

HISCO

DIGITAL VIDEO RECORDER

USER'S MANUAL

DVR VERSION 5

Copyright and Important Information

Copyright

The contents of this manual may not be copied or reproduced in any manner or form without the prior written consent of Hisco International Co., Ltd.

Trademarks

Hisco® is a Hisco International Co., Ltd.

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.

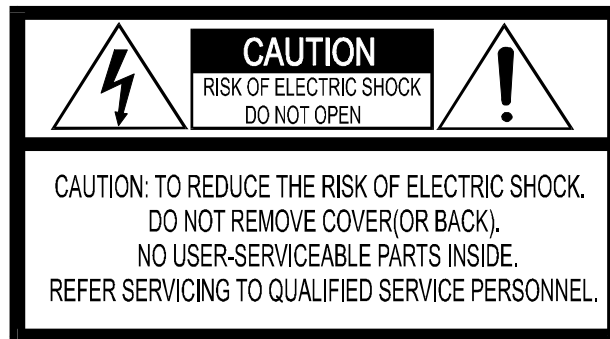
When unpacking your digital recorder, check for missing or damaged items. If any item is missing, or if damage is evident, DO NOT INSTALL OR OPERATE THIS PRODUCT. Contact your dealer for assistance.

Warnings

WARNING

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 DVRs:

- 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 expose to rain or water. The unit is not designed to be waterproof
- A UPS is used with the Hisco DVR unit to protects DVR from surges, spikes, lightning and other power disturbances

 **Note** : A UPS must be used to comply with our warranty

Installation and Proactive Steps

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's DVR comes with a System Recovery Floppy 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 recovery 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 into the floppy slot.
2. When the recovery is done please remove the floppy from the floppy slot.

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.
11. **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 HDD are partition 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.) About 650MB of space is allocated to Drive D:
- 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.

Table of Contents

COPYRIGHT AND IMPORTANT INFORMATION	2
WARNINGS	2
INSTALLATION AND PROACTIVE STEPS	3
IMPORTANT SAFEGUARD.....	5
IMPORTANT NOTICES	6
TABLE OF CONTENTS	7
 CHAPTER 1. INTRODUCTION TO HISCO DVR SYSTEM	 9
DVR SYSTEM FEATURES	10
DVR SYSTEM SPECIFICATION	11
SUPPLIED ACCESSORIES	12
 CHAPTER 2. DVR SYSTEM SETUP.....	 13
SYSTEM SETTING.....	14
CAMERA SETTING.	17
MOTION DETECTION SETTING.	19
SENSOR AND DIGITAL OUTPUT SETTING	20
USER SETTING.....	22
ALARM SETTING.	24
BASIC CONFIGURATION SETTING.	26
BUILDING FILE SYSTEM.	28
 CHAPTER 3. USING DVR SYSTEM	 30
OPERATIONAL MODES.....	31
SCREEN MODES.	34
COLOR AND PAN/TILT FUNCTIONS.	37
USING ALARM NOTIFICATION.....	38
USING THE EYELOGVIEWER.	39
OTHER FUNCTIONS.	40
SEARCH AND RETRIEVE RECORDED DATA.	42
ADDITIONAL SEARCH FUNCTIONS.	46
ADVANCED SEARCH	51
USING THE DVR IMAGE VIEWER	53
 CHAPTER 4. USING BACKUP PROGRAM	 55
MANUAL BACKUP	56
USING A BACKUP VIEWER	59
SCHEDULE BACKUP.	62

Table of Contents

CHAPTER 5. USING EYECLIENT PROGRAM.....	65
CLIENT PROGRAM SETTING.....	67
REMOTE MONITORING	71
CLIENT PROGRAM BASIC OPERATION	72
SEARCH ON THE CLIENT.	77
REMOTE CONTROL.....	79
CLIENT BACKUP	81
ALAM RECEPTION FUNCTION.....	86
SYSTEM LOGVIEWER FROM CLIENT SYSTEM	87
CHAPTER 6. TROUBLE SHOOTING	89
CHAPTER 7. CD BURNING INSTRUCTION	94
CHAPTER 8. SECURING HISCO DVR	99
CONNECTING UNINTERUPT POWER SUPPLY	102
CONNECTING DVR TO NETWORK.....	112
APPENDIX	118
DVR MAIN SYSTEM SETUP MENU MAP	119
CLIENT SYSTEM SETUP MENU MAP.....	123
2000 AND 3000 SERIES REAR VIEW	124
1000 SERIES REAR VIEW.....	125
WARRANTY INFORMATION.....	126

1

Introduction to DVR System

Chap 1. *DVR System Introduction*

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 and MPEG4 base Wavelet or MPEG4, Motion-JPEG compression and recording directly on to Hard Drive.
- Display Screen: Full screen, 4, 6, 9, 10, 16 split screen.
- Easy selectable for recording image resolution: 320x240, 640x240, and 640x480
- Color Quality control: brightness, contrast, saturation, Hue, sharpness.
- Multiple recording:
 - Mounting maximum 16 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 CD-RW, DVD-RAM 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.

Chap 1. *DVR System Introduction*

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 Input Port 1 camera up to 16 channels (NTSC/PAL)
- Analog output Port Hisco-1000 series: 1 spot output (default)
Hisco-2000 series: 1 spot output (default)
Hisco-3000 series: 1 spot output + 1 split out (default)
- Monitoring Speed Max. 480fps (Real-time display by Hardware) with
16 cameras (3000 series, NTSC)
Max. 400fps (Real-time display by Hardware) with
16 cameras (3000 series, PAL)
Max. 30fps (1030), 60fps (2060), 120fps (2120),
240fps (2240), 480fps (2480) with 16 cameras (NTSC)
Max. 25fps (1030), 50fps (2060), 100fps (2120),
200fps (2240), 400fps (2480) with 16 cameras (PAL)
- Recording Speed Max. 30fps (Hisco-1030, 3030) with 16 cameras (NTSC)
Max. 60fps (Hisco-2060, 3060) with 16 cameras (NTSC)
Max. 120fps (Hisco-2120, 3120) with 16 cameras (NTSC)
Max. 240fps (Hisco-2240, 3240) with 16 cameras (NTSC)
Max. 480fps (Hisco-2480, 3480) with 16 cameras (NTSC)
Max. 25fps (Hisco-1030, 3030) with 16 cameras (PAL)
Max. 50fps (Hisco-2060, 3060) with 16 cameras (PAL)
Max. 100fps (Hisco-2120, 3120) with 16 cameras (PAL)
Max. 200fps (Hisco-2240, 3240) with 16 cameras (PAL)
Max. 400fps (Hisco-2480, 3480) with 16 cameras (PAL)
- Compression Method Motion-JPEG, Wavelet
- Compression Ratio 8~12KB (320X240 on MJPEG compression), 2~5KB (on
Wavelet compression)
- RECORDING Resolution NTSC, PAL: 320x240, 640x240, and 640x480
- Screen Division 1, 4, 6, 9, 10, 16
- Recording Schedule By Camera & Time, Continuous, Motion detection,
Sensor relayed, Event
- S/W Motion Detection Function built in the program

Chap 1. *DVR System Introduction*

- Pre/Post Alarm recording function built in the program
- Pan/Tilt Zoom in/out control Function built in the program
- Remote Transferring Function Acceptable for PSTN, LAN
- Remote Transferring Speed PSTN 1~2 frame/sec / LAN max 25frame/sec
(Basis on 320x240 Wavelet)
- OSD Function Camera location name, Recording status
- Alarm In/Digital Output 16 sensor input / 4 digital output ports type,
- Multi Tasking Providing access to Monitoring, Recording, Searching,
simultaneously.
- Backup Function Manual Backup by using DVD RAM or CD-RW, USB HDD
Scheduled Backup available
- Remote Access Remote Monitoring, Remote Search, Remote setup,
Remote Backup

1-3.PROVIDED COMPONENTS

- DVR system consists of:
 - ▶ DVR Installation CD contains the following
 - ▶ DVR Main software
 - ▶ DVR Client software
 - ▶ DVR Board Device Driver
 - ▶ Nero Burning Software
 - ▶ User's Manual file (Acrobat PDF type)
 - ▶ Keyboard, Mouse and power cord
 - ▶ Recovery Floppy and Windows XP CD
 - ▶ Camera Input BNC connector (Tower model) and accessories

2

Setting up DVR System

Chap 2. *Setting up DVR System*

Hisco DVR surveillance program starts automatically once the system powers up.



By clicking SETTING button, user can configure DVR's Global Setting.



2-1.SYSTEM SETTING

In SETTING, user can specify which cameras to be used, enable/disable network, enable/disable Pan/Tilt control, enable/disable Watch-dog function, and initial screen split mode etc

If a user clicks the SETTING button user authentication prompt will be displayed.

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

Click **OK**.

Default ID: admin

Password: admin

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

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

Chap 2. Setting up the DVR System

- **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)
- **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.

Chap 2. *Setting up the DVR System*

- **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).
To view full screen, select full screen check area.
 - 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.
- **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.

Chap 2. Setting up the DVR System

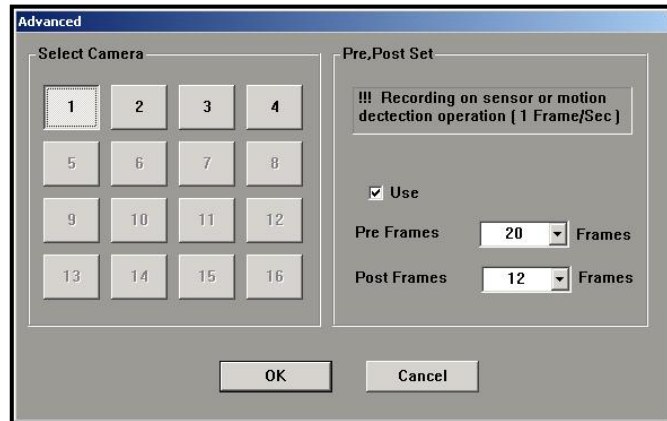
2-2.CAMERA SETTING

In camera setting, users can specify status of each camera, recording schedule, camera location, P/T/Z setting, and pre/post recording.

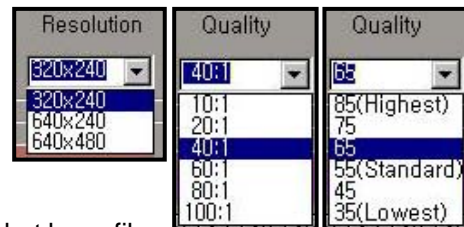
- **Select Camera:** Select the camera to configure.
- **Location:** Name each camera. (Max.15 characters)
- **Pan/Tilt:** Enable/disable P/T/Z control.
Clicking "use" allows a user to setup the PTZ camera's type and protocol, communication port parameter.
 - Select the control type (Panasonic, vicon, 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

- **Pre Frames:** Pre event recording frame rate: 1 frame ~ 60 frames
- **Post Frames:** Post Alarm recording frame rate: 1 frame ~ 60 frames

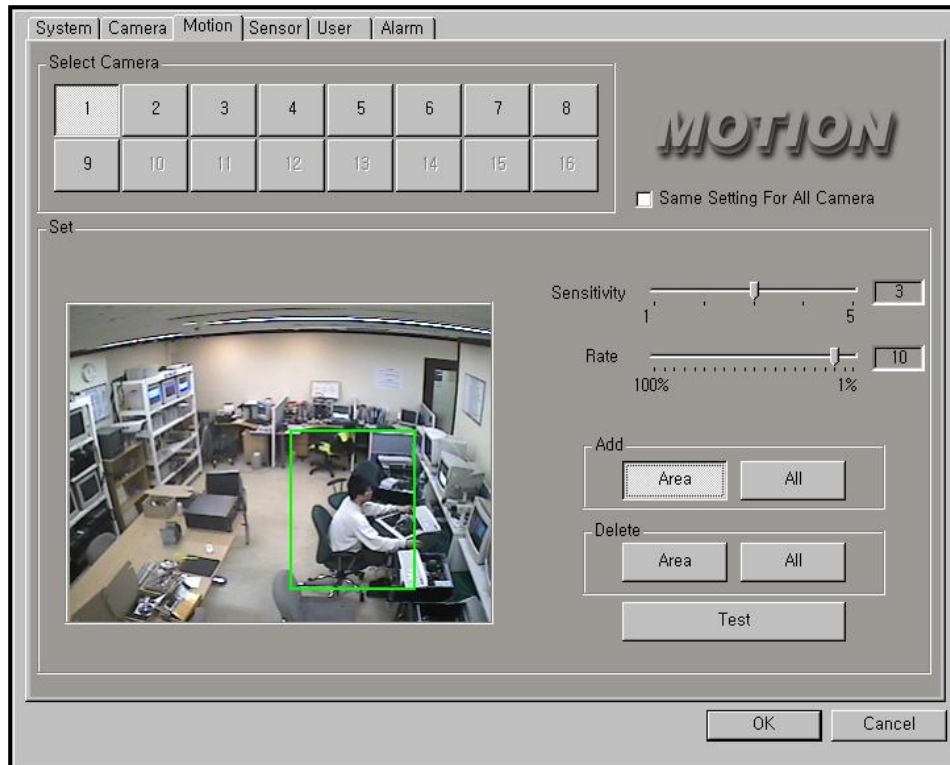


- **Record:** Specify the recording image resolution, quality (compression ratio), recording speed.
- **Resolution:** Specify the recording resolution.
Select the resolution for each camera:
320x240, 640x240, 640x480 (NTSC,PAL)
(NOTE: 640X480 resolution will result in large file size)



- **Quality:** Specify the recording image quality:
Wavelet 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 frame rate.
Select the frame rate for each camera: **1 frame/sec ~ 30 frame/sec**
- **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)

Chap 2. *Setting up the DVR System*



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, every camera will have the same setting (motion spot, sensitivity, and rate).
- **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% ~ 100%. "1%" is most sensitive and "100%" is 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.

Chap 2. *Setting up the DVR System*

2-4.SENSOR & OUTPUT SETTING

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

- **Select Sensor:** Select installed sensor (Selected sensor, user to setup a sensor type, co-work camera, co-work output Relay or Digital out) 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

Chap 2. *Setting up the DVR System*

- **Select Digital Out:** Select installed Digital Out (1 – 4) to be triggered.
- **Select Digital In:** Select installed Sensor input (1 – 16).

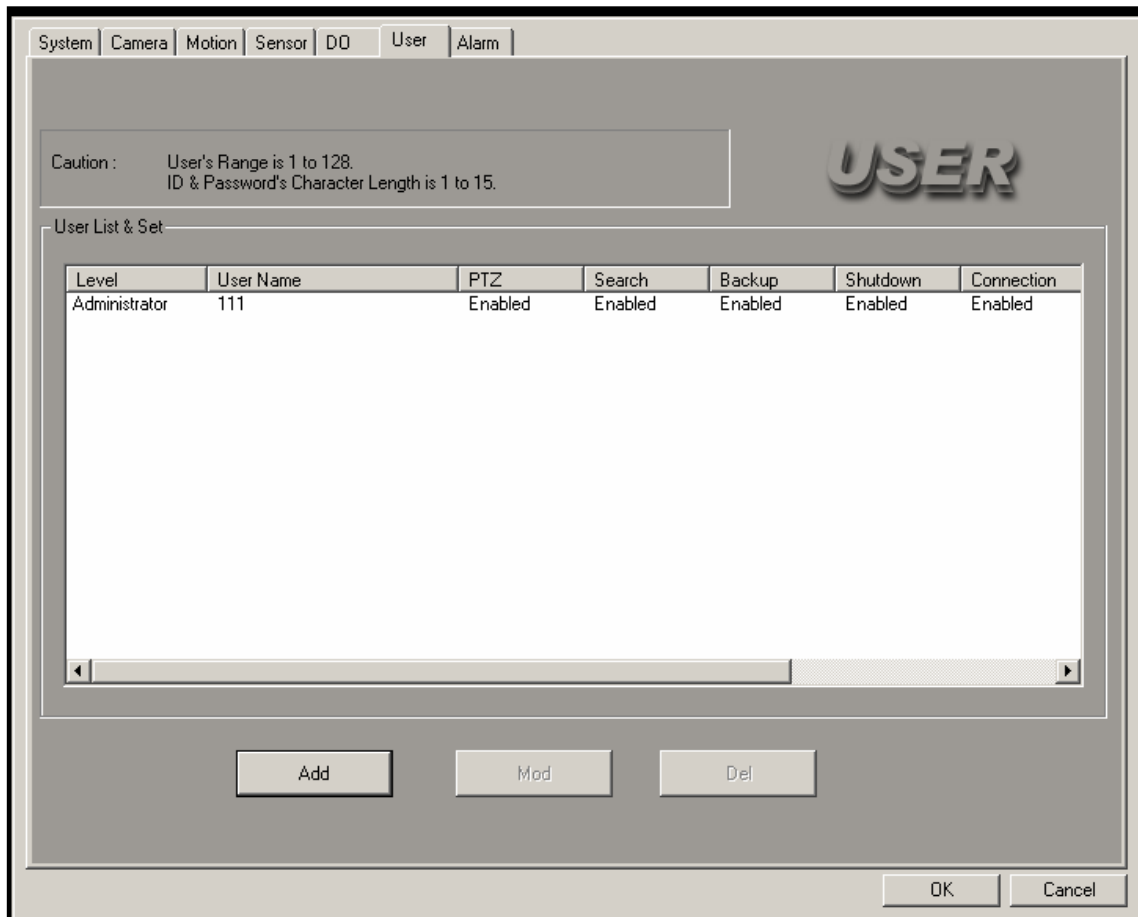


- **Manual DO:** Manually activate Digital Out.
- **Schedule DO:** Schedule to activate Digital Out at a certain time
- **Relay DI:** Assign a camera that would record, when sensor is triggered
- **Dwell time:** Assign a relay output to be activated when sensor is triggered. Also setup digital output dwell time

Chap 2. *Setting up the DVR System*

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.

Chap 2. *Setting up the DVR System*

- To add a user, click **ADD** button and Add or Modify User window will appear. (see picture on the right)

- Type User ID and Password,
- Select Level and Authority.

User can only watch

Power User has limited privilege

Administrator has full privilege

- **Level & Authority:** Enable/Disable following feature to Power Users.

Local: PTZ, Search, Backup, Shutdown

Remote: Connection, PTZ, Search, Backup

- **Hide Camera to Remote User**

Click "Use" and select cameras hide remotely to the user for viewing with client software.

Add&Modify User

User

ID

Password

Confirm

Level

Level_Authority

Local

☐ PTZ

☐ Search

☐ Backup

☐ Shutdown

Remote

☒ Connection

☐ R-PTZ

☐ R-Search

☐ R-Backup

Hide Camera to Remote User

☐ Use

1 2 3 4 5 6 7 8

OK Cancel

Chap 2. *Setting up the DVR System*

2-6.ALARM SETTING

Alarm feature alerts users locally and remotely when event (motion or sensor) occurs by focusing on an alarmed camera.

The screenshot shows the 'Alarm' configuration window. At the top, there are tabs: System, Camera, Motion, Sensor, User, and Alarm. Below the tabs is a 'Select Camera' section with buttons numbered 1 to 16. To the right of these buttons is a large 'ALARM' graphic. Below this is the 'Alarm Schedule' section, which includes a dwell time slider set to 5 seconds, with 'Use' and 'UnUse' buttons. Below the slider is a weekly schedule table. The table has columns for days of the week (Sun-Sat) and hours (0-23). The 'A' (Alarm) status is indicated by yellow cells. For example, on Monday, the alarm is active from 9 AM to 5 PM. Below the schedule table are 'Sound' and 'Connection' checkboxes, both of which are checked. To the right of these is a 'Connect List' section with 'Add', 'Mod', and 'Del' buttons. The 'Connect List' table shows a single entry: Type: Lan, ID: 192.168.0.1, PORT: 5824. At the bottom right are 'OK' and 'Cancel' buttons.

- **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.

Chap 2. *Setting up the DVR System*

- **Sound:** enable/disable beeping sound when alarm is triggered. Click to use
- **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.
See page 67 and 85 for working with client.
Click to use.
- **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)

The screenshot shows the 'Add Alarm Network Notify' dialog box. At the top, the title bar reads 'Add Alarm Network Notify'. Below it, the 'Network' section has two radio buttons: 'LAN' (selected) and 'DIAL'. Under the 'LAN' section, there are two input fields: 'IP' and 'Port'. The 'IP' field is empty, and the 'Port' field contains the value '5824'. Under the 'DIAL' section, there is a 'NUMBER' input field which is also empty. At the bottom of the dialog, there are two buttons: 'OK' and 'Cancel'.

This screenshot is identical to the previous one, but the 'IP' field under the 'LAN' section now contains the value '192.168.0.1'. The 'Port' field still contains '5824', and the 'DIAL NUMBER' field remains empty. The 'OK' and 'Cancel' buttons are at the bottom.

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).

Chap 2. *Setting up the DVR System*

2-7.BASIC CONFIGURATION 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.

A dialog box with a gray background. It contains two text input fields: 'User ID' and 'Password'. To the right of each field is a small keyboard icon. At the bottom are two buttons: 'OK' and 'Cancel'.

Basic Configuration dialog will appear (as shown right).

• **SET:**

Compression type :

Choose M-JPEG or Wavelet

Camera type:

Choose NTSC or PAL

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.

A dialog box titled 'Set' with a gray background. It contains two sections: 'Set' and 'Registry'. The 'Set' section has two dropdown menus: 'Compression' (set to 'Mjpeg') and 'Camera's Type' (set to 'NTSC'). Below these are two checkboxes: 'SystemKey Disable' and 'Test WatchDog', both of which are unchecked. The 'Registry' section has three buttons: 'Save', 'Restore', and 'Default'. At the bottom are two buttons: 'OK' and 'Cancel'.

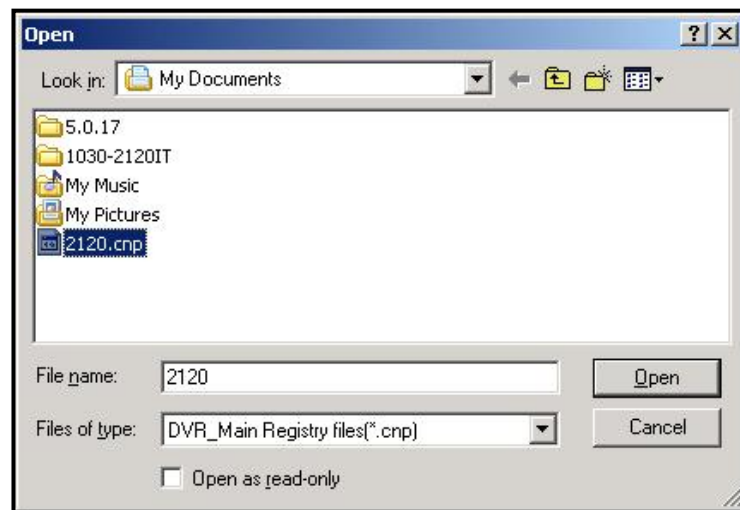
Chap 2. *Setting up the DVR System*

- **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.

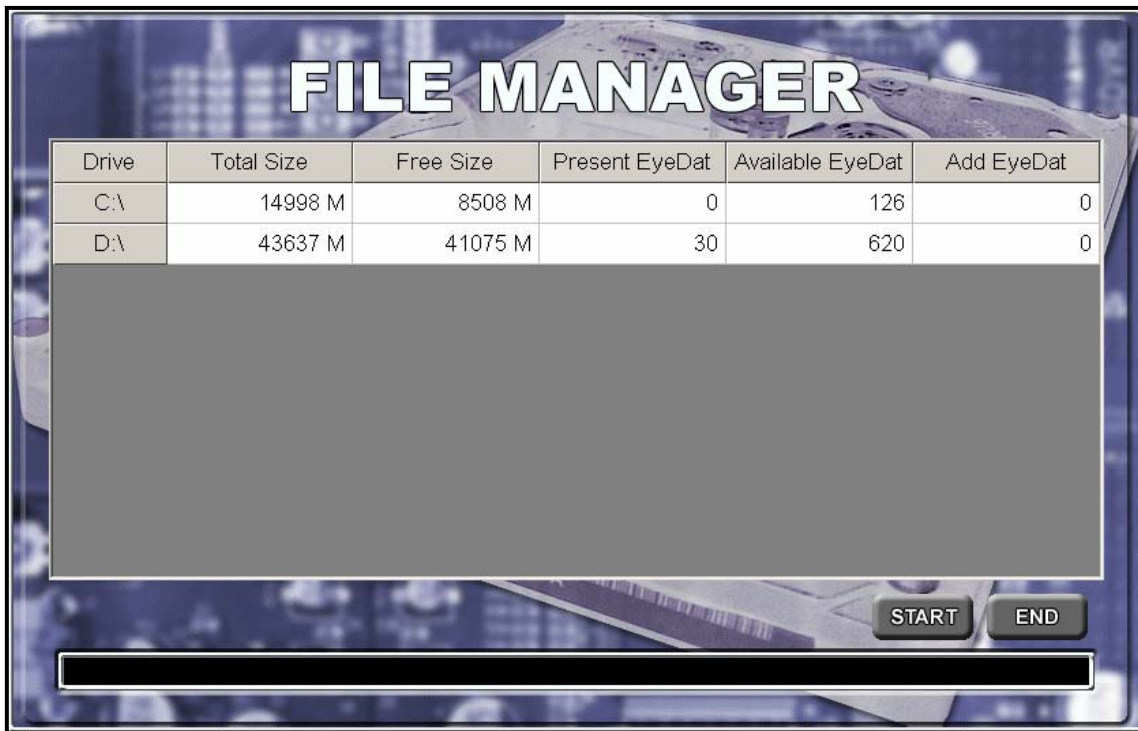
Chap 2. *Setting up the DVR System*

2-8.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.

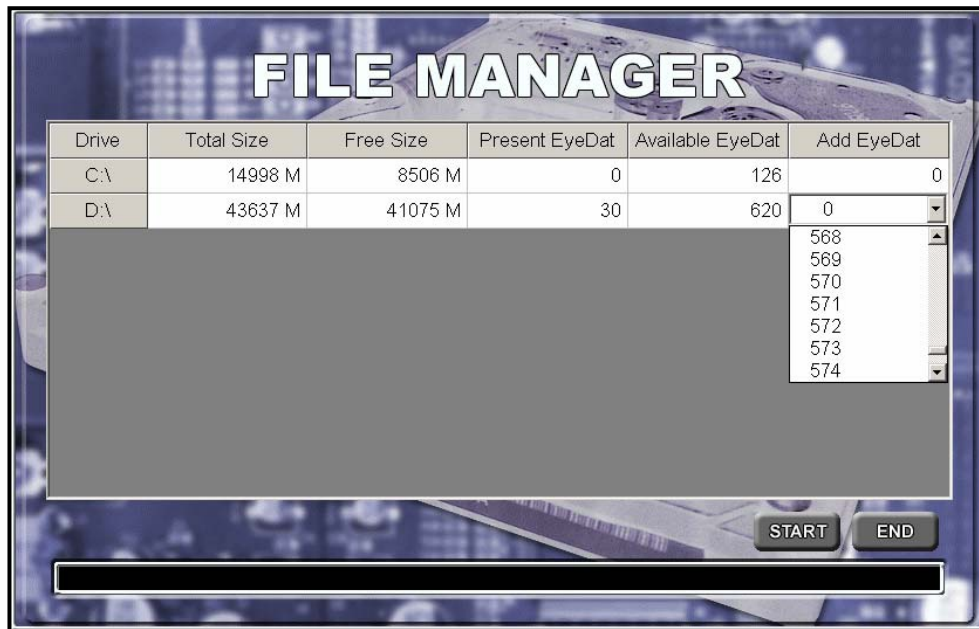
Chap 2. *Setting up the DVR System*

Add a file system

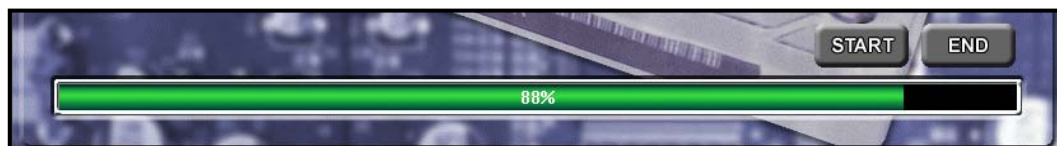
To add more EyeDat, click the box that is below 'Add EyeDat'.

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.

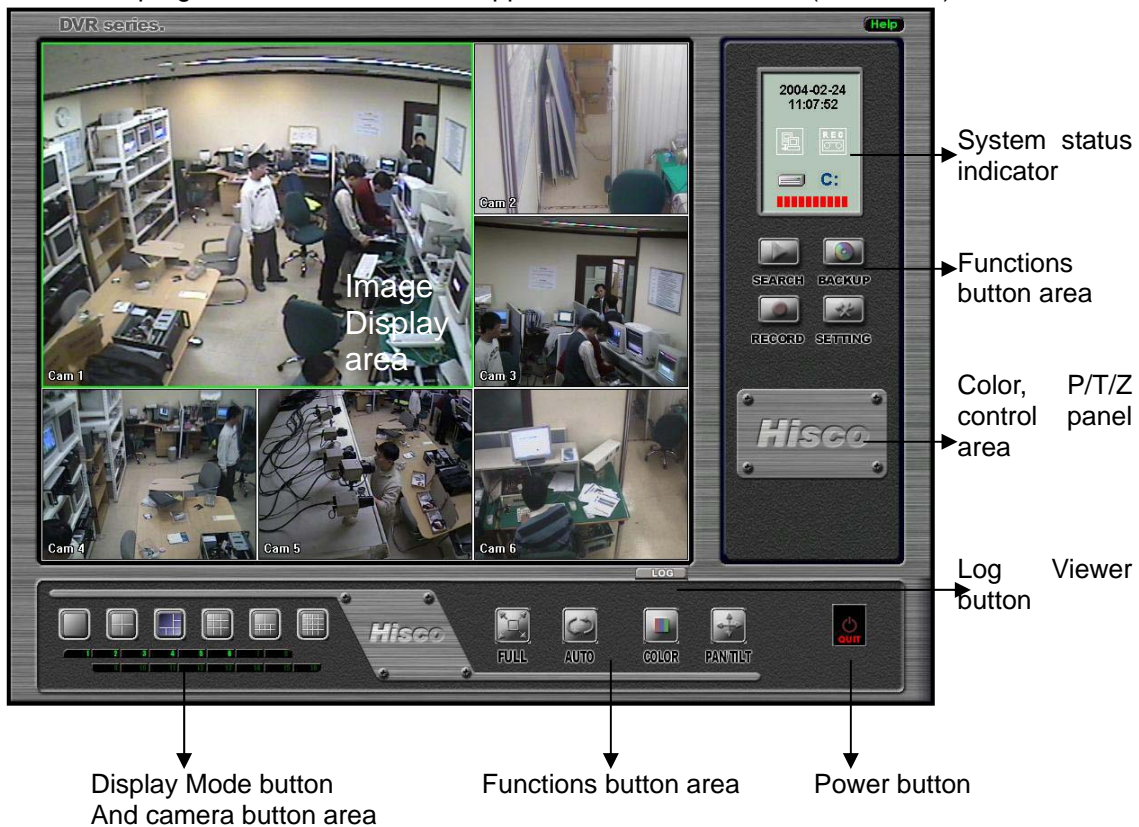
3

Using the DVR System

Chap 3. *Using the DVR system*

3-1. OPERATION MODES

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



Functional operation button



- **SEARCH:** For retrieving the recorded images in the HDD (See page 41)
- **BACKUP:** For backing up recorded images (See page 55, Chapter 4)
- **SETTING:** For DVR configuration (See page 14, Chapter 2)
- **RECORD:** For manually recording images while in "Watch" mode

Chap 3. *Using the DVR system*

System status indicator



- Time/Date: Current date and time display
- Indicates connection from a remote site



(White display indicates no remote connection. Black display indicates remote connection)



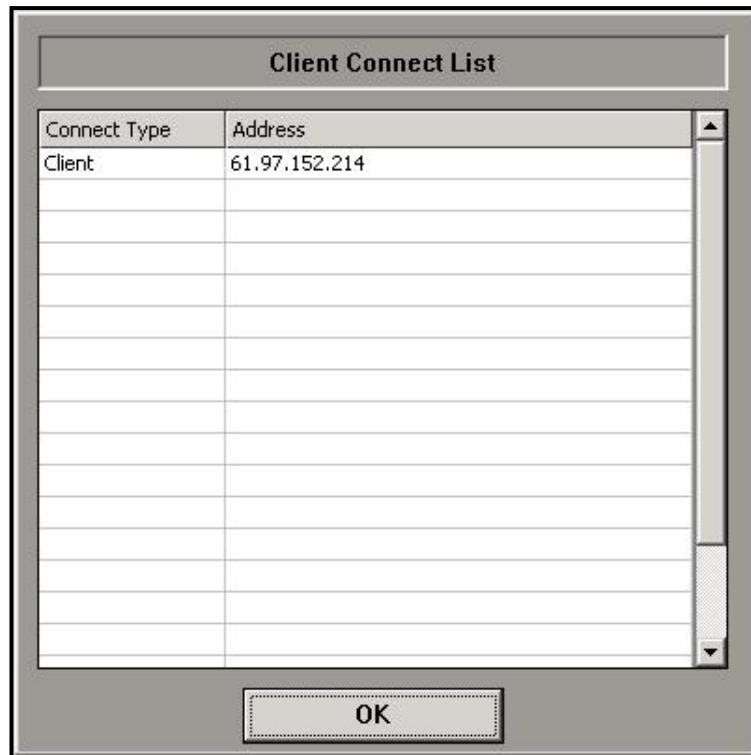
- Record Indicator

(White display indicates that the system is not recording, red display indicates that the system is recording)

- HDD usage display: Indicates current HDD usage in percentage.

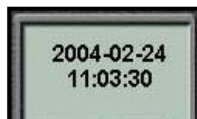
Connected User list

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



Chap 3. *Using the DVR system*

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)

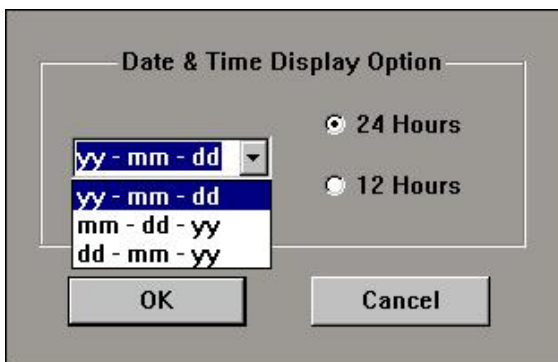
-Select the date format:

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:**

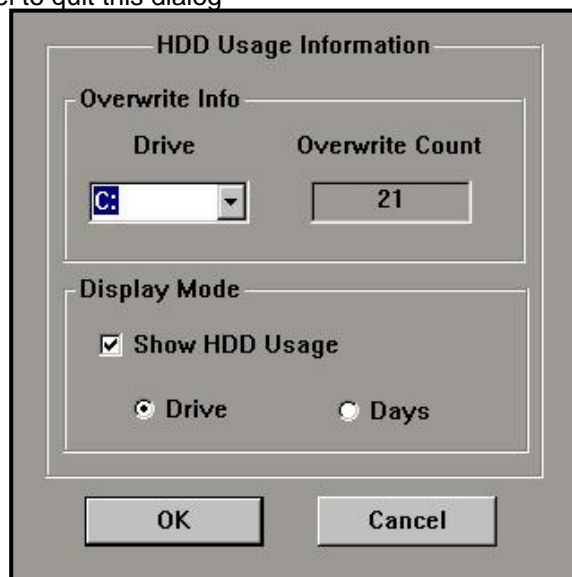
-**Show HDD Usage:** click to indicates HDD display enabled

-**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.



Chap 3. *Using the DVR system*

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 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.



Chap 3. *Using the DVR system*

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.



Chap 3. *Using the DVR system*

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 **MUST** be turned off in order to use other functions, SEARCH, SETTING, COLOR etc..

Chap 3. *Using the DVR system*

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. **(Refer to camera setting on the Chapter 2, page 17)**



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

Chap 3. *Using the DVR system*

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.

(Refer to alarm setting on the Chapter 2, page 23)

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.



Chap 3. Using the DVR system

3-5. USING THE EYELOGVIEWER

EyeLogViewer is for viewing DVR system activity log.

This viewer program located at the "Hisco DVR" directory in the program folder, and the log files are located at "c:\windows\system32\ms" directory.

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



Click on '**LOG**' icon on the DVR Main Screen or press the **CONTOL+L** key on the keyboard.

Verification dialog will be displayed.

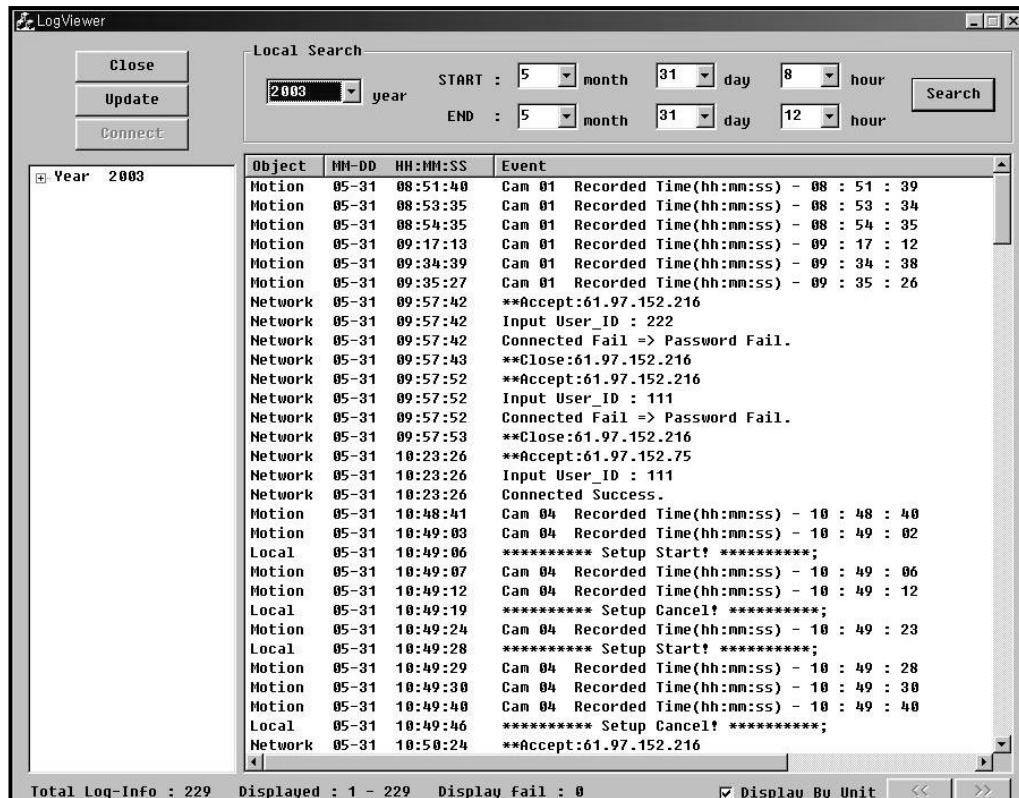
Type in **user ID and password** (Use virtual keyboard if system key is disabled).

Click **OK**.

(Only administrator has access to log)

"EyeLogViewer" main dialog will display.

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



Chap 3. *Using the DVR system*

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

Program Info	
Version :	5.0.17b
Build :	2003.12.05
Board Type :	EYE2120U

System Info	
OS version :	Windows XP
IP :	61.97.152.113

OK

Chap 3. *Using the DVR 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:



1: Exit DVR Program – Stops the DVR recording program.

2: Shut down System – Will completely shut down the DVR.

3: 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.

Chap 3. *Using the DVR system*

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 reverse 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 and 16 partitions

PANO: 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)

Chap 3. *Using the DVR system*

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 "**PANO**" 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.



Chap 3. Using the DVR system

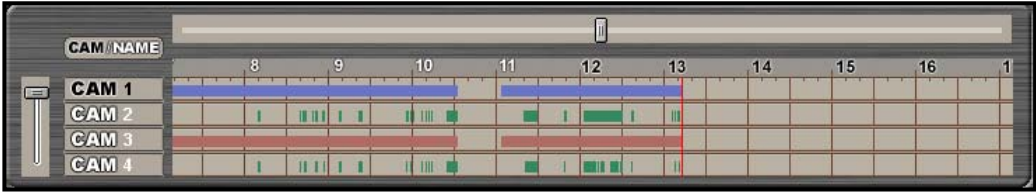
Recorded data Information table

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

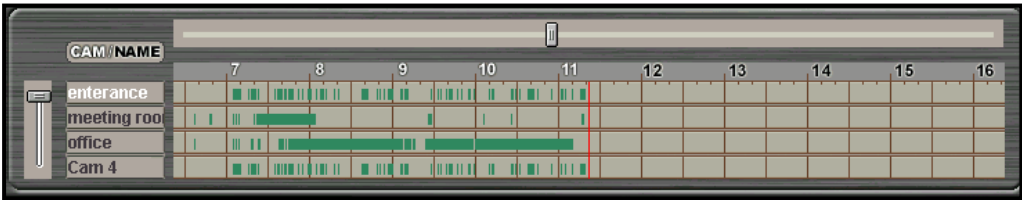
The scroll bar is to change the time that is shown on the timeline. Drag the tab to the left or right to show the remaining hours in a day.



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**



To see the camera name, click on the “CAM/NAME” button.

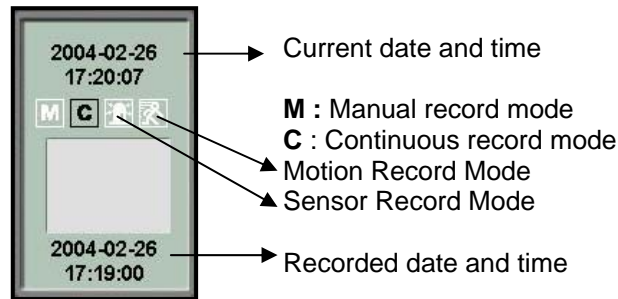


Names of each camera is displayed in the CAM1 ~ CAM16 areas on the record status table.

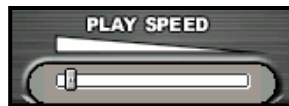
Chap 3. *Using the DVR system*

Status indication of retrieved screen

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



Playback Speed adjustment



For adjusting the playback speed. (Left = faster, Right = slower) 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.

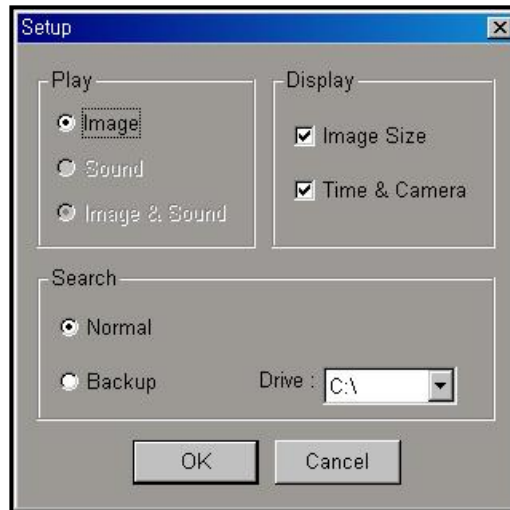
Chap 3. *Using the DVR system*

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

Chap 3. *Using the DVR system*

Print Function

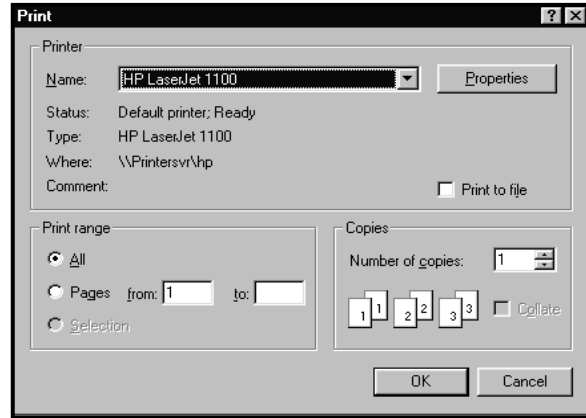


Print the current image, using the linked printer.



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

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

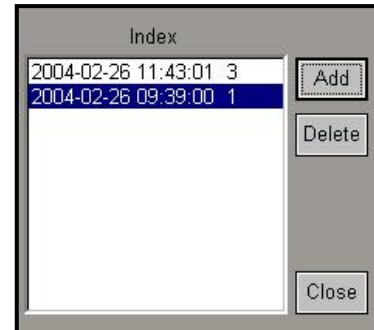


Index Function



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.



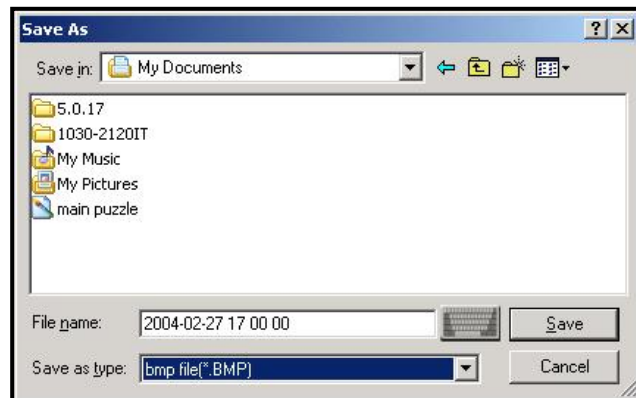
Save Function



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..



Chap 3. *Using the DVR system*

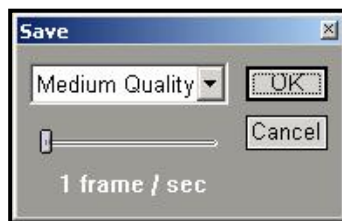
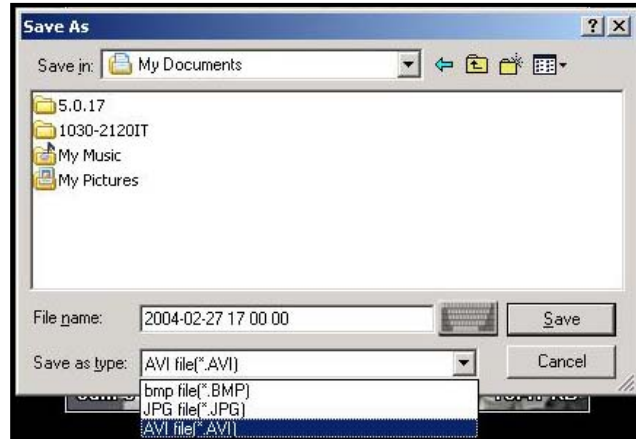
Save AVI Function

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.

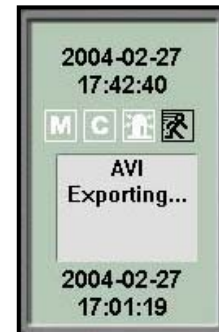
To save a full motion video file follow the same steps, but in the "Save as type" drop down box, choose **AVI**. To continue with saving a full motion, name the file in the "File name" text box (this can be done using a virtual keyboard, default file name is recorded date and time). And then clicking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

Chap 3. *Using the DVR system*

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



Chap 3. *Using the DVR system*

Full Screen Function

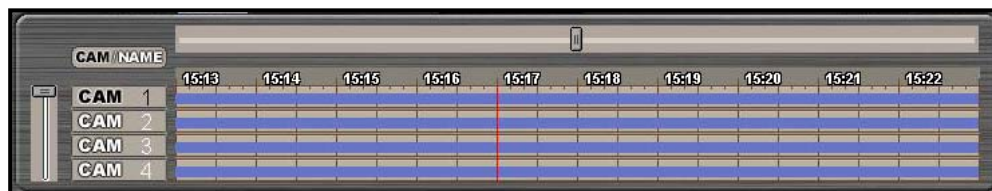


Clicking the “**FULL**” button on the search screen hides the MENU panel and displays only the camera screen (as shown below).



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.

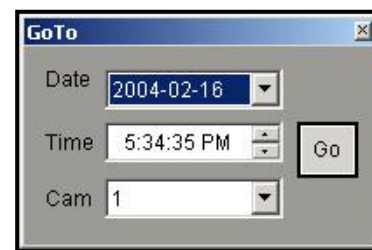
When click this button, will be appears SEC-MODE record information window table.

GOTO Function



Able to jump 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.



Chap 3. *Using the DVR system*

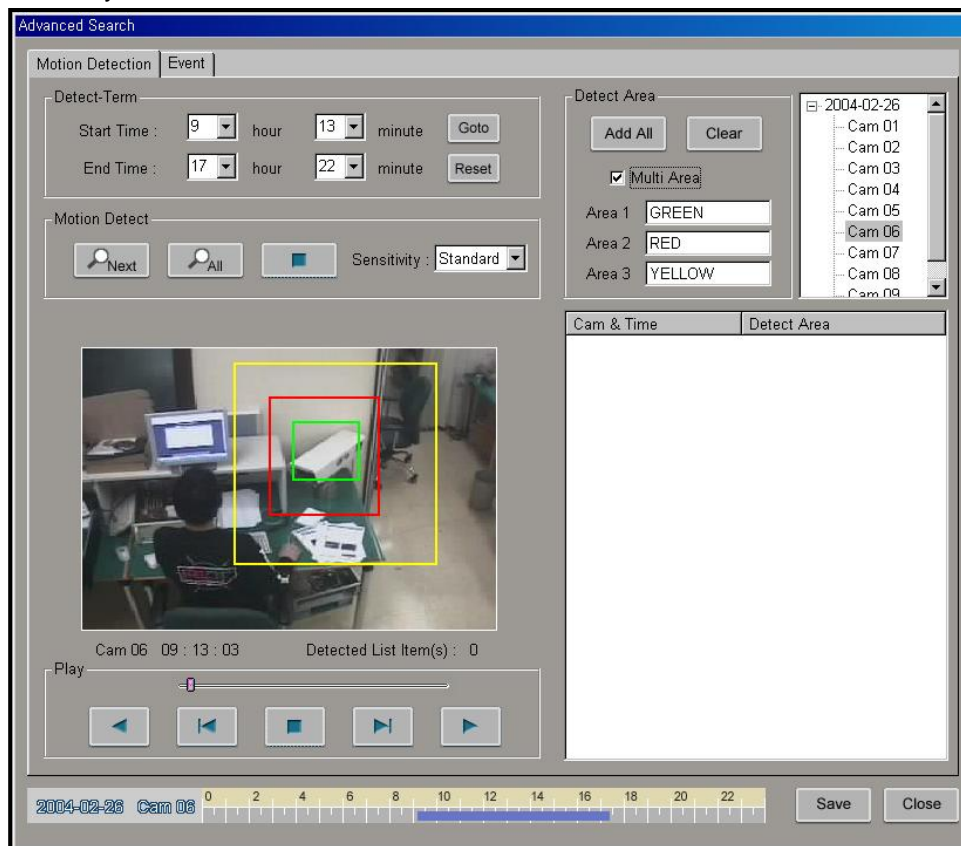
3-9.ADVANCED SEARCH



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

Smart Search (Object Detection)

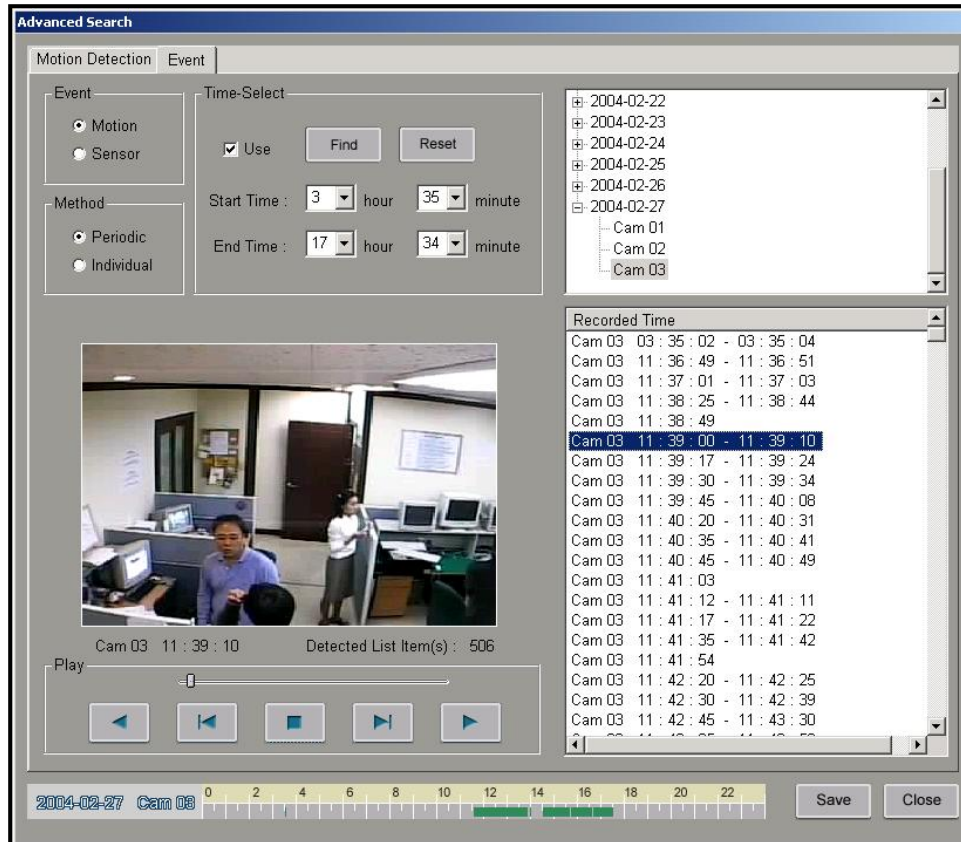
Floating boxes may be created by dragging the left-click of the mouse. The created boxes detect motion within its frame. Maximum 3 areas can be selected for detection. The first box indicates green, second red, and the last box yellow. Pressing the “**Next**” or “**All**” icons will place the retrieved information in the window on the right. 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.



Chap 3. *Using the DVR system*

Search by Event

Parameters may be input in the top window to refine a search. The right window indicates the camera in which the information was received from as well as the date and time of activity. The **"SAVE"** icon may be used to save images as BMP or JPG files, while AVI files may be created for videos.



Chap 3. *Using the DVR system*

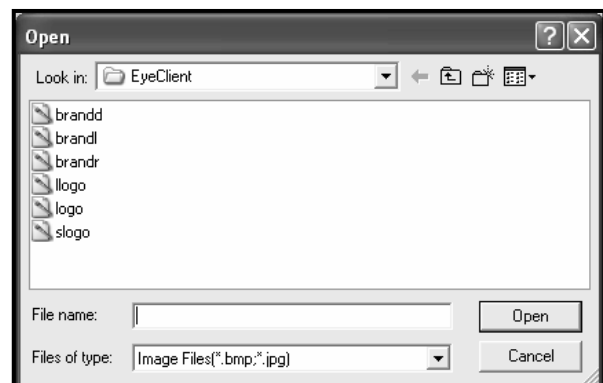
3-10. USING THE DVR IMAGE VIEWER

This function provides verifications for saved JPG image file.

Saved JPEG format image on a diskette or HDD (using DVR save function) can be verified by this function.

Retrieve Saved JPEG file

Click on **EyeViewer** icon on the DVR folder. Eye Viewer program window will be displayed (as shown below).



Click the '**Load**' button on the Eye Image Viewer program.

Select the BMP/JPG image file from diskette or hard disk drive.

Then click "Open"

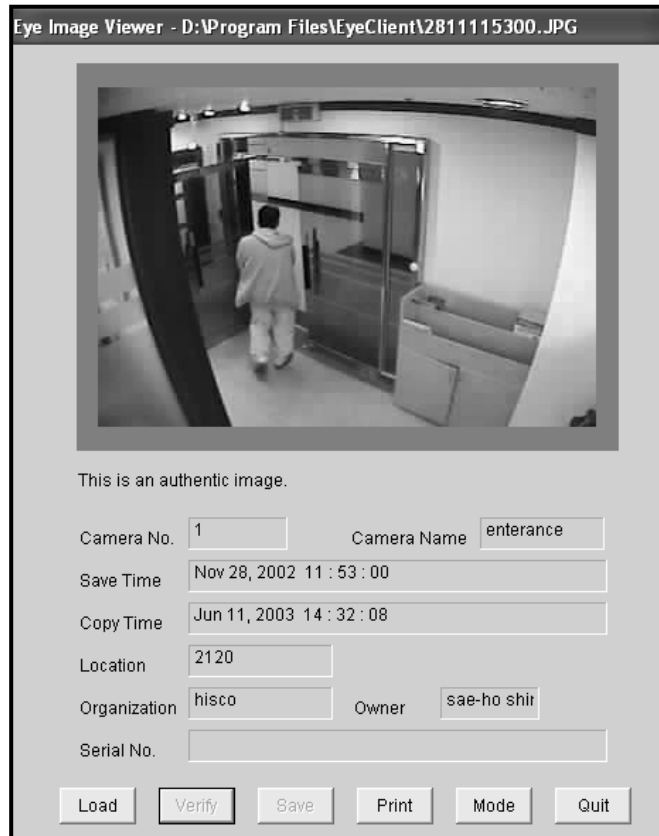
The JPEG image file will be displayed on the image viewer.

Chap 3. *Using the DVR system*

Verifications for saved JPG image

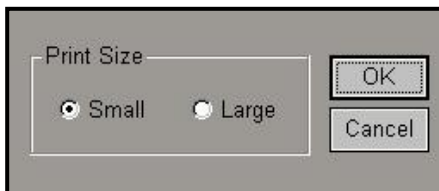
Click '**Verify**' button on the Eye Image viewer program for verification of your image.

Camera Number, Camera Name, Saved Time, Copy Time, DVR Site Location, Windows Organization, Windows Owner and System Windows Serial Number will be displayed.



Printing in the back-up viewer

If you want to print out current image, click '**Print**' Button, will be appear print size dialog.



After select a print size, click '**OK**' will be appeared windows system Printer dialog.

If the printer is setup correctly, clicking on '**OK**' in the Print dialog, will print out the selected image

4

Using the Backup Program

Chap 4. Using the Backup Program

Backup program is the S/W for data backup. Data can be backed up to various storage media such as CD, DVD, tape or removable HDD.

The backup feature is another way to save full motion video to the hard disk drive and CD-RW. The difference between saving with the backup and the AVI format is that Backup saves the compressed file in order to have a higher quality, and to be able to save more video with the same amount of space.

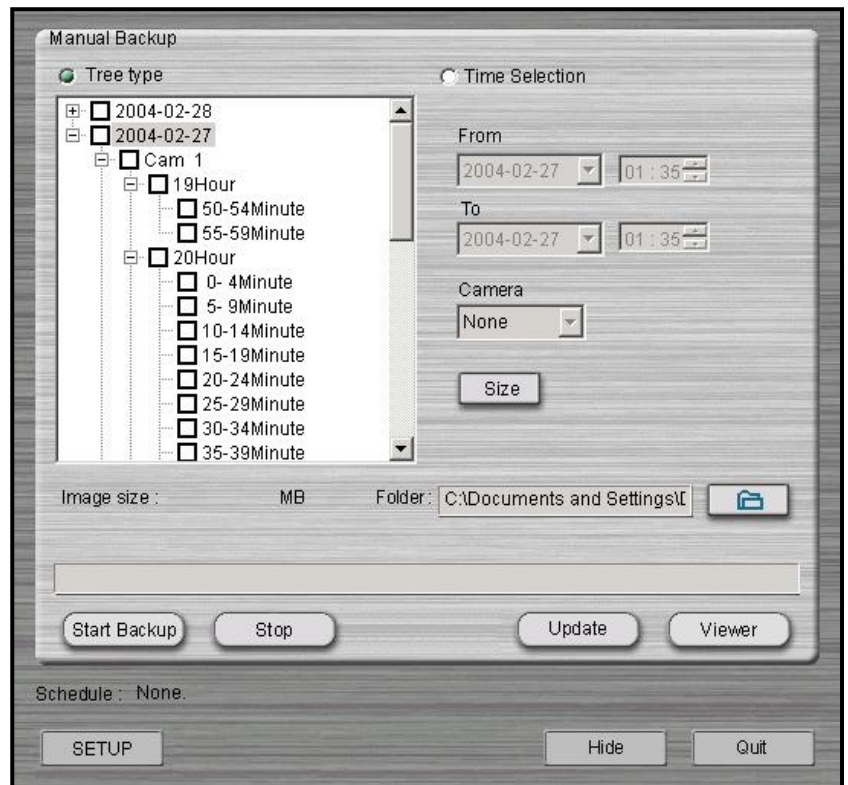
Note If you want to backup onto the CD-RW, you must do a manual backup as CD-RW writing speed is max 8X speed. Its write speed is insufficient for the scheduled backup to backup Images while running the System. A standard CD-R saves 740 MB. If this will be eventually saved to CD, be sure that The "Image Size" does not exceed the 740 MB limit.

4-1.MANUAL BACKUP



Backup events manually by choosing are specific date, time and camera. 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. Backup S/W will start, and the backup windows will be displayed.

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



Chap 4. *Using the Backup Program*

Tree Mode

This mode provides the date, time and camera used when backing up recorded data.

Choosing Backup Data

Under the selected date, camera information as well as recorded times (In 5 minutes intervals within each hour) will appear.

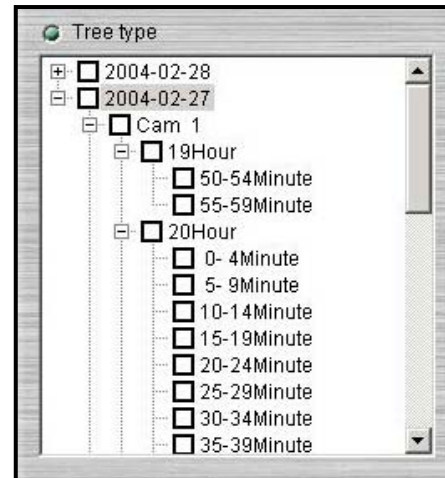
Update

Update data when clicking the **“UPDATE”** icon, up-to-date data is retrieved at the bottom of the tree window as it is indicated.

The device assignment backup

Choosing Backup Device (Select Media)

The backup destination may be chosen by browsing the desired drives and files. The device assignment window will appear. From here the HDD, DVD (portable type disk), CD-RW, MO, may be chosen as suitable backup areas.



Backup Start



Backup start after selecting the drive, you will be prompted to confirm the backup. By clicking **“Start Backup”** icon, this process will begin.

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

Backup Stop



Backup abort Likewise, clicking the **“Stop”** icon will suspend any current backup processes.

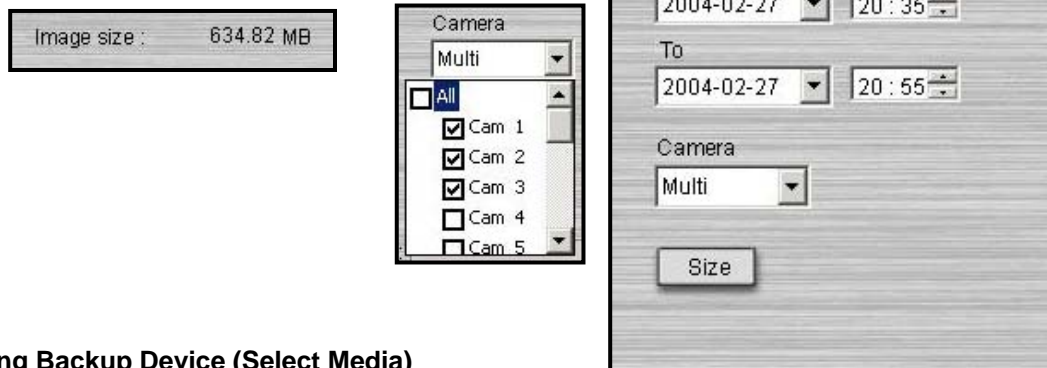
Chap 4. *Using the Backup Program*

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 inputting 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"**.



Choosing Backup Device (Select Media)

Choosing the backup device is identical to Tree mode, when prompted with the backup device alert, select and Browse to find the desired folder. These include HDD, DVD (portable type disk), CD-RW, MO and ZIP.



Backup Start



After proper data and drives have been selected, click the **"Start Backup"** icon and the process will begin.

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

Backup Stop



During the process the **"Stop"** icon may be selected to abort.

Chap 4. *Using the Backup Program*

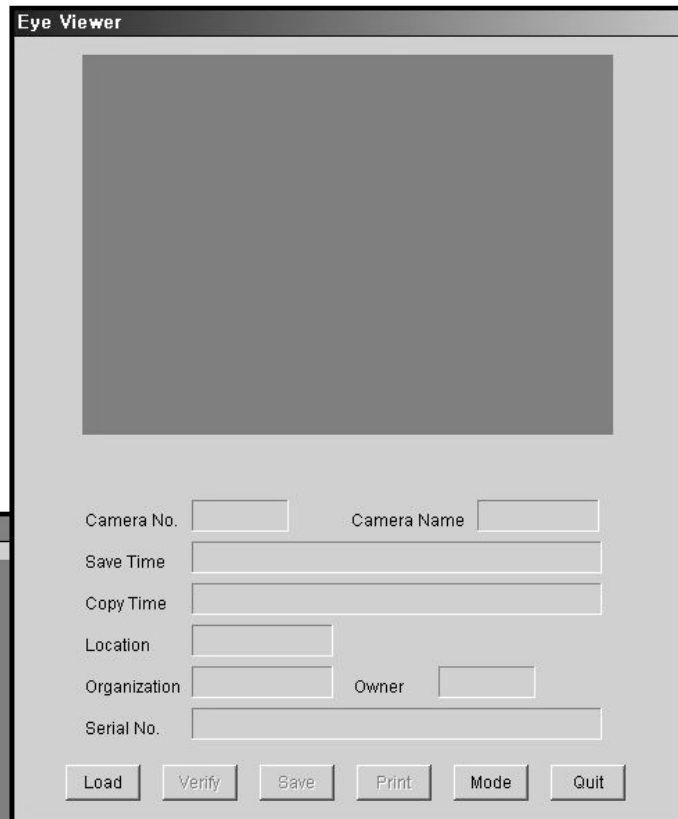
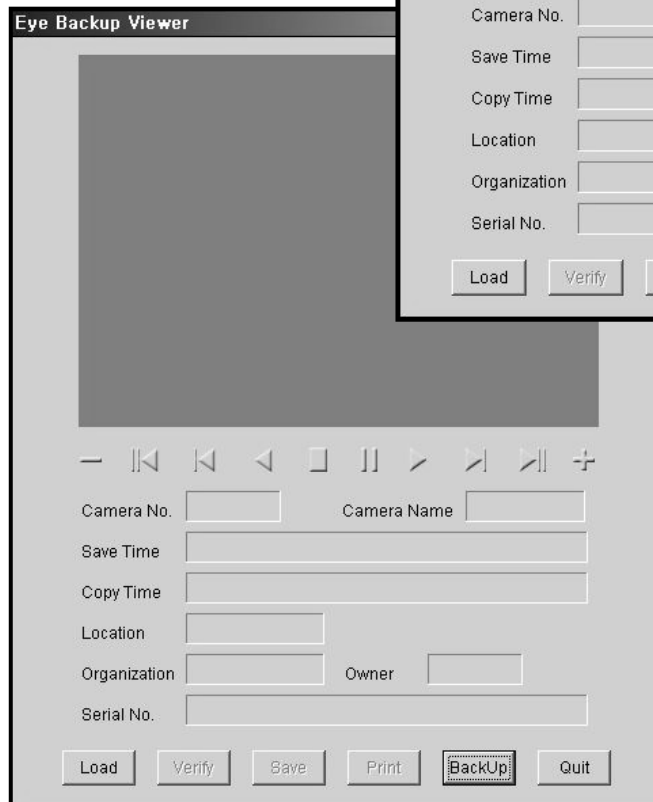
4-2.USING A BACKUP VIEWER



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).

Note

Since, the Eye viewer is burnt onto backed up CD, 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 will automatically be loaded unless auto run function is disabled from your system. Then, you can manually load by clicking viewer.exe in Viewer folder from your Backed up CD.



Click on "**Mode**" on the Eye viewer window to change to **Backup** mode which allows users to load Backed up Eye Data. (Shown left)

Chap 4. *Using the Backup Program*

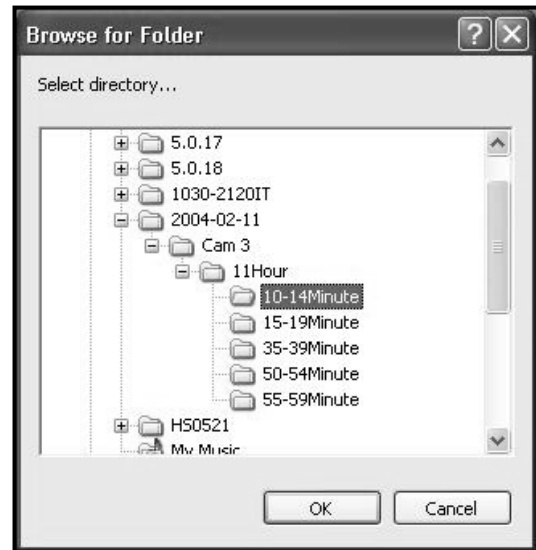
Play the Backup Data

Click the **"Load"** button, and select the directory of stored data.

Select a camera number and recorded hour and click **"OK"**.

The selected backup image will be displayed on the image display area on the Eye Backup Viewer window.

Next click the **'PLAY'** button, backup data will be playback on the image display area.



Chap 4. *Using the Backup Program*

Backup Data Image Verification

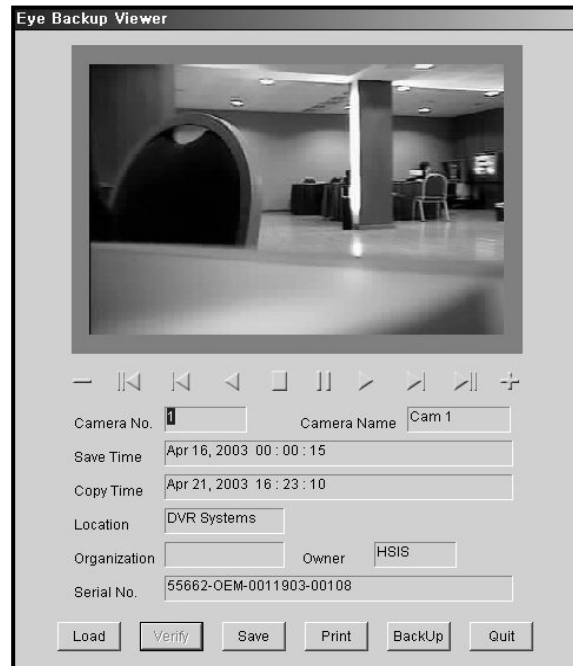
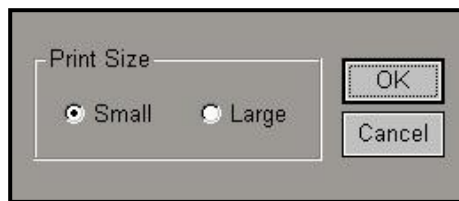
Data image verification is to show the information and authentication of the image. Click '**Verify**' button. Backup data information will be displayed:

Camera number, Camera name, saved time, Copied time, System location, Organization, Owner, System Windows Serial number

Printing in the Backup Viewer

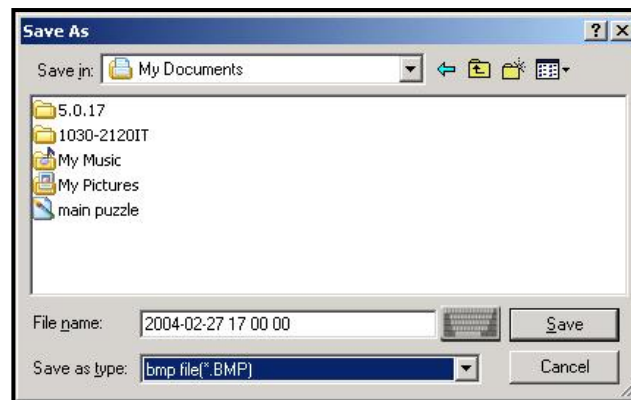
If you want to print out current image, click '**Print**' button. Then print size dialog will appear.

After select a print size, click '**OK**'



Save Image in 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.



Chap 4. *Using the Backup Program*

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

The 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.

Chap 4. *Using the Backup Program*

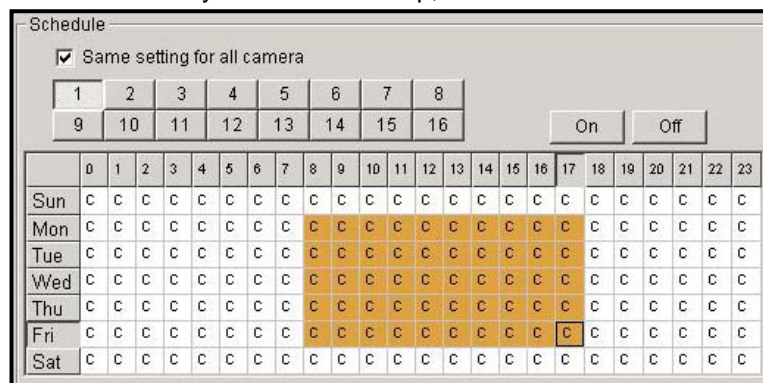
Backup Time Set

- 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

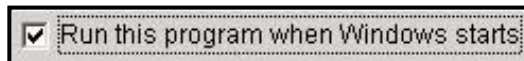
Schedules may be created by deciding times and dates from the desired camera. You can choose the data which you want to backup, and then click “**On**” to enable the schedule.



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**” icon may also be used to abort a schedule setup change.



Chap 4. *Using the Backup Program*

Exit the Backup Program

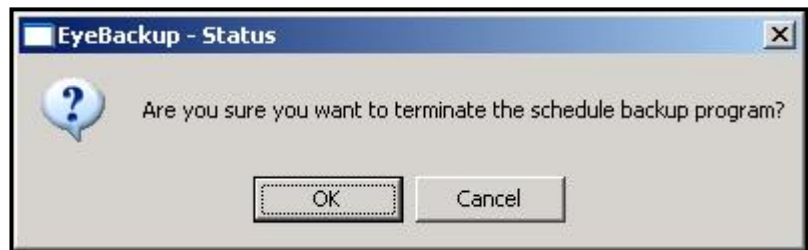
Clicking the **"Hide"** icon, the message window will appear as shown right.



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.

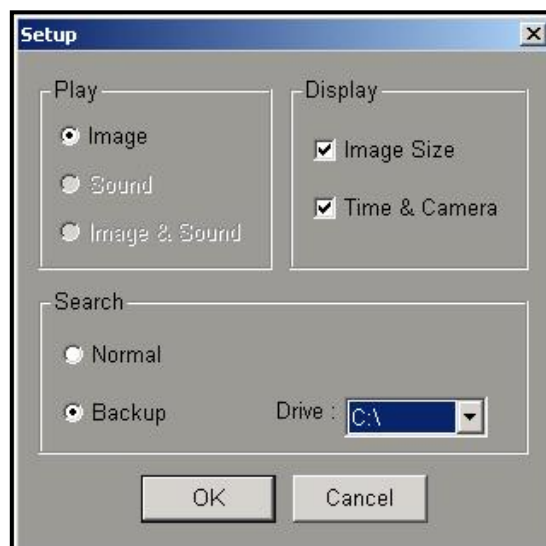


Retrieve the Schedule Backup Data

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. (See page 45 for detail)



5

Using the Remote Client Program

Chap 5. *Using the Remote Client program*

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



Chap 5. *Using the Remote Client program*

5-1. CLIENT PROGRAM SETTING



When the client system screen appears, the following characteristics may be configured by clicking “**SETTING**” button:

- Network mode for LAN network or transformation network connections
- TCP/IP address for DVR connection to a network
- Telephone numbers for desired DVR (of the PSTN network)
- DVR connection information for multi connection

Click **"SETTING"** the client setting dialog will appear as shown below.

[illegible]

Chap 5. *Using the Remote Client program*

System Setting

Network Field:

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

First, choose the network mode **LAN** (Using Fixed IP address or domain name) or **DIAL-UP** (PSTN).

Each user has to input below item.

- LAN user: DVR server name, IP address, Port number
- Dial user: DVR server name, direct telephone number

After inputting the DVR information which will be connected, click "**Add**" to insert a new directory entry. This DVR information may be edited or deleted using the "**Edit**" or "**Delete**" button. You can erase the DVR information before adding by clicking the "**Clear**" button.

System Field:

Image Transmission Speed Use: Normal (320x240) or Fast (160x120). The video size will affect the speed and quality of recording

Display Camera Name: Camera name is displayed on the screen.

Auto Switch Interval: Time it takes for cameras to rotate. (10, 15, 20, 30, 60, 120, and 180 seconds)

Display Mode: When first connecting, initial display mode (1, 4, 6, 9, 10, and 16 split)

Alarm Server Use: When an alarm is received, the camera in which the alarm was viewed will be displayed exclusively on the screen. (See page 85)

Alarm Server Port: Port number for alarm connection.

Chap 5. *Using the Remote Client program*

[illegible]

Multi Connect Setting

When establishing a Multiplex link, the amount of cameras viewed (by clients) may also be established. The maximum cameras supported are 16, thus the amount viewed by any client would also be 16.

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. 16)

After inputting the DVR information which will be connected, click “**Add**” to insert a new directory entry. This DVR information may be edited or deleted using the “**Edit**” or “**Delete**” button. You can erase the DVR information before adding by clicking the “**Clear**” button.

Chap 5. *Using the Remote Client program*

Click "OK" to save the setting, or click "Cancel" to discard.

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 one entry and then click **"OK."** DVR ID and PASSWORD will also be required and confirmed in order to establish the connection.

Dialog box for entering ID and PASSWORD. It contains two text input fields labeled "ID" and "PASSWORD", and two buttons labeled "OK" and "Cancel".

Dial-up Network User

Connect Type dialog box for Dial-up Network User. It shows "Normal" selected under "Connect Type". The table lists two entries: "131" with address "61,97,152,131" and type "Lan", and "118" with address "61,97,152,118" and type "Lan". The "dial-test" entry with address "1234" and type "Dial" is highlighted. At the bottom, "Receive Image Size" has "Normal" selected. Buttons "OK" and "Cancel" are at the bottom.

Server	Address	Type
131	61,97,152,131	Lan
118	61,97,152,118	Lan
dial-test	1234	Dial

Connect Type dialog box for LAN User. It shows "Normal" selected under "Connect Type". The table lists two entries: "131" with address "61,97,152,131" and type "Lan", and "118" with address "61,97,152,118" and type "Lan". At the bottom, "Receive Image Size" has "Normal" selected. Buttons "OK" and "Cancel" are at the bottom.

Server	Address	Type
131	61,97,152,131	Lan
118	61,97,152,118	Lan

To begin, click the **"CONNECT"** button to establish a connection to the server. Once the proper phone numbers are inserted, ID and PASSWORD will be prompted.

Receive Image Size include Normal (320X240), Medium (320X120) and Fast (160X120). The video size will affect the speed and quality of recording.

Chap 5. *Using the Remote Client program*

Multi Connection Monitoring

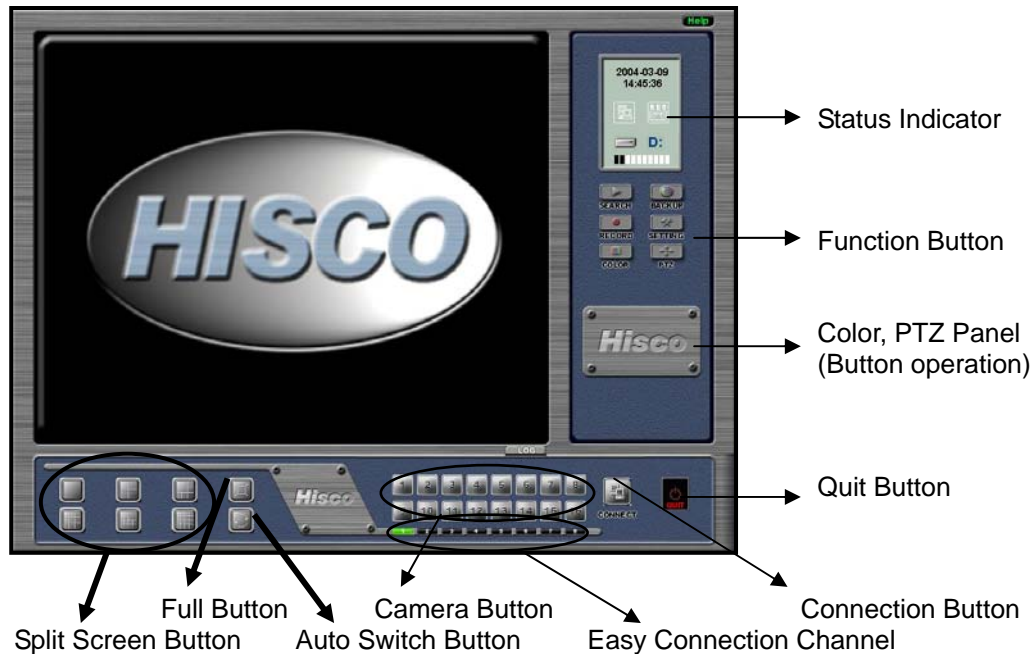


The multiplex server remote monitoring must set each server individually at Multi Connect setting and Local network (LAN) environment for operation. After clicking “**CONNECT**” the connect list dialog appears. The “**MultiConnect**” option may be selected and click “**OK**” to establish a connection.

[illegible]

Chap 5. *Using the Remote Client program*

5-3. CLIENT PROGRAM BASIC OPERATION



Function Button



- **SEARCH:** Leads to playback mode (See page 77)
- **BACKUP:** Leads to backup program (See page 81)
- **VERSION:** Let's you know what version of EyeClient (See page 73)
- **SETTING:** Used to establish network (See page 66)
- **COLOR:** Changes the visual display of video (See page 73)
- **PTZ:** Pan/Tilt/Zoom Camera control Screen regulation (See page 73)

Chap 5. *Using the Remote Client program*

Client Status Indicator



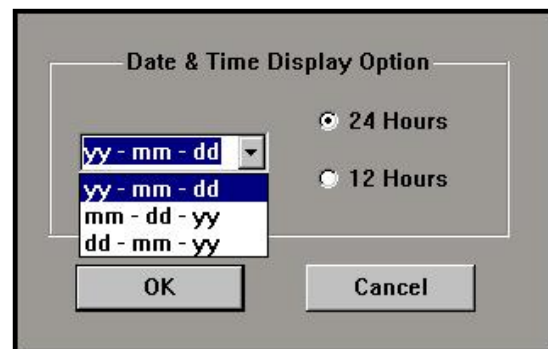
All present times and dates are displayed

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 display: displays amount of Eyedat space used with bar or displays days of recording space not used and total recording space.

• Date & Time indication settings

Click on the Date/Time Status Indicator to display the Date & Time Display Option dialog. Dates may be set as yy/mm/dd, mm/dd/yy or dd/mm/yy. Additionally, times may be set in either 12 or 24 hour mode.



• 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.

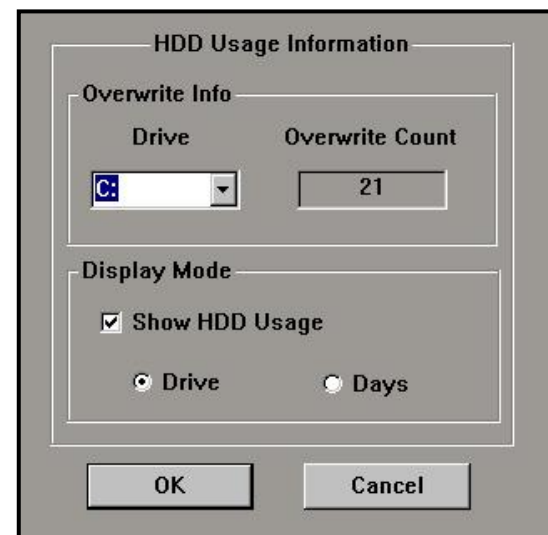
Overwrite Information: Overwrite frequency indication

Display Mode: the area where it decides the function use presence to indicate the amount used of save file system

To display, check "Show HDD Usage" option.

- Drive: In the window, one block (out of ten) is used to indicate 10% of the total volume.

- Day: The amount of volume used is indicated (empty/total).



Chap 5. *Using the Remote Client program*

Version



This allows the user to find out what version of EyeClient they have. In addition it also tells the user what their IP address is on their system.

Color Adjust



Characteristics such as brightness, sharpness, hue, contrast and color may be modified and applied to DVR server remotely.

Click **"COLOR"** button to display Color Adjust panel as shown right.

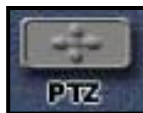
After changed the color of desired image, must click **"Apply"** button to change. Then main DVR color setting will be changed. (Only administrator has the authority)

If you click **"Default"** then **"Apply,"** the main DVR color will return to default value.

To hide the Color Adjust panel, click **"COLOR"** again.



PTZ Control



PTZ control may only be used by a power user or the administrator. Cameras may be able to modify the zoom and focus of the image. Click **"PTZ"** button to display the PTZ panel as shown right.

- 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



Chap 5. *Using the Remote Client program*

Viewing on Split Screens

Options of viewing 1, 4, 6, 9, 10 or 16 cameras simultaneously may be selected and viewed.



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



The Full Screen button may be clicked to magnify the image(s) on full screen (eliminating the display of task bars). A second click will restore the taskbars and the previously magnified image(s)..

Camera Selection

Indication of Black Camera numbers are enabled from DVR. 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 then automatically switch when convenient. 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 camera from one single location with channel selection. (Depends on the network capacity, the image transferring may be delayed)

Chap 5. *Using the Remote Client program*

Zoom Function

When a single image is viewed on the screen, left double-click may be used to magnify the desired image. An image may be magnified no more than three times.



It may be magnified manually by using the right-click. This is done by holding down the right click initially to establish a starting point. Drag the mouse to a desired location, creating a green box. When the box is to the desired shape, relapse the right-click, and the box will be magnified to the 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 which setup the "**Hide Camera to remote Users**" option, the client program won't display selected Camera.

Add & Modify User

User

ID:

PASSWORD:

CONFIRM:

LEVEL:

Level & Authority

Local

- ☐ PTZ
- ☐ Search
- ☐ Backup
- ☐ Shutdown

Remote

- ☒ Connection
- ☐ PTZ
- ☐ Search
- ☐ Backup

Hide Camera to Remote User

☐ Use

1 2 3 4 5 6 7 8

9 10 11 12 13 14 15 16

OK Cancel

Chap 5. *Using the Remote Client program*

5-4. SEARCH ON THE CLIENT

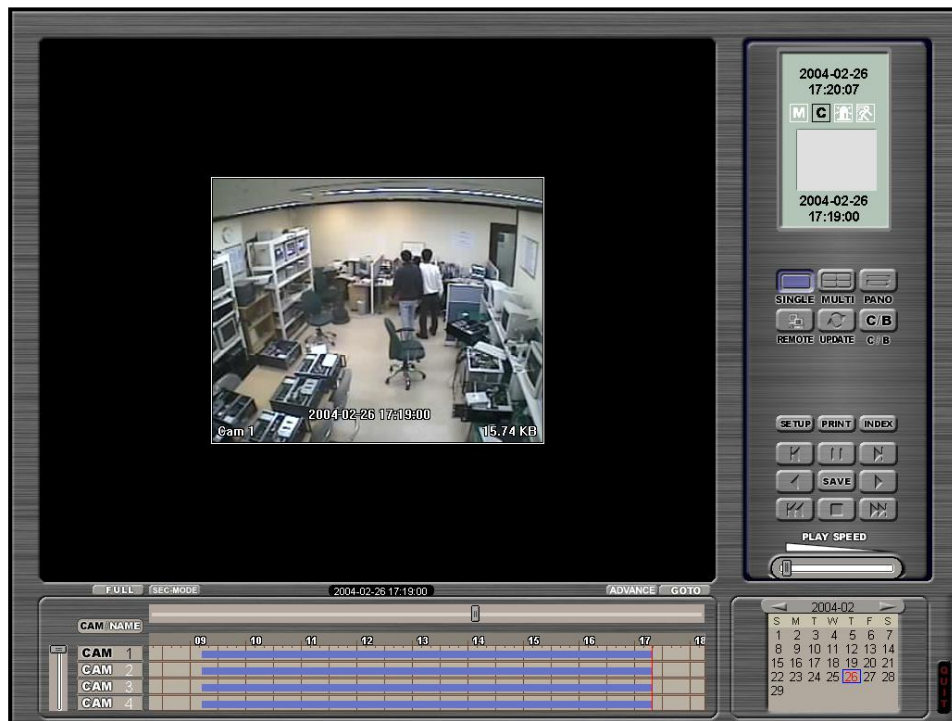
Remote Search on the Client System

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

Chap 5. *Using the Remote Client program*

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)

REMOTE 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 below)

[illegible]

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.

Chap 5. *Using the Remote Client program*

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. Functions such as “**System**,” “**Camera**,” “**Motion**,” “**Sensor**,” “**User**” and “**Alarm**” may only be modified by the administrator.



Afterwards, configuration settings may be saved in the DVR. You can setup all setting value at the client through remote client. Detail expression about setting is explained in page 14 chapter 2.

Chap 5. *Using the Remote Client program*

Remote Basic Configuration Setting

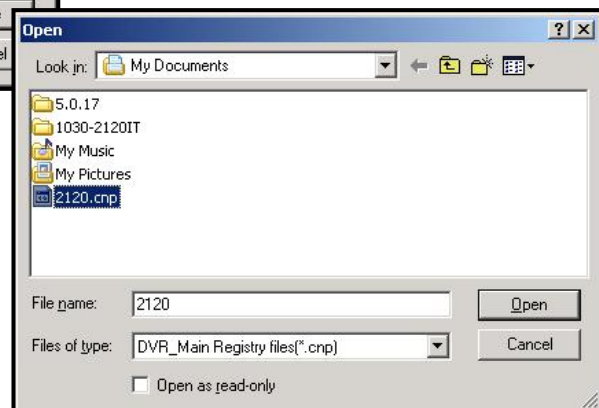
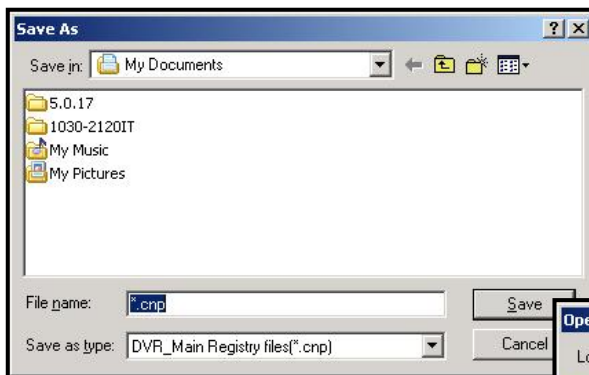
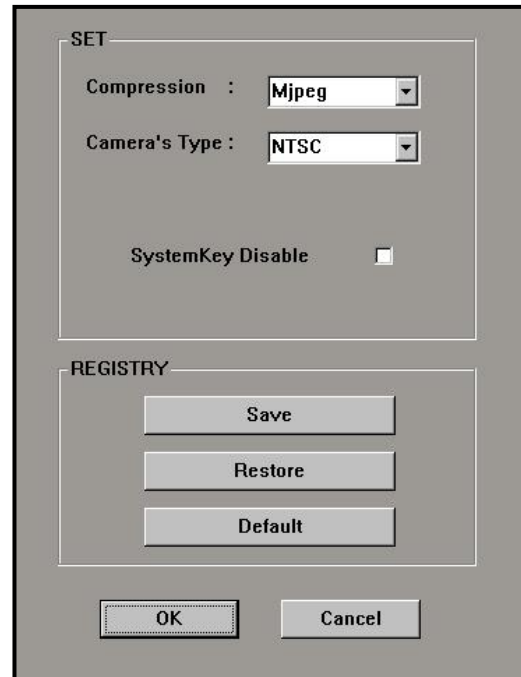


Double click HISCO logo at the bottom of the client screen when the client program connected. The DVR Basic Configuration dialog will be displayed as shown right.

With this, DVR settings may be modified through the Client indirectly and takes out the necessity of modifying the settings directly through the main machine.

Registry:

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



Chap 5. *Using the Remote Client program*

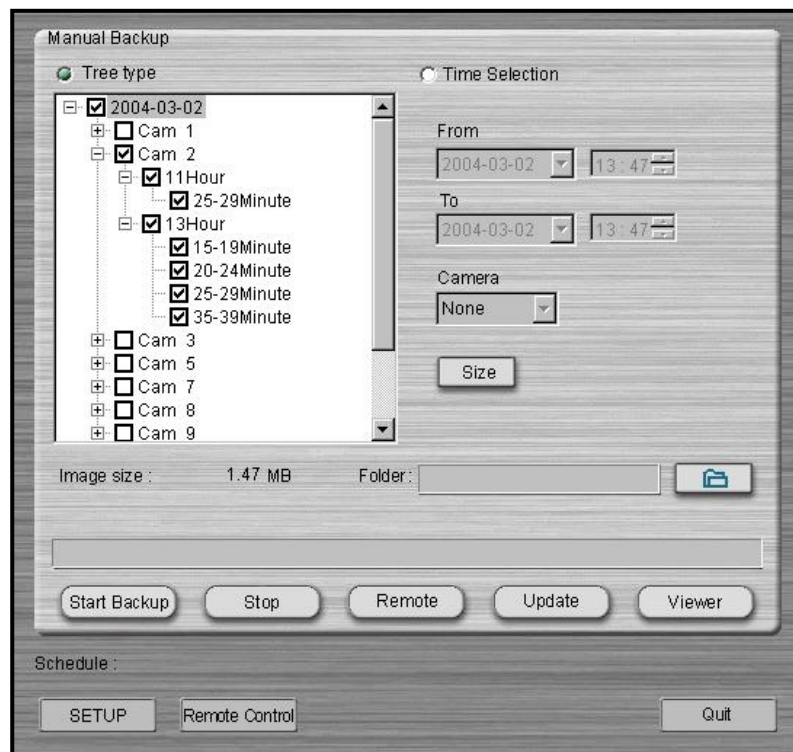
5-6.CLIENT BACKUP

Backup from Local Data



The client is also able to record the data from the server with “**RECORD**” button. Moreover the client is 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.



Tree mode or Time Selection mode may be used to backup files. See page 55 for detail.

Chap 5. *Using the Remote Client program*

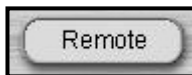
Backup from Remote DVR to Local Client

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 the “BACKUP” button, and then click the “Remote” button. Connect server dialog will be appeared (as shown right)

Select the DVR server on the connect server list dialog, then click "OK" verification dialog will be appeared.



Fill in the ID and PASSWORD, and then click “OK”

The screenshot shows a window titled "Connect" with a close button (X) in the top right corner. Inside the window is a table with three columns: "Server", "Address", and "Type". The table contains four rows of data:

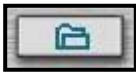
Server	Address	Type
131	61.97.152.131	Lan
118	61.97.152.118	Lan
dial-test	1234	Dial
132	61.97.152.132	Lan

Below the table are two buttons: "OK" and "Cancel".

The screenshot shows the 'Manual Backup' dialog box. It has a title bar 'Manual Backup'. Inside, there are two main sections. The left section, titled 'Tree type', contains a list of dates with checkboxes: '2004-03-02', '2004-03-01', and '2004-02-29'. The right section, titled 'Time Selection', contains fields for 'From' and 'To' (both set to '2004-02-29' and '13:47'), a 'Camera' dropdown menu (set to 'None'), and a 'Size' button. Below these sections, there are fields for 'Image size' (0.00 MB) and 'Folder' (empty), followed by a folder icon button. At the bottom, there is a 'Schedule' section with a list of buttons: 'Start Backup', 'Stop', 'Remote' (highlighted), 'Update', and 'Viewer'. At the very bottom, there are three buttons: 'SETUP', 'Remote Control', and 'Quit'.

Chap 5. *Using the Remote Client program*

The Backup program will show the remote DVR recorded data. Tree and Time Selection modes may be used to save and create backup files. See page 55 for detail.



Click "**Browse**" button to open destination Folder window. This window will display the local client computer's directory. Choose the backup folder, and then click "**OK**"




Then click "**Start Backup**" button, the backup program will copy the selected data to client computer.

Chap 5. *Using the Remote Client program*

Remote Control the Backup program from Client



The client will also be able to control the backup program through selecting the remote DVR backup program. Click **“BACKUP”** button, and then click **“Remote**

 **Control**" button. Connect server dialog will be appeared (as shown right) A server must then be chosen by the client, followed by ID and PASSWORD inputs.

The screenshot shows a window titled "Connect" with a close button (X) in the top right corner. Inside the window is a table with three columns: "Server", "Address", and "Type". The table contains four rows of data:

Server	Address	Type
131	61.97.152.131	Lan
118	61.97.152.118	Lan
dial-test	1234	Dial
132	61.97.152.132	Lan

Below the table are two buttons: "OK" and "Cancel".

In the same way as the regular backup program, recorded data may be chosen through tree and time selection modes. The area in which the data is saved is also a similar process to the regular backup program. See page 55 for detail.

Manual Backup

☐ Tree type

☐ 2004-03-02
☐ 2004-03-01
☐ 2004-02-29

☒ Time Selection

From
2004-03-02 13:33

To
2004-03-02 13:56

Camera
Multi

Size

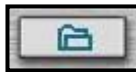
Image size : 287.75 MB Folder : C:\Documents and Settings\ID

Start Backup Stop Update Viewer

Schedule : None

SETUP Remote Control Quit

Chap 5. *Using the Remote Client program*



Click **"Browse"** button to open destination Folder window. This window will display the directories of **DVR server**. Choose the backup folder, and then click **"OK."**



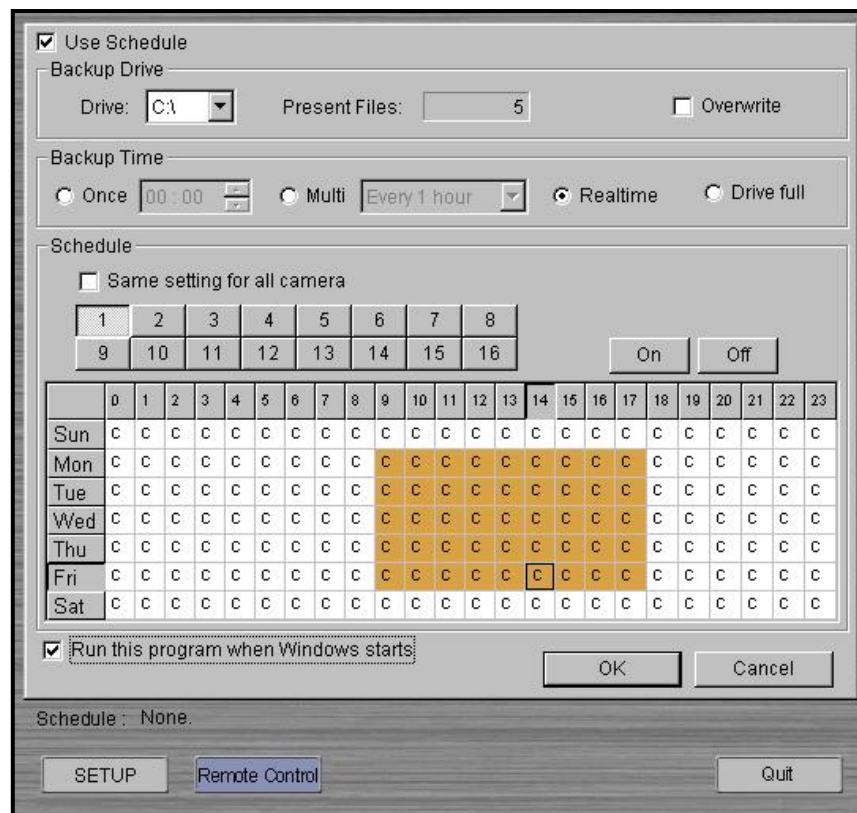
Then click **"Start Backup"** button, the backup program will copy the selected data to **DVR server**.



Again, in the same way as the regular backup program, scheduled backups may be created through the Client.



Click **"SETUP"** to open the schedule backup dialog. You can change the DVR schedule backup setting at this dialog. See page 62 for detail.



Chap 5. *Using the Remote Client program*

5-7.ALARM RECEPTION FUNCTION

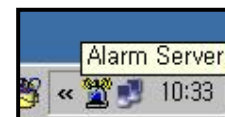
Once the client has setup the alarm server function, client will able to receive alarm signals from the DVR server. See page 23 and 67 for alarm setting.



Alarms are detected from the main program, then the signal will relay to the client. During this process, the word **"Alarm"** will appear in red at the top right corner of the visual. And it starts to record the all connected camera image at client computer until clicking **"RECORD"** button.



The user may 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.

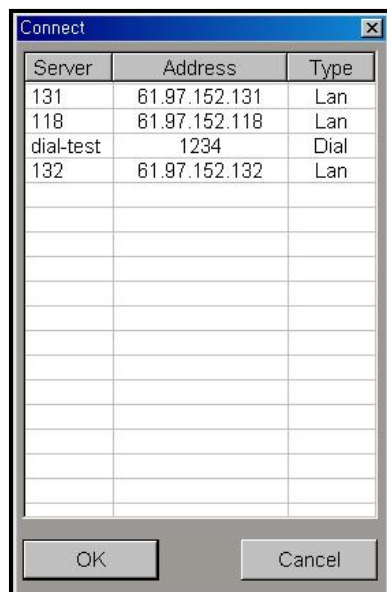
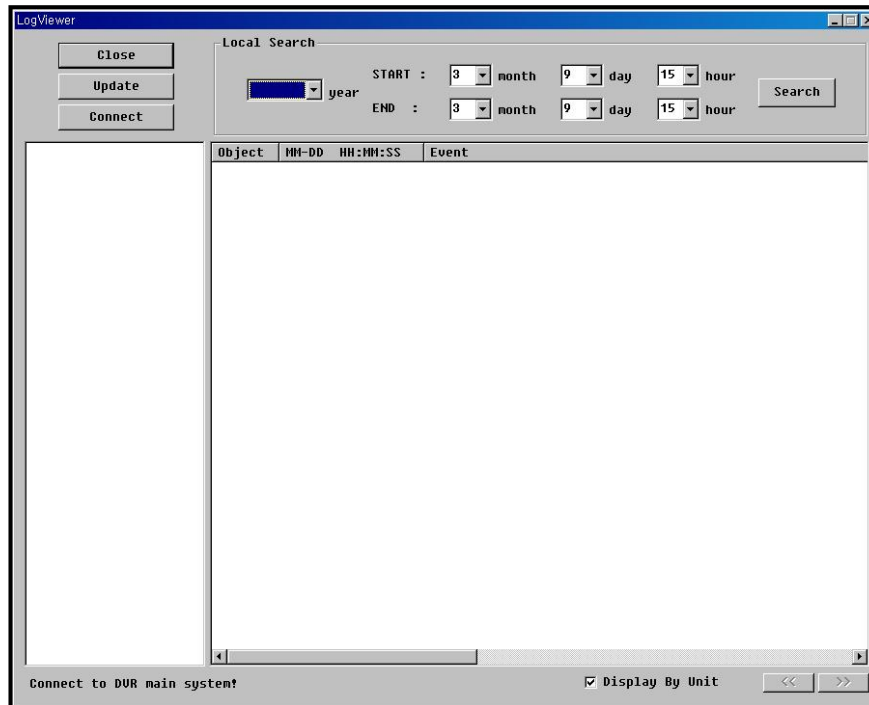


Chap 5. *Using the Remote Client program*

5-8.SYSTEM LOGVIEWER FROM CLIENT SYSTEM

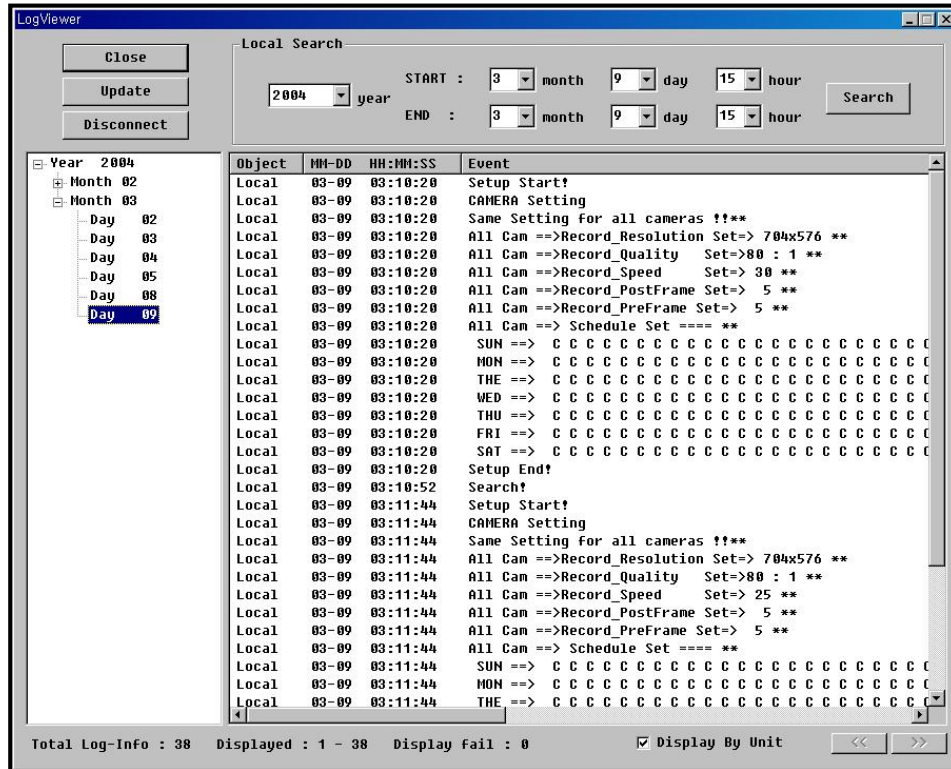
There is Remote System log view at the client system.

This viewer file located at the HiscoDVR directory in the program folder.



Next click the '**Connect**' button on the LogViewer window. Connect server dialog will pop up as shown right. After selecting server, ID/PASSWORD dialog will pop up. After pass the authentication, log viewer will display.

Chap 5. *Using the Remote Client program*



Select the log view START date and time, END date and time on the “**Local Search**” area at the LogViewer window. “**Search**” button on the LogViewer main dialog will retrieve and display DVR system log information on the log data area.

6

Trouble Shooting

Chap 6. *Troubleshooting*

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

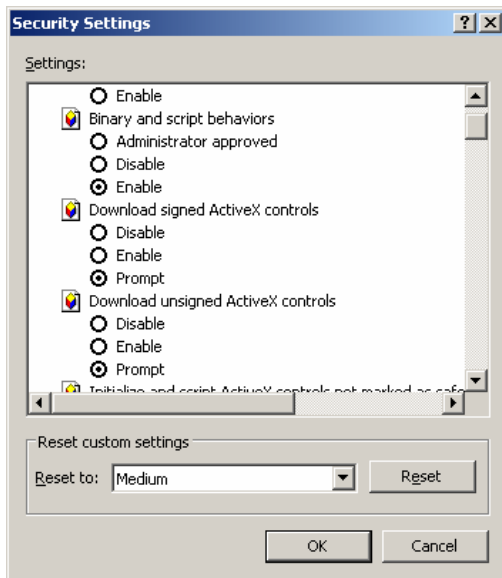
- 1) **My DVR doesn't boots up and stays at DOS prompt saying system file is corrupted or missing.**
 - a. System has been halted. It may be cause by hard drive corruption by irregular power supply from the wall outlet. Call authorized dealer for repair.
- 2) **My DVR is not recording some cameras.**
 - 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 though 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.



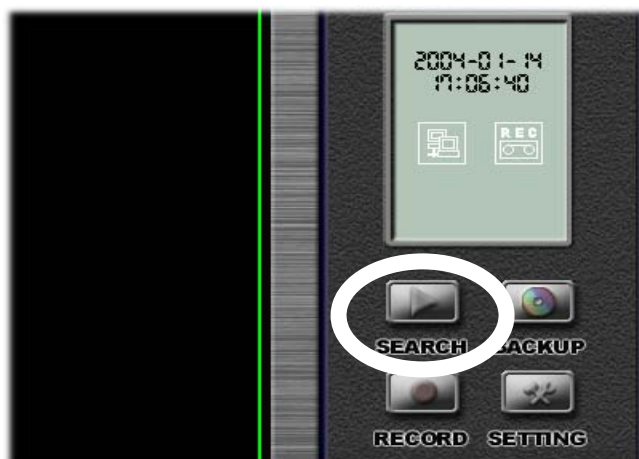


1. Check "Do not show this message again" and click ok
2. If you just click on the bar and try to install the Active X control, you will get the information that Internet Explore has blocked because it can't verify the publisher.
3. Click OK and close the box
4. On the Internet Explore bar, click **Tool**, 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"**



7

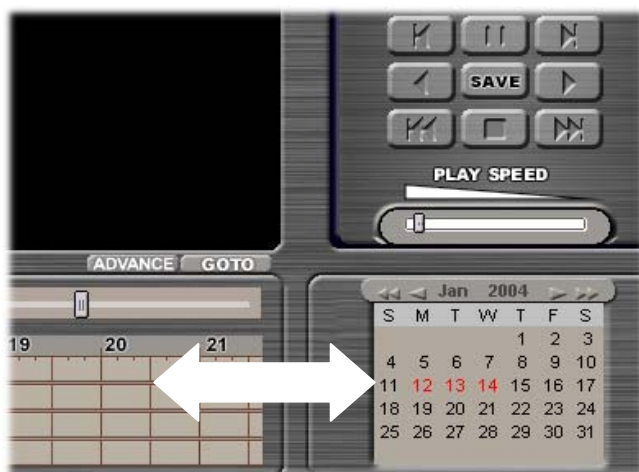
CD Burning Instruction (NeroExpress)



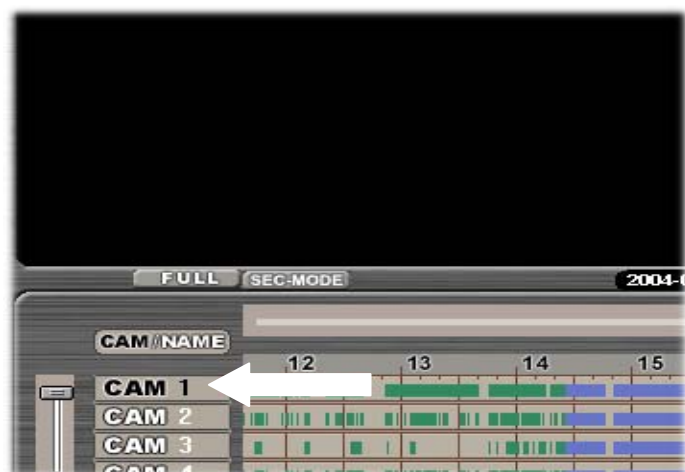
1. FROM THE MAIN MENU CLICK SEARCH



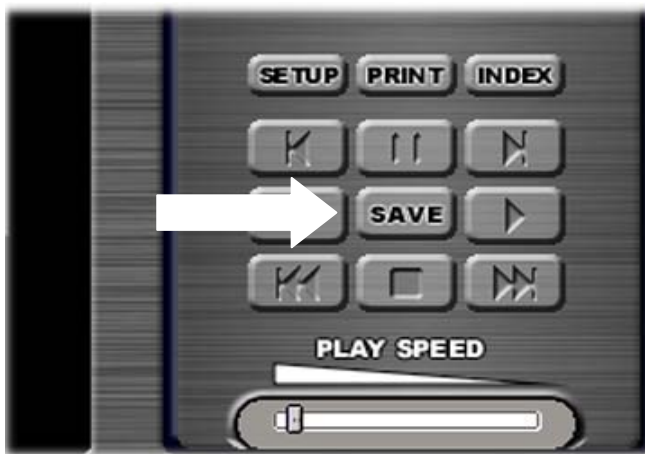
2. TYPE YOUR USER ID AND PASSWORD



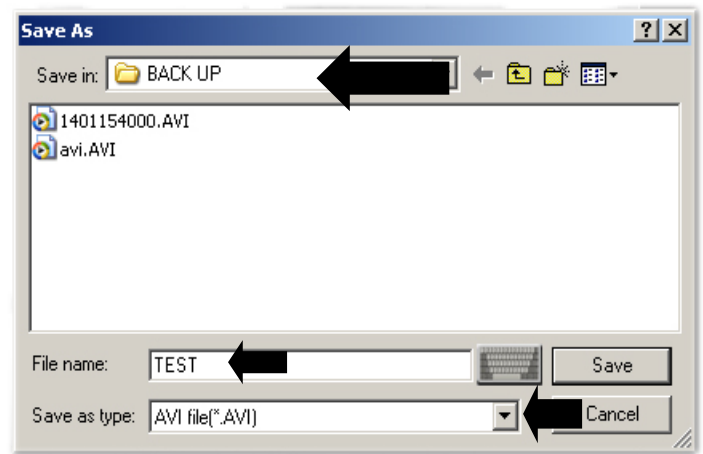
3. SELECT THE TIME AND DATE



4. SELECT THE CAMERA



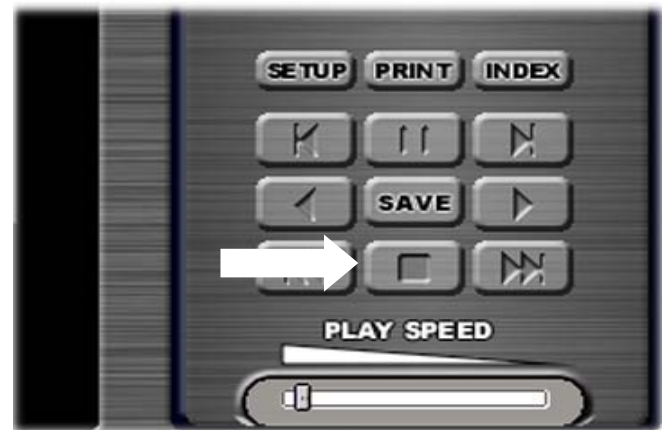
5. CLICK SAVE



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



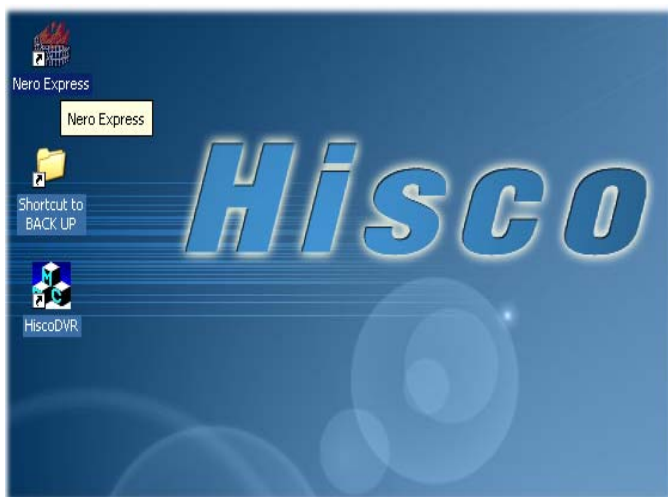
7. (SAVING AS AVI) NEXT CHOOSE IMAGE QUALITY. WE RECOMMEND USING HIGH AND 1 TO 5 FR/SEC. THEN, CLICK OK



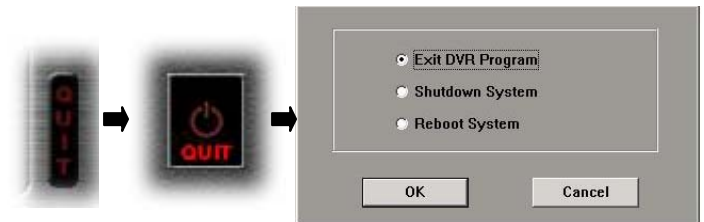
8. (SAVING AS AVI) WHEN THE DESIRED VIDEO HAS PLAYED, PRESS STOP TO STOP EXPORTING AVI.



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



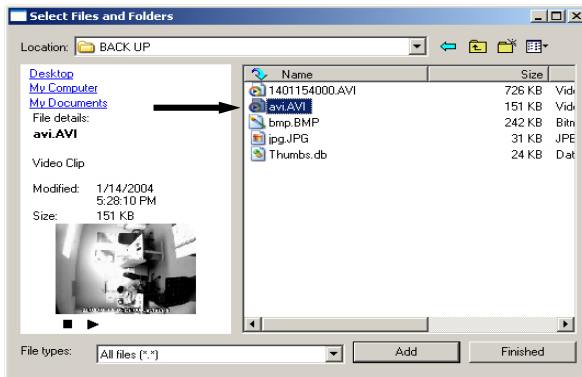
11. DOUBLE CLICK ON NERO EXPRESS SHORTCUT ON YOUR DESKTOP.



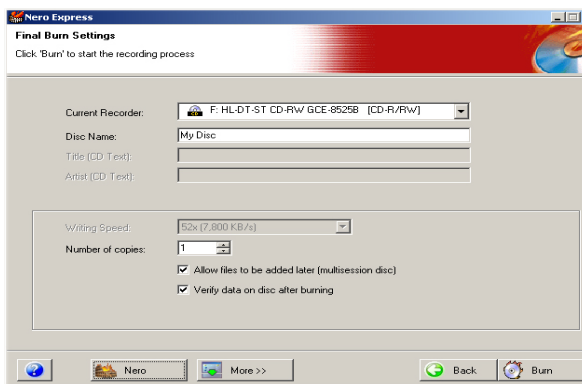
10. QUIT SEARCH AND QUIT DVR PROGRAM BY PRESSING "QUIT" BUTTON. CLICK "EXIT DVR PROGRAM AND THEN "OK".



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.**

8

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.

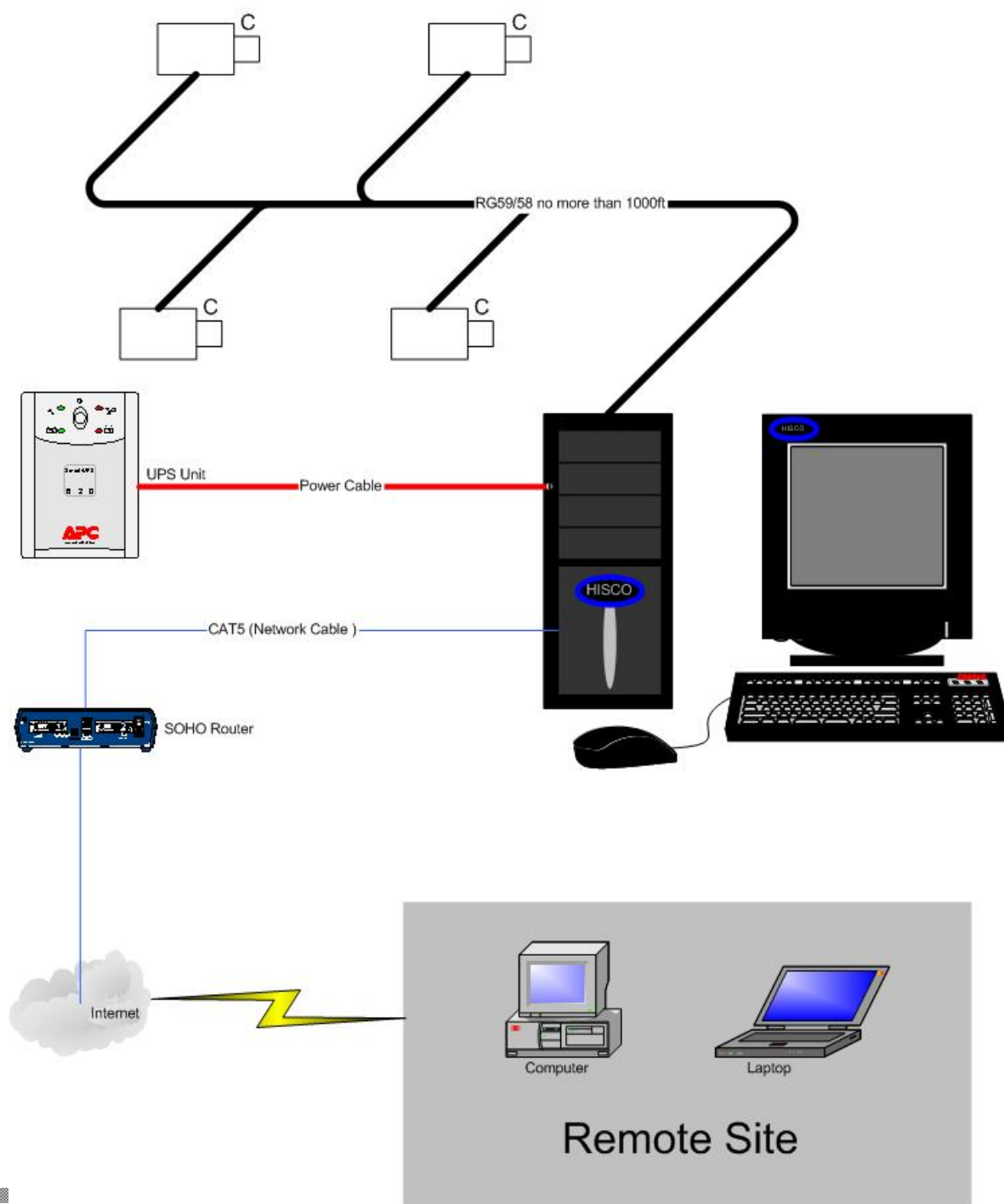
IMPORTANT: When using the network capabilities of the Hisco DVR, it is strongly recommended that each Hisco DVR be connected to a secure internal network. Do not expose your DVR to a Public such as internet.

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.

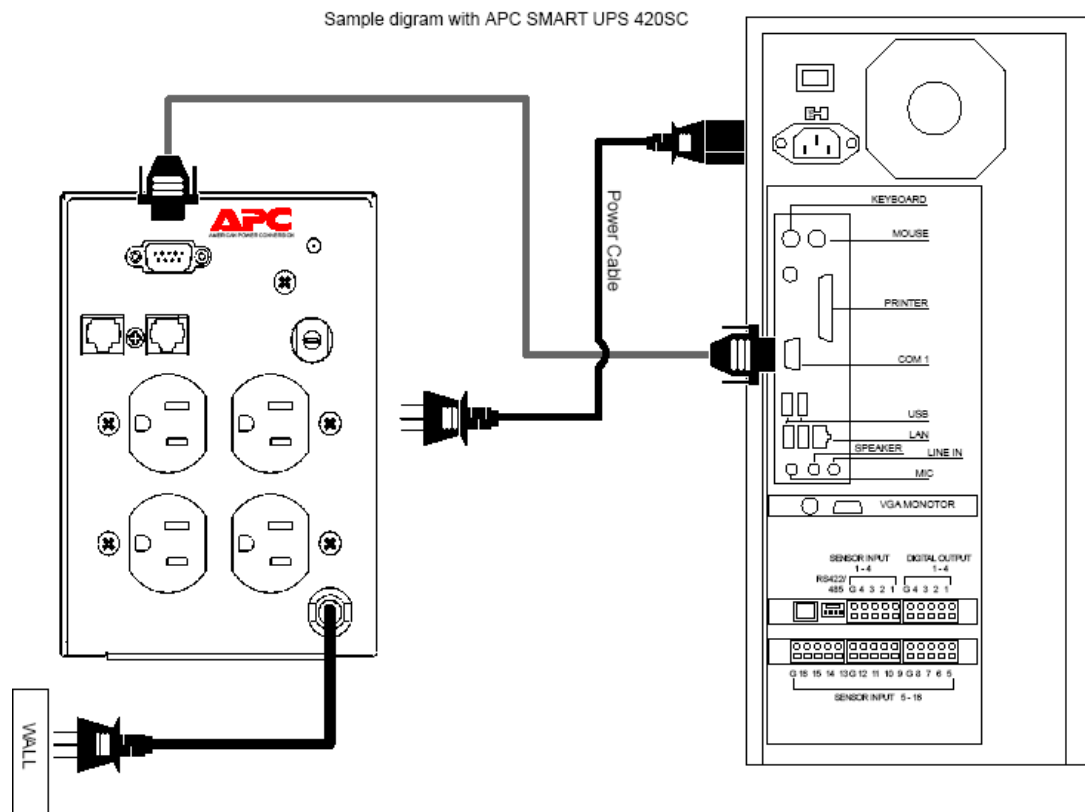
IMPORTANT: Only those UPS device that exhibit the Designed for Microsoft Windows XP and are recommended by Hisco Technologies Canada Ltd.

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 Edition**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 Edition (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.

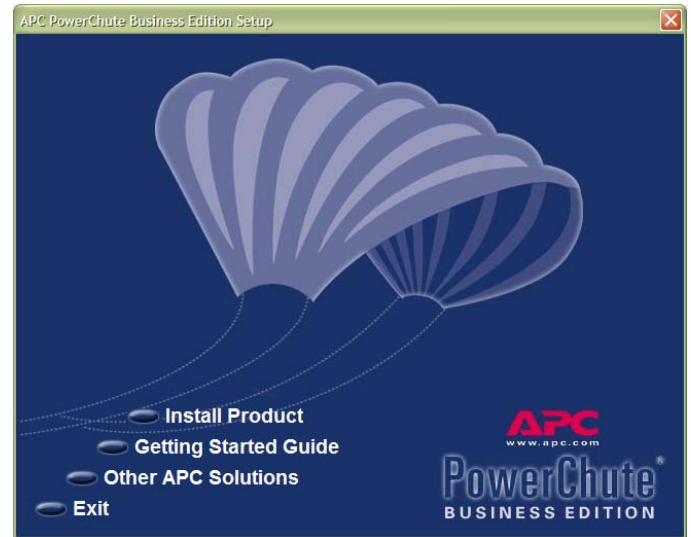
- The PowerChute Server gathers information from the PowerChute Agents and provides centralized event tracking, event notification and a single point of contact for the PowerChute Console.

- 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

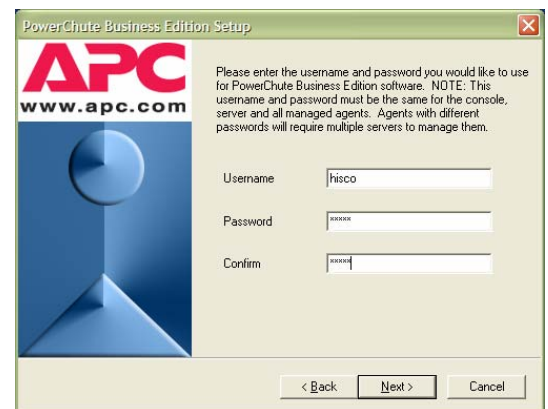
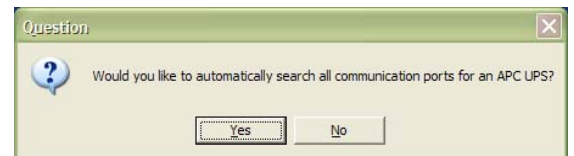
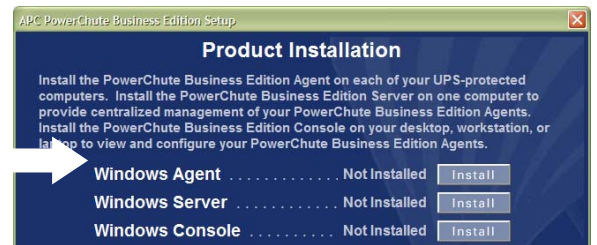
Install the PowerChute Agent to your UPS-protected DVR.

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.*

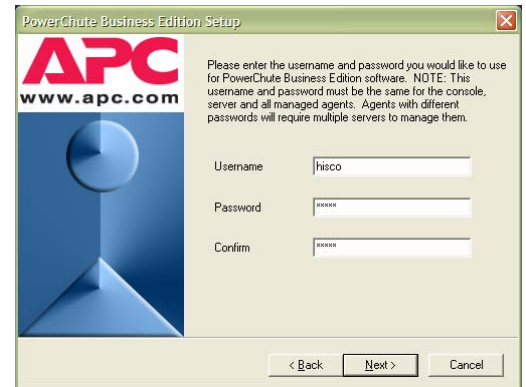
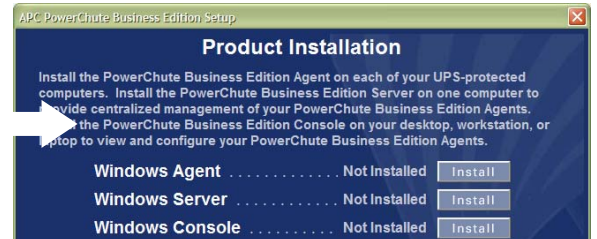
5. Enter a user name and password.



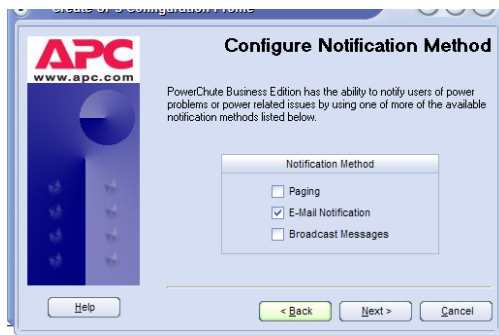
STEP 2: Install the PowerChute Business Edition Server

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.

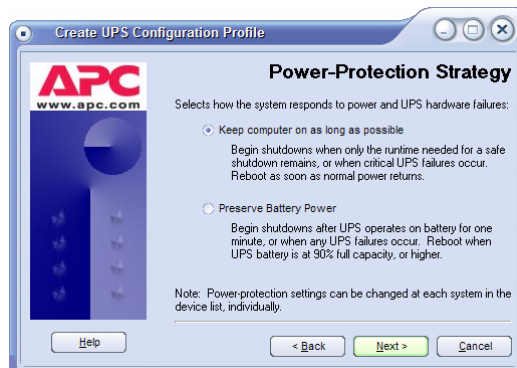


5. Configure Notification Method. You have to select at least one method. This instruction will show how to set the Email Notification.



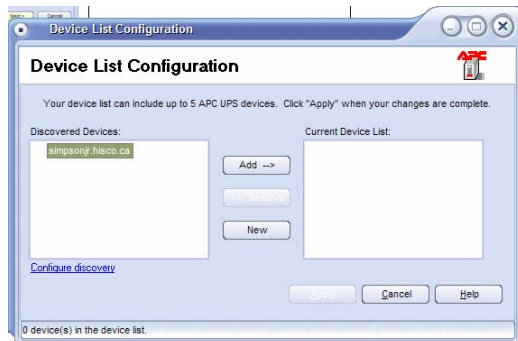
Click on Email Notification and Next

1. Assign your Smt 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

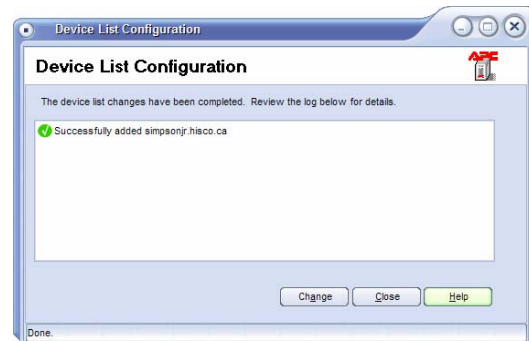
6. Configuring Device



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**.

Note:

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

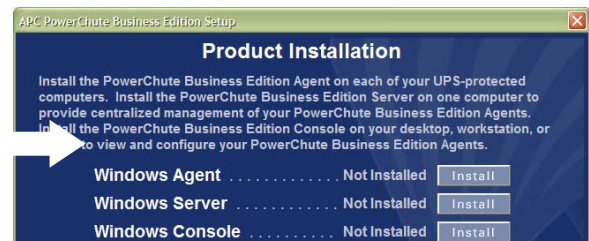


After a few second you will see the Device is enlisted. Click Close to complete

STEP 3: Install the PowerChute Business Edition Console

Accept the license agreement

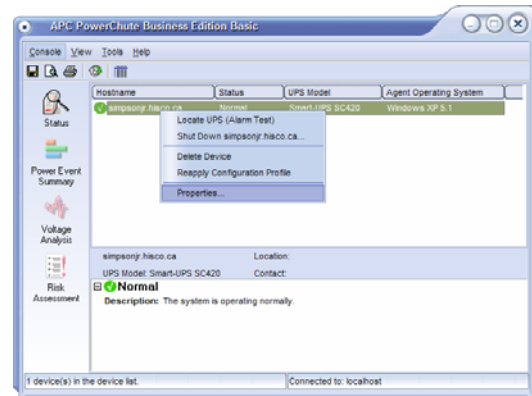
Install the PowerChute Console on the DVR.



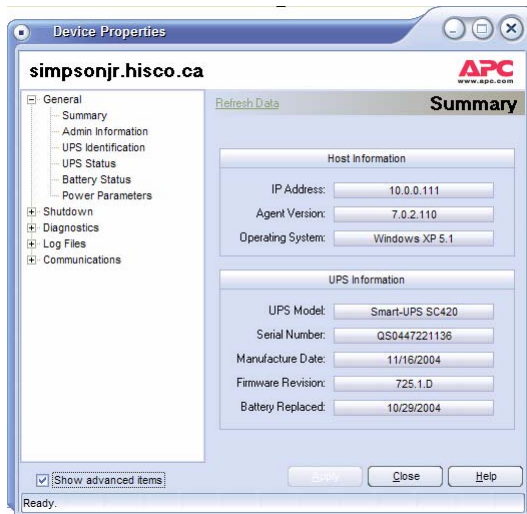
Power Chute Business Edition Configuration



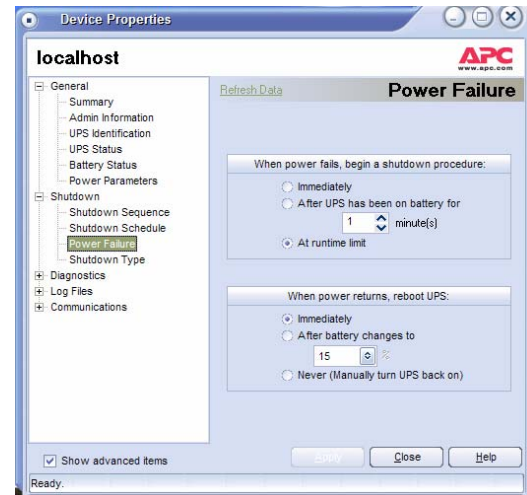
Type the User Name and Password you have created. And Click on **“Connect”**



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

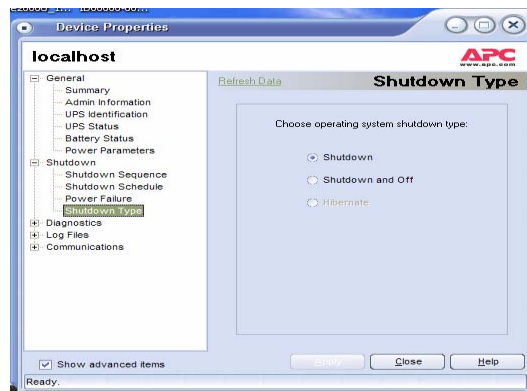


Click on the **“Show advanced Items”** to see more detailed information



Expand **“Shutdown”** category and select **Power Failure**.

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



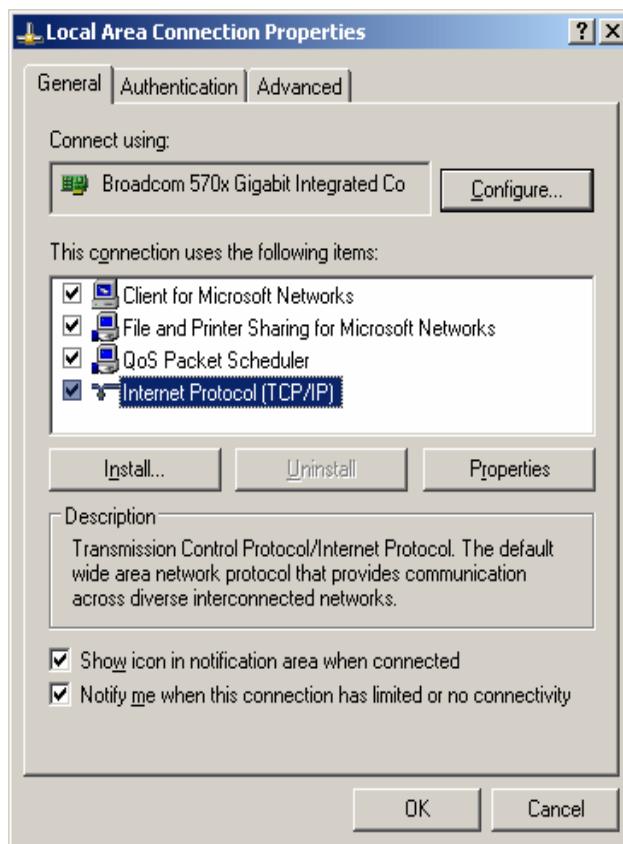
Shutdown Type should be set as **"SHUTDOWN"** Click **Close** to complete the configuration

Connecting DVR to the Network

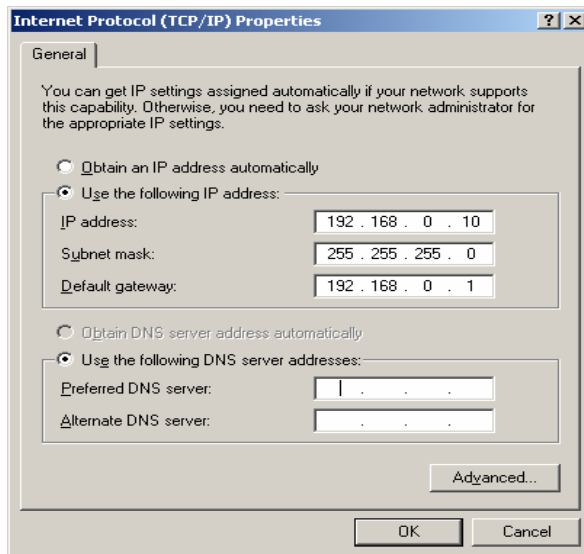
It is strongly recommended not to connect the DVR on Public network. To avoid virus and many other malicious attacks to the DVR, it should be connected to a safe internal network.

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 Forwarding 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**.



Please type your user name and password.

Site: 192.168.0.1

Realm: RP614

User Name:

Password:

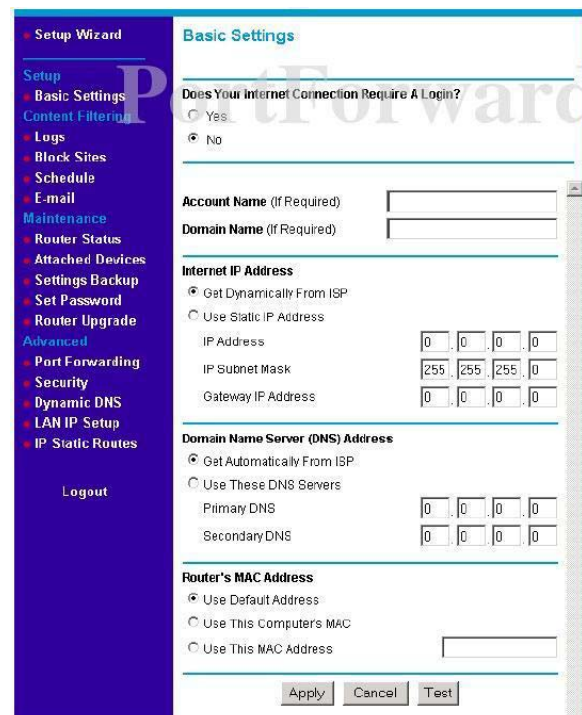
☐ Save this password in your password list

OK Cancel

Step 4:

The basic settings window show now be visible.

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



Setup Wizard

Setup

- Basic Settings
- Content Filtering
- Logs
- Block Sites
- Schedule
- E-mail

Maintenance

- Router Status
- Attached Devices
- Settings Backup
- Set Password
- Router Upgrade

Advanced

- Port Forwarding
- Security
- Dynamic DNS
- LAN IP Setup
- IP Static Routes

Logout

Basic Settings

Does Your Internet Connection Require A Login?

☐ Yes

☒ No

Account Name (If Required):

Domain Name (If Required):

Internet IP Address

☒ Get Dynamically From ISP

☐ Use Static IP Address

IP Address:

IP Subnet Mask:

Gateway IP Address:

Domain Name Server (DNS) Address

☒ Get Automatically From ISP

☐ Use These DNS Servers

Primary DNS:

Secondary DNS:

Router's MAC Address

☒ Use Default Address

☐ Use This Computer's MAC

☐ Use This MAC Address:

Apply Cancel Test

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**.

The screenshot shows the 'Ports' configuration page. At the top, there's a section for 'Service & Game' with a dropdown menu set to 'HTTP' and a 'Server IP Address' field with four empty boxes. To the right is an 'Add Server' button. Below this is a table with the following data:

#	Service Name	Start Port	End Port	Server IP Address
1	FTP	21	21	192.168.0.100
2	HTTP	80	80	192.168.0.101

At the bottom of the page are three buttons: 'Add Custom Service', 'Edit Service', and 'Delete Ser'.

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 Forwarding Sample (Linksys)

Port Forwarding Linksys BEFSR11

Step 1:

To setup port forwarding on this router you computer needs to have a static IP address. Take a look at our [Static IP Address](#) guide for your router.

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.

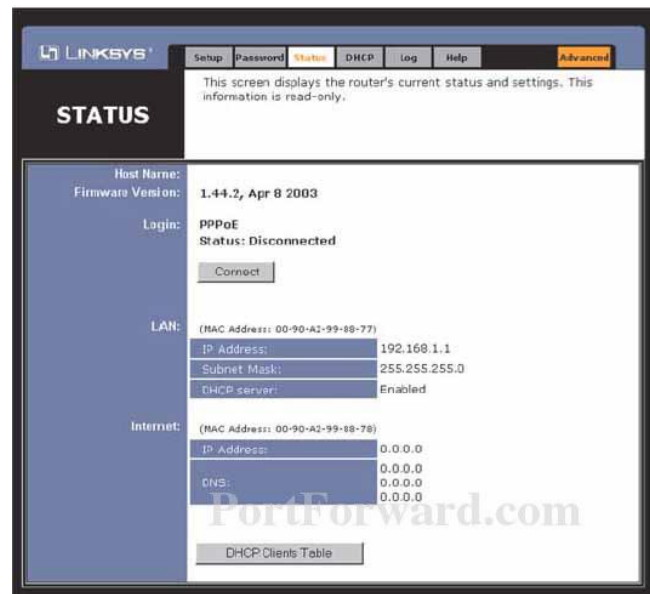


Step 3:

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.

LINKSYS®

Port Range FILTERS

Filters enable you to prevent certain PCs on your network from accessing your Internet connection.

Filtered Private IP Range: (0 to 254)

1:	192.168.1.0	~	0
2:	192.168.1.0	~	0
3:	192.168.1.0	~	0
4:	192.168.1.0	~	0
5:	192.168.1.0	~	0

Filtered Private Port Range: (0 to 65535)

1:	TCP	0	~	0
2:	TCP	0	~	0
3:	TCP	0	~	0
4:	TCP	0	~	0
5:	TCP	0	~	0

Private MAC Filter [Edit MAC Filter Setting](#)

Block WAN Request: ☒ Enable ☐ Disable

Remote Management: ☐ Enable ☒ Disable

Remote Upgrade: ☐ Enable ☒ Disable

Telnet Configuration: ☒ Enable ☐ Disable

[Apply](#) [Cancel](#) [Help](#)

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.

LINKSYS®

PORT RANGE FORWARDING

Port forwarding can be used to set up public services on your network. When users from the Internet make certain requests on your router, they will be redirected to the specified IP.

Customized Application	Ext. Port	Protocol	Port Range	IP Address	Enable
	To 5823	TCP		192.168.1.0	<input type="checkbox"/>
	To 5824	TCP		192.168.1.0	<input type="checkbox"/>
	To 5823	TCP		192.168.1.0	<input type="checkbox"/>
	To 5824	TCP		192.168.1.0	<input type="checkbox"/>
	To 5823	TCP		192.168.1.0	<input type="checkbox"/>
	To 5824	TCP		192.168.1.0	<input type="checkbox"/>
	To 5823	TCP		192.168.1.0	<input type="checkbox"/>
	To 5824	TCP		192.168.1.0	<input type="checkbox"/>
	To 5823	TCP		192.168.1.0	<input type="checkbox"/>
	To 5824	TCP		192.168.1.0	<input type="checkbox"/>

[UPnP Forwarding](#) [Port Triggering](#)

[Apply](#) [Cancel](#)

9

APPENDIX

Appendix 1. DVR Main System Setup Menu Map

BASIC SETUP				
SET	Compression		Wavelet, MJPEG	
	Camera's Type		NTSC, PAL	
	SystemKey Disable			
	Test WatchDog			
REGISTRY	Save			
	Restore			
	Default			

SYSTEM				
Camera Use	Camera 1 ~ 16			
Site	Site Location			
	Admin Name			
	Address			
	Tel Number			
Network	Use	Server Port(5823)		
System	Overwrite Use			
	Automatic System Shutdown			
	Schedule Reboot		Date (Sun ~ Sat or Everyday)	Time
Display	Show Recording Status			
	Show Camera Location			
	Initial Display Mode		1, 4, 6, 9, 10, 16	
	Auto Switch Interval		1, 2, 3, 4, 5, 10, 15, 20, 30, 60, 120, 180	
Etc	ID/PW Use			
	Watchdog Use			
Spot Monitor out	Enable/Disable Camera 1 ~ 16			

Appendix 1. DVR Main System Setup Menu Map

CAMERA							
Select Camera	Camera 1 ~ 16						
Same Setting for all Cameras							
Set	Location	Camera Location name					
	Pan/Tilt	Use					
		Setup	Select Control Set	COM Port			
	COM1, 2, 3, 4						
	Baud Rate						
	2400, 4800, 9600, 19200						
	Parity						
	Non, Odd, Even						
	Data Bit						
	7, 8						
	Stop Bit						
	1, 2						
	PTZ Address						
	0 ~ 63						
	Spot Monitor View						
	Hide Screen						
	Advanced	Select Camera	Camera 1 ~ 16				
		Pre, Post Set	Use				
			Pre Frames	1 ~ 60			
			Post Frames	1 ~ 60			
	Record	Resolution	320x240, 640x240, 640x480				
Quality		Wavelet - 10:1, 20:1, 40:1, 60:1, 80:1, 100:1 MJPEG - 85, 75, 65, 55, 45, 35					
Speed		1 ~ 30					
Schedule	Watch	Continuous	Motion	Sensor	Motion & Sensor	Event	
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	0 ~ 23 hours						

MOTION		
Select Camera	Camera 1 ~ 16	
Same Setting For	All Camera	
Set	Sensitivity	1 ~ 5
	Rate	100% ~ 1%
	Add	Area
		All
	Delete	Area
		All
	Test	

Appendix 1. DVR Main System Setup Menu Map

SENSOR			
Select Sensor	Sensor 1 ~ 16		
Set	Location & Type	Use	Normal Close (N/C), Normal Open (N/O)
		Sensor Location	
		Type	
	Relay Camera	Camera 1 ~ 16	

DO			
Select Digital	Digital 1 ~ 16		
Set	Type	Manual DO	Start Time, End Time.
		Schedule DO	
		Relay DI	
	Dwell Time	0 sec~10 minutes	
	Select Digital In	Camera 1 ~16	

USER				
User List & Set				
ADD	User	ID		
		PASSWORD		
		CONFIRM		
		LEVEL	Administrator, Power User, User	
	Level & Authority	Local	PTZ	
			Search	
			Backup	
			Shutdown	
		Remote	Connection	
			PTZ	
			Search	
			Backup	
	Select Camera [Hide]	Use		
		Camera 1 ~ 16		
MODIFY				
DELETE				

Appendix 1. DVR Main System Setup Menu Map

ALARM								
Select Camera	Camera 1 ~ 16							
Alarm Schedule	Alarm dwell time	2 ~ 60 sec						
	Use							
	UnUse							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
	0 ~ 23 hours							
Sound	Use							
Connection	Use							
Connect List	Add	Network	LAN, DIAL, ADSL					
		LAN	IP address					
			Port number					
		DIAL	Phone Number					
	Mod							
Del								

Appendix 2. Client System Setup Menu Map

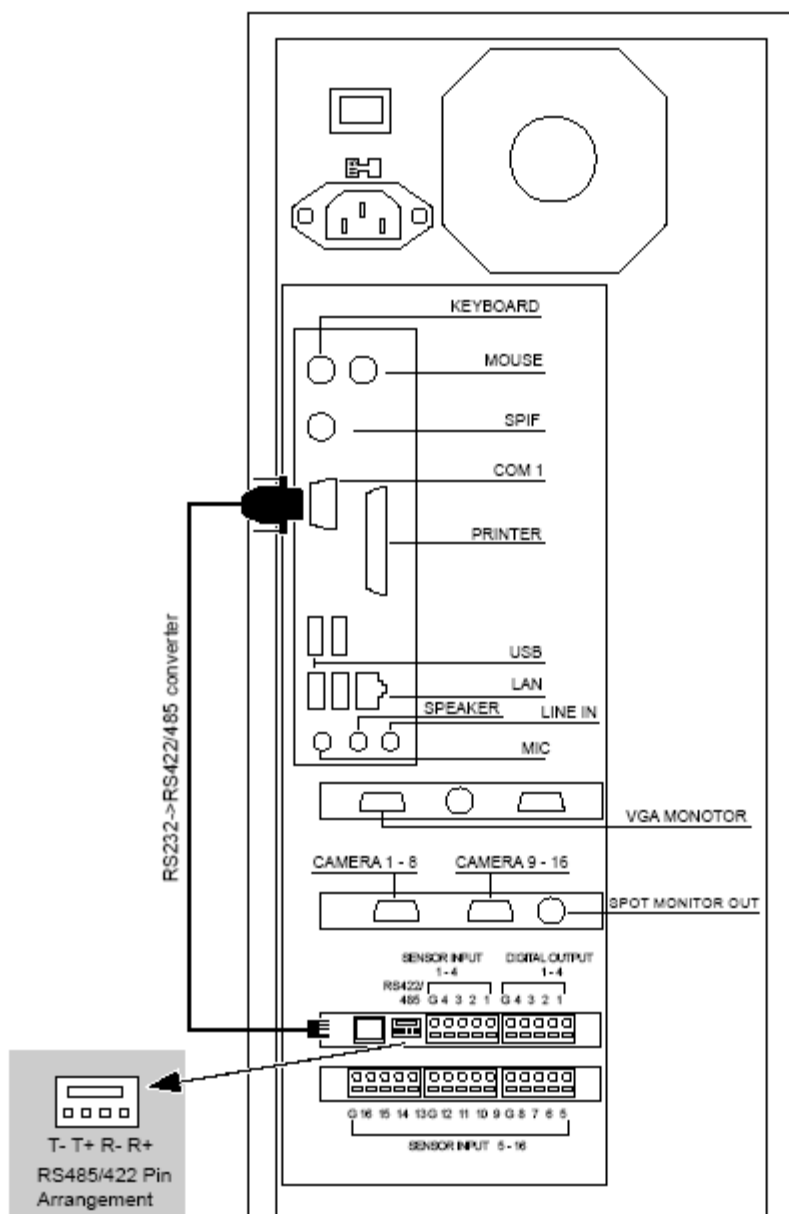
SYSTEM		
Network	Connect Server	Server name
	Connect Type	LAN, Dial
	Connect Address	IP Address
	Connect Port	Port number
	Add	
	Edit	
	Delete	
	Clear	
System	Receive Camera Name Show	
	Auto Switch Interval	10, 15, 20, 30, 60, 120, 180
	Display Mode	1, 4, 6, 9, 10, 16
	Alarm Server Use	
	Alarm Server Port	

MULTI CONNECT		
Setup	Connect Server	Server name
	Connect ID	User ID
	Connect PW	User Password
	Connect Type	LAN
	Connect Address	IP address
	Connect Port	Port number
Connect Camera	Camera 1 ~ 16	
Add		
Edit		
Delete		
Clear		

MAIN SETTING FROM CLIENT		All same setting menu information
Basic Setup		
System		
Camera		
Motion		
Sensor		
User		
Alarm		

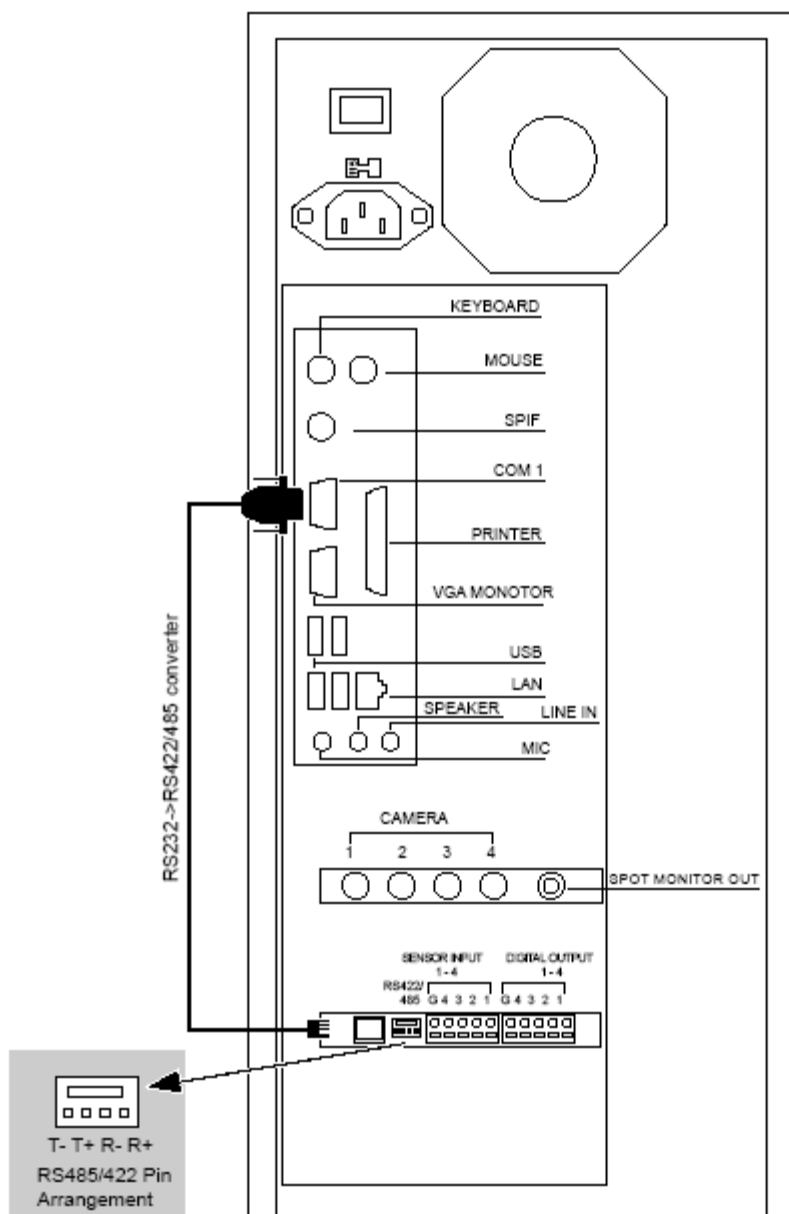
HISCO DVR TOWER CASE REAR VIEW

2000 AND 3000 SERIES



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 one 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 Canada
Suite 210, 4475 Wayburne Drive,
Burnaby, BC, Canada, V5G 4X4

Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

In no event will Hisco Canada be liable to you for damages, including any loss of profits, loss of data or other incidental or consequential damages arising out of your use of, or inability to use, the Software or its documentation. This limitation will apply even if Hisco Canada or an authorized representative has been advised of the possibility of such damages. Further, Hisco Canada does not warrant that the operation of the Software will be uninterrupted or error free. In addition, the DVR must be connected to an Uninterrupted Power Supply (UPS) and a surge protector to comply with our warranty.

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.

RETURNS

All merchandise returned for credit may be subject to a 20% restocking and refurbishing charge. Goods returned for repair or credit should be clearly identified with the assigned RA number and freight should be prepaid. Ship to the address below.

Hisco Canada
Suite 210, 4475 Wayburne Drive
Burnaby, BC, Canada, V5G 4X4

