be set for the motion mode to be useable.

12) **Remote monitoring on the Client system is not working**

a. Check the DVR system settings.

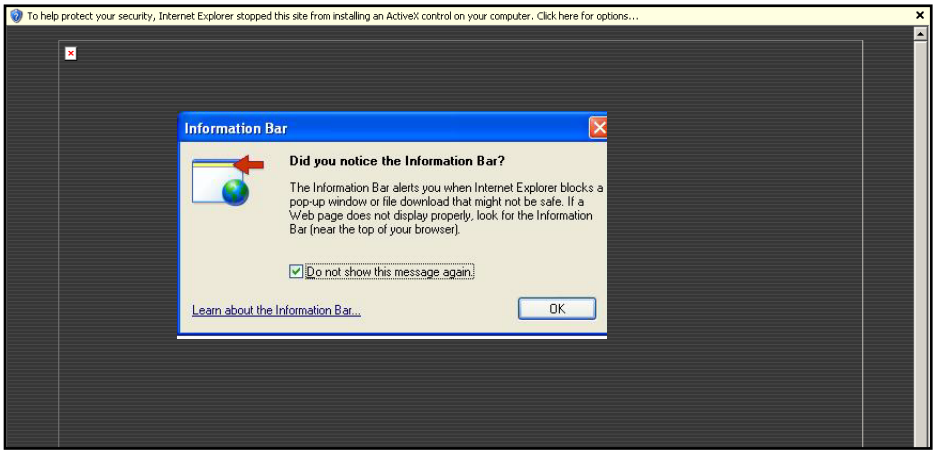
i. Make sure that the network use is selected in the System settings

ii. Make sure that a user id and password has been set in the User setting. By default admin userID and admin password is blocked remotely

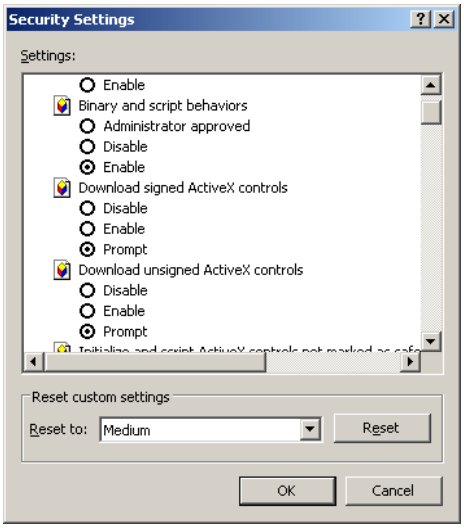
iii. Check that there is network connectivity between the client system and the DVR system (by using the ping command on the dos prompt) and check DVR system ip address (by using ipconfig command on the dos prompt) Port 5823 and 5824 must be unused.

13) I can't access Hisco Active ClientX from http://www.hiscocanada.com/Client nothing happens when I click on clientX.

a. After Microsoft releases Windows Xp Sp2, there has been some security features added on to Internet Explorer to prevent malicious spyware downloaded without your knowledge or permission. Hisco Client X requires downloading and installing the Active X control on your computer. Follow the instruction below in order for Hisco Client X to work properly

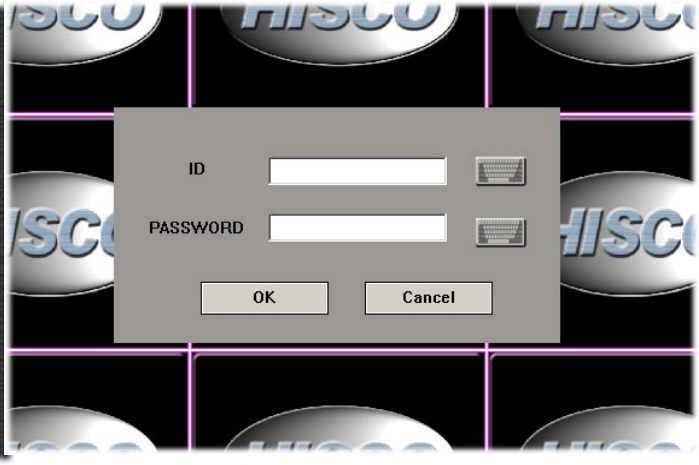


1. Check "Do not show this message again" and click ok
2. If you just click on the bar and try to install the Active X control, you will get the information that Internet Explore has blocked because it can't verify the publisher.
3. Click OK and close the box
4. On the Internet Explore bar, click **Tool,** and select **Internet Options.**
5. At the **Internet Option,** click on the **Security Tab.**
6. At the **Security Tab**, click on the **Custom Level** button.
7. Check Prompt on ***"Download unsigned Active X Control"***
8. Check Prompt on ***"Initialize and script ActiveX controls not marked as safe"***

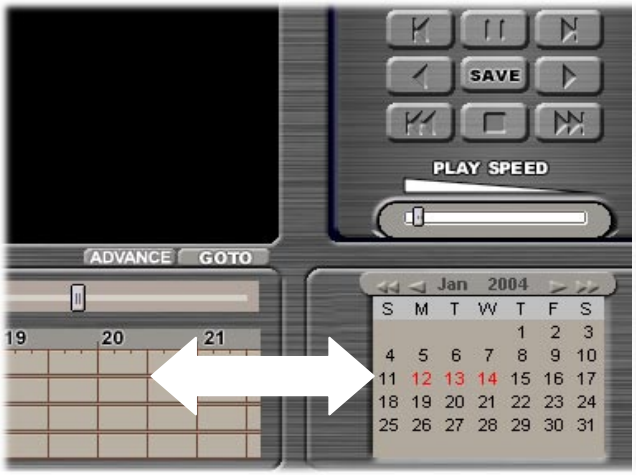


9. CD BURNING with NERO EXPRESS

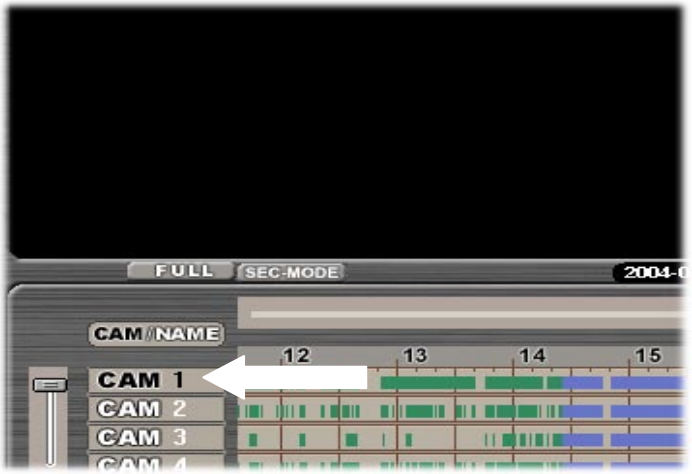
1. FROM THE MAIN MENU CLICK SEARCH



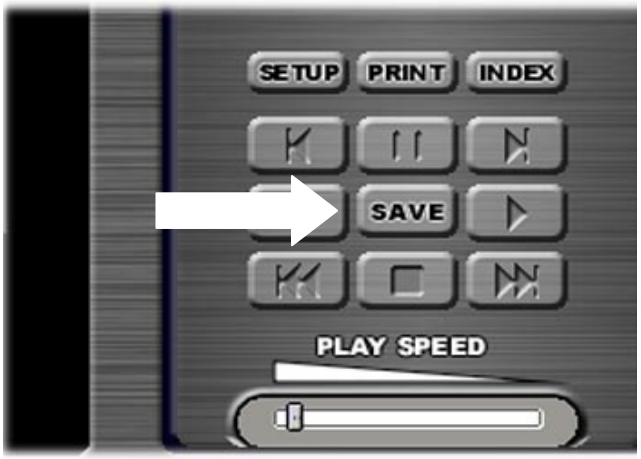
2. TYPE YOUR USER ID AND PASSWORD

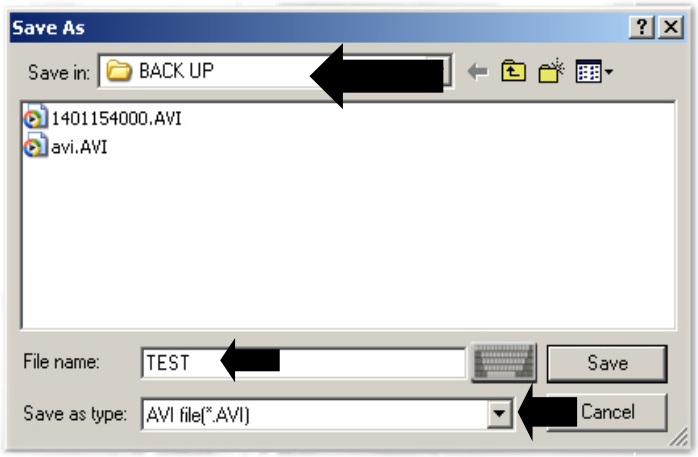


3. SELECT THE TIME AND DATE



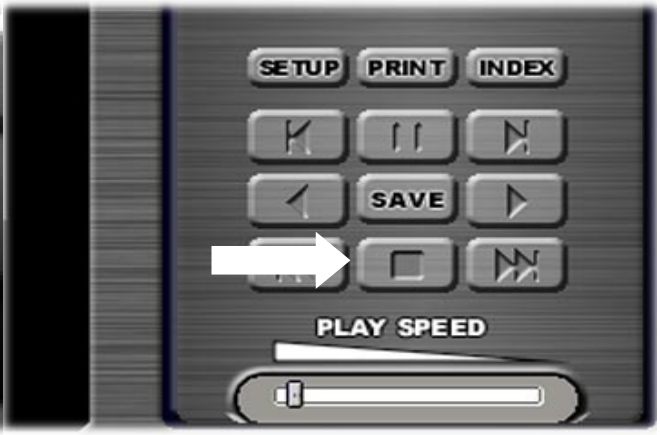
4. SELECT THE CAMERA





5. CLICK SAVE

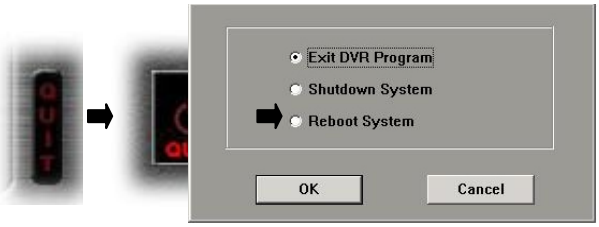
6. LOCATE BACKUP FOLDER IN **D: DRIVE, SELECT A FILE TYPE AS AVI, JPG OR BMP. NAME THE FILE AND CLICK "SAVE" BUTTON**



7. (SAVING AS AVI) NEXT CHOOSE IMAGE QUALITY. WE RECOMMEND USING HIGH AND 1 TO 5 FR/SEC. THEN, CLICK OK

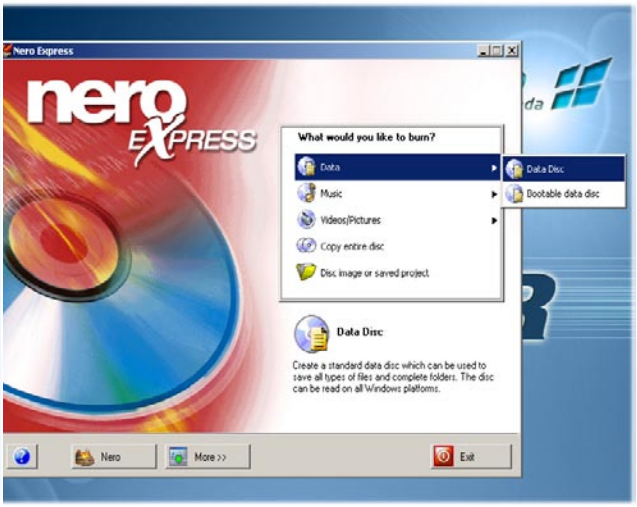
8. (SAVING AS AVI) WHEN THE DESIRED VIDEO HAS PLAYED, PRESS STOP TO STOP EXPORTING AVI.

9. (SAVING AS AVI) AFTER STOP IS PRESSED, YOU WILL SEE “AVI CREATED!!!”

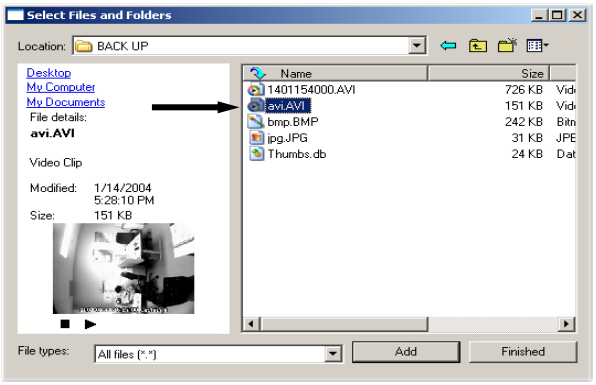


10. QUIT SEARCH AND QUIT DVR PROGRAM BY PRESSING “QUIT” BUTTON. CLICK “EXIT DVR PROGRAM AND THEN “OK”.

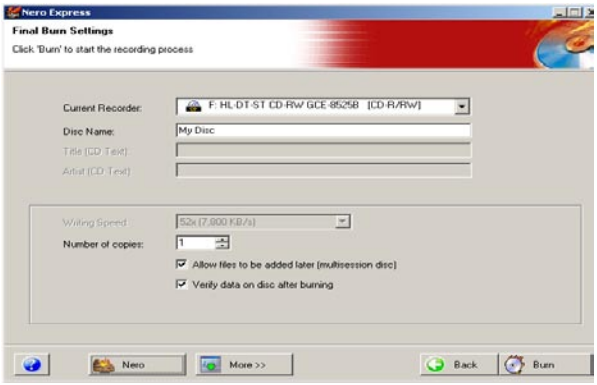
11. DOUBLE CLICK ON NERO EXPRESS SHORTCUT ON YOUR DESKTOP.



12. SELECT DATA – DATA DISK- ADD BUTTON - NEXT



13. SELECT THE SAVED FILE FROM BACKUP (D:). CLICK ADD, CLICK FINISH, AND CLICK NEXT



14. Select the amount of copy you want to make, AND THEN Click BURN. Make sure you have Blank CD in the CD tray.

After burning is complete, Click OK – Click Next and EXIT. Click NO, when it asked you to save changes to ISO.

Once you have finished search and burning, you can now quit to the main menu which will bring you back to live camera view.

Data can be written to CD multiple times until CD reaches the maximum capacity.

Playing Back Video in CD

From any computer that has Media Player (Windows media player 8 or higher is recommended), open the CD drive and double click on the saved video file. Then Windows Media player will open and play the saved video.

10. SECURING HISCO DVR

CAUTION: The DVR unit should be installed in an air conditioned room where the temperature is maintained between 10 and 35 degree Celsius with relative humidity not to exceed 80 percent.

WARNING: All operation system files, application programs, and utilities have been preinstalled on the unit. Do not personally install or use any software, including anti-virus or firewall on Hisco DVR other than those that have been installed at the factory.

WARNING: Do not install any additional hardware on the Hisco DVR.

IMPORTANT: When using the network capabilities of the Hisco DVR, it is strongly recommended that each Hisco DVR be connected to a secure internal network. Do not expose your DVR to a Public such as internet.

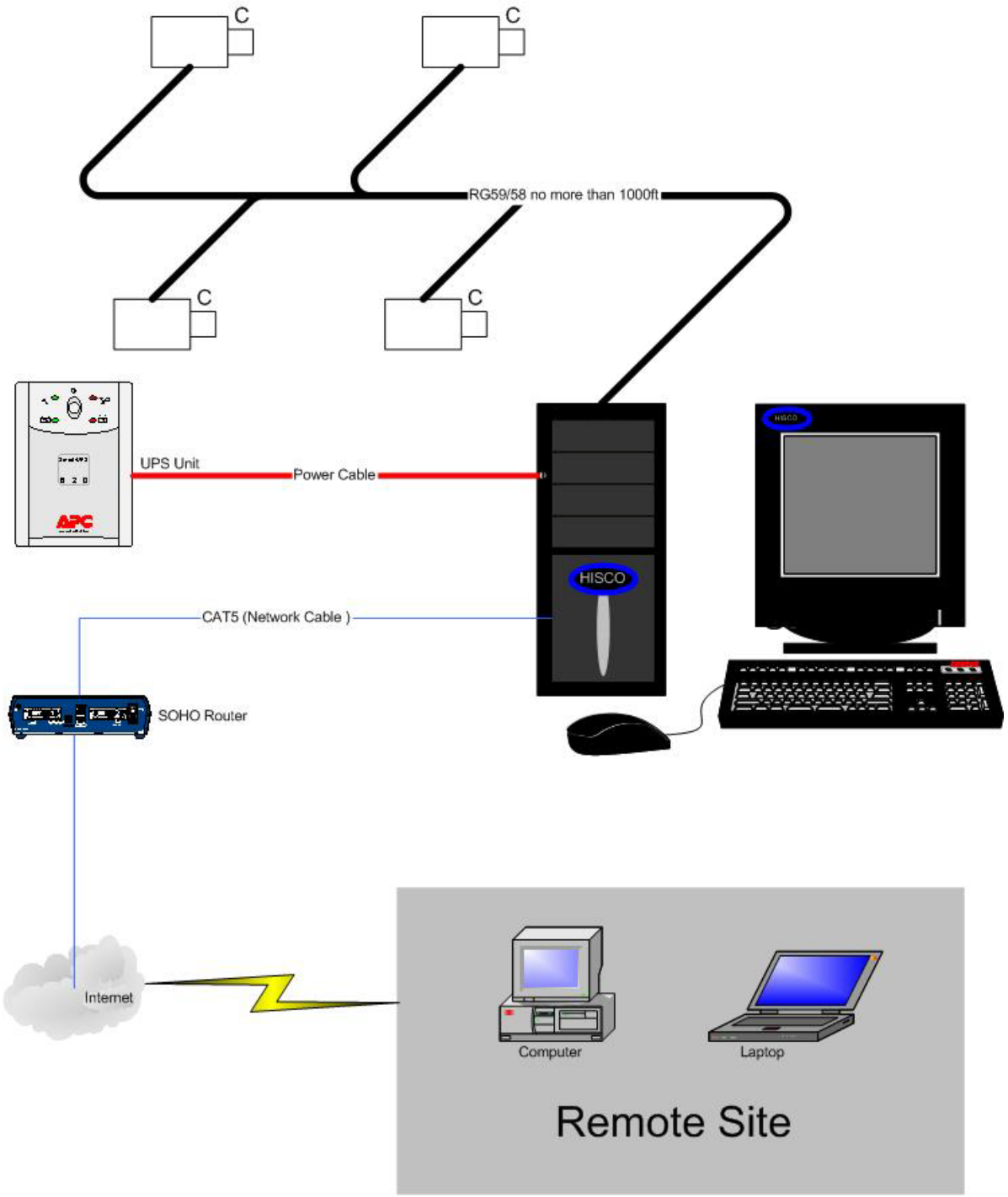
IMPORTANT: It is recommended that the DVR be connected to an uninterruptible power supply (UPS). Sudden power loss and surge can cause serious damage to hard drives and boards

WARNING: Do not directly connect DVR power cord to wall outlet.

IMPORTANT: Default DVR user ID is **"admin"** Password is **"admin"**

Recommended DVR installation diagram

Connecting an Uninterruptible Power Supply



To avoid DVR system failure and maintain reliable operation, it is highly recommended that each Hisco DVR should be connected to a UPS device (not supplied). UPS will supply a limited amount of battery

backup power in the event of a power failure and filter electrical noise from wall outlets. Each DVR should be configured to shut down itself safely in the event of an extended power outage.

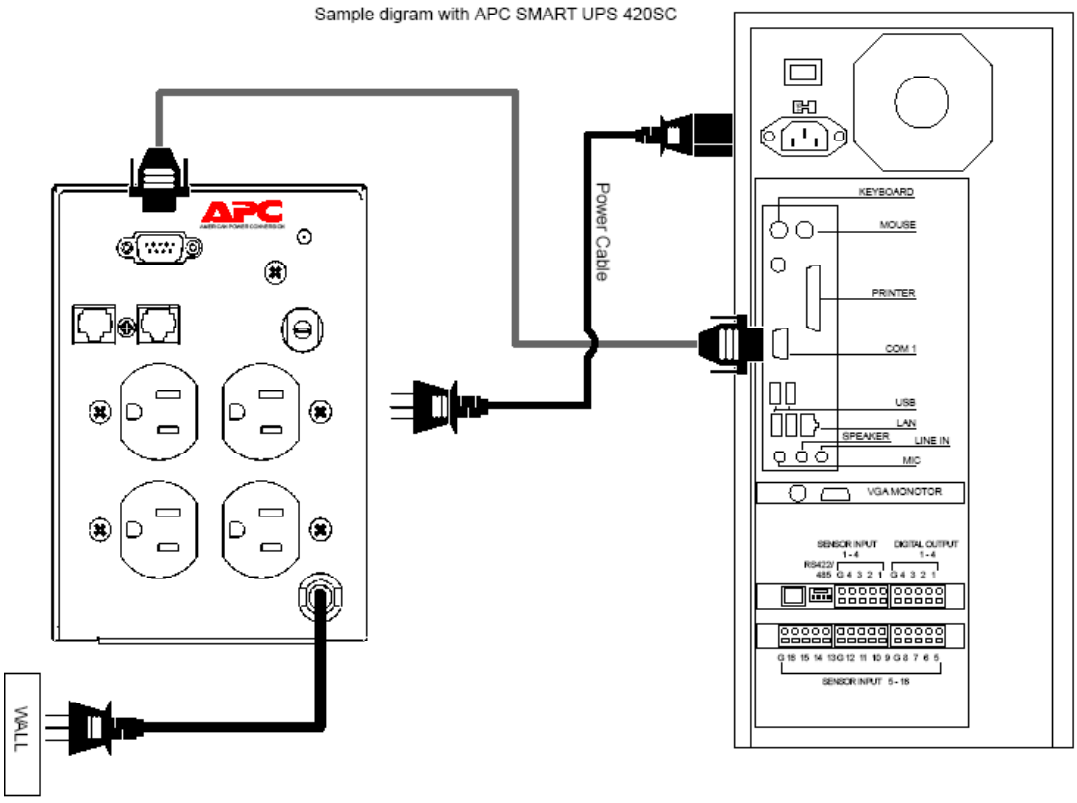
IMPORTANT: Only those UPS device that exhibit the Designed for Microsoft Windows XP and are recommended by Hisco Technologies Canada Ltd.

IMPORTANT: In order to install "**PowerChute Business Edition**" Software, All installation Files and folders in the CD should be copied to C:\program files\<NEW FOLDER>. Then run installation from C:\program files\<NEW FOLDER>

WARNING: ***"WATCH DOG" function should be off from DVR setting***

UPS to DVR communication and Power Connections

1. Shut down the Hisco DVR completely
2. Connect the UPS to the Hisco DVR using a Serial cable which comes with UPS.
3. Connect power cord of the UPS to standard wall outlet.
4. Connect the power cord of the Hisco DVR to UPS
5. Turn the UPS device power switch on
6. Hisco DVR will automatically power up (if not, press power button)



Power Chute Business Edtion

Installation and Configuration Guide

Recommended UPS for Hisco DVR

	Minimum	Recommended	Software
Hisco 1000 Series	APC Smart-UPS SC 420VA 120V	APC Smart-UPS SC 450VA 120V	**PowerChute Business Edtion** (APC Agent, Server, Console) Check the instruction for the Configuration
Hisco 1000 Series with multiple HDDs (up to 400W)	APC Smart-UPS SC 450VA 120V	APC Smart-UPS SC 620VA 120V	
Hisco 2000 Series	APC Smart-UPS SC 420VA 120V	APC Smart-UPS SC 450VA 120V	
Hisco 2000 Series with multiple HDDs (up to 400W)	APC Smart-UPS SC 450VA 120V	APC Smart-UPS SC 620VA 120V	
Hisco 3000 Series	APC Smart-UPS SC 420VA 120V	APC Smart-UPS SC 450VA 120V	
Hisco 3000 Series with multiple HDDs (up to 400W)	APC Smart-UPS SC 450VA 120V	APC Smart-UPS SC 620VA 120V	

Program Content:

PowerChute Business Edition Agent
- Provides UPS status monitoring and, in the event of an extended power outage, system shutdown capabilities for your UPS-protected computers.

- This software must be installed and running at the background on the DVR

PowerChute Business Edition Server
- Used to configure and monitor the PowerChute Business Edition Agents.

- The PowerChute Server gathers information from the PowerChute Agents and provides centralized event tracking, event notification and a single point of contact for the PowerChute Console.

- This software must be installed on the DVR

PowerChute Business Edition Console
- Connects to the PowerChute Business Edition Server to provide the user interface for managing and configuring your UPS-protected systems.

- These software must be installed on the DVR.

Program Installation

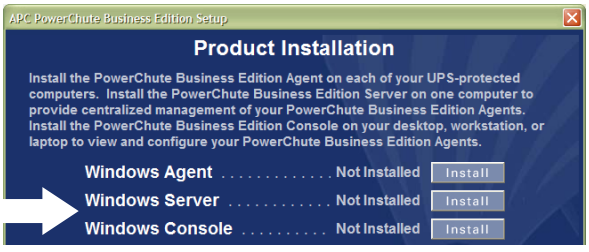
WARNING : Installation from CD is prohibited on Hisco DVR. Create UPS folder in *C:\Program Files* and copy UPS CD content into *C:\Program files\UPS* folder. Run *Setup.exe* files from *C:\Program Files\UPS\windows*.

STEP 1: Install the PowerChute Business Edition Agent

Install the PowerChute Agent to your UPS-protected DVR.

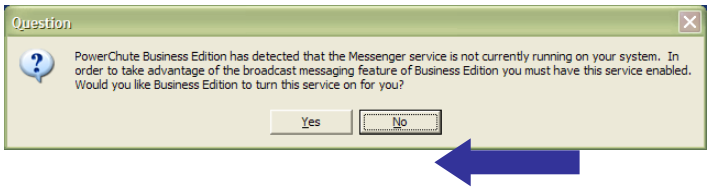
1. Accept the license agreement.

2. Click “No” for enabling Messenger service

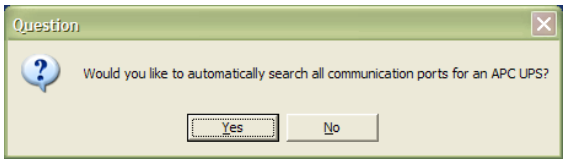


3. Choose the destination location of the PowerChute Agent files to be installed. (Leave it as default)

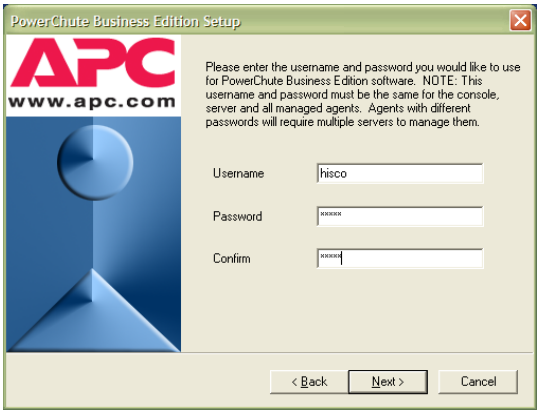
4. Click Yes to automatically detect your attached UPS.



Notes:
*If you click **No** when asked, "Would you like to automatically search all communications ports for an APC UPS," a dialog box appears which you use to select the **UPS type** and **Communication Port** that the PowerChute Agent's host uses.*



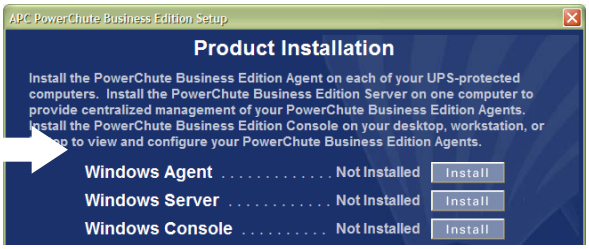
5. Enter a user name and password.



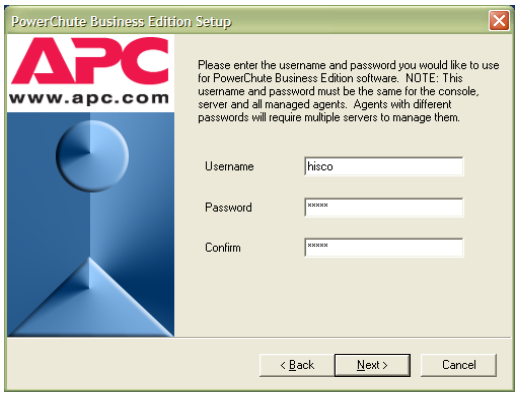
STEP 2: Install the PowerChute Business Edition Server

Install the PowerChute Server on one of your UPS-protected DVR to provide management of your PowerChute Business Edition Agent.

1. Accept the license agreement.

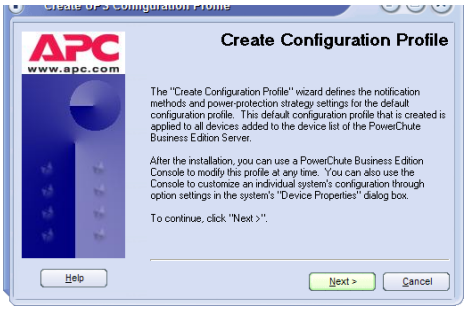


2. Enter a user name and password. This user name and password must be the same as the information chosen in STEP 1: Install the PowerChute Business Edition Agent for your PowerChute Agents.

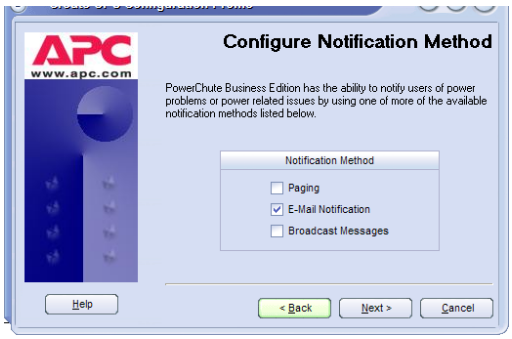


3. Enable **Automatically check for product updates** if you want the PowerChute Server to check periodically with APC for newer product versions. (not required)

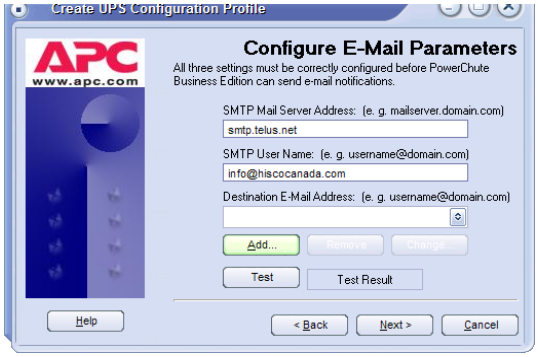
4. Create your configuration profile, the global settings your PowerChute Agent.



5. Configure Notification Method. You have to select at least one method. This instruction will show how to set the Email Notification.



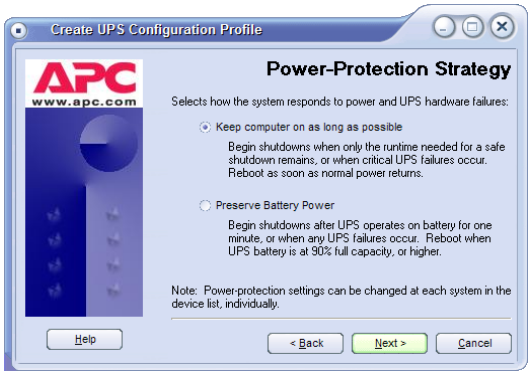
Click on Email Notification and Next



1. Assign your Smtp Mail server Address. (For telus: smtp.telus.net. For Shaw: shawmail)

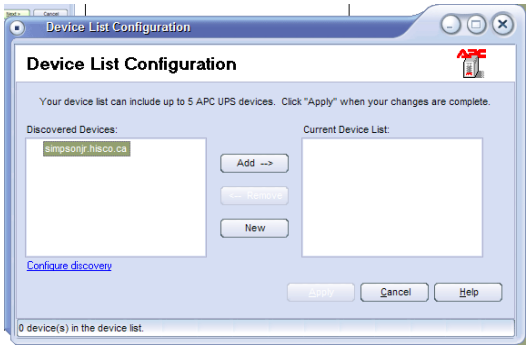
2. Type your SMTP account name.

3. Click Add and type the destination Email Address

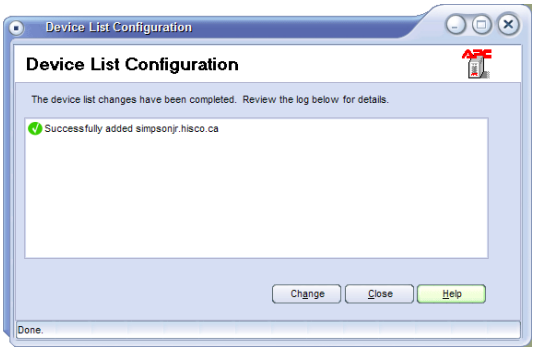


Set the Power Protection Strategy as "Keep computer on as long as possible" and complete the profile

6. Configuring Device



Select the PowerChute Agents to be managed by the newly installed PowerChute Server. Select the Agents on the left and click **Add.** Then click **Apply.**



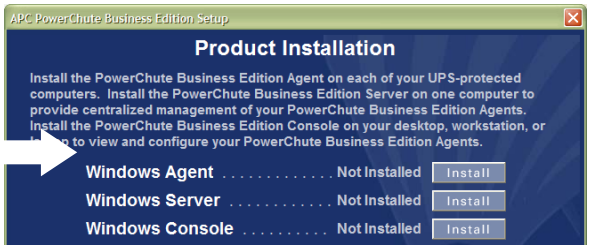
After a few second you will see the Device is enlisted. Click Close to complete

Note:
The "Device List Configuration" dialog box automatically discovers PowerChute Agents on the local network segment.

STEP 3: Install the PowerChute Business Edition Console

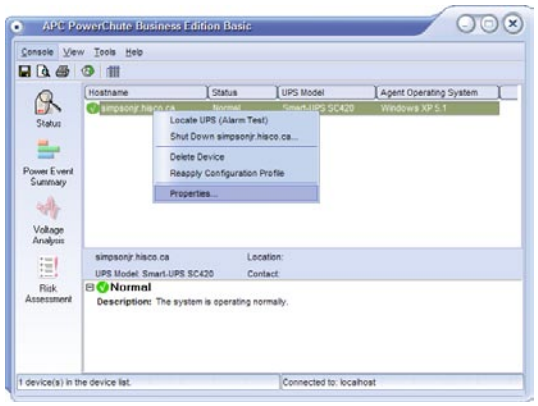
Accept the license agreement

Install the PowerChute Console on the DVR.

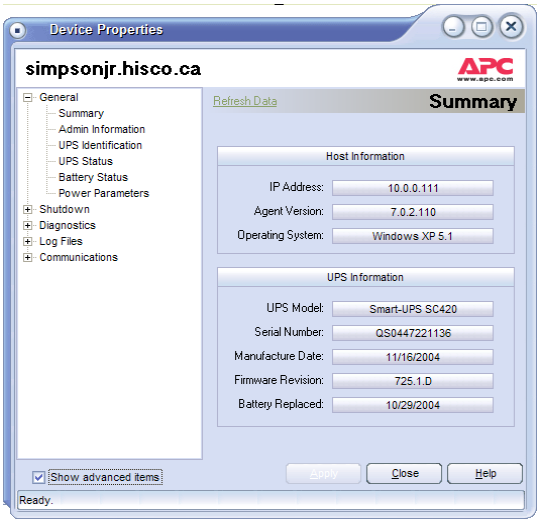


Power Chute Business Edition Configuration

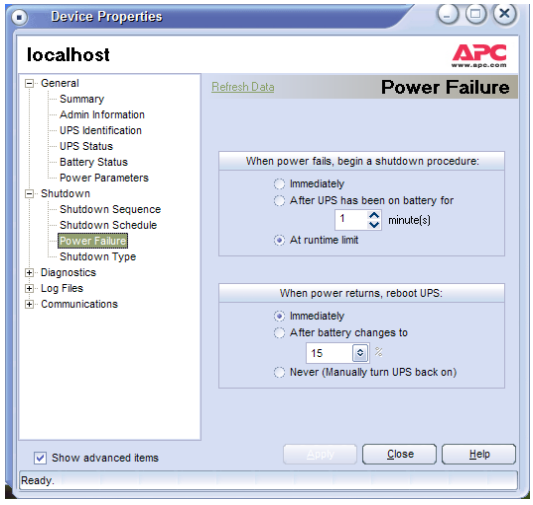
Type the User Name and Password you have created. And Click on **"Connect"**



Right Click on your DVR and select **Properties.**

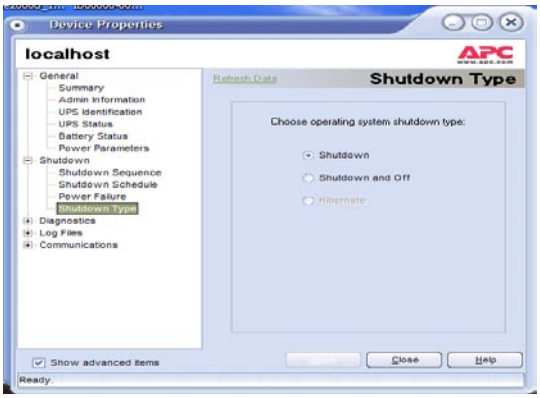


Click on the **"Show advanced Items"** to see more detailed information



Expand "**Shutdown"** category and select **Power Failure**.

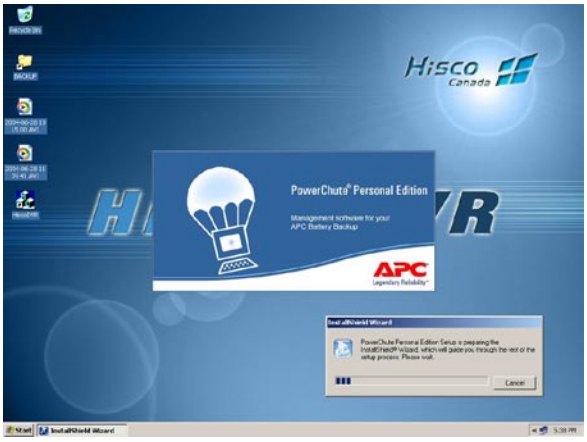
Set **"At runtime limit"** for Shutdown procedure.
Set **"Immediately"** for reboot UPS.



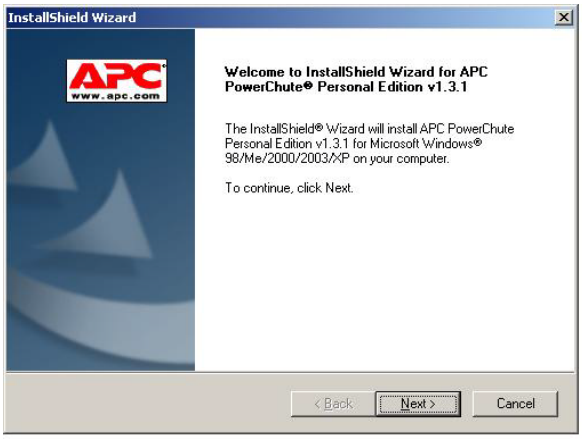
Shutdown Type should be set as **"SHUTDOWN"** Click **Close** to complete the configuration

Power Chute Personal Edition (APC backup UPS)

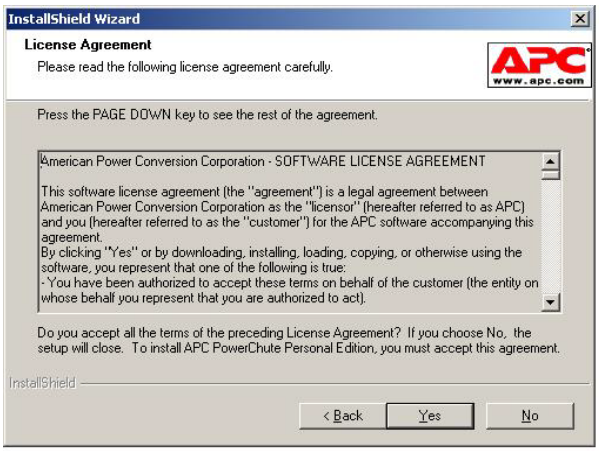
USB cable must be connected between DVR and UPS unit.
DVR Power cable must be connected to <u>Battery Backup</u> side of UPS unit.



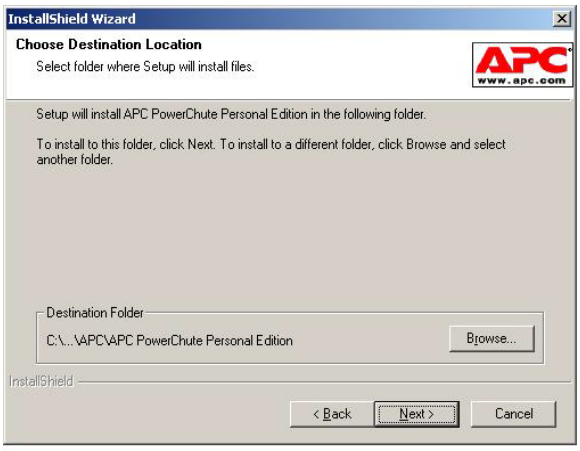
Insert Power Chute CD into CD tray, and then execute SET UP file from CD.(This might start automatically if the auto run is enabled)



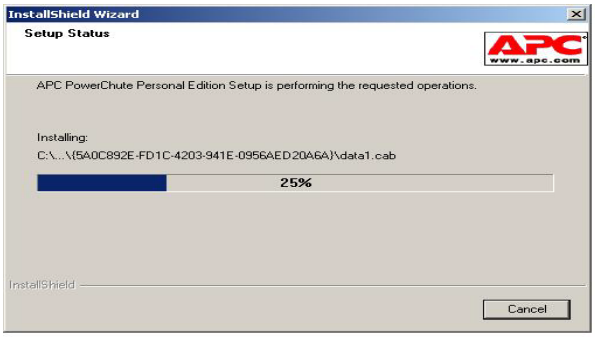
When you see the welcome screen, click next to proceed



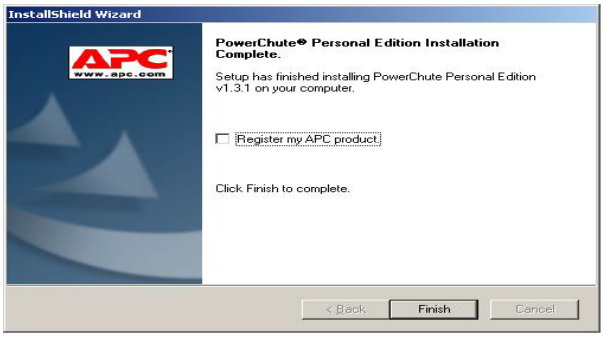
At the license agreement windows, click yes



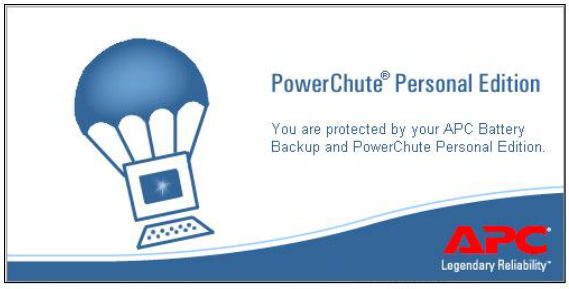
Keep the default destination directory, and then click next.



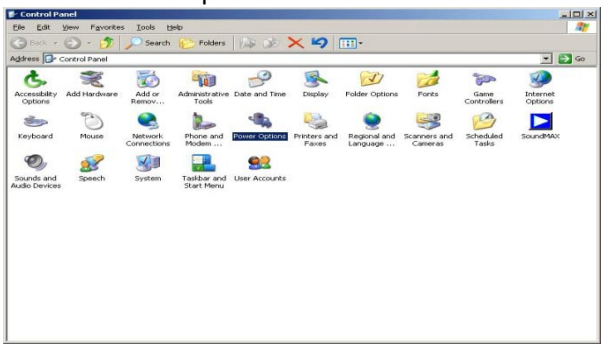
You will see the installation process.



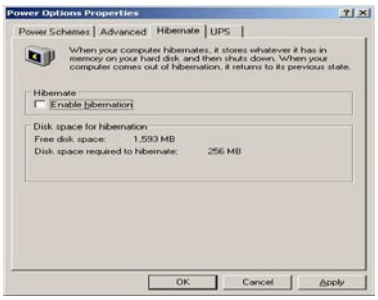
You can register your UPS system. Click finish to complete the installation



Once the installation is done, you will see the loading screen like above

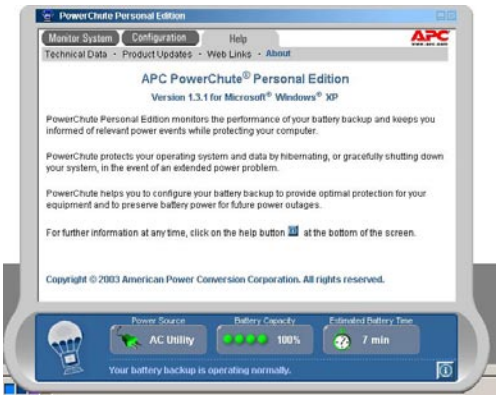


After installation, go to Power options in Control Panel



Click on Hibernation tab, and disable hibernation by un-checking the box

You will see the Power Chute icon at notification area. Double Click the icon to run Power Chute Management Console.



This is the main screen from Power Chute. You can see the status of your UPS system

Move your mouse pointer to Configuration tab, and click on RUN TIME tab. You will see the Run time Option. It should be set to **"Keep my computer on as long as possible"** It will keep the DVR running until 5 min of battery time remaining.

In order to shut down DVR properly and restart it when the power comes back on, the setting should be same as above. The **hibernation** should be disabled, and Power Chute configuration should be set to **keep DVR unit on as long as possible.**

WARNING: Please make sure the APC software takes over the control of the Power option of system. Follow the below procedure to verify current status.

1. **Go to control panel and open power option**
2. **If the power option shows Two mode (Battery mode and AC Mode) on Power scheme tab, and has Alarm Tab, it is indicating the APC power Chute is not properly controlling the Battery backup of APC UPS**

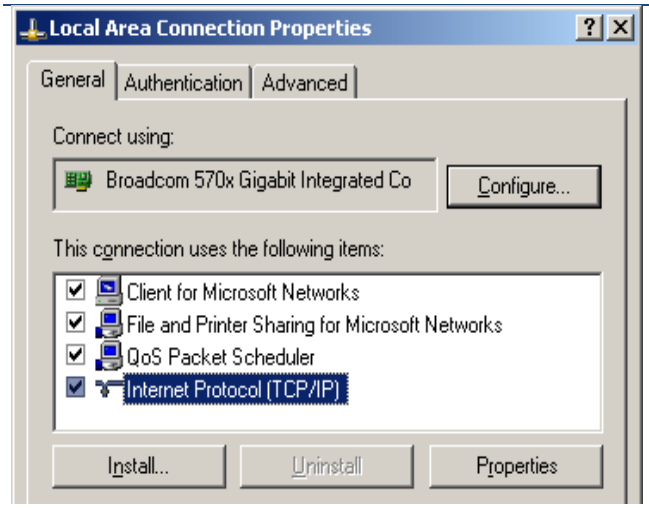
   It sometimes requires restarting unit several times in order for APC Power Chute to take over the control from Windows. Restart the system until you do not see those options from Power option of control panel

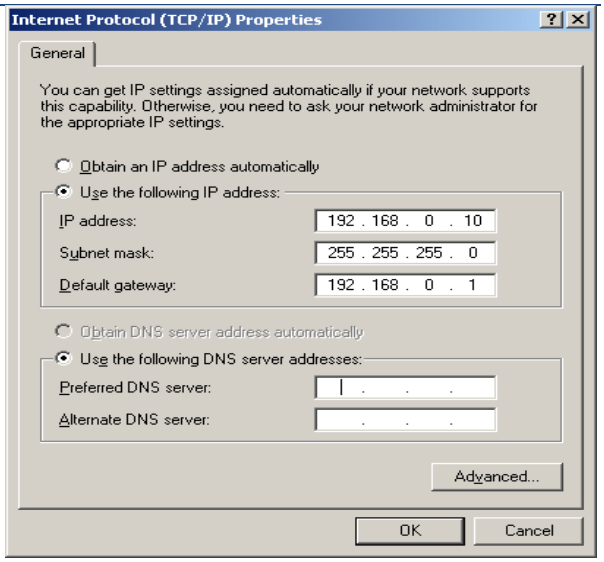
Connecting DVR to the Network

It is strongly recommended not to connect the DVR on Public network. To avoid virus and many other malicious attacks to the DVR, it should be connected to a safe internal network.

The DVR has to be assigned an internal static IP address in order to connect the DVR from a Remote site. If the DVR has dynamic IP address, the IP address will change frequently. Since router needs to forward specific packets to an internal IP address of the Hisco's DVR system with specific port range, the internal IP address of the DVR should be same all the time.

Assigning static Internal IP address to DVR





1. Click on start and go to control panel
2. Double click on network connection
3. Right click on Local area connection and click properties
4. Double click on **Internet Protocol(TCP/IP)**
5. Assign your internal static IP address and default gateway. The subnet mask will be filled automatically according to your IP address. (If your network is using specific subnet mask, ask your network administrator for detail)
6. Click OK to complete configuration

NOTE: Most small office routers give out an IP address in the 192.168.X.X network range. Most often those routers provide an IP addresses dynamically from 192.168.X.100 to 192.168.X.200 to computers that are setup to obtain an IP address automatically. (Refer to router user manual for detail) DO NOT ASSIGN DVR IP ADDRESS WITHIN THAT RANGE.

Port Forwarding

Hisco DVR uses 2 different ports to communicate with Eye Client. Those ports are **5823** and **5824**. These ports have to be forwarded at the router to Hisco DVR, so that router can pass these packets to the DVR.

Firewall

It is not recommended to install 3rd party firewall software on Hisco DVR since all resources must be utilized by DVR application.

When you are using Eye Client from your home PC with firewall (zone alarm, easy alarm, sygate etc) program installed, you will need to re-configure the firewall setting or turn it off, so that Eye Client can communicate with Hisco DVR server.

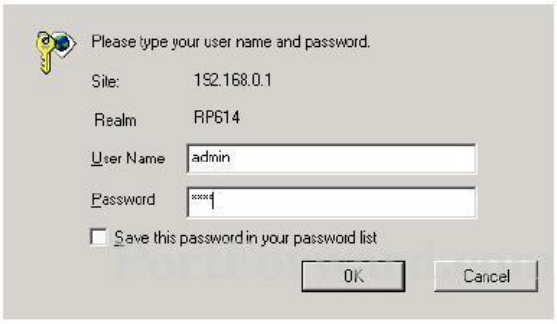
Router Port Fowarding Sample (NetGear)

Model Number : **NetGear RP614**

Step 1:
To setup port forwarding on this router your computer needs to have a static ip address. Take a look at our Static IP Address guide for your router.

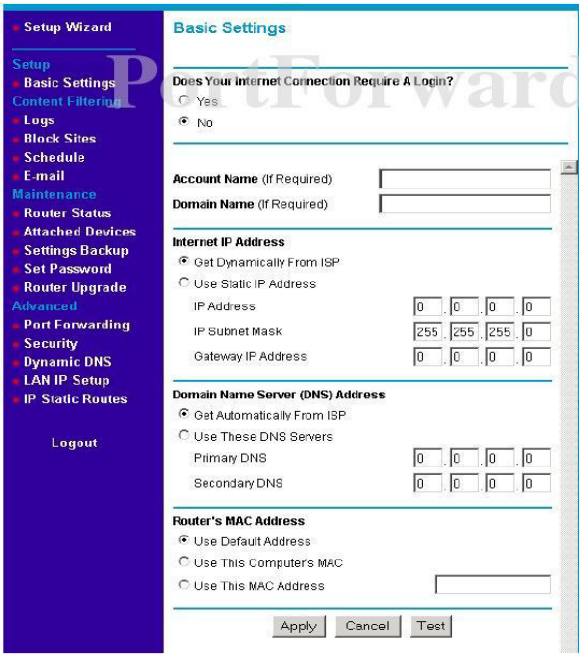
Step 2:
Open a web browser. In the address bar type the ip address of your router. This ip address is **192.168.0.1** by default. Press **enter**.

Step 3:
You should now see the Setup Wizard, and it should be prompting you for a Username and a Password. By default this username is **admin** and the password is **password**.

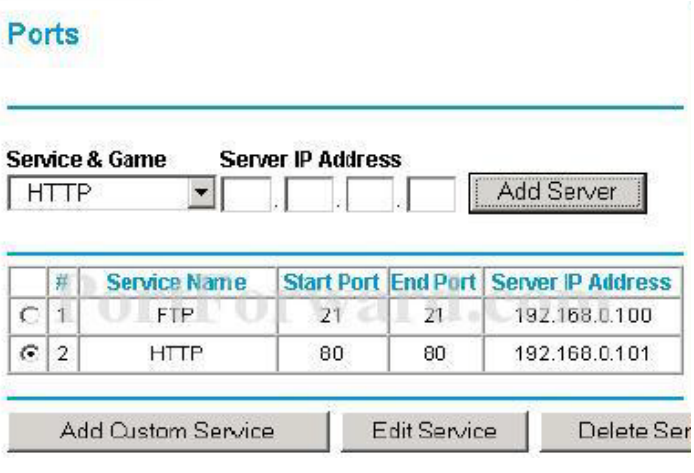


Step 4:
The basic settings window show now be visible.

On the menu bar to the left under **Advanced** click **Port Forwarding**.



Step 5:
You should now be at the Port Forwarding menu as shown below.



First lets go ahead click **Add Custom Service**. On this menu you can list a range of ports. Lets do that now.

a. **Start Port** box should be 5823
b. **End Port** box should be 5824
c. Now enter the ip address (DVR static ip address) you want to forward these ports to in the **Server IP Address** box. Type a name for the service, and then click **apply**.

Step 6:
You should now be back at the Port forwarding menu. Verify that your new service is listed in the table of forwarded ports.

Step 7:
Click **Logout** on the left hand side to exit from your router.

Router Port Fowarding Sample (Linksys)

Port Forwarding Linksys BEFSR11

Step 1:
To setup port forwarding on this router you computer needs to have a static IP address.

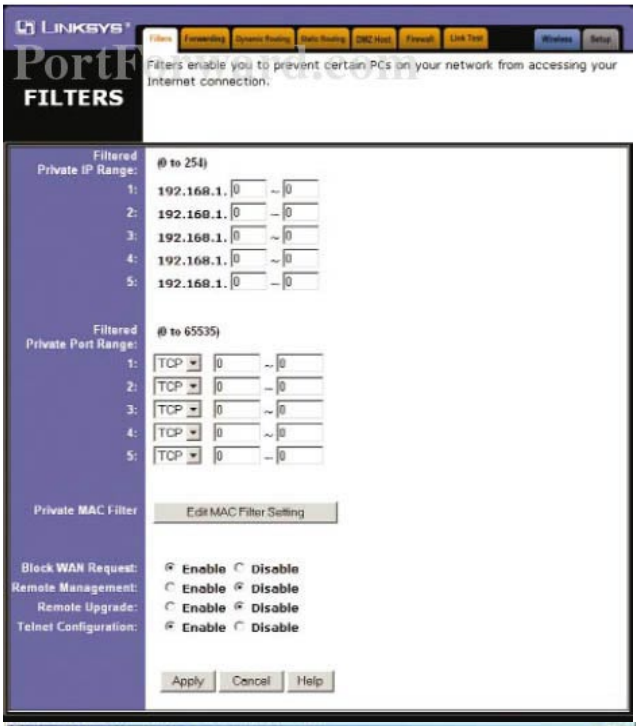
Step 2:
Log in to the Router's Web-based Utility. (This is usually done by opening your web browser, entering 192.168.1.1 in the Address field, and pressing the Enter key.) You should see the following screen.

Step 3:
By default the username is blank, so just leave the Username box empty. Go ahead and enter the password in the password box. The password is admin by default. Click the Okay button at the bottom of this screen. This will take you to something like the following menu.

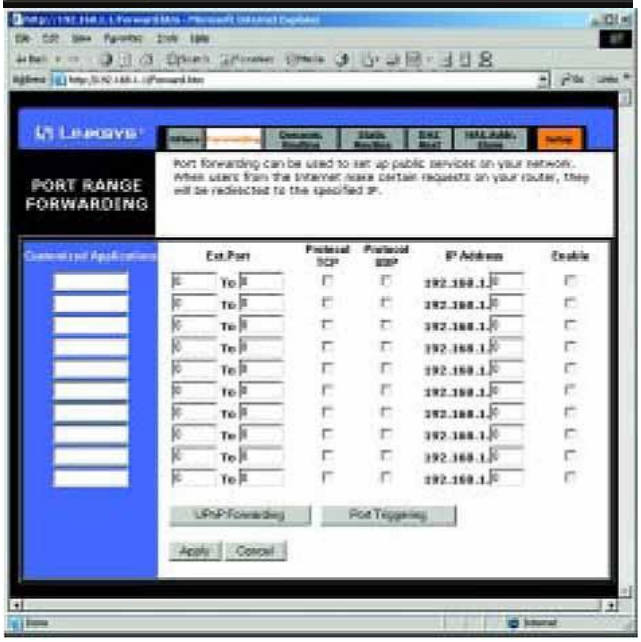
Step 4:
In the upper right of this menu you will see an orange Advanced button. Clicking this button will cause the menu options at the top of your screen to change. Go ahead and click it now.

Step 5:
You should now be on the Filters tab at the top of your screen. If you look close to the bottom of this page, you will see a Block Wan Request radio button. This button needs to be set to disabled. Click the Apply button to save the changes you made on this page.

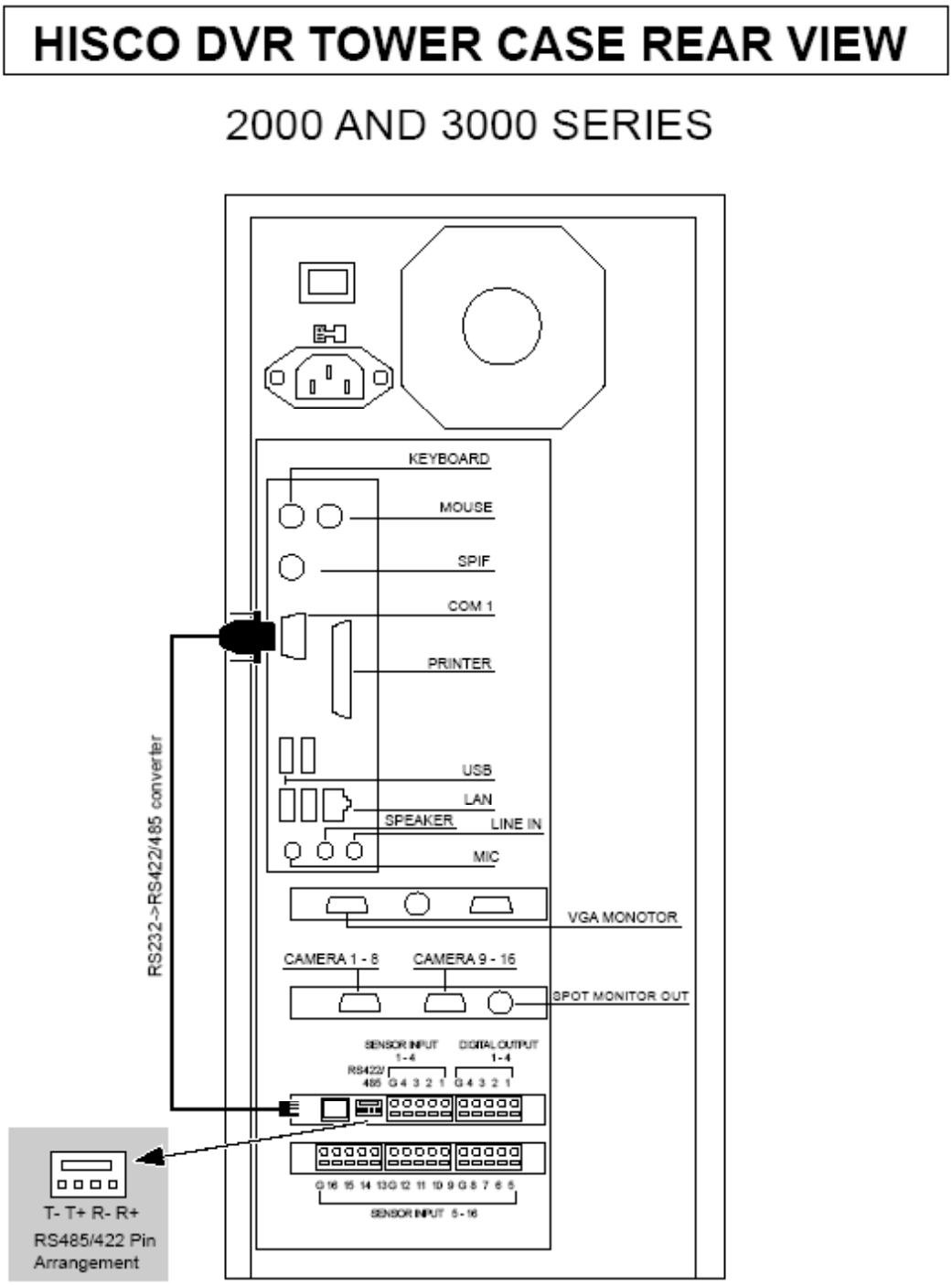
Now click the Forwarding button at the top of the page.



Step 6:
On the left hand side put the name of the application you are forwarding ports for in the Customized Application box. In the Ext. Ports box put 5823 to 5824. Check the protocol type TCP. In the IP Address box, enter the IP address of the DVR (static IP address) to forward the ports to. Click the Enable check box on the right hand side. Click Apply at the bottom of your screen to save your changes.

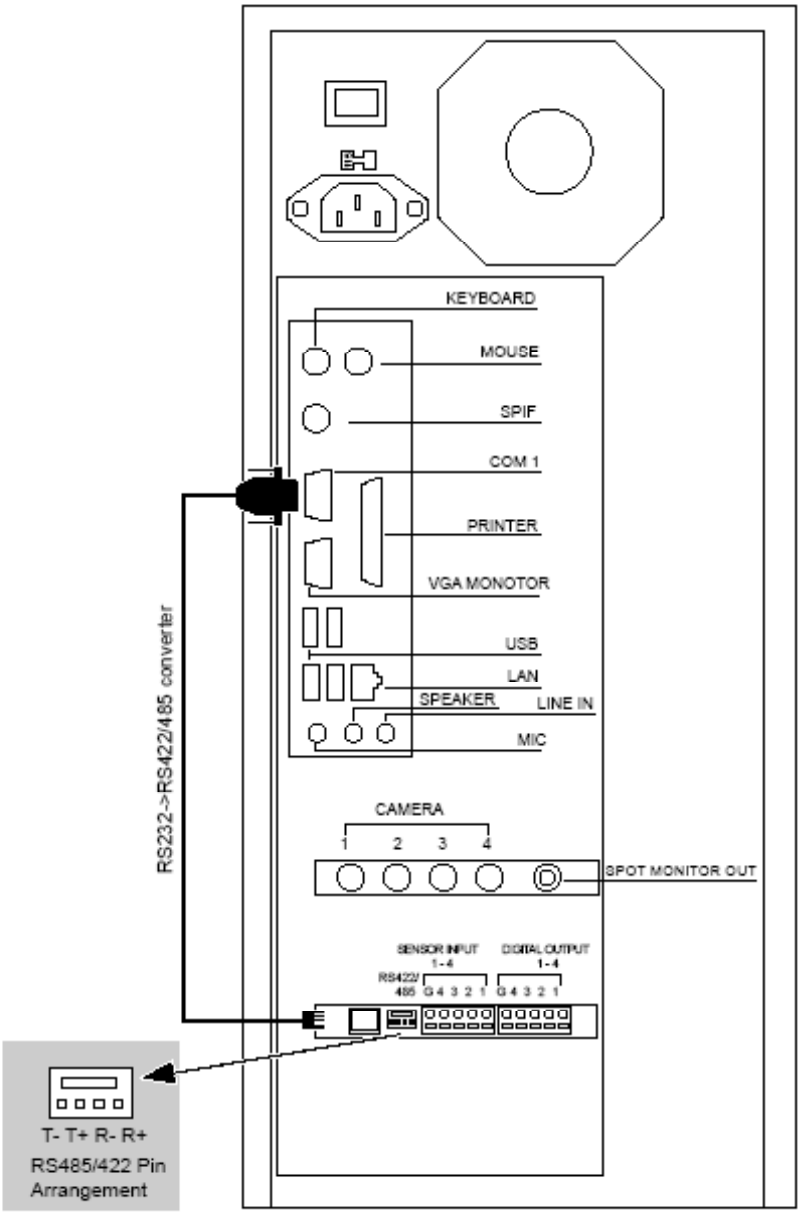


9. APPENDIX


HISCO DVR TOWER CASE REAR VIEW
2000 AND 3000 SERIES
KEYBOARD
MOUSE
SPIF
COM 1
PRINTER
USB
LAN
SPEAKER
LINE IN
MIC
VGA MONOTOR
CAMERA 1 - 8
CAMERA 9 - 16
SPOT MONITOR OUT
SENSOR INPUT 1 - 4
DIGITAL OUTPUT 1 - 4
RS422/485
SENSOR INPUT 5 - 16
RS232->RS422/485 converter
T- T+ R- R+
RS485/422 Pin Arrangement

HISCO DVR TOWER CASE REAR VIEW

HISCO DVR 1030T



WARRANTY

Hisco Canada will repair or replace, without charge, any merchandise proved defective in material or workmanship for a period of two year after the date of shipment.

If a warranty repair is required, the Dealer must contact Hisco Canada at (604) 421-0675 to obtain a Repair Authorization number (RA), and provide the following information:

1. Model and serial number

2. Date of shipment, P.O. number, Sales Order number, or Hisco Canada invoice number

3. Details of the defect or problem

All goods requiring warranty repair shall be sent freight prepaid to

Hisco Technologies Canada Ltd.
Unit 165, 5489 Byrne Road
Burnaby, BC, Canada, V5J 3J1

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Hisco Canada's liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to Hisco Canada for such Products.

If there is a dispute regarding the warranty of a product which does not fall under the warranty conditions stated above, please include a written explanation with the product when returned. Method of return shipment shall be the same or equal to the method by which the item was received by Hisco Canada.

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Unit 165, 5489 Byrne Road
Burnaby, BC, Canada, V5J 3J1