

D-ViewCam

User Manual

Version 1.00

Business Class Networking

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System Requirements

To ensure your D-ViewCam system can maintain high video monitoring and recording performance, certain minimum system configurations are required. A higher performance system is required especially when the number of IP cameras exceeds 9.

Number of IP Cameras	1-4	5-9	10-16	16+
CPU	P4 2.8 GHz	P4 2.8 GHz	P4 3.0 GHz	P4 Dual Core 1.8 GHz or better
Memory	512 MB	512 MB	1GB	1-2 GB
Hard Disk Size (GB) *	40	60	80	120
Display Memory	32MB			
Display Resolution	1024x768; 1280x1024; 1600x1024			
Operating System	Microsoft Windows 2000 Professional SP 4 Microsoft Windows XP Professional with SP 2 or Microsoft Windows XP Home Edition SP 2 Microsoft Windows Vista Home Basic			
Network Interface	10/100 Mbps Ethernet			

* Recording video over a long period of time will consume large amounts of disk space. Make sure that you have enough disk space available if you want to use recording function. You can still complete the installation even if you have less than the suggested free disk space.

Introduction

Thank you for purchasing a D-Link IP camera, which provides state-of-the-art camera technology combined with IP network capabilities. You can build a home or small business surveillance system by using D-Link IP cameras and the latest features offered by the D-ViewCam application software.

Features

- D-ViewCam can automatically locate and add IP cameras in the local network.
- Storage management for recording files.
- Single and multiple video stream monitoring (up to 32 video channels).
- Two-way audio communication.
- Intelligent filter and search capabilities for scheduling recording and/or event recording.

Installing Your IP Camera

Before installing D-ViewCam, please make sure you have installed your D-Link IP camera(s) that will be managed by D-ViewCam.

Step 1

Follow the installation procedures that came with your IP camera(s) to complete the camera installation process.

Step 2

Verify that you are able to view the video images from the IP camera(s) by accessing the camera's built-in web configuration page. It is recommended that all IP cameras be installed in the same subnet as your management PC running the D-ViewCam software.

Step 3

Please refer to page 11 to add IP camera(s) to the D-ViewCam system.

Note: *D-ViewCam is optimized for small-scale LAN environment. To protect the system and cameras from attack from the Internet, place D-ViewCam behind a firewall or an IP sharing device.*

Software Installation

Turn on the computer and insert the IP Camera Installation CD into the CD-ROM drive. Below step-by-step instructions will be shown if you are using Windows® XP. However, similar instructions and screens will also be provided for other Windows operating systems.

When the autorun screen starts, click **Install D-ViewCam**.

Note: If the Installation Wizard does not start automatically, you can manually start the wizard by double-clicking the *setup.exe* file from the CD.

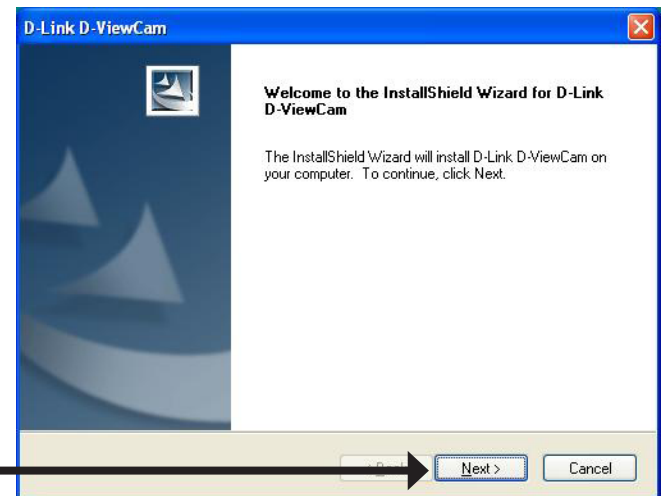
Select a language and click **OK**.

Click **OK**



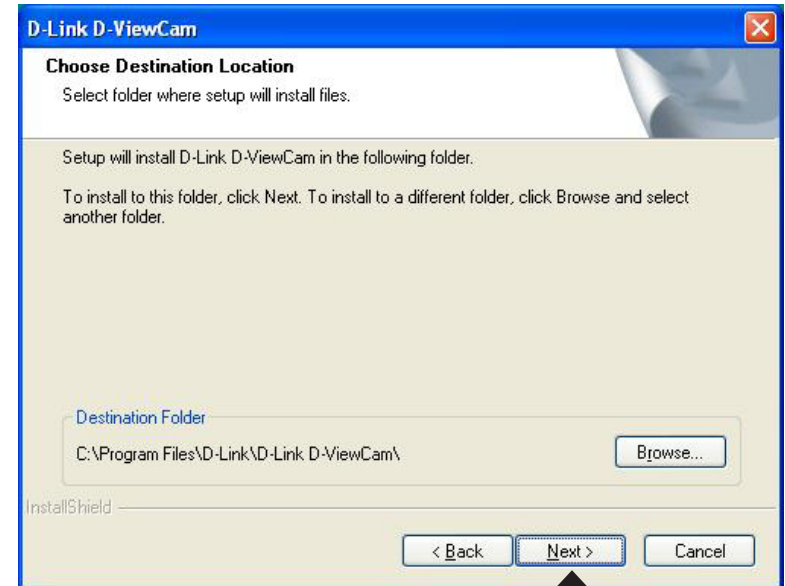
Click **Next** to continue.

Click **Next**



Click **Next** to install the software into the default folder. Otherwise, click **Browse** to select a folder.

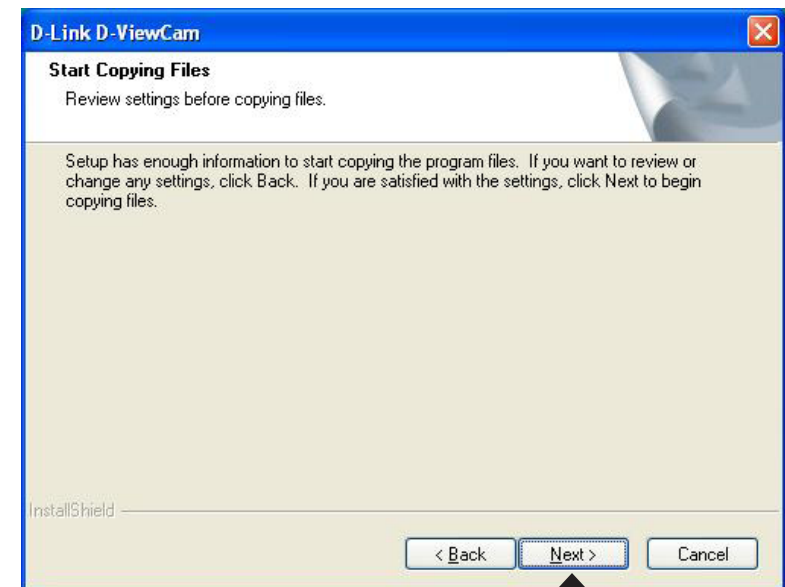
Click **Next**



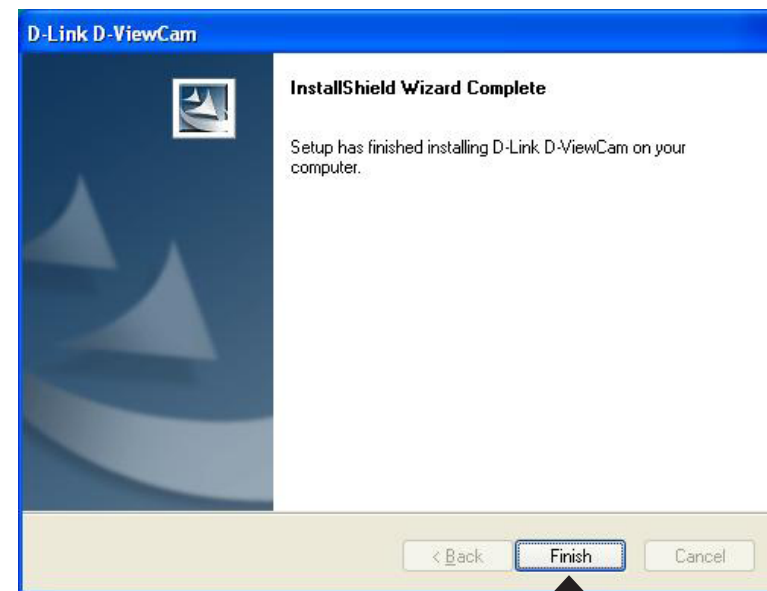
Click **Next** to start the installation process.

Note: The D-ViewCam installation may take several minutes to complete.

Click **Next**



Click **Finish** to complete the installation.



Click **Finish**

Using D-ViewCam

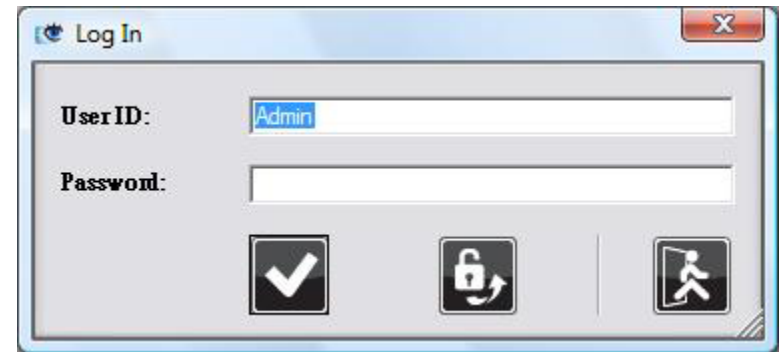
This section will show you how to start and configure D-ViewCam.

To start D-ViewCam, select **Start > All Programs > D-Link > D-Link D-ViewCam**.



Enter **Admin** as the default username and leave the password blank. Click **OK** to log into the system.

Note: You can change the admin password by clicking the **lock** icon or you can skip this step and change your password by following the steps on page 48.

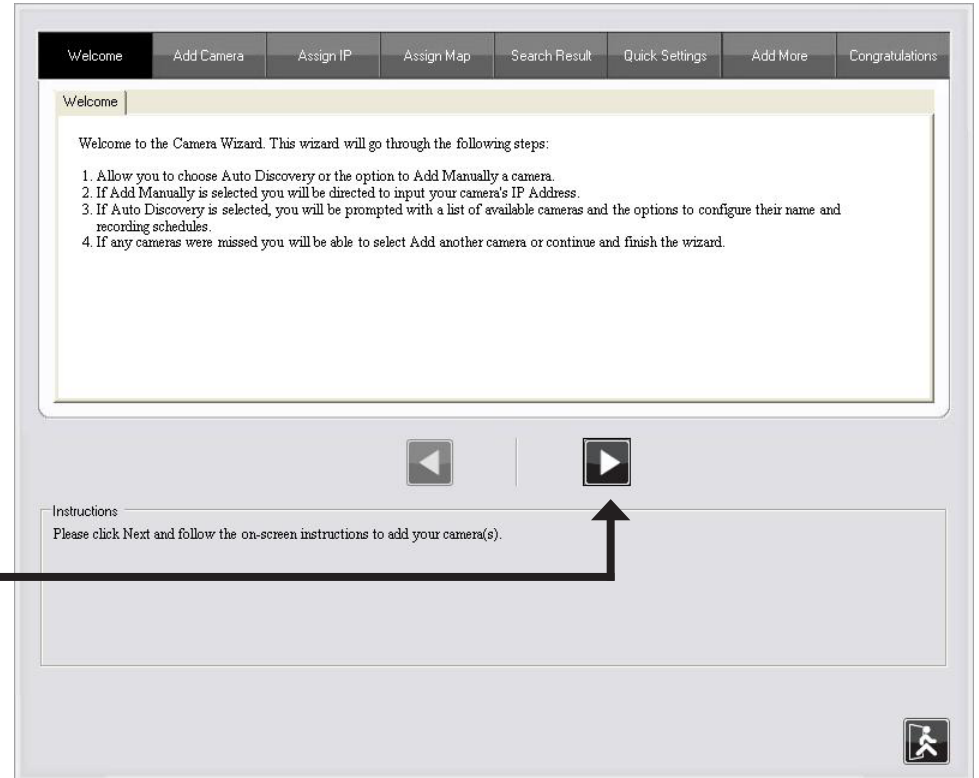


Add Camera Wizard

Welcome to the camera wizard. Use this wizard to add your cameras to the D-ViewCam system.

Note: Use the left or right arrow to navigate the wizard.

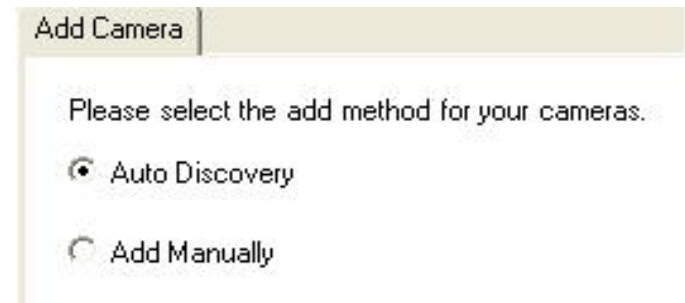
Click Next to continue.



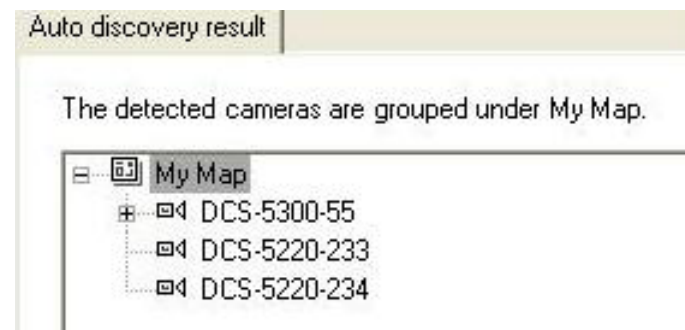
Choose which method to add your camera(s). You can choose **Auto Discovery** to automatically search for your camera(s), or choose **Add Manually** to add your camera(s) via the camera's IP address. Click **Next** to continue.

If you choose **Auto Discovery**, the system will search all cameras that are located in the same subnet within a LAN environment. The system will place all found cameras at the default map called My Map. Click **Next** to continue.

If you choose **Add Manually**, you will need to enter the IP address of the camera(s). Click **Next** to continue.



The 'Add Camera' screen features a title bar at the top. Below it, the text 'Please select the add method for your cameras.' is displayed. There are two radio button options: 'Auto Discovery' (which is selected) and 'Add Manually'.



The 'Auto discovery result' screen shows a title bar. Below the title bar, the text 'The detected cameras are grouped under My Map.' is displayed. A tree view shows a folder named 'My Map' containing three camera entries: 'DCS-5300-55', 'DCS-5220-233', and 'DCS-5220-234'.



The 'Assign IP' screen has a title bar. Below the title bar, the text 'Camera IP Address:' is displayed. Below the text is a single-line text input field.

D-ViewCam shows the detected IP camera(s) information. You will be able to schedule which recording type you wish to set for each camera.

- **24/7 Continuous Recording:** Start scheduled recording 24 hours a day, 7 days a week.
- **24/7 Motion Detection Recording:** Continuously monitoring the videos but ONLY make recording when motion is detected.
- **Office Hours Only:** Continuously monitoring the videos during office hours (08:00 AM to 06.00 PM) and ONLY make recording when motion is detected.
- **Non-Office Hours Only:** Continuously monitoring the videos during non-office hours (06:00 PM to 08.00 AM) and ONLY make recording when motion is detected.

Note: Excluding 24/7 Continuous Recording, other schedule recording types can ONLY be activated when motion detection is configured on the camera. Please refer to page 55 in the users manual for more information.

Click **Next** to continue.

Quick Settings						
The discovered cameras information showed as below:						
Camera Name	Model	Schedule Recording Type	Status	IP Address	MAC Address	
DCS-5300-55	DCS-5300	None	Active	10.129.1.55	000D887D6DC4	
DCS-5220-233	DCS-5220	None	Active	10.129.1.233	001346DC3BC3	
DCS-5220-234	DCS-5220	None	Active	10.129.1.234	001346DC38EB	

Select **Yes** to add other camera(s), or select **No** if you have no additional camera(s) to add. Click **Next** to continue.

Add another camera

☐ Yes ☒ No

The Add Camera wizard is now complete. Click **Close** to access the D-ViewCam main screen interface.

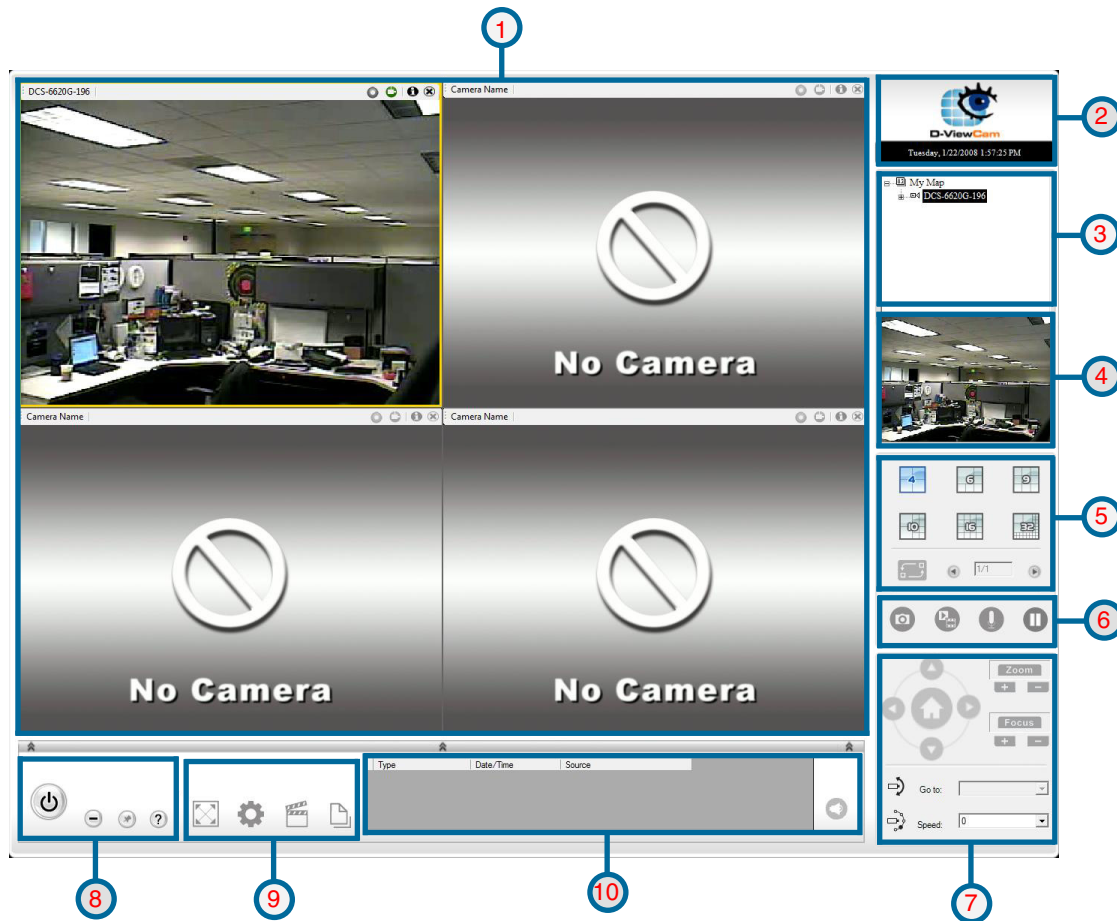
Congratulations!

Congratulations, your camera configurations are now complete and ready to use.

You may now click the Close button to view your camera and configure any additional advanced settings.

Using D-ViewCam Software

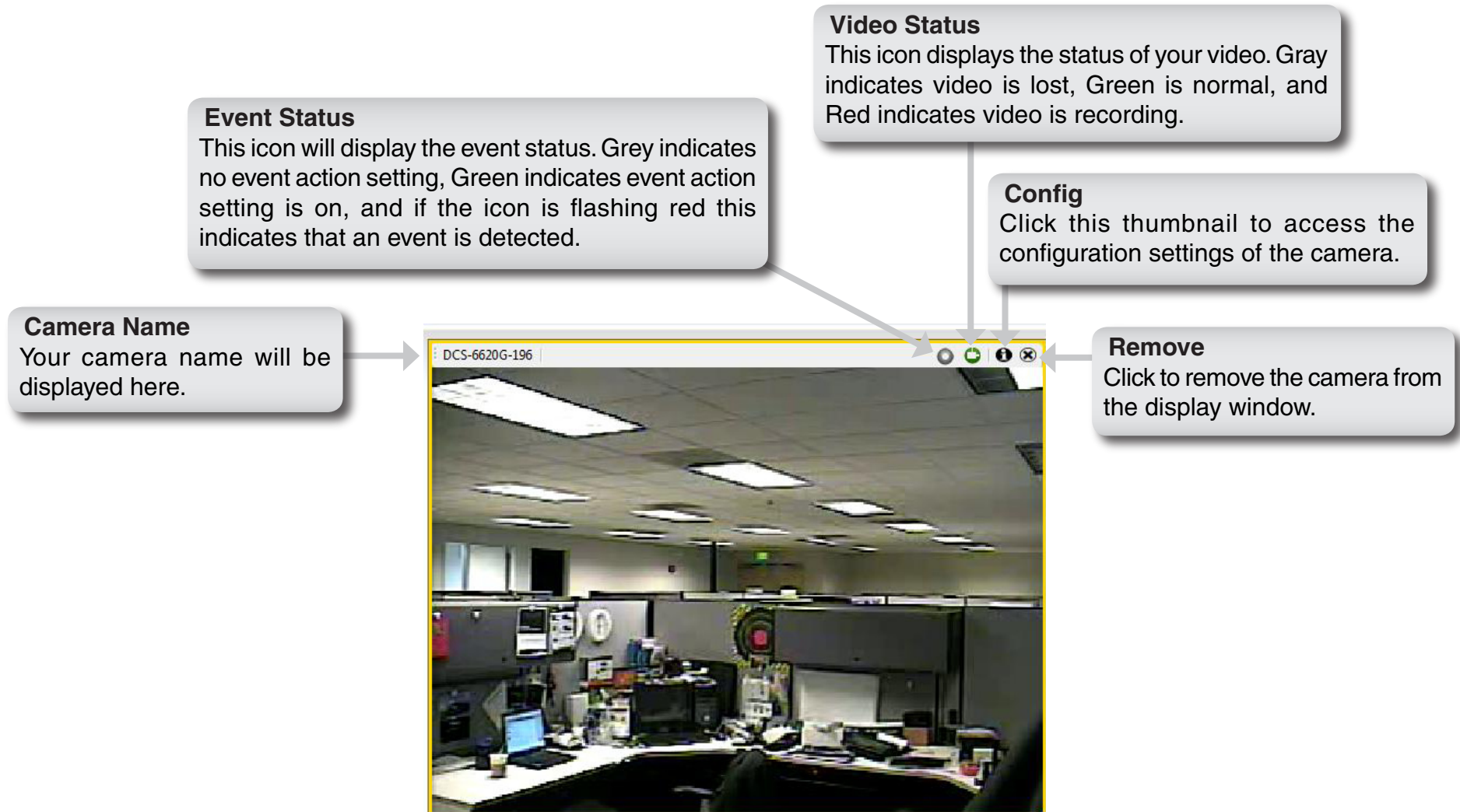
D-ViewCam software provides advanced security monitoring and device management functions when used in configuration with D-Link IP camera(s). D-ViewCam uses IP technology to provide comprehensive management functions, such as system controls, live video feeds, and archived recordings. The main user interface includes 10 areas and you may refer to the table below for more descriptions.



Area No.	Area Name	Description
1	Main Display Area	Video monitoring area. Number of screens displayed is determined by split-screen configuration
2	System Board Area	System date and time display
3	Select Device and Map Area	Tree structure display that shows maps and devices
4	Preview Window Area	Display map or current video image if an active camera is selected from the tree structure
5	Split Screen Area	Selected number of screen displayed at the main display area
6	Manual Control Area	Snapshot, manual recording, two-way audio controls and freeze video display
7	PTZF Control Area	Selectable when a camera selected has pan, tilt, zoom and focus function
8	Program Control Area	Minimize the main window, exit D-ViewCam, auto-hide and help page
9	Setting and Search Area	Full screen, system configuration, search and playback videos, search and playback events
10	Event Action Log	Event log list

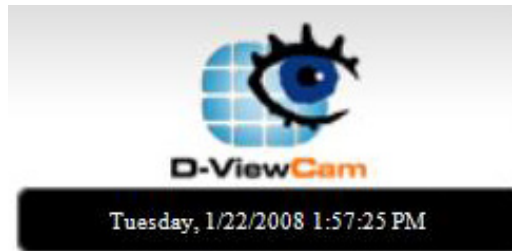
Main Display Area

The main screen interface is where live images from the cameras or e-Map are displayed. For live images, depending on the split-screen configuration, this area can display images from multiple cameras. There is an information bar for each image that can be used to identify a camera and its current status. This bar will not be displayed in high split-screen configuration such as 10, 16 or 32.



System Board Area

This area displays the D-ViewCam logo, system date and time, and version information.



Select Device and Map Area

This area displays your map and camera(s) in a tree structure.



Preview Window Area

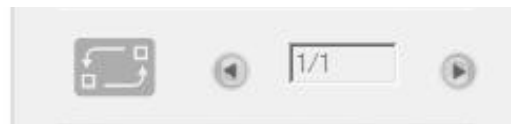
This area will display an image preview of a selected camera from My Map. If a map is selected (instead of a camera), this preview window will cycle through images from all of the available cameras, one after the other.



Split Screen Area

Split Screen

Select a split-screen display layout by clicking on the desired layout icon. The system provides 4, 6, 9, 10, 16 and 32 split screen modes. To switch to signal camera display, double click on the camera's image. To return to the previous configuration screen, press the **Esc** key or double click on the screen again.



Rotation

Control the rotation of the video monitoring screen. The live video display will start to rotate from the upper left to the lower right. Click the rotation icon to start or stop the rotation. If the number of cameras is more than the current split screen configuration, the main display window will arrange in multiple pages. You can access all the cameras by using the paging mechanism.

Manual Control Area

Snapshot Button



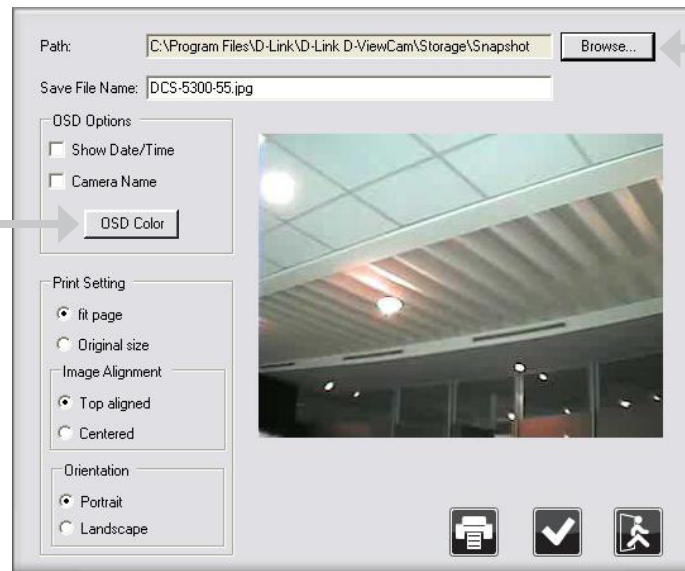
Snapshot Button

Click this button to capture a selected video image immediately.

When a camera is selected and live video image can be seen in the main display or preview area, you can take a snapshot using the snapshot button. When this button is pressed, the system will show a dialogue window with the snapshot image and options as shown below:

OSD Button

Click this button to change the content of the overlay information and select a text color.

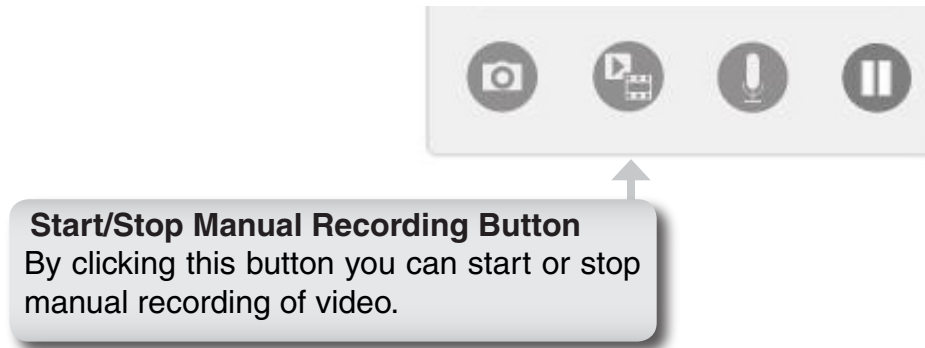


Browse Button

Click this button to select a folder where the image file will be saved, and then input a file name.

Note: You can save the file in a different format by typing the file format after the file name, such as: .png, .gif, .jpg.

Start/Stop Manual Recording Button



When performing manual recording, the video window will be marked as red and the recording time information will be displayed in red at the lower right hand corner of the screen.



If you want to manually record multiple videos, follow these three steps below.

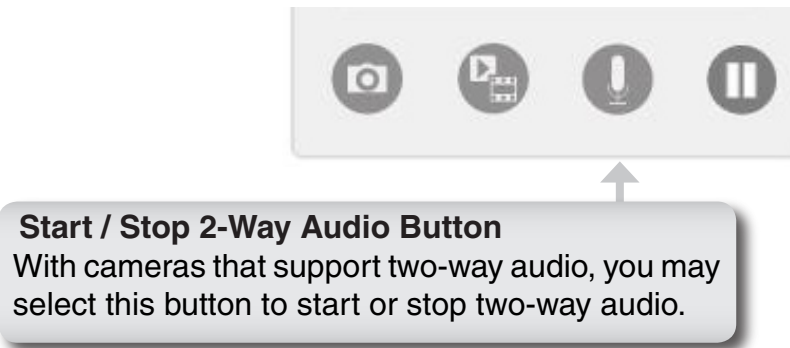
1. Select a group of live videos by pressing and holding the **Ctrl** key on the keyboard and then click on all the camera images which you want to record in video display area.
2. To start recording, click the **Start Manual Recording** button.
3. To stop multiple recording, select the cameras you wish to stop recording by repeating step 1 and then click the **Manual Record** button to stop recording. All video data is recorded in the QVGA or CIF format. The frame rate depends on the camera that you select and should be configured via the camera's web interface.

Start/Stop 2-Way Audio Button

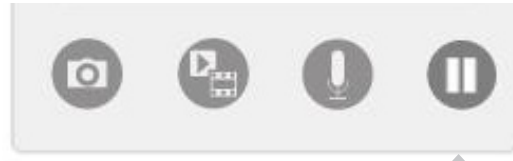
For camera(s) that support audio, D-ViewCam provides two-way audio features, which enable a user to start an audio conversation with another person near the camera(s).

To start an audio conversation, first select a camera and then press the **Start/Stop 2-Way Audio** button. You can press the button again to stop the function.

Note: *If the two-way audio mode is on and you select another camera, the audio conversation session will be automatically terminated.*



Freeze Video Display Button



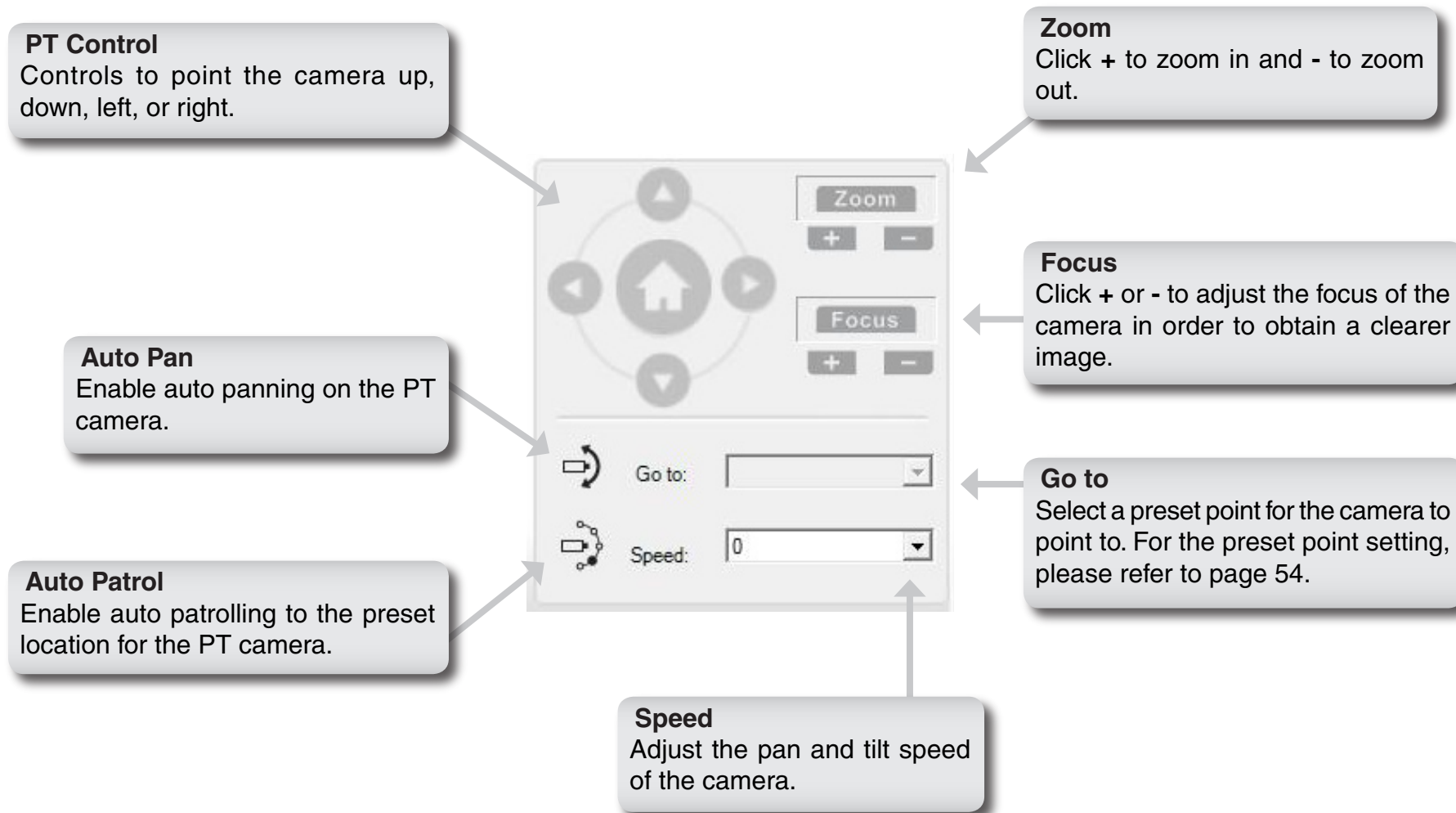
Freeze Video Display Button

This button can be used to temporarily stop displaying all live images. If you press this button again, it will resume video display.

Note: This feature only freezes the live image display; all other functions such as event and recording are not affected.

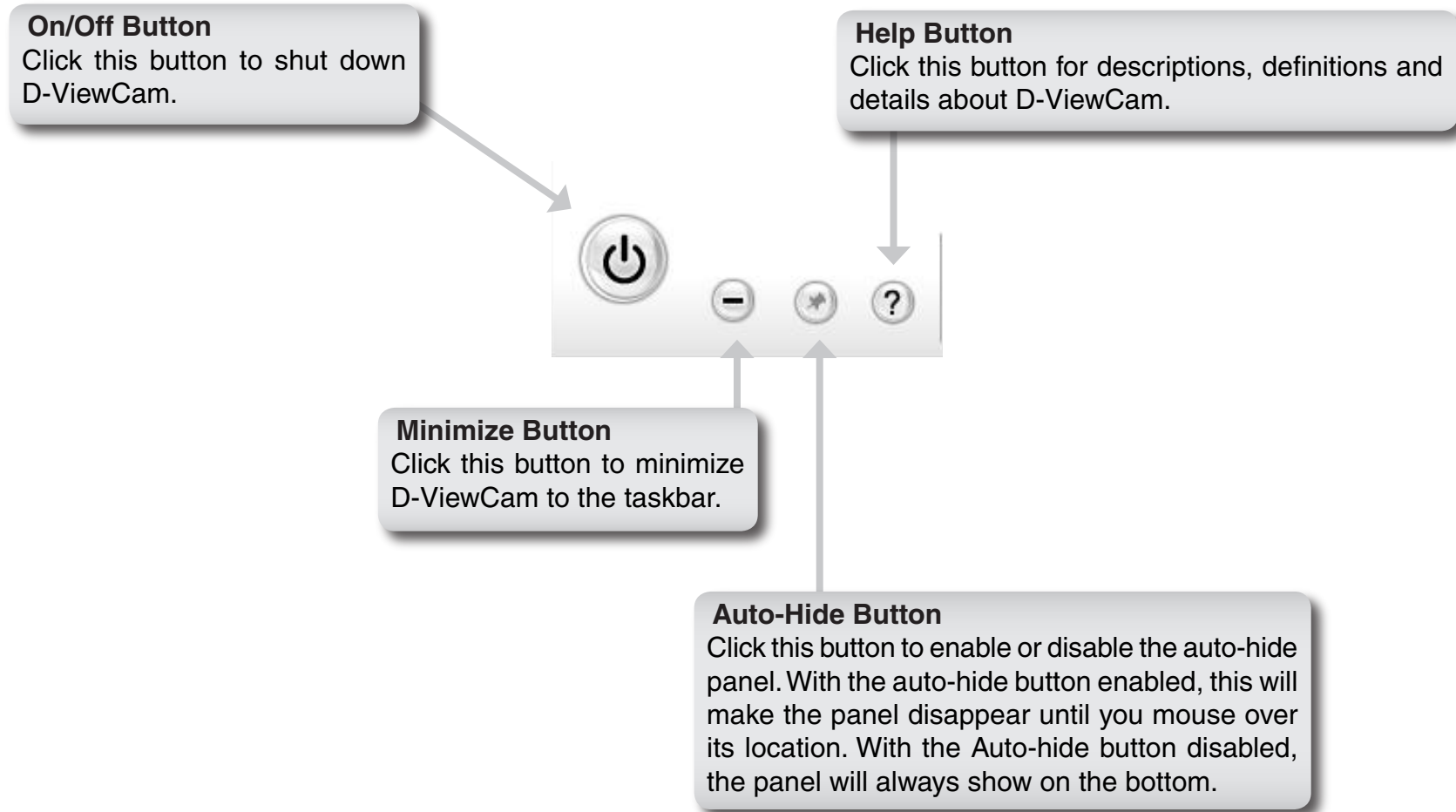
PTZF Control Area

PTZF control area provides pan, tilt, zoom and focus functions to control the movement of PTZF capable cameras.



Program Control Area

This area provides you 4 buttons to control the program or obtain help information.



Setting and Search Area

This area enables you to view the video in full screen mode by clicking the 1st button. The 2nd button enables you to configure the system in 2 different modes. Last, the 3rd and 4th button enable you to search and playback the video(s) and event(s).

Full Screen Button

Click this button to switch the video mode to full screen mode. To return to the previous screen, double click the screen or press the **Esc** key on your keyboard.

Video Search and Playback Button

Click to search and watch the recorded video, such as scheduled recording, event recording and manual recording. Please refer to page 65 for details.



System Configuration Button

Clicking this button will provide the user with two configuration modes, wizard mode and expert mode.

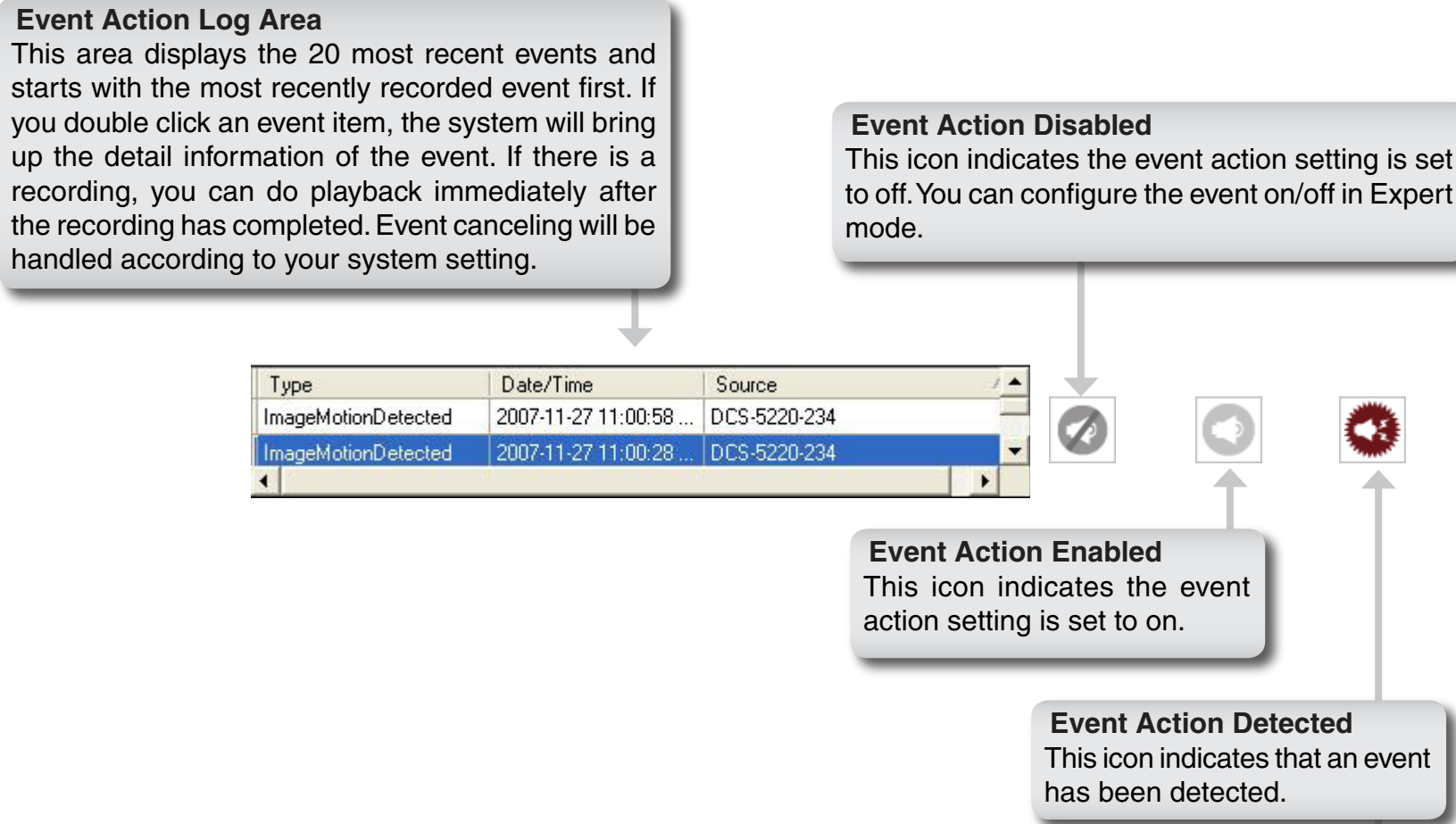
Event Search and Playback Button

Click to search and watch the specific event and recorded system information. Please refer to page 68 for more information.

Event Action Log Area

Event Action Log Area

This area displays the 20 most recent events and starts with the most recently recorded event first. If you double click an event item, the system will bring up the detail information of the event. If there is a recording, you can do playback immediately after the recording has completed. Event canceling will be handled according to your system setting.



The diagram illustrates the Event Action Log Area and the meaning of three event action icons. A box labeled 'Event Action Log Area' points to a table showing event logs. A box labeled 'Event Action Disabled' points to a muted speaker icon. A box labeled 'Event Action Enabled' points to a speaker icon. A box labeled 'Event Action Detected' points to a red gear icon.

Type	Date/Time	Source
ImageMotionDetected	2007-11-27 11:00:58 ...	DCS-5220-234
ImageMotionDetected	2007-11-27 11:00:28 ...	DCS-5220-234

Event Action Disabled

This icon indicates the event action setting is set to off. You can configure the event on/off in Expert mode.



Event Action Enabled

This icon indicates the event action setting is set to on.



Event Action Detected

This icon indicates that an event has been detected.



When event action is enabled, event canceling will be handled according to your system setting:

- **Automatic event canceling** - the cancel event button will be flashing for a pre-determined period of time and then the event automatically cancel.
- **Manual event canceling** - the cancel event button will keep flashing until is clicked. Click the cancel event button and then the system will cancel all active events

Configuring D-ViewCam

D-ViewCam application is designed in a way that it can be easily set up for simple home and small business surveillance applications. It provides two modes of configuration, wizard mode and expert mode. Wizard mode is designed for basic configuration, including Add Camera, System Backup and Quick Recording Settings. Expert mode is for more advanced use with comprehensive configuration options. The user can switch between these two modes at any time.

To configure D-ViewCam, follow the instructions below:

Step 1

Move your mouse pointer to the bottom of the screen if the **Setting and Search Area** is hidden.

Step 2

The **Setting and Search Area** will raise automatically.

Step 3

Click the **System Configuration** button. For **Wizard Mode**, please refer to page 28. For **Expert Mode**, please refer to page 34.



Wizard Mode

Wizard mode configuration is designed to allow a user to quickly set up a D-ViewCam system with few simple clicks. This mode is recommended to quickly set up a working D-ViewCam system. You can use expert mode configuration to fine-tune the system at a later time. Click on the button of the wizard you wish to begin.

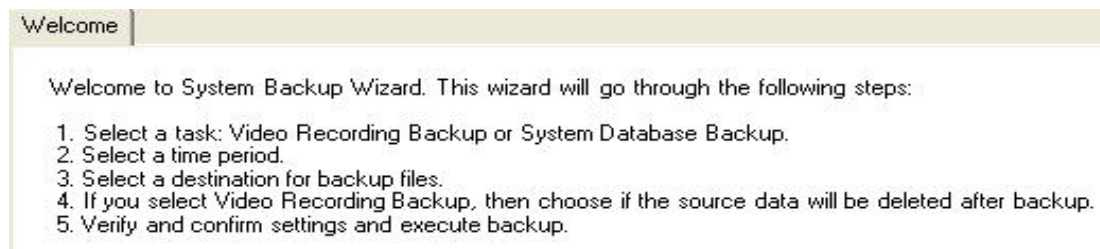


Add Camera Wizard

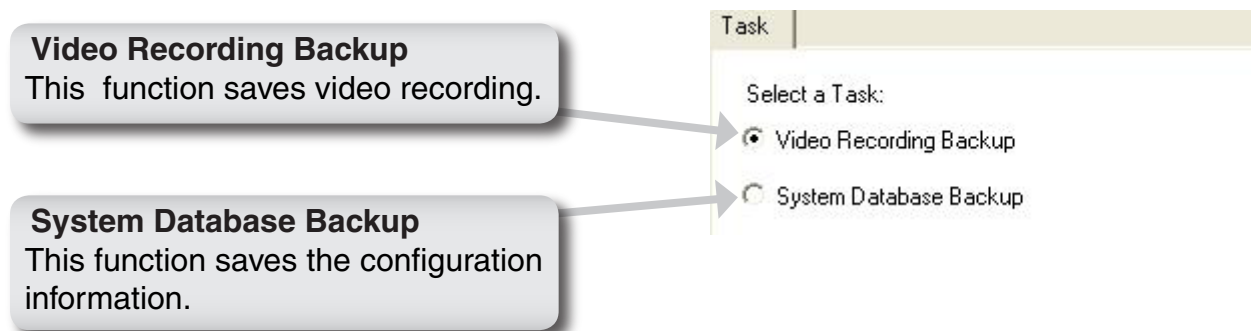
To add a new IP camera, please refer to page 11.

System Backup Wizard

There are two system backup types, **Video Recording Backup** and **System Database Backup**. Click **Next** to continue.



Select a task and click **Next** to continue.



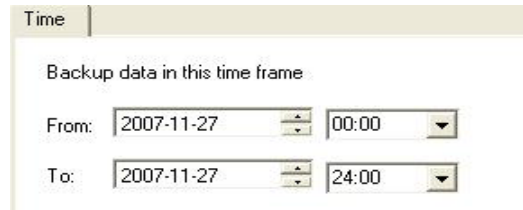
Video Recording Backup

Follow the steps below for Video Recording backup. Refer to page 45 to verify that your video recording path is correct.

Select an IP camera from the tree structure and select a recording type. Click **Next** to continue.



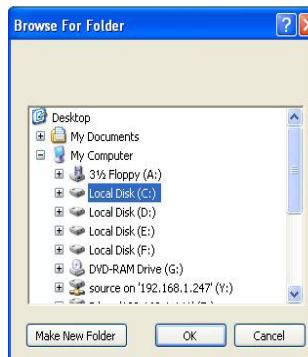
Choose a start and end date and time. Click **Next** to continue.



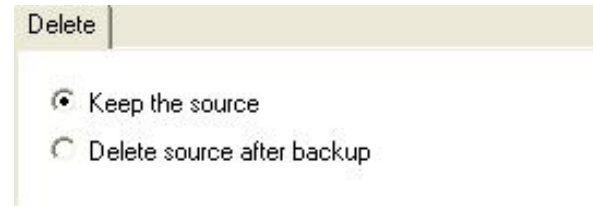
Click **Browse** to select a directory to save the backup files.



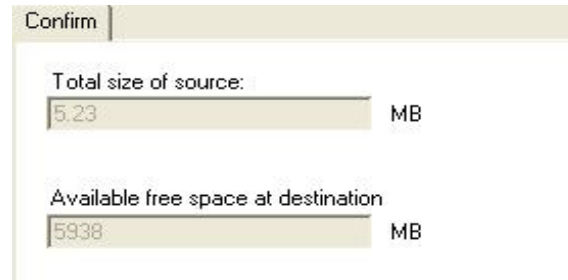
You can make a new folder by clicking **Make New Folder** or you can select an existing folder and click **OK** to continue.



When the backup is complete, you can choose to keep the source or Delete the source after backup. Click **Next** to continue.



Verify that the information is correct and click **Yes** to start the backup process.



When backup is complete, click **OK** to return to the system configuration screen.



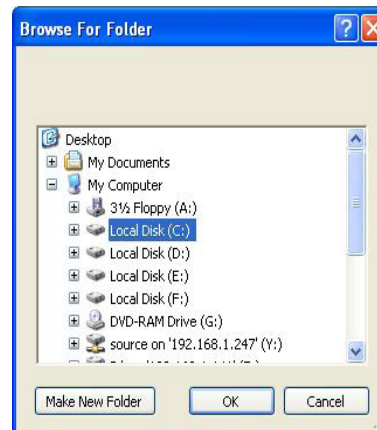
System Database Backup

Follow the steps below for System Database backup.

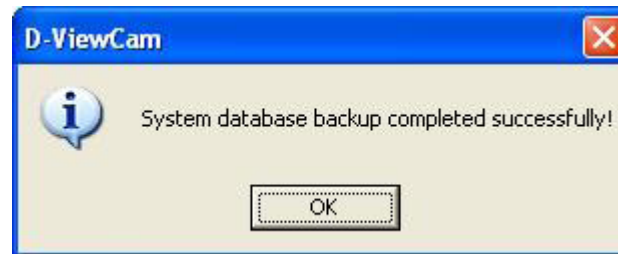
Click **Browse** to select a directory to save the backup files. Click **Next** to continue.



You can make a new folder by clicking **Make New Folder** or you can select an existing folder and click **OK** to continue.



When backup is complete, click **OK** to return to the system configuration screen.



Quick Settings

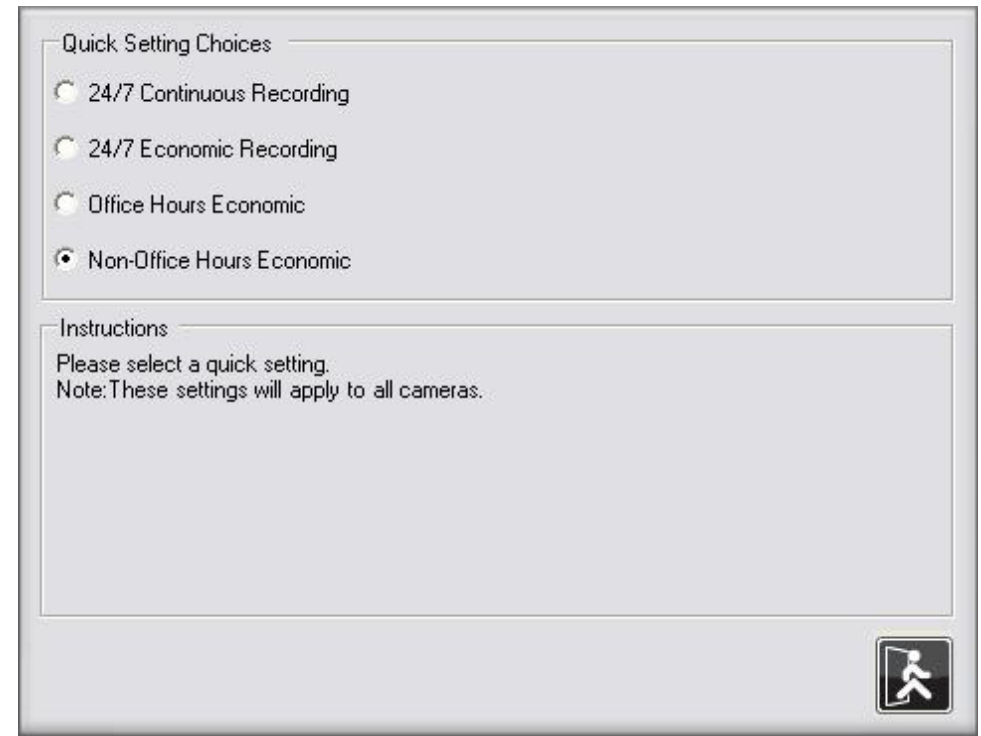
This setting will apply to all cameras. For user convenience, the system provides four different recording methods for user to choose.

24/7 Continuous Recording - This setting will record all IP cameras 24 hours a day and 7 days a week continuously. **Note:** *This recording arrangement will need larger disk space.*

24/7 Economic Recording - This setting will record anytime when motion is detected. **Note:** *This setting may consume a large amount of your CPU resources.*

Office Hours Only - The scheduled recording time is Monday through Friday from 8:00 AM to 6:00 PM and will start recording when motion is detected.

Non-Office Hours Only - The scheduled recording time is Monday through Friday from 6:00 PM to 8:00 AM and will start recording when motion is detected.



Notes:

If these quick settings do not meet your recording schedule, you may set up a custom schedule for each IP camera. Please refer to page 60 for more information.

Excluding 24/7 Continuous Recording, other schedule recording types can be activated ONLY when the image motion detection window is created on your cameras.

Expert Mode

Expert mode is similar to wizard mode. These two modes differ in the amount of available settings. Wizard mode offers minimal amount of settings while expert mode provides comprehensive options and settings that you can modify. To access **Expert Mode**, follow the steps below:

Step 1

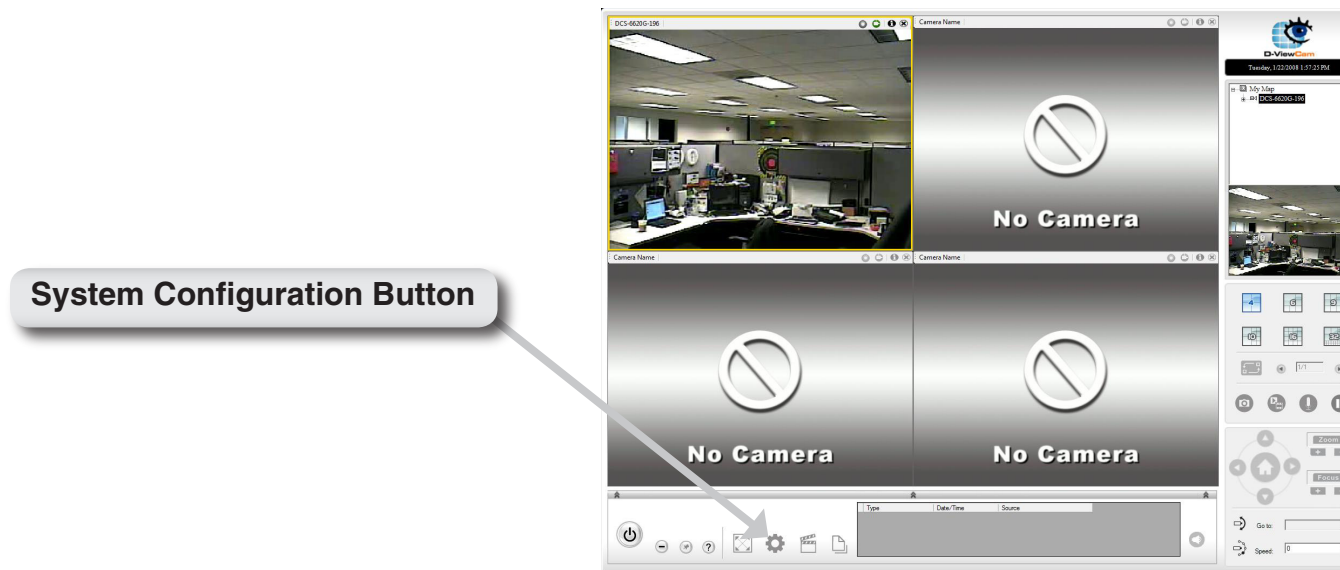
Move your mouse pointer to the bottom of the screen if the **Setting and Search Area** is hidden.

Step 2

The **Setting and Search Area** will appear automatically.

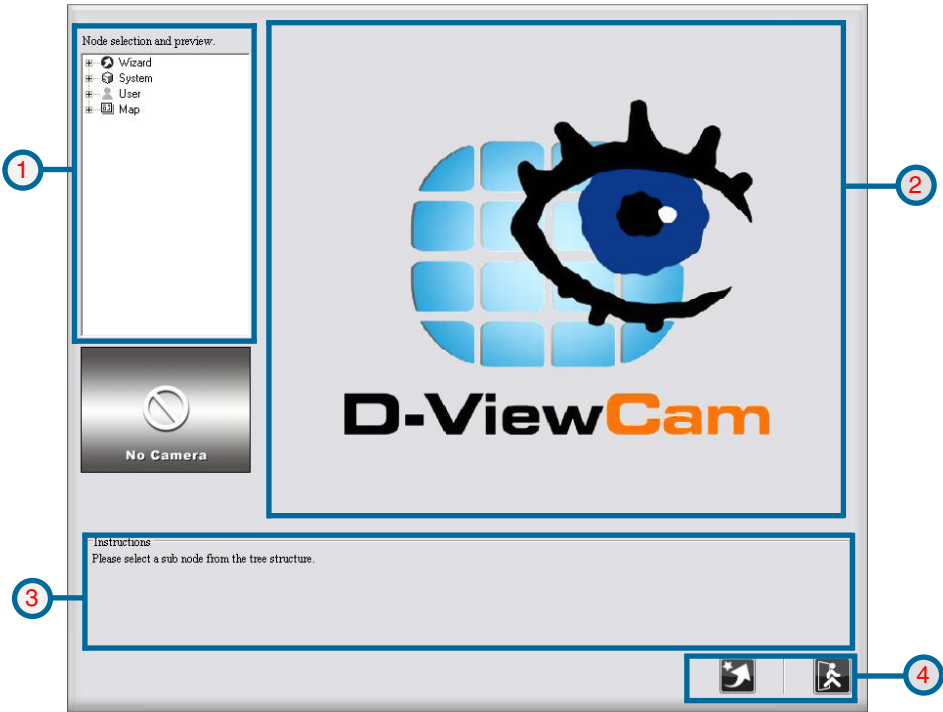
Step 3

Click the **System Configuration** button and select the **Expert Mode** button. The system will bring up the expert mode configuration panel.



Main Screen Interface

Expert mode is for more advanced use with comprehensive configuration options.



Area No.	Area Name	Description
1	Node selection and preview Area	1. Wizard: Provides access to the Wizard functions 2. System: This setting is more concerned with the whole system management, such as <i>Event Action</i> , <i>Storage Setting</i> , <i>Email Server Setting</i> and <i>Database Backup</i> 3. User: The system only provides five user accounts, one administrator account and four user accounts. 4. Map: The default map is called My Map, you can build your own maps and assign devices to any map as you wish.
2	Operation Area	Display system configuration UI according to function selected in Area 1
3	Instruction Area	Display help information for operations in Area 2
4	Button Area	Change to "Wizard Mode" button, "Save" and "Exit" button

Follow these steps to configure Expert Mode.

STEP 1	STEP 2	STEP 3
Select a node in Area 1	Area 2 will change according your selection in Area 1	Use button in Area 4 to activate the setting

Wizard

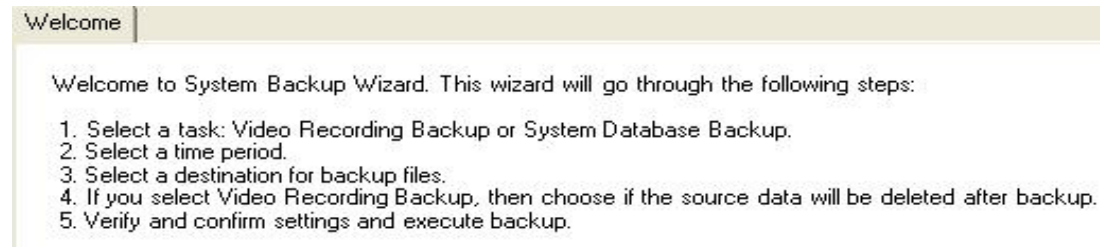
This wizard is the same as **Wizard Mode** (explained previously), which is designed to allow a user to quickly set up a D-ViewCam system with few simple clicks. This wizard is recommended to quickly set up a working D-ViewCam system. Click on the button of the wizard you wish to begin.

Add Camera Wizard

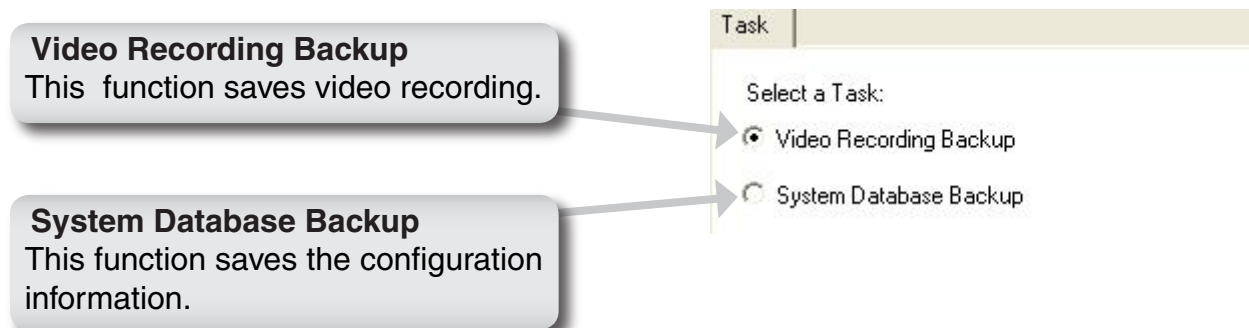
To add a new IP camera, please refer to page 11.

System Backup Wizard

There are two system backup types, **Video Recording Backup** and **System Database Backup**. Click **Next** to continue.



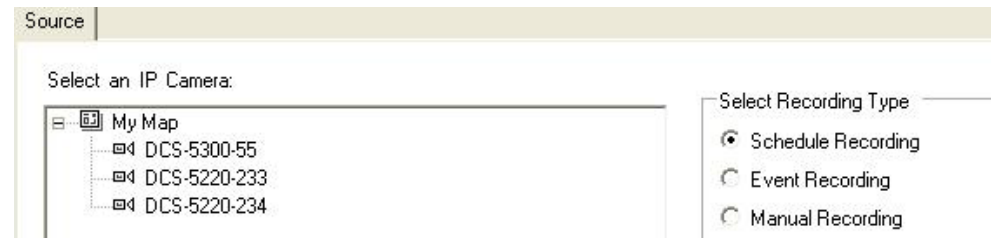
Select a task and click **Next** to continue.



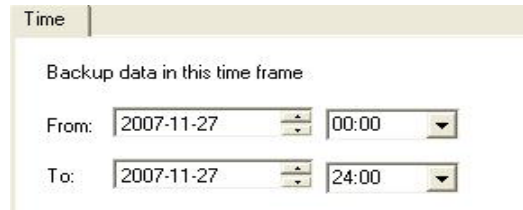
Video Recording Backup

Follow the steps below for Video Recording backup. Refer to page 45 to verify that your video recording path is correct.

Select an IP camera from the tree structure and select a recording type. Click **Next** to continue.



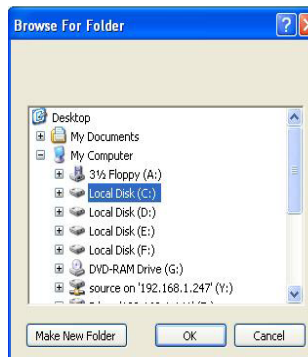
Choose a start and end date and time. Click **Next** to continue.



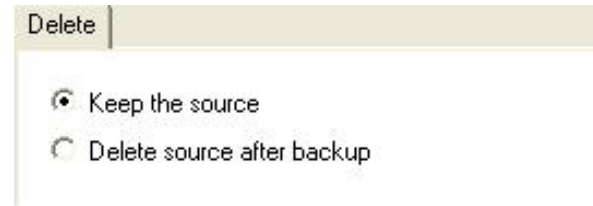
Click **Browse** to select a directory to save the backup files.



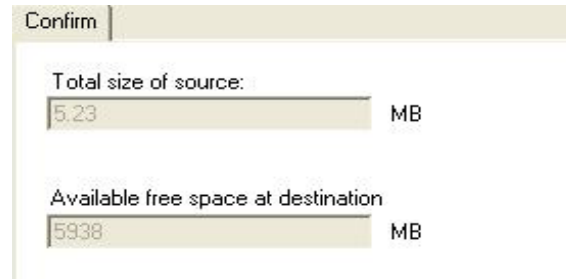
You can make a new folder by clicking **Make New Folder** or you can select an existing folder and click **OK** to continue.



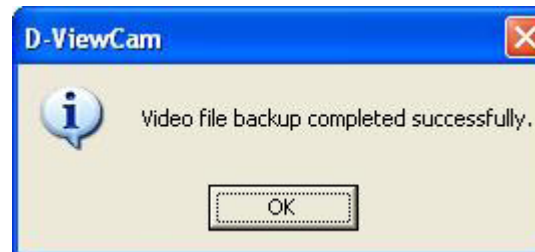
When the backup is complete, you can choose to keep the source or Delete the source after backup. Click **Next** to continue.



Verify that the information is correct and click **Yes** to start the backup process.



When backup is complete, click **OK** to return to the system configuration screen.



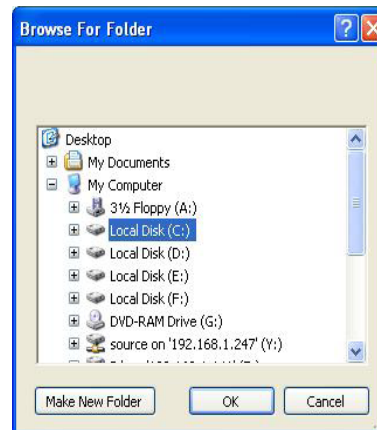
System Database Backup

Follow the steps below for System Database backup.

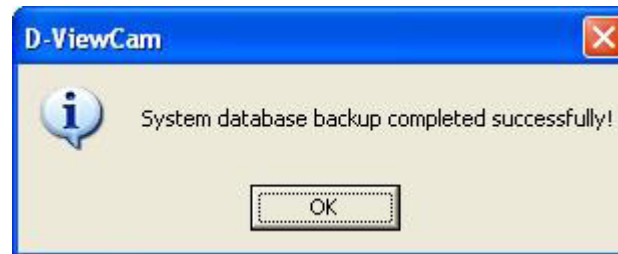
Click **Browse** to select a directory to save the backup files. Click **Next** to continue.



You can make a new folder by clicking **Make New Folder** or you can select an existing folder and click **OK** to continue.



When backup is complete, click **OK** to return to the system configuration screen.



System

In system configuration, you can set the Event Action, Storage Setting, E-mail Server Setting and Database Backup.

Event Action

Follow the following steps to set event actions for **Recording Path Error** or **Disk Full** system events. For device event actions, please refer to page 56.

Step 1

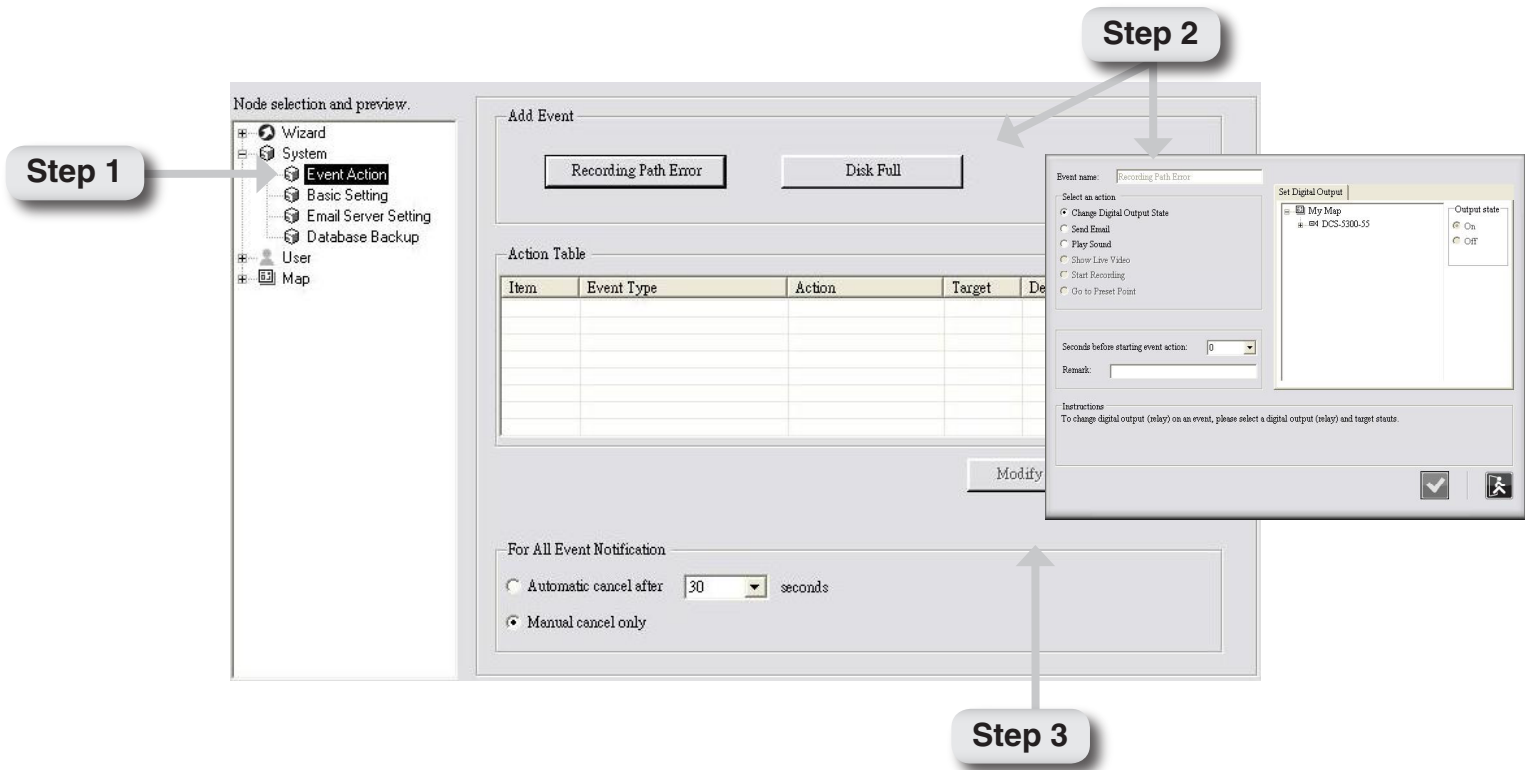
Select the **Event Action** from the **Node selection and preview** area.

Step 2

Choose an event from **Add Event**. The system will show the **Event Action List Table** window. For help with the settings, please refer to pages 42, 43, and 44.

Step 3

After you have finished setting the event action, the action's configuration will be displayed on the **Action Table**. You can use the **Modify** or **Remove** button to modify or remove the settings.



Event Action List Table

Change Digital Output State

This setting will trigger the devices that connect to the system, such as alarm lights and sirens. When an event occurs, you can change the device status (available for digital output only). Follow the steps below to configure the digital output state.

Step 1

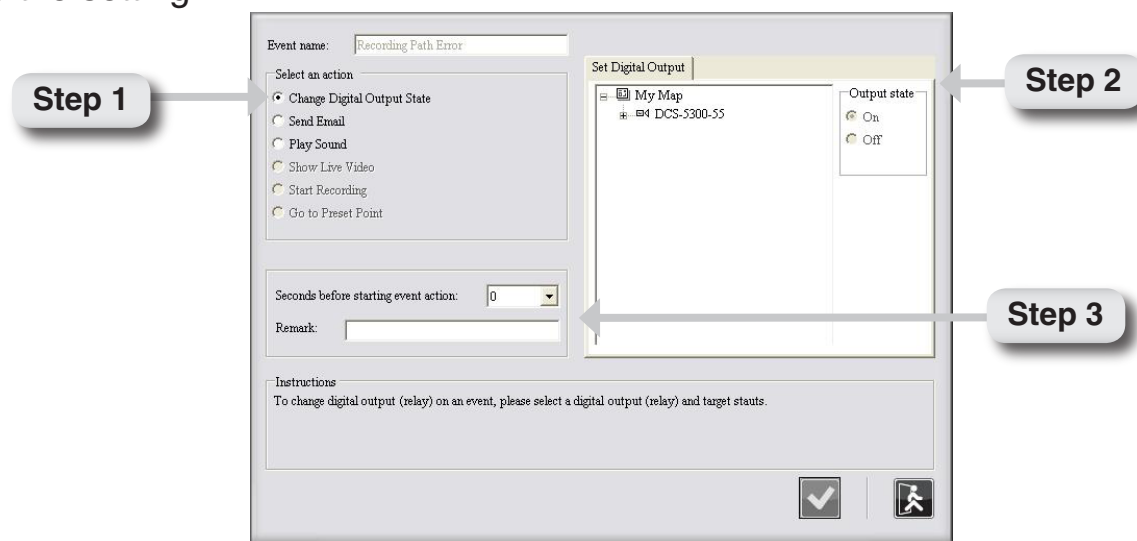
Select the action **Change Digital Output State** and set the digital output.

Step 2

Change the output state to on or off.

Step 3

Seconds before starting event action means the delayed time before the event action is executed. If you prefer NOT to start the event action immediately, you can set a wait time so that the action will start after the wait time has expired. Click ☒ /OK to activate the setting.



Send E-mail

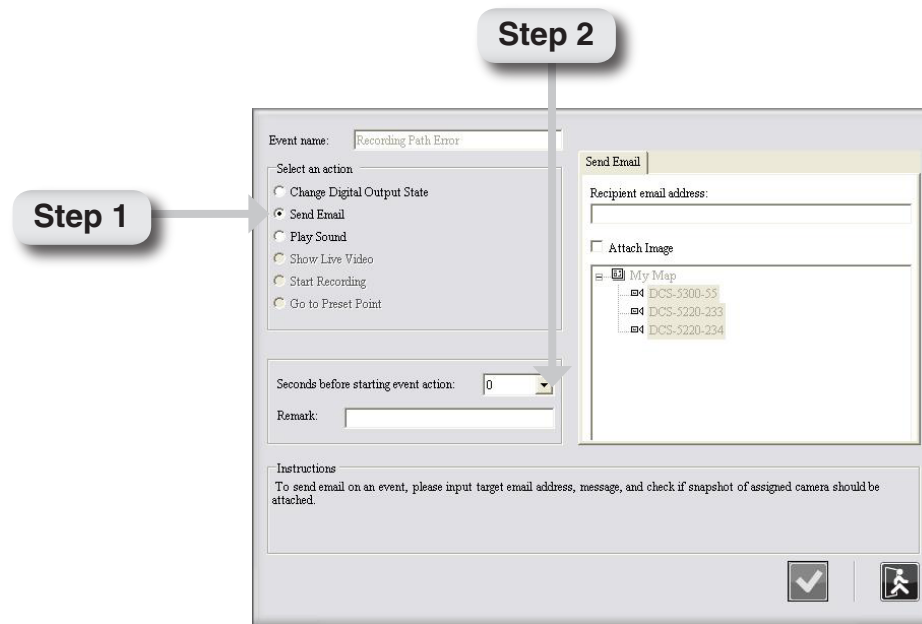
This setting will send email to the specified accounts indicating the type of event and attach an image taken while the event occurred. Follow the steps below to configure **Send Email**.

Step 1

Select the action **Send Email** and enter the email address. Check the **Attach image** if you want the system to send the image(s) taken from the selected IP camera.

Step 2

Seconds before starting event action means the delayed time before the event action is executed. If you prefer NOT to start the event action immediately, you can set a wait time so that the action will start after the wait time has expired. Click ☒ /OK to activate this setting.



Play Sound

This setting will play a sound for the specified accounts indicating the type of event when the event occurred. Follow the steps below to configure **Play Sound**.

Step 1

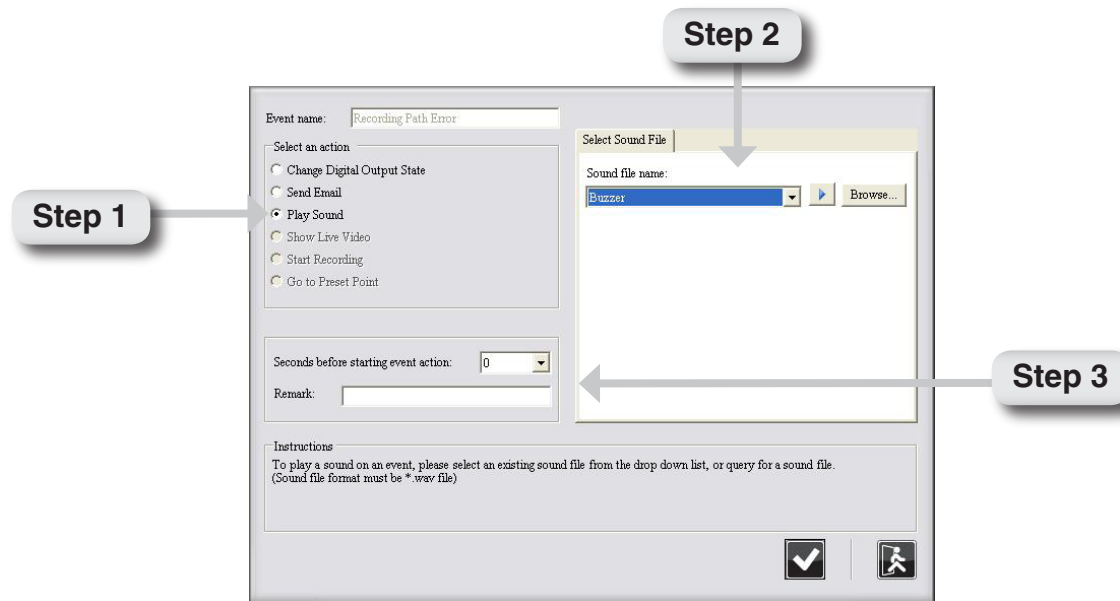
Select the action **Play Sound**.

Step 2

You can select a sound from the drop-down menu or you can select your own sound file by clicking the **Browse** button and choose a Wave file (.wav). You can test the sound file by clicking the **Play Sound** button.

Step 3

Seconds before starting event action means the delayed time before the event action is executed. If you prefer NOT to start the event action immediately, you can set a wait time so that the action will start after the wait time has expired. Click ☒ **/OK** to activate the setting.



Basic Setting

Step 1 - Select **Basic Setting** from the tree menu.

Step 2 - Assign recording paths for schedule recording, event recording, manual recording, snapshot recording and backup.

Step 3 - You can change the system language to English, Chinese Traditional or Chinese Simplified.

Step 4 - Enable or Disable the event action function. Click **Save** to save your settings.

The system will detect whether the assigned recording path exists. If not, the system will inform you to change it to an appropriate path. Please follow the instructions below.

The screenshot shows the 'Basic Setting' configuration window. On the left is a 'Node selection and preview' tree with 'Basic Setting' selected. The main area is divided into sections: 'Recycle Recording', 'Path', 'Language', and 'Event Action'. Annotations with arrows point to specific elements:

- Step 1:** Points to 'Basic Setting' in the tree menu.
- Step 2:** Points to the 'Recycle Recording' section, which includes fields for 'Schedule Recording Path', 'Event Recording Path', and 'Manual Recording Path'. Each path field has a 'Browse...' button and an 'Available Space(GB)' indicator showing '4'.
- Recycle:** A callout box explains: 'The system will automatically delete out-dated data to reclaim storage space. You can choose the recycle unit (in GB or days).' This points to the 'Recycle' checkboxes in the 'Recycle Recording' section.
- Step 3:** Points to the 'Language' section, specifically the 'Change Language' dropdown menu which is set to 'English(US)'.
- Step 4:** Points to the 'Event Action' section, which has radio buttons for 'Enable' (selected) and 'Disable'.
- Available Space (GB):** A callout box explains: 'The system will count and display the available space of your disk in this text box.' This points to the 'Available Space(GB)' field in the 'Recycle Recording' section.

A 'Save' button is located at the bottom right of the window.

Email Server Setting

This function is used to configure your email sever settings that will be used to send event notifications.

Step 1 - Select **Email Server Setting** from the tree menu.

Step 2 - Input the email server information.

Server Name/IP: Input your email server name of your email provider. Example: mail.test.com or an IP address, such as 192.168.1.1.

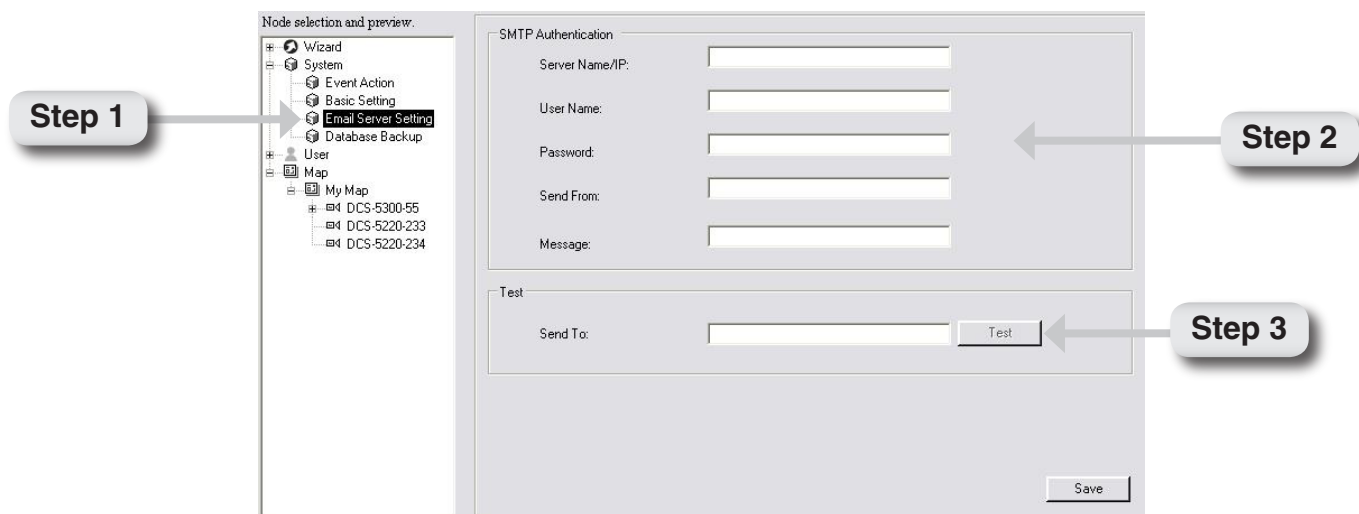
Username: Input your email account username.

Password: Input your email account password.

Send From: Insert sender email address. Example: sender@mail.test.com

Message Subject: Insert a subject for your email message. This message will send to your email once an event is detected. Example: An alarm occurs in the kitchen.

Step 3 - Click the **Test** button to test the setting. An email will be sent using the current setting. Then click **Save** to activate this setup.



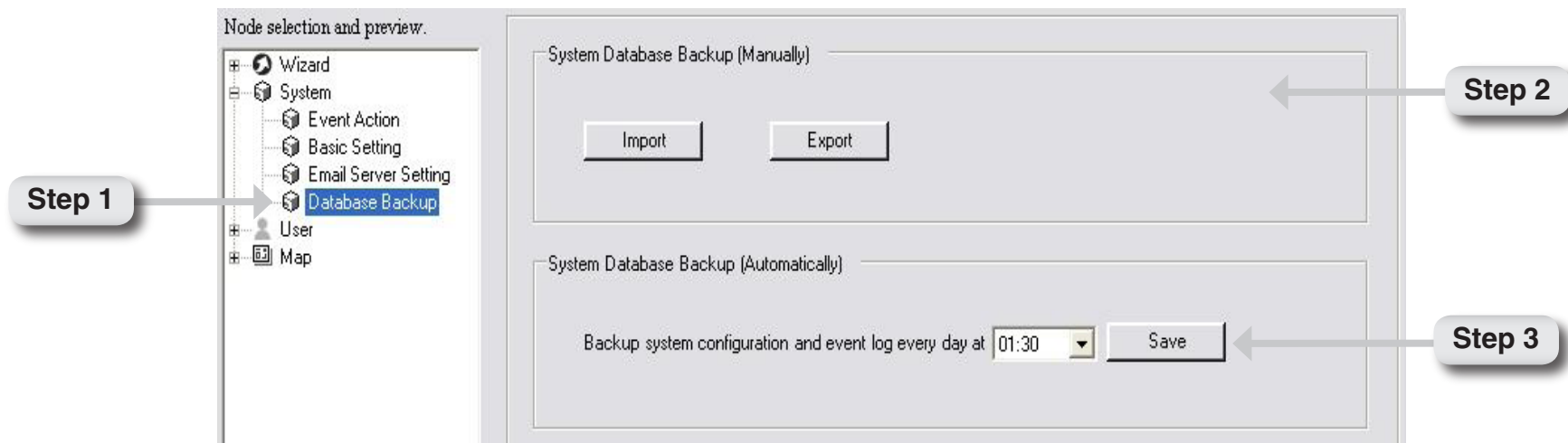
Database Backup

The database backup function saves all system settings and event log. You can set a time when the system will execute a database backup automatically on daily basis. Follow the steps below.

Step 1 - Select **Database Backup** from the tree menu.

Step 2 - You can click **Import** to restore predefined system settings, or **Export** to save or backup your current setting for future use.

Step 3 - Set a time on daily basis when system will backup the system data using the drop-down menu. Click **Save** to activate this setup.



User

D-ViewCam provides 5 user accounts, 1 administrator account and 4 normal user accounts.

Administrator

Only an administrator can modify these settings. Follow the steps below to set up an administrator's account.

Step 1 - Select **Administrator** from the tree structured menu.

Step 2 - You can click the **Browse** button to upload a picture for the administrator.

Step 3 - Enter the user's **Basic Information**. You can also always change the information. Then click **Save** to activate this setup.



Normal User

The administrator may manage up to 4 normal user accounts. You can modify or remove all these accounts but can not add more than 4 accounts. To modify the user(s) accounts, follow the steps below.

Step 1 - Select **User1** from the tree structured menu.

Step 2 - You can upload a picture for the user. Enter or modify user's **Basic Information**, and privilege setting here. A normal user can be administrator if he/ she receives administrator's privilege. You can adjust this user's valid time. Then, click **Save** to activate this setup.



My Map

My Map is the default map for the system. You can build your own map(s) by adding it into **My Map**, and assign it to your device(s). Follow below steps to add a map.

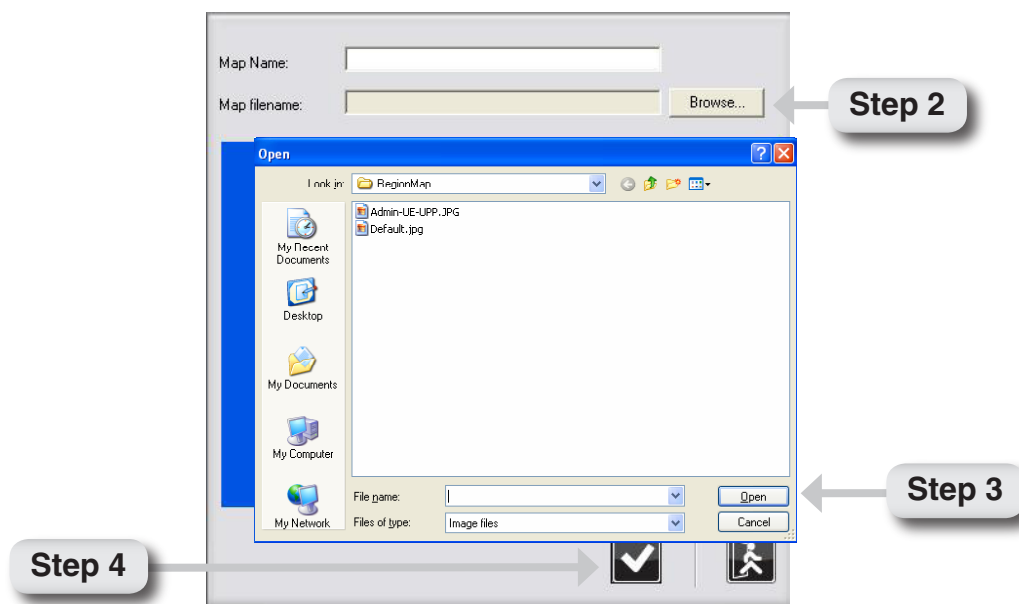
Add a Map

Step 1 - Click the  /**Add Map** button.

Step 2 - Input a map name or browse to locate the desired map filename.

Step 3 - Select an image file and click **Open**.

Step 4 - Click  /**OK** to save the setting. The new map will be added to the tree menu on the left.



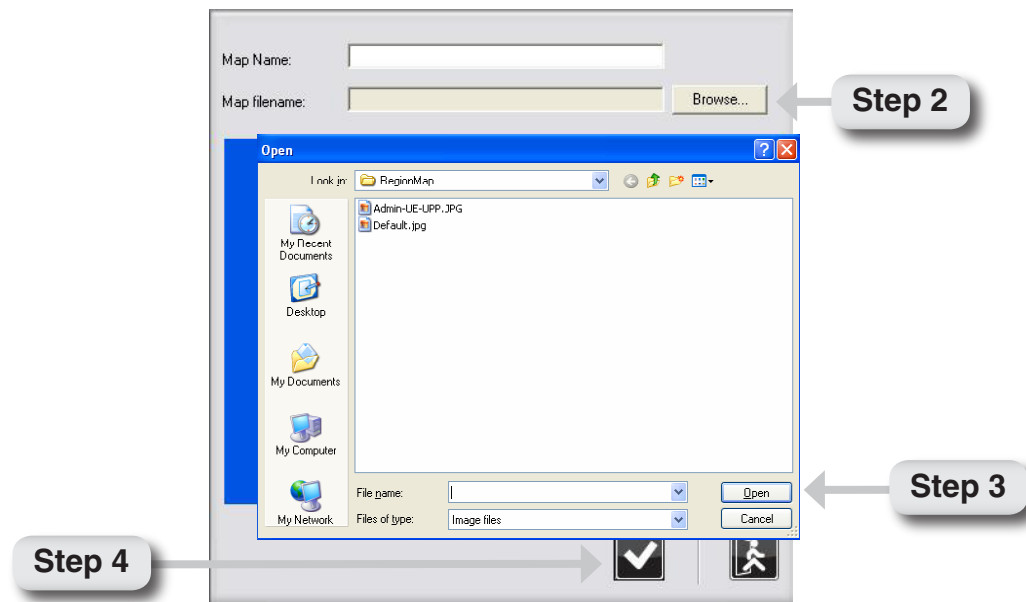
Modify Map

Step 1 - Click the  /**Add Map** button

Step 2 - Click **Browse** to locate the desired image file or input the image filename directly.

Step 3 - Select an image file and click **Open**.

Step 4 - Click  /**OK** to save the setting. The modified map will be updated to the tree menu on the left.



Placing Device to eMap

Step 1 - Select the **My Map** icon at the Node Selection and Preview Area. The selected eMap will be displayed in the Map Display area.

Step 2 - Drag the device icon (of the selected camera) from Node Selection and Preview Area, and then drop it onto the eMap Display Area. Right click the device icon, a pop-up window will indicate the direction where IP camera is facing (you can also select the direction in the window to control your camera).

Note: All devices can be deleted by right clicking the device icon in the eMap interface and click the **Delete** button.



Device Setting

Device setting can be configured in Expert Mode. If the device is disconnected, the device settings such as preset, motion detection, and image quality will be disabled. The following section will explain the details of device setting.

Information

Camera Information

You can change the Camera Name, ID and Password. The system will automatically load the Model Name, IP address, Device Port, Mac address and Status information. You cannot modify this information.

Networking Information

You can change both IP address and port number. The system will load Status information automatically and you cannot modify this information.

Select Orientation

If the camera is installed upside down, use the setting of Vertical Flipped to flip the image upside down, or mirror the image to flip it to the left, right or both.

Sensor / Relay

You can change the sensor or relay name here.

Node selection and preview.

Wizard
System
User
Map
My Map
DCS-5300-55
DCS-5220-233
DCS-5220-234
Map2

Information | Preset | Motion Detection | Event Actions | Schedule/Recording | Image Quality

Basic Information

Camera Name: DCS-5300-55

MAC Address: 000D687D6DC4

Model Name: DCS-5300

Camera ID: admin

Camera Password: ****

Networking Information

IP Address: 10.129.1.55

Device Port: 80

Status: Connected

Select Orientation

☒ Normal

☐ Vertical Flipped

☐ Mirror Image

☐ Inverted

Sensor / Relay

Sensor Name: DCS-5300-55-Sensor1

Relay Name: DCS-5300-55-Relay1

Save

Audio

Choose to Enable or Disable the two way audio function.

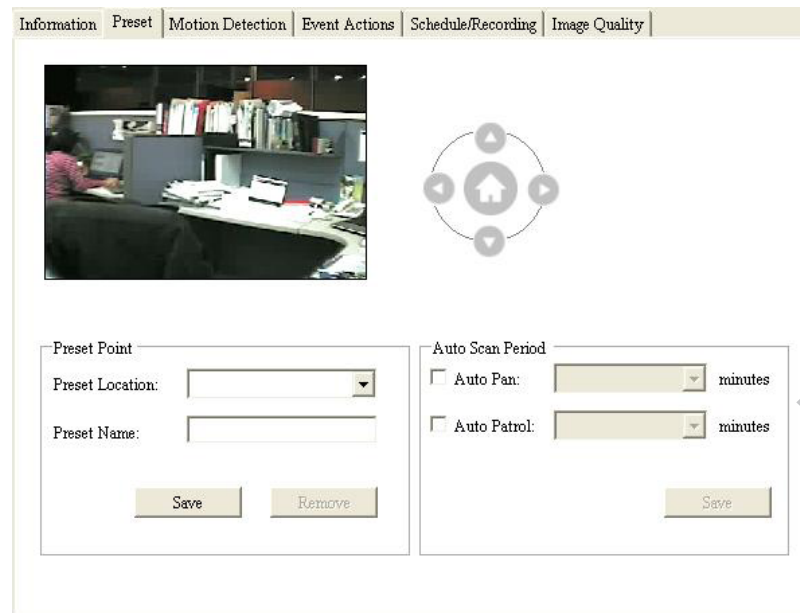
Preset Point

Preset Location specifies where the IP camera should point. Preset Name specifies the position name of the pointer. Follow the step below to set the Preset Point.

Step 1 - Use the PT Control interface to adjust the direction of IP camera. Choose a number in Preset Location field, and enter a name for this pointer in Preset Name text box.

Step 2 - Click **Save** and the newly added preset name will show up in the Preset Location field (you can also add other preset points in the same way).

Note: To remove a preset, select the Preset Location and click **Remove**.



Information Preset Motion Detection Event Actions Schedule/Recording Image Quality

Preset Point

Preset Location:

Preset Name:

Save Remove

Auto Scan Period

☐ Auto Pan: minutes

☐ Auto Patrol: minutes

Save

Auto Scan Period

The IP camera will auto pan and auto patrol within this time interval. You may get service of Periodically Auto Pan and Periodically Auto Patrol by assigned interval, but this service will stop the alarm service of that IP camera, including Event Action of Go Preset.

Motion Detection

To detect specific area motion detection, you have to define at least one detection zone. Follow the steps below.

Step 1 - Click **New** button and a small window will appear on the screen, you can drag the mouse to draw a detection zone. You may define more than one zone on the screen by repeating the same process.

Step 2 - Adjust the window to define the detection zone.

Step 3 - Input a window name, then click the **Save** button.

The screenshot shows the 'Motion Detection' configuration window in the D-Link D-ViewCam software. The window is titled 'Motion detection' and has a tabbed interface with 'Motion Detection' selected. It contains a 'New' button, a 'Save' button, and a 'Percentage' slider. A 'Window Name' field is also present. The background shows a live video feed of a street scene.

Enable Motion Detection
Check the box to activate.

Window Name
Give the detection zone a name.

Sensitivity
Modify the sensitivity setting by changing the slider control. Move toward right will increase the sensitivity level, which means a relatively small movement will trigger an action. Move the slider control toward left will reduce the sensitivity for movement detection.

Save
Save the settings.

New
Create a new window.

Percentage
Modify the percentage setting by changing the slider control.

Event Actions

These event actions are more related to the device events, such as Image Motion Detected, Sensor Alarm Detected, and Video Lost. For system event action setting, please refer to page 40. Follow the steps below.

Step 1 - Select the Device Icon from the **Node selection and preview** area.

Step 2 - Choose an event from **Add Event**. The system will show Set Event Action window. For help with the settings, please may refer to pages 42, 43, 44, 57, 58 and 59.

Step 3 - After finished setting the Event Action, the action's configuration will show on the **Action Table**. You can use the **Modify** and **Remove** buttons to modify or remove the settings.

Note: *Accept next event after (seconds) means the time interval between the first event and next event that can be processed. Any event(s) occurs during the interval will be ignored.*

The screenshot displays the configuration interface for the D-Link D-ViewCam. The interface is divided into several sections:

- Node selection and preview:** A tree view on the left showing the hierarchy of nodes. 'DCS-5300-55' is selected under 'My Map'.
- Information | Preset | Motion Detection | Event Actions | Schedule/Recording | Image Quality:** A series of tabs at the top. 'Event Actions' is currently selected.
- Add Event:** A section with three buttons: 'Image Motion Detected', 'Sensor Alarm Detected', and 'Video Lost'. 'Image Motion Detected' is highlighted.
- Set Event Action:** A pop-up window showing the configuration for the selected event. It includes:
 - Select an action:** A list of actions with 'Record' selected.
 - Select Video Source:** A list of video sources with 'My Map' selected.
 - Seconds before starting event action:** A dropdown menu set to '0'.
 - Remarks:** A text field.
 - Instructions:** A note stating 'To store the video on event, please select a video source.'
- Action Table:** A table showing the configured actions.

Item	Event Type	Action
1	ImageMotionDetected	Record
- Accept next event after:** A dropdown menu set to '30' seconds.
- Modify and Remove buttons:** Buttons at the bottom right of the 'Set Event Action' window.

Arrows labeled 'Step 1', 'Step 2', and 'Step 3' point to the respective sections described above.

Event Action List Table

Show Live Video

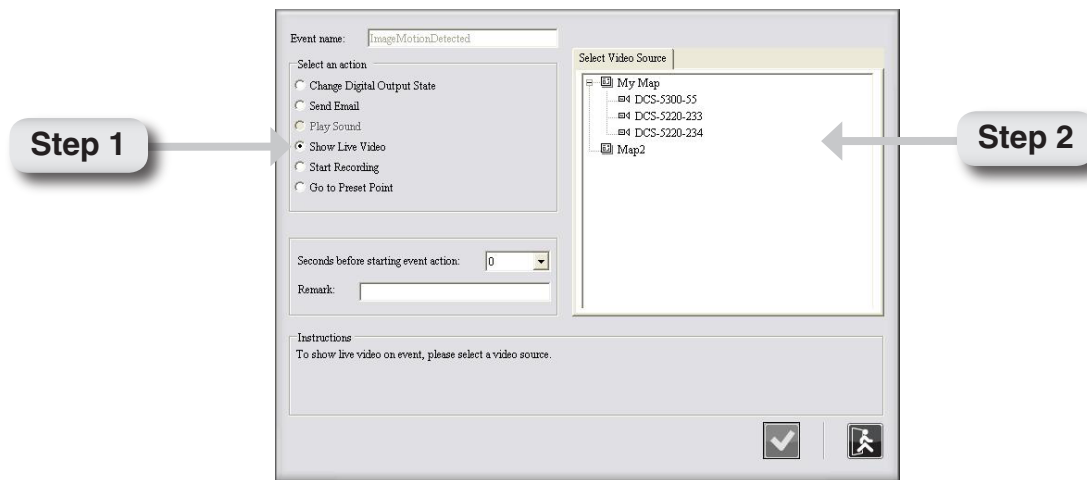
Follow the steps below to show live video.

Step 1 - Select **Show Live Video** action.

Step 2 - Select a video source. Then, Click  /OK to activate this setup.

1. If only one event is triggered, the camera images will be displayed on the 4 split screens and it is arranged starting from up-left to up-right, low-left, and low-right.
2. If multiple events are triggered, live video will be displayed accordingly. If more than 4 cameras are triggered, the live video will be displayed rotational.

Note: Seconds before starting event action means the delayed time before execute the event action. If you prefer NOT to start the event action immediately, you can set a wait time so that the action will start after the wait time has expired.



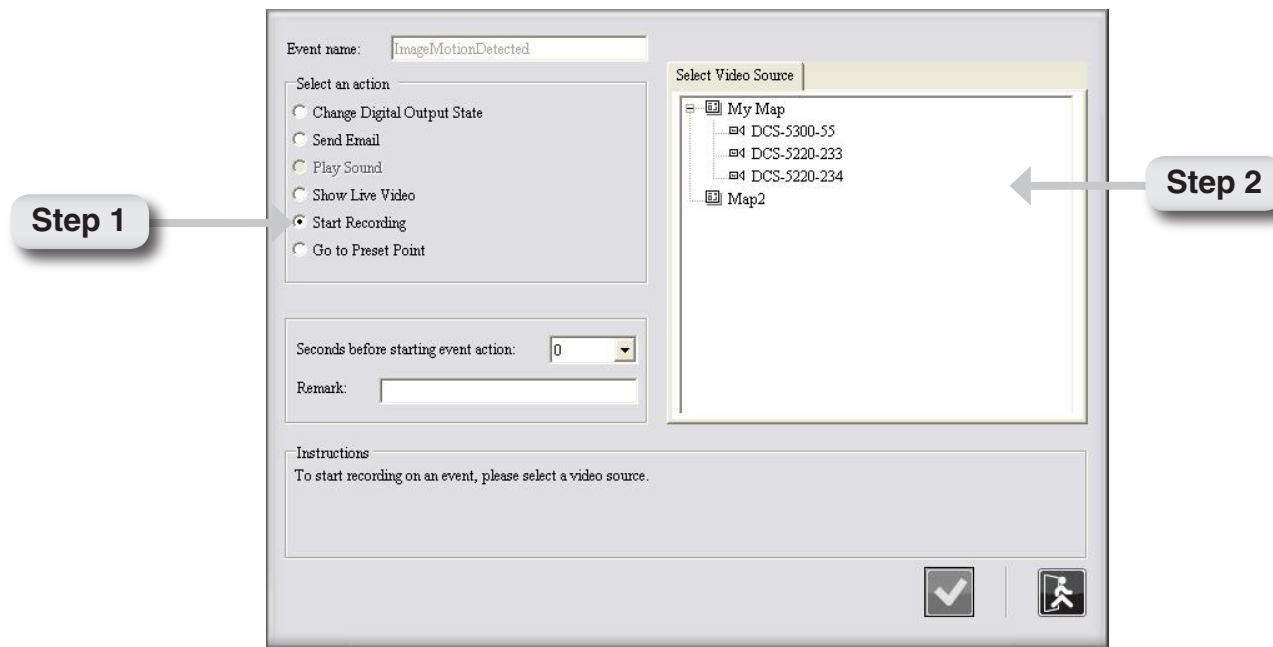
Start Recording

The event recording of breached camera; event recording time is set by number of seconds.

Step 1 - Select **Start Recording** Action.

Step 2 - Select a video source. Click  /OK to activate this setup.


Note: Seconds before starting event action means the delayed time before execute the event action. If you prefer NOT to start the event action immediately, you can set a wait time so that the action will start after the wait time has expired.



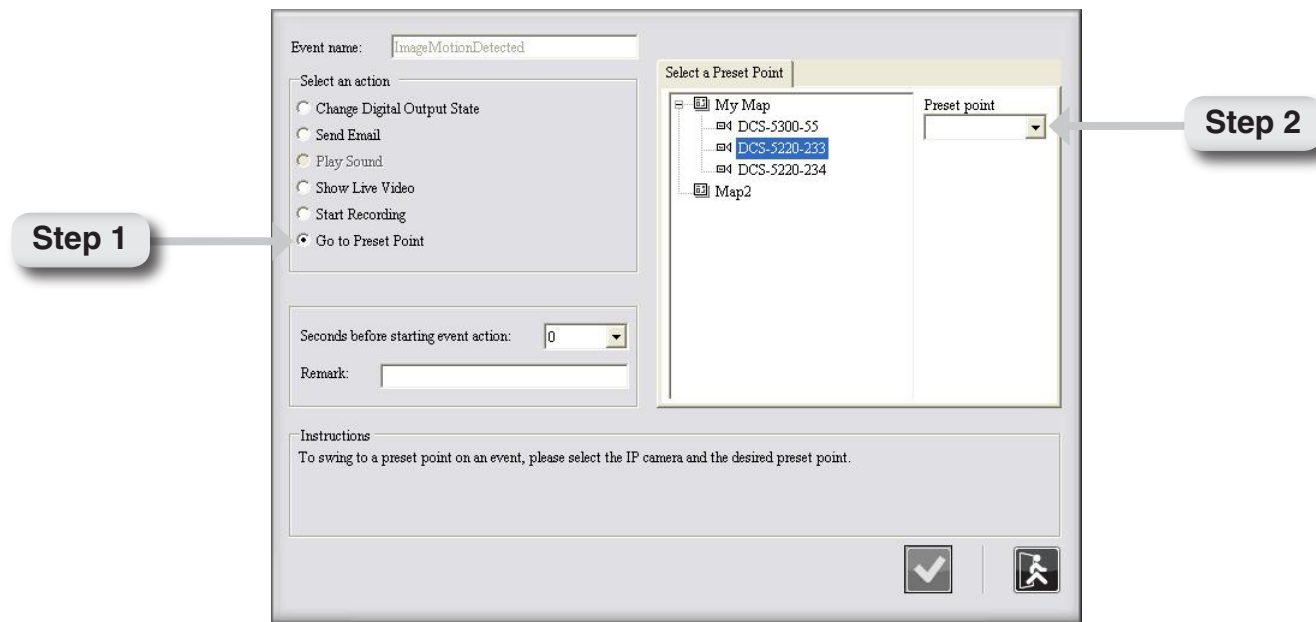
Go to Preset Point

Turn to the preset location upon the motion triggering.

Step 1 - Select **Go to Preset Point** action.

Step 2 - Select from the Preset Point field. When event is detected, the system will turn PT camera to the specified preset location. Then, click  / **OK** to activate this setup.

Note: Seconds before starting event action means the delayed time before execute the event action. If you prefer NOT to start the event action immediately, you can set a wait time so that the action will start after the wait time has expired.



Schedule / Recording (Settings)

The screenshot displays the configuration interface for the D-Link D-ViewCam. On the left, a tree view under 'Node selection and preview' shows a hierarchy: Wizard, System, User, Map, My Map, and a selected node 'DCS-5300-55'. Below this is a live video feed. The main panel has tabs for Information, Preset, Motion Detection, Event Actions, Schedule/Recording, and Image Quality. The 'Schedule/Recording' tab is active, showing sub-tabs for Settings, Schedule, and Specific Date. The 'Settings' sub-tab contains two sections: 'Recording Rate' with 'FPS of Scheduled Recording' and 'FPS of Event Recording' both set to 10; and 'Event Recording Length' with 'Pre-Event Length' set to 5 seconds and 'Post-Event Length' set to 20 seconds. A 'Save' button is at the bottom right. Two callout boxes with arrows point to the FPS and Event Recording Length settings, providing explanatory text.

Recording Rate
Set the recording frame rate, in frames per second (FPS).

Event Recording Length
Define the time length of event recording for pre-event and post-event.

Schedule / Recording (Schedule)

Follow the steps below to set the schedule.

Step 1 - Select Set Scheduled Recording to schedule recording, or select Set Scheduled Event to schedule event recording.

Set Scheduled Recording

The system provides four **Scheduled Recording** types:

Disable: No video will be recorded for this schedule.

24/7: Video will always be recorded.

Select: Video will be recorded according to your schedule.

Economic: Video will only be recorded when motion is detected.

Set Scheduled Event Setting

Disable: When an event occurs, no video will be recorded.

24/7: When an event occurs, the video will always be recorded.

Select: When an event occurs, the video will be recorded according to your schedule.

Step 2 - Select the time or period when you want to schedule the recording. The activated block will be colored. To cancel or modify a schedule setting, click the colored block to deactivate it.

Information | Preset | Motion Detection | Event Actions | Schedule/Recording | Image Quality

Settings | Schedule | Specific Date

☒ Set Scheduled Recording

☐ Disable

☒ 24/7

☒ Select

☐ Economic Recording

☐ Set Scheduled Event

☐ Disable

☒ 24/7

☐ Select

Templates

Select Template:

Add Apply

Save

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00							
01:00							
02:00							
03:00							
04:00							
05:00							
06:00							
07:00							
08:00							
09:00							
10:00							
11:00							
12:00							
13:00							
14:00							
15:00							
16:00							
17:00							
18:00							
19:00							
20:00							
21:00							
22:00							
23:00							

Templates

Provides a list of available templates for you to choose and apply. You must add/set a template first before apply it to other devices.

Add Template

You can add and save your setting for the scheduled recording into a template.

Apply Template

You can select an available template from the drop-down menu and then click **Apply**. This will save some efforts in scheduling the recording.

Schedule / Recording (Specific Date)

Follow the steps below to set a specific date.

Step 1 - Select the start date and end date.

Step 2 - Put a remark for the specific date.

Step 3 - Click **Add** to add your specific date to the table on the right.

Step 4 - If you want to modify the specific date, click a specific date from the table, then modify the date and remarks, and click **Modify**.

Step 5 - Click **Import/Export button to load or output the specific date.**

Step 6 - Select a specific date and click **Remove** to delete the specific date.

[illegible]

Image Quality

Below is a description of the **Image Quality** screen.

The screenshot shows the 'Image Quality' configuration screen. At the top, there is a navigation bar with tabs: Information, Preset, Motion Detection, Event Actions, Schedule/Recording, and Image Quality. The 'Image Quality' tab is selected. Below the navigation bar, there is a video preview window showing a scene with a person and some text. To the right of the preview window, there are four sliders for adjusting image quality: Brightness, Contrast, Saturation, and Hue. Each slider has a value of 0. Below the sliders, there is a 'Default' button. Five callout boxes provide instructions for each setting:

- Brightness**
Adjust the brightness between -5 and +5
- Contrast**
Adjust the contrast between -5 and +5.
- Saturation**
Adjust the saturation between -5 and +5.
- Hue**
Adjust the hue between -5 and +5.
- Default**
Click the "Default" button to preset all the setting to default values.

Playback

Video Search and Playback Management

The **Video search and playback** button allows you to playback recorded video through the schedule recording, event recording, manual recording, or all. This function also provides additional features for exporting video files into AVI format. The playback speed can be specified with the control bar. Follow the steps below.

Step 1 - Select the video type, start and end date.

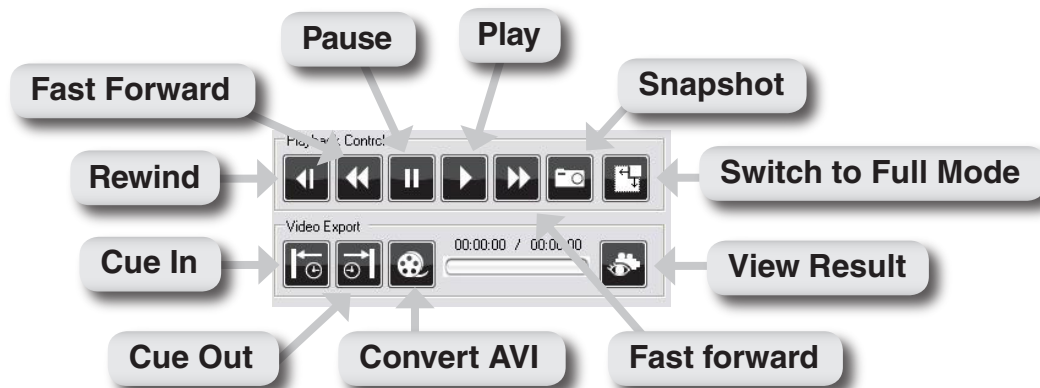
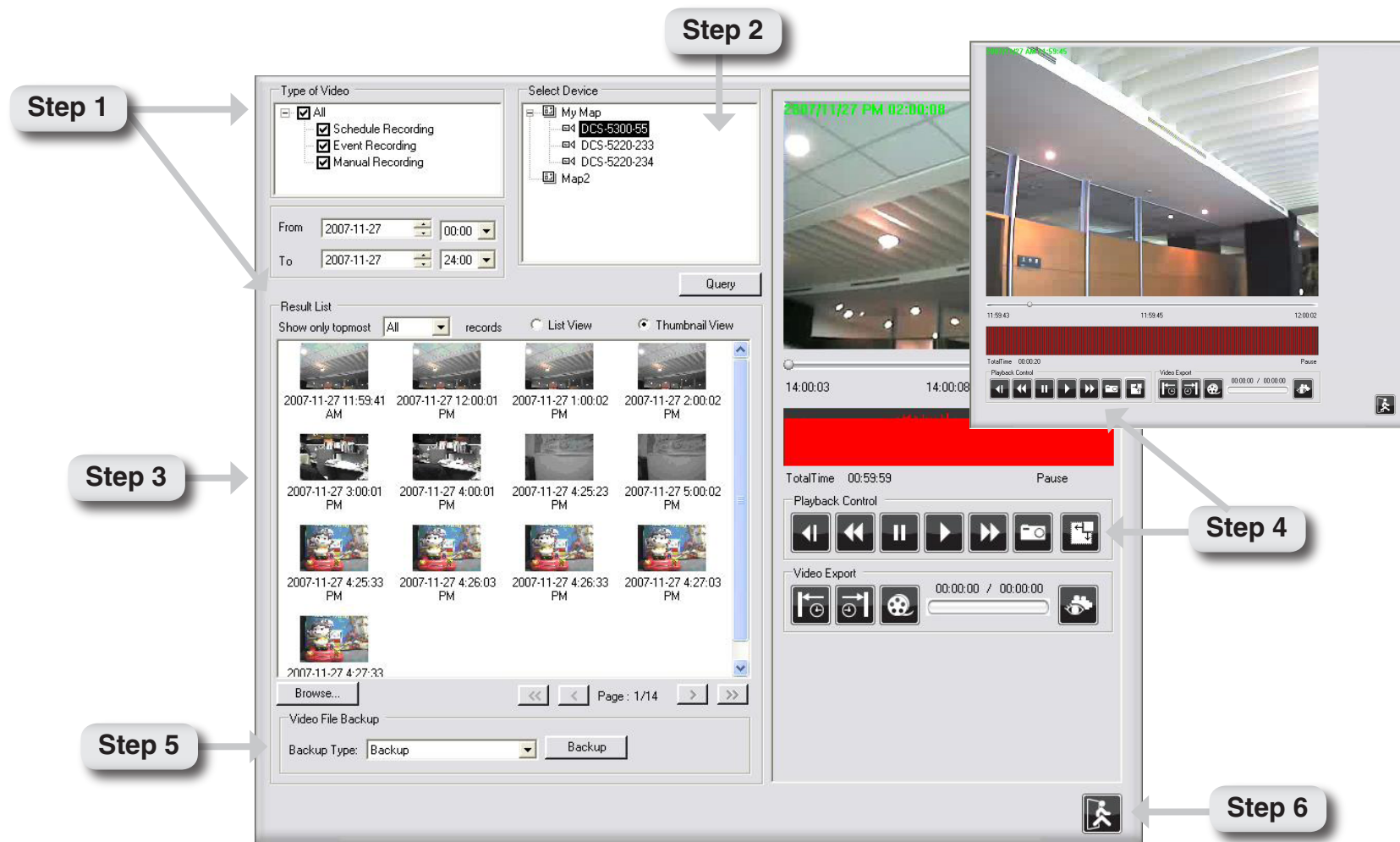
Step 2 -Select the device type, and then click **Query**.

Step 3 - Double click the file you want to playback from the result list.

Step 4 - You can backup the video files by clicking the “Backup” button.

Step 5 - You can use the buttons in the Playback Control area to playback the video. The system allows you to rewind, fast backward, stop/pause, fast-forward, snapshot an image, and play the video in full screen mode by clicking the **Switch to full mode** button (you may click the **Switch to default mode** to go back to video search and playback page.)

Step 6 - Click /**Close** button to return to the main screen.



Select Device
The system lists all the devices attached on your system.

Type of Video
The system provides three types of video, schedule recording, event recording and manual recording.

From, To
You can assign the system to query particular date.

Result List
A query result will appear in the spreadsheet. You can assign the system to print out how many records in a page and use the paging button to navigate the page of the spreadsheet.

List View / Thumbnail View
Switch the result list to list view or thumbnail view.

Histogram
The red mark in the Histogram area helps you quickly locate the moment of motion video if the motion detection is setup. The histogram can be partially enlarged by dragging the mouse to show details.

Playback Control
You can use the button in the control area to operate the video.

Video File Backup
You can backup a video, backup then delete or delete without backup.

Video Export
Export the video files in AVI format.

The screenshot shows the D-ViewCam interface with the following elements:

- Type of Video:** Checkboxes for All, Schedule Recording, Event Recording, and Manual Recording.
- Select Device:** A tree view showing 'My Map' with sub-items 'DCS-5200-55', 'DCS-5220-233', 'DCS-5220-234', and 'Map2'.
- From, To:** Date and time selection fields set to 2007-11-27 from 00:00 to 24:00.
- Result List:** A grid of 16 video thumbnails with timestamps, including '2007-11-27 11:59:41 AM' and '2007-11-27 4:27:33'.
- View Toggle:** Radio buttons for 'List View' and 'Thumbnail View'.
- Histogram:** A red bar chart representing motion detection over time.
- Playback Control:** Buttons for play, pause, stop, and other video controls.
- Video Export:** A section for exporting video files in AVI format.
- Video File Backup:** A section for backing up video files.

Event Search and Playback Management

The **Event search and playback** button allows you to select and query both the event(s) and camera(s), and playback the event(s) which has been recorded by the system. This function also provides additional features for you exporting video files in AVI format, and exporting the event log information (Date/Time, Source, Type, Action, Relation Source and Context information) in .txt file. The playback speed can be specified with the playback control bar.

Step 1 - Select the event type, start and end date.

Step 2 - Select device type, and then click **Query**.

Step 3 - If the result list has a recording file, double click the list, then the system will pop up a video display page and playback the video. Click **Close** button to return to event search and playback page.

Step 4 - You can export the log lists by clicking the **Export** button.

Step 5 - Click  /**Close** button to return to main screen.

Type of Event
The system provides several types of device event, and each device has different event action(s).

Select Device
The system lists all the devices attached on your system.

Step 2

Step 1

From, To
You can schedule the system to query event.

Log List
List the unusual event history that had been detected by the system.

Step 3

Export
Export the event log information in .txt file.

Step 4

Step 5

The screenshot displays the D-ViewCam software interface. At the top left, the 'Type of Event' section has checkboxes for 'All', 'Camera' (with sub-options 'Motion Detected' and 'Video Lost'), 'Digital Input', 'System Events', 'Recording Path Error', and 'Disk Full'. To its right, the 'Select Device' section shows a tree view with 'My Map' expanded, listing 'DCS-5300-55', 'DCS-5220-233', 'DCS-5220-234' (highlighted), and 'Map2'. Below these are 'From' and 'To' date/time pickers set to 2007-11-27 00:00 and 24:00 respectively, with a 'Query' button. The 'Log List' section shows a table with columns 'Date/Time', 'Source', 'Type', and 'Action'. It contains 10 entries for 'ImageMotionDetected' from 'DCS-5220-234' at various times on 2007-11-27, all with the action 'Recording'. Below the table is an 'Event Log Export' section with an 'Export Path' field, 'Browse...' and 'Export' buttons, and a 'Page: 1/91' indicator. On the right, a video preview window shows a person at a desk. At the bottom right, a 'Query' button is visible.

Date/Time	Source	Type	Action
2007-11-27 6:33:01 PM	DCS-5220-234	ImageMotionDetected	Recording
2007-11-27 6:32:32 PM	DCS-5220-234	ImageMotionDetected	Recording
2007-11-27 6:31:59 PM	DCS-5220-234	ImageMotionDetected	Recording
2007-11-27 6:31:29 PM	DCS-5220-234	ImageMotionDetected	Recording
2007-11-27 6:30:59 PM	DCS-5220-234	ImageMotionDetected	Recording
2007-11-27 6:30:29 PM	DCS-5220-234	ImageMotionDetected	Recording
2007-11-27 6:29:59 PM	DCS-5220-234	ImageMotionDetected	Recording
2007-11-27 6:29:29 PM	DCS-5220-234	ImageMotionDetected	Recording
2007-11-27 6:28:59 PM	DCS-5220-234	ImageMotionDetected	Recording
2007-11-27 6:28:29 PM	DCS-5220-234	ImageMotionDetected	Recording

Frequently Asked Questions

D-Link D-ViewCam Features

1. What is the difference between D-Link D-ViewCam and the traditional surveillance system?

D-Link D-ViewCam records video in MJPEG and MPEG4 formats, stores high quality image data on computer hard disks, and provides easy query and review of the stored video. Traditional surveillance systems use videotape for storage and review, which is hard to managed, time consuming and the recorded video will degrade over a period of time or usage.

2. Why use the D-Link D-ViewCam Intelligent Solution?

D-Link D-ViewCam is the bundled video surveillance system software that provides advanced security monitoring and device management functions to use with D-Link Internet cameras. This software uses IP technology to provide comprehensive management functions such as system controls, live video feeds and archived recordings.

3. We have security guards on duty 24 hours a day, 7 days a week. Do we still need D-Link D-ViewCam?

Security guards and camera surveillance systems can complement each other. Your security guards can catch thieves red-handed but not in other circumstances, such as if they are preoccupied with another task. D-Link's D-ViewCam can always automatically record events for review or to be used as evidence. Your surveillance cameras can connect to any I/O devices, and D-ViewCam can discreetly and timely alert your security guards of inadvertent events, allowing them to react to the situation in an effective manner.

4. What kind of network does D-Link D-ViewCam run on?

D-Link D-ViewCam runs on standard TCP/IP networks, such as a local area network (LAN), and over the Internet. If using Internet, a broadband DSL or cable modem connection is recommended to ensure good quality of video image is being transferred over the Internet.

5. How are multiple camera views displayed on the screen?

If you deploy several cameras and they are all displaying video at the same time, you have several options to arrange the display of these videos on your computer screen. One option is to reserve a major part of the screen to display the video from a single camera. Another option is to split the screen to show videos from multiple cameras. To switch the display from one camera to another, you can either manually select a camera, or have the system automatically display videos from all cameras in turn, called auto rotation.

6. Does D-Link D-ViewCam support cameras that have motion detection capability?

Yes. If the camera has motion detection function, D-ViewCam will take advantage of that. When the camera does not have motion detection capability, D-ViewCam will perform software motion detection for it, at the cost of system performance.

7. How do I estimate an adequate disk space to store the recorded video?

The Disk Space required can be calculated with these two formulas:

1. For MJPEG cameras: $\text{Frame Size} \times \text{Frame per Second} \times \text{Total Second}$, or
2. For MPEG4 cameras: $\text{Bit rate} / 8 \times \text{Total second}$.

For example:

MJPEG cameras: Recording at medium quality CIF (10 Kbytes/frame) at 30 FPS for a week requires 173G Bytes/camera

MPEG4 cameras: Recording with bit rate at 64kbps (low quality CIF) for a week = 4.6 G Bytes/camera

Note: *The data revealed here is only for reference. The real recording capacity depends on the view and environment.*

8. Do I need a very powerful computer to run D-Link D-ViewCam?

Please refer to the System Requirements table on page 4. To monitor more than 16 cameras simultaneously, the quality of the live video display may depend on your hardware specification.

9. Please describe the privilege-based access of D-Link D-ViewCam.

D-Link D-ViewCam uses a simple privilege control scheme to let users access the system and use different functions. A user can have administration privilege or normal user privilege.

D-Link D-ViewCam Operation

Video Image Configuration

1. How are video images stored?

Video images are compressed into MJPEG or MPEG4 format, and then stored on your computer hard disk or a designated network storage device.

2. What frame sizes does D-Link D-ViewCam use?

For MJPEG, each frame is approximately 14 to 15KB each. However, it also depends on your camera's specifications and setting.

3. What should I do when saving image configuration or image quality and the system pops up “Parameter setup error” message?

One of the following might cause this problem:

1. Camera is disconnected.
2. Network is unstable.
3. Firewall.

If you install D-ViewCam on a PC with firewall software running, the firewall software may reject some Internet packets, which are considered insecure. You need to turn off Internet Security or disable Personal Firewall in order to save image configure/ image quality of your camera. Remember to turn on Internet Security or enable Personal Firewall later to secure your system.

4. Can we change the FPS (frame per second) rate of a camera?

FPS is the number of image frames that a camera shoots in a video operation. For MJPEG file, you can set the FPS rate according to your requirement.

Note: *Not all setting of your camera is available in D-ViewCam. The FPS rate that you set cannot exceed the maximum FPS rate of your camera. For MPEG4 format, you can change bit rate instead of FPS. Please make detail configurations on camera's web interface.*

5. Which format could my recorded video file covert into?

D-Link D-ViewCam can convert the recorded video into AVI format with the available codec in your operating system.

Video Display

6. What should I do if there is no video display of the camera after I have just added it to D-ViewCam?

Please check to see if you correctly typed in the IP address of the camera. If you changed the default user name and password of the camera, you must input that information in D-ViewCam in Expert mode. The changed value will take effect after you re-login to D-ViewCam. Please refer to page 48 for changing the camera ID and Password.

7. Why isn't video displayed from the connected camera(s)?

The possible root causes:

1. The network is unstable
2. The workload is too heavy for your computer to handle.

8. How do I record video in D-ViewCam?

D-Link D-ViewCam provides four different recording methods:

1. Manual recording (capture of video feed at the moment you command the system to).
2. Schedule recording (automatic recording according to the time periods that you set).
3. Event recording (automatic recording according to the event settings).
4. Motion detection recording in scheduled time (In the time periods you set, start recording only when motion is detected. This can make disk usage more economical)

Firewall

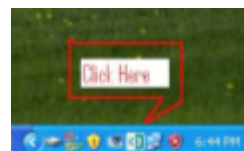
9. What about firewalls? Do they affect D-Link D-ViewCam?

If you use D-Link D-ViewCam on computers with Windows XP SP2 or any other applications with personal firewalls, please configure the firewall to allow D-Link D-ViewCam to pass through. Most the personal firewalls will automatically prompt you to permit D-ViewCam program to be used in the network.

10. What about firewalls like Nod 32 which has to be manually input to permit D-ViewCam installation?

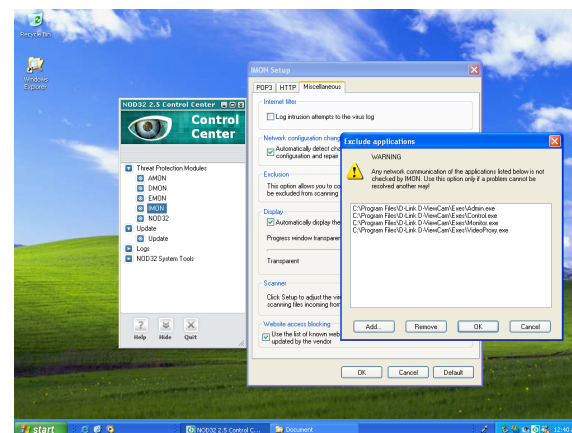
If you use D-Link D-ViewCam on computers with Nod32 personal firewall, please configure the firewall manually after you have installed D-ViewCam as following steps:

Click NOD32 antivirus system icon on the task bar to open it.



Select IMON > Setup > Miscellaneous > Exclusion > Edit > Add to C:\Program Files\D-Link D-ViewCam\Exes\Admin.exe, Control.exe, Monitor.exe, and VideoProxy.exe to the Exclude applications window.

Note: Paths depend on your software installation.

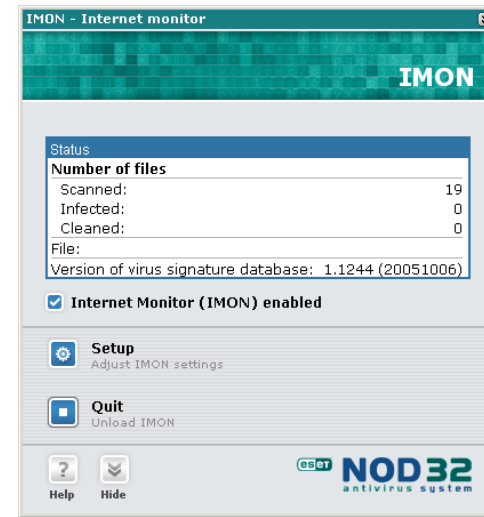


Click **OK** to exit **Exclude applications** window.

Click **OK** to exit **IMON Setup** window.

Click **Quit** to unload IMON.

Click **Start** to load IMON



Event

11. How does the event management operate?

D-Link D-ViewCam can receive input from Motion Detection or Sensor (DI, or Device Input) to create an event. Then, the event can be used to trigger DO (Device Output), video recording, show live video, e-mail notification, play sound, and go to preset point (on cameras with Pan and Tilt functions).

12. How does event recording work?

It starts recording automatically according to your event settings.

13. In what format can I export the event report to?

D-ViewCam can export the event report in text format. Note that Microsoft Word 2000 is currently not supported.

14. When an event occurs, how do I know which camera it comes from?

Please look at the Event Notification Log in the main screen. The source column shows the event source.

15. How do I get event notifications?

D-Link D-ViewCam sends event messages in different ways, based on the event action setting of a camera. For example, if the event action is Email, the message will be sent by Email. For details, please refer to User's Manual of D-ViewCam

16. After I've changed the time or date of my computer system, the D-Link D-ViewCam event function does not seem to work anymore?

Please exit D-ViewCam then reboot your computer after you've changed your computer system's time and date. Then run D-ViewCam again. The event function should go back to normal.

Database

17. What's the purpose of database backup?

The configuration data, operating parameters and log data of D-ViewCam are stored in database. D-Link D-ViewCam can backup database periodically and automatically. So, you can restore it if the system is corrupted inadvertently.

18. What is the purpose of database restore function in D-Link D-ViewCam?

The database restore function is provided to safeguard your D-ViewCam program database in case if it is corrupted inadvertently. D-ViewCam can backup the database automatically but you have to restore the database manually. For details, please refer to D-ViewCam User's Manual.

Save and Copy to Setting

19. Why do we need to use "Save Setting" and "Copy to" functions in D-Link D-ViewCam?

These two functions are designed to let users configure cameras efficiently. Camera configurations such as: Area setting, map file, device ratio, configurations in Camera Setting, Image Alarm Setting, Preset, eMap location and sensor alarm setting can all be saved and copy to another camera. However, please remember to review the settings of the target camera after "copy to" to make sure all settings are correct and work as intended.

Storage Space Setting

20. What will happen when my hard disk or network storage device is running out of space?

When your hard disk or network storage device is approaching 90% full, and if you have enabled the Recycle function, the system will automatically start to delete the oldest recorded video on your hard disk or network storage to make space for the new files.

To prevent losing recorded video data, please remember to periodically back up your recorded video files and delete the unwanted ones.

For details on how to use this function, please refer to page 36.

Contacting Technical Support

U.S. and Canadian customers can contact D-Link technical support through our web site or by phone.

Before you contact technical support, please have the following ready:

- Model number of the product
- Hardware Revision (located on the label on the bottom of the unit (e.g. rev A1))
- Serial Number (s/n number located on the label on the bottom of the unit).

Please check the D-Link support site below for the latest product information including FAQ's, known issues, and other product-related updates.

For customers within the United States:

Phone Support:
(877) 354-6555

Internet Support:
<http://support.dlink.com>

For customers within Canada:

Phone Support:
(800) 361-5265

Internet Support:
<http://support.dlink.com>

Warranty

Subject to the terms and conditions set forth herein, D-Link Systems, Inc. (“D-Link”) provides this Limited Warranty:

- Only to the person or entity that originally purchased the product from D-Link or its authorized reseller or distributor, and
- Only for products purchased and delivered within the fifty states of the United States, the District of Columbia, U.S. Possessions or Protectorates, U.S. Military Installations, or addresses with an APO or FPO.

Limited Warranty:

D-Link warrants that the hardware portion of the D-Link product described below (“Hardware”) will be free from material defects in workmanship and materials under normal use from the date of original retail purchase of the product, for the period set forth below (“Warranty Period”), except as otherwise stated herein.

- Hardware (excluding power supplies and fans): One (1) year
- Power supplies and fans: One (1) year
- Spare parts and spare kits: Ninety (90) days

The customer’s sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link’s option, to repair or replace the defective Hardware during the Warranty Period at no charge to the original owner or to refund the actual purchase price paid. Any repair or replacement will be rendered by D-Link at an Authorized D-Link Service Office. The replacement hardware need not be new or have an identical make, model or part. D-Link may, at its option, replace the defective Hardware or any part thereof with any reconditioned product that D-Link reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. Repaired or replacement hardware will be warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer, and is subject to the same limitations and exclusions. If a material defect is incapable of correction, or if D-Link determines that it is not practical to repair or replace the defective Hardware, the actual price paid by the original purchaser for the defective Hardware will be refunded by D-Link upon return to D-Link of the defective Hardware. All Hardware or part thereof that is replaced by D-Link, or for which the purchase price is refunded, shall become the property of D-Link upon replacement or refund.

Limited Software Warranty:

D-Link warrants that the software portion of the product (“Software”) will substantially conform to D-Link’s then current functional specifications for the Software, as set forth in the applicable documentation, from the date of original retail purchase of the Software for a period of ninety (90) days (“Software Warranty Period”), provided that the Software is properly installed on approved hardware and operated as contemplated in its documentation. D-Link further warrants that, during the Software Warranty Period, the magnetic media on which D-Link delivers the Software will be free of physical defects. The customer’s sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link’s option, to replace the non-conforming Software (or defective media) with software that substantially conforms to D-Link’s functional specifications for the Software or to refund the portion of the actual purchase price paid that is attributable to the Software. Except as otherwise agreed by DLink in writing, the replacement Software is provided only to the original licensee, and is subject to the terms and conditions of the license granted by D-Link for the Software. Replacement Software will be warranted for the remainder of the original Warranty Period and is subject to the same limitations and exclusions. If a material non-conformance is incapable of correction, or if D-Link determines in its sole discretion that it is not practical to replace the non-conforming Software, the price paid by the original licensee for the non-conforming Software will be refunded by D-Link; provided that the non-conforming Software (and all copies thereof) is first returned to D-Link. The license granted respecting any Software for which a refund is given automatically terminates.

Non-Applicability of Warranty:

The Limited Warranty provided hereunder for Hardware and Software portions of D-Link’s products will not be applied to and does not cover any refurbished product and any product purchased through the inventory clearance or liquidation sale or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product and in that case, the product is being sold “As-Is” without any warranty whatsoever including, without limitation, the Limited Warranty as described herein, notwithstanding anything stated herein to the contrary.

Submitting A Claim:

The customer shall return the product to the original purchase point based on its return policy. In case the return policy period has expired and the product is within warranty, the customer shall submit a claim to D-Link as outlined below:

- The customer must submit with the product as part of the claim a written description of the Hardware defect or Software nonconformance in sufficient detail to allow DLink to confirm the same, along with proof of purchase of the product (such as a copy of the dated purchase invoice for the product) if the product is not registered.
- The customer must obtain a Case ID Number from D-Link Technical Support at 1-877-453-5465, who will attempt to assist the customer in resolving any suspected defects with the product. If the product is considered defective, the customer must obtain a Return Material Authorization (“RMA”) number by completing the RMA form and entering the assigned Case ID Number at <https://rma.dlink.com/>.

- After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit, and the RMA number must be prominently marked on the outside of the package. Do not include any manuals or accessories in the shipping package. DLink will only replace the defective portion of the product and will not ship back any accessories.
- The customer is responsible for all in-bound shipping charges to D-Link. No Cash on Delivery (“COD”) is allowed. Products sent COD will either be rejected by D-Link or become the property of D-Link. Products shall be fully insured by the customer and shipped to D-Link Systems, Inc., 17595 Mt. Herrmann, Fountain Valley, CA 92708. D-Link will not be held responsible for any packages that are lost in transit to D-Link. The repaired or replaced packages will be shipped to the customer via UPS Ground or any common carrier selected by D-Link. Return shipping charges shall be prepaid by D-Link if you use an address in the United States, otherwise we will ship the product to you freight collect. Expedited shipping is available upon request and provided shipping charges are prepaid by the customer. D-Link may reject or return any product that is not packaged and shipped in strict compliance with the foregoing requirements, or for which an RMA number is not visible from the outside of the package. The product owner agrees to pay D-Link’s reasonable handling and return shipping charges for any product that is not packaged and shipped in accordance with the foregoing requirements, or that is determined by D-Link not to be defective or non-conforming.

What Is Not Covered:

The Limited Warranty provided herein by D-Link does not cover:

Products that, in D-Link’s judgment, have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed; Initial installation, installation and removal of the product for repair, and shipping costs; Operational adjustments covered in the operating manual for the product, and normal maintenance; Damage that occurs in shipment, due to act of God, failures due to power surge, and cosmetic damage; Any hardware, software, firmware or other products or services provided by anyone other than D-Link; and Products that have been purchased from inventory clearance or liquidation sales or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product.

While necessary maintenance or repairs on your Product can be performed by any company, we recommend that you use only an Authorized D-Link Service Office. Improper or incorrectly performed maintenance or repair voids this Limited Warranty.

Disclaimer of Other Warranties:

EXCEPT FOR THE LIMITED WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED “AS-IS” WITHOUT ANY WARRANTY OF ANY KIND WHATSOEVER INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT.

IF ANY IMPLIED WARRANTY CANNOT BE DISCLAIMED IN ANY TERRITORY WHERE A PRODUCT IS SOLD, THE DURATION OF SUCH IMPLIED WARRANTY SHALL BE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE. EXCEPT AS EXPRESSLY COVERED UNDER THE LIMITED WARRANTY PROVIDED HEREIN, THE ENTIRE RISK AS TO THE QUALITY, SELECTION AND PERFORMANCE OF THE PRODUCT IS WITH THE PURCHASER OF THE PRODUCT.

Limitation of Liability:

TO THE MAXIMUM EXTENT PERMITTED BY LAW, D-LINK IS NOT LIABLE UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF THE PRODUCT, INCONVENIENCE OR DAMAGES OF ANY CHARACTER, WHETHER DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, LOSS OF REVENUE OR PROFIT, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, FAILURE OF OTHER EQUIPMENT OR COMPUTER PROGRAMS TO WHICH D-LINK'S PRODUCT IS CONNECTED WITH, LOSS OF INFORMATION OR DATA CONTAINED IN, STORED ON, OR INTEGRATED WITH ANY PRODUCT RETURNED TO D-LINK FOR WARRANTY SERVICE) RESULTING FROM THE USE OF THE PRODUCT, RELATING TO WARRANTY SERVICE, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY, EVEN IF D-LINK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY IS REPAIR, REPLACEMENT OR REFUND OF THE DEFECTIVE OR NONCONFORMING PRODUCT. THE MAXIMUM LIABILITY OF D-LINK UNDER THIS WARRANTY IS LIMITED TO THE PURCHASE PRICE OF THE PRODUCT COVERED BY THE WARRANTY. THE FOREGOING EXPRESS WRITTEN WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ANY OTHER WARRANTIES OR REMEDIES, EXPRESS, IMPLIED OR STATUTORY.

Governing Law:

This Limited Warranty shall be governed by the laws of the State of California. Some states do not allow exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the foregoing limitations and exclusions may not apply. This Limited Warranty provides specific legal rights and you may also have other rights which vary from state to state.

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CE Mark Warning:

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

FCC Statement:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

For detailed warranty information applicable to products purchased outside the United States, please contact the corresponding local D-Link office.

Registration



Product registration is entirely voluntary and failure to complete or return this form will not diminish your warranty rights.

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