

## IP WEB SERVICE 3.0 SOFTWARE GUIDE

Thank you for your purchase from CCTV Security Pros and Welcome to your ip camera and its system software! This guide will assist you in setting up maintaining and accessing the software inside your ip camera and allow you to control and grasp its many functions.

### Part 1 – Introduction and Login

Once you have your ip camera setup on your network access your camera by entering the ip address of the camera in the address bar in any browser:

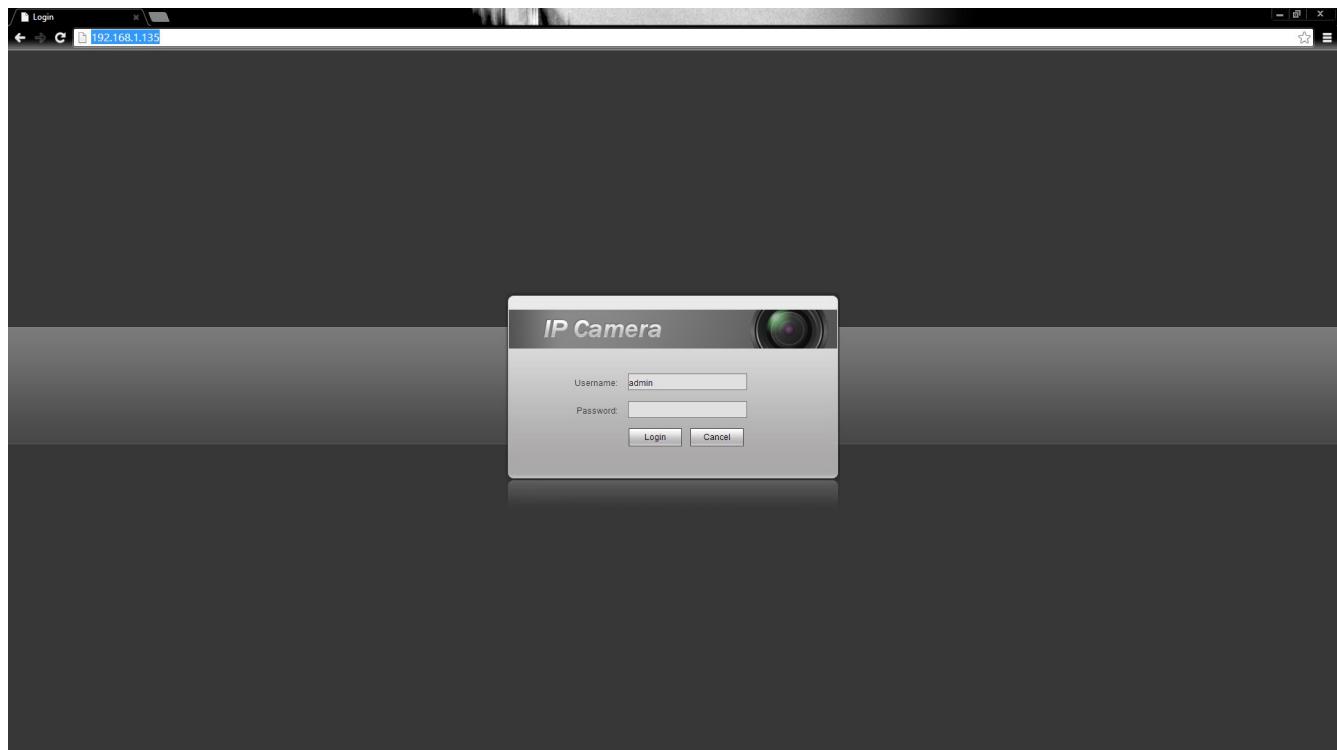


Figure 1-1 login screen

The default username is: admin and the default password for this username is also admin. Enter these and press the enter key to access the inner workings and live view of your ip camera. The first screen you see should look like this:

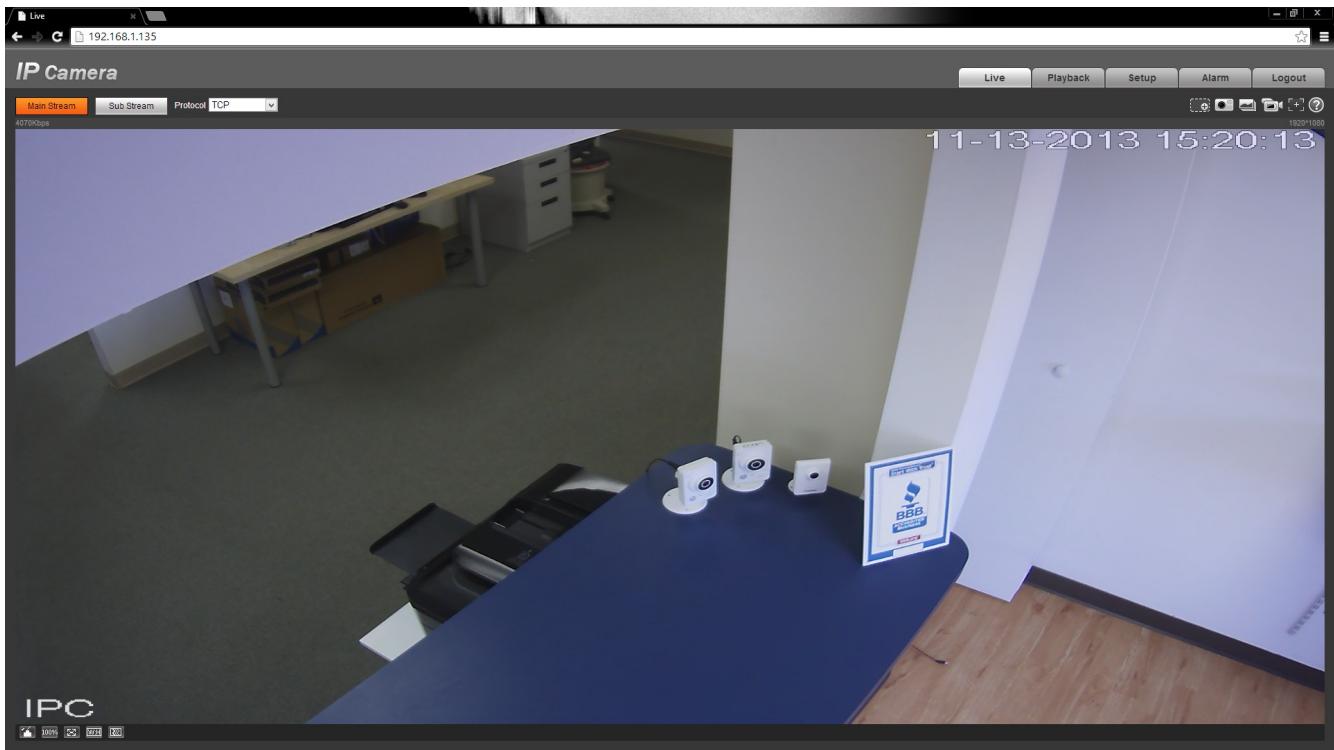
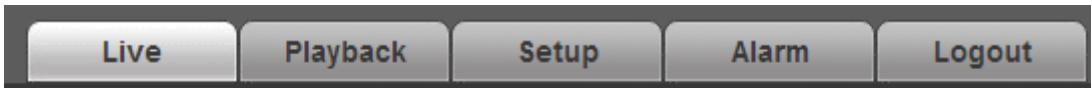


Figure 1-2 live view

As you can see in the top right corner there are five options for you to access. Click on any one of them to enter their sub menus:



**Live** – This is where you can watch the live view from your ip camera

**Playback** – This is where you can watch the recorded video on an SD card plugged in to your IP camera (if applicable.)

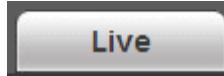
**Setup** – This is where you can access your camera's options and all the menus included therein.

**Alarm** – Here you can setup signals that come out from the camera to your PC based on certain events happening like motion, your SD card being full, and more.

**Logout** – This will log you out of the camera interface and bring you back to the login screen where you started.

## Part 2 – LIVE VIEW

To enter the live view click the live view button. This should be the first screen that comes up when you enter the camera.



Above the video that the camera is transmitting note the buttons there:



**Digital Zoom Button.** Click on this and then drag a square on the live video image and the screen will zoom in on the area you select.



**Snapshot Button.** Click on this button to save a snapshot image to your computer. This will save the screen-shot on your PC to <C:\PictureDownload>. You can also take screenshots with your operating system



**Triple Snapshot Button** – This button will take three screen shots in rapid succession and save the files to the same directory as above. <C:\PictureDownload>. You can change this in the Setup Menu Under Camera → Video → Path → Destination.



**Record Button.** - This will allow you to record directly what you are seeing in the live view to your computer. By default, these files are saved to <C:\RecordDownload> You can change this in the Setup Menu Under Camera → Video → Path → Destination.



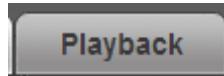
**Easy focus Button** – On most cameras this will show you how the camera is auto focusing in the top left corner and is used for analytics.



**Help Button.** - This will bring up a brief help guide for each specific screen you are on at the moment.

## Part 3 - PLAYBACK

To enter the playback click the Playback button.



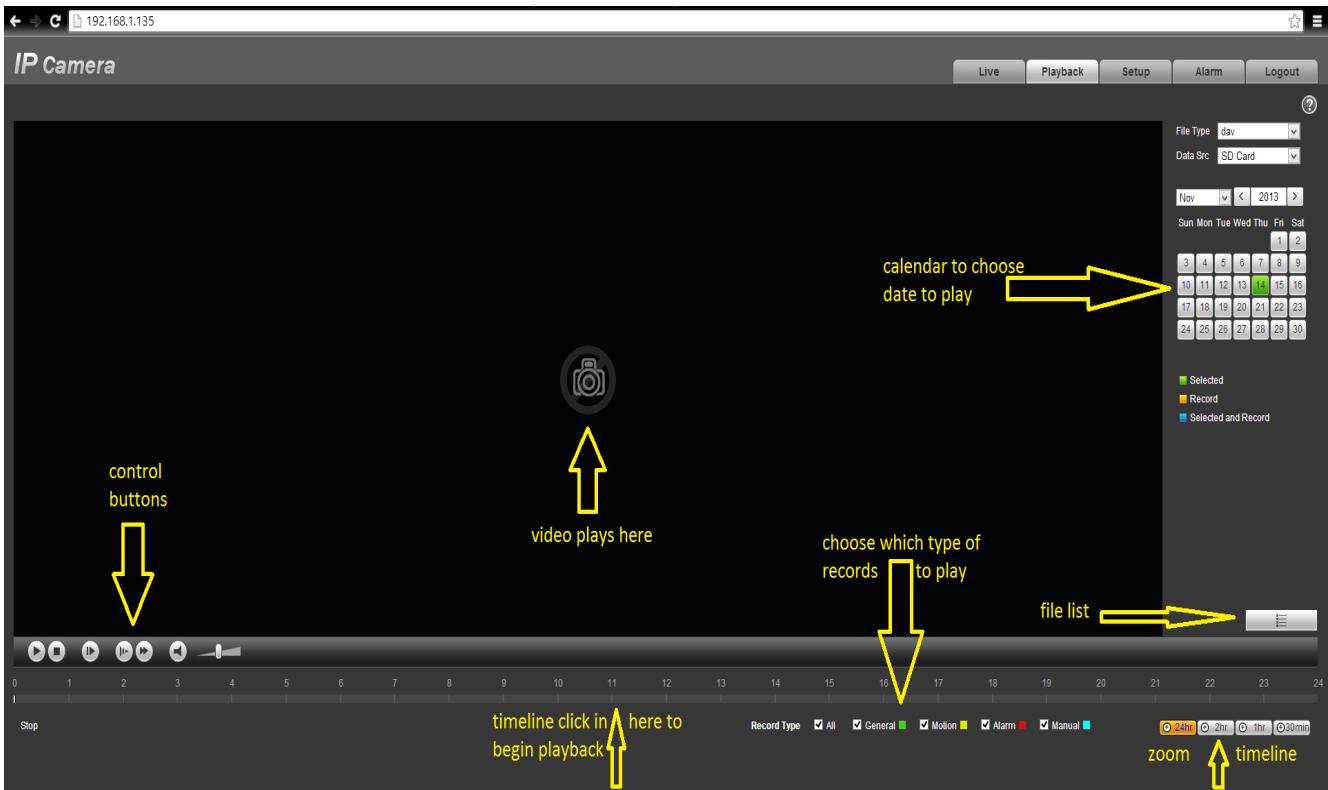


Figure 3-1

This is where you can watch recorded video on your ip camera's SD card (if applicable.)

#### Part 4 – SETUP

Setup

To enter the Setup menu click on Setup in the top right corner of the screen.

The setup menu has 41 different sub-pages. More than likely you will not need most of them so the most commonly used and important ones are covered here. For a full guide on all the options check out our tech and setup tab here on our website: <http://www.cctvsecuritypros.com/support.html>



Figure 4-1 IP Camera Settings Menus

## ▶ Camera

Camera menu – Here you can change the quality of the video the camera displays and records, set where video recordings save to and turn on and off the ir's on your camera (if applicable.)

### Conditions Tab:

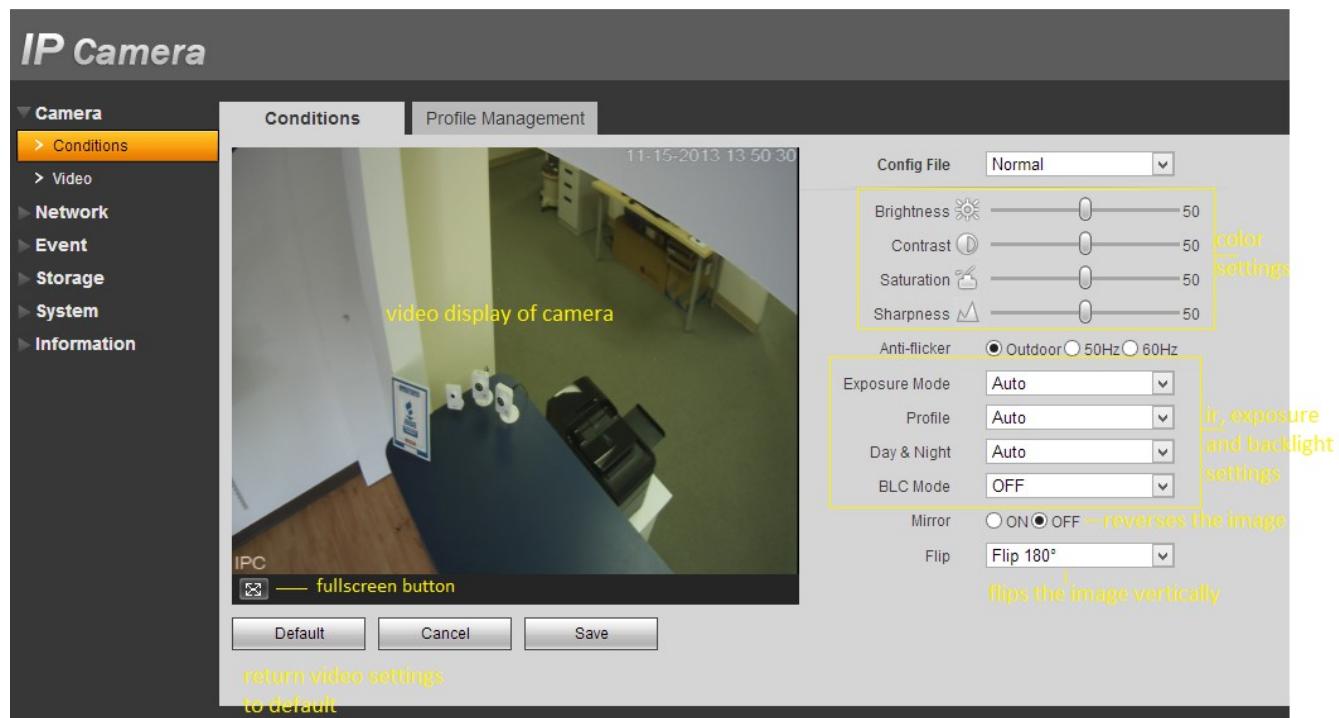


Figure 4-2-1

Fine tune the **Brightness**, **Contrast**, **Saturation**, and **Sharpness** to modify your video to work best with where your camera is. More often than not the default settings work well. If you change any settings in this menu and you want to bring them back to the original settings click on “**Default**” and then click **Save**. This will return the camera to its default settings.

**Anti-Flicker** - Change the flicker settings if you are getting an image that flickers in the daylight or from background lighting.

**Day and Night** mode will allow you to keep the camera in color at night or turn on or off the ir's the camera has (if the camera has ir's.)

### Camera → Video → Video Settings:

In the figure below you will see the quality settings for the video of your camera in both live view and recordings.

Main Stream - The left hand column represents your recording and live view quality on the Main Stream. This is a much higher quality video setting and is accessible from computers as well as a monitor attached directly to the camera.

Sub Stream – This is the quality that your phone or tablet app will see by default. It is lower quality but because the screen on tablets and phones are smaller typically this version will work and look rather clear.

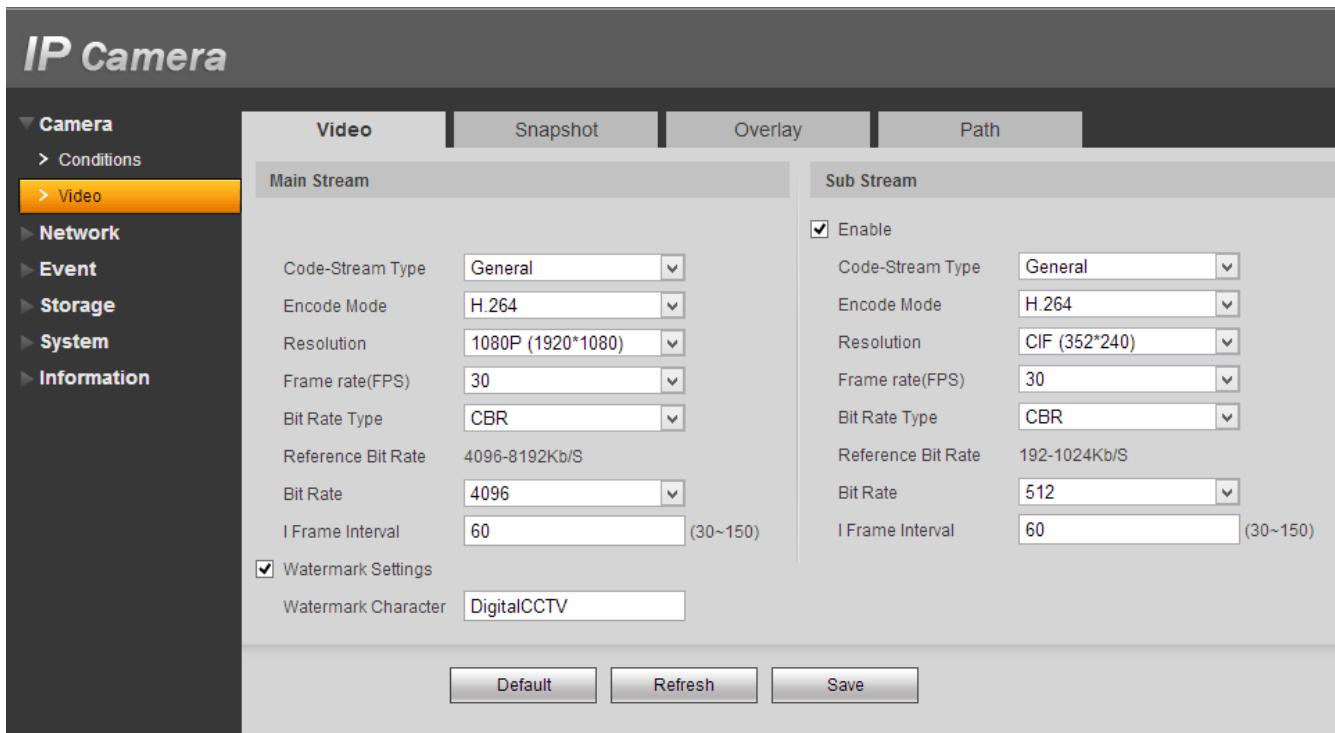


Figure 4-2-2

**Code-Stream Type** – This is what activates the recording on your camera.

**General** = Constant recording based on the schedule you set (see below.)

**Motion** = The camera saves video when the camera detects motion. The camera initiates recording when it detects changes in the picture.

**Alarm** = If you attach the camera to realys (not available on all models) you can have this start the recording.

**Encode Mode** – This is how the camera converts the videos into files and shrinks it down to a manageable size. H264 is the industry standard and works best with our other software.

**Resolution** – This is the quality of the video in screen format. The higher in the drop down list here the setting is the better the quality. The higher the quality the more space you will use on your hard drive. Your choices depend on the camera you have but the highest available is 1080P as shown in the figure 4-2-2 above.

**Frame Rate** – This is how many images per second the video has. The higher the setting (max is 30 which is the same as television and movies.) Setting it lower will save you storage space and allow more recordings to be saved but the image will not be as fluid. We have an example of different frame rates on our website.

**Bit Rate Type** – CBR this records the bit rate constantly regardless of what is going on in the video. VBR will change the bit rate according to what is happening on the screen but will cause the image to change qualities. Typically leaving this at CBR is the way to go and VBR is for advanced users and applications only.

**Bit Rate** – This effects the video quality (not nearly as much as the resolution setting above) and how much data the camera pushes out over your network and through your internet when you look at the cameras. If you have issues with choppy video when remotely accessing this device then turning it down can help.

**I Frame Interval** – I Frame requires web site programmers to use but can display the video inside websites for uses like webcams.

**\*\*\*In this and every other menu, whenever you make changes be sure to click the Save button before you exit the window!\*\*\***

► **Network**

Network Menu – Everything involving network connectivity, remote and local as well as setting up email alerts for your camera are in this menu.

**IP Camera**

► Camera

► **Network**

    > TCP/IP

    > Connection

    > PPPoE

    > DDNS

    > IP Filter

    > SMTP>Email)

    > UPnP

    > SNMP

    > Bonjour

    > Multicast

    > IEEE802

    > QoS

► Event

► Storage

► System

► Information

**TCP/IP**

Host Name	IPC
Ethernet Card	Wire(DEFAULT)
Mode	<input type="radio"/> Static <input checked="" type="radio"/> DHCP
MAC Address	90 . 02 . a9 . 11 . 9e . b6
IP Version	IPv4
IP Address	192 . 168 . 1 . 135
Subnet mask	255 . 255 . 255 . 0
Default Gateway	192 . 168 . 1 . 1
Preferred DNS Server	8 . 8 . 8 . 8
Alternate DNS Server	8 . 8 . 8 . 8

Enable ARP/Ping to set IP address service

Default Refresh Save

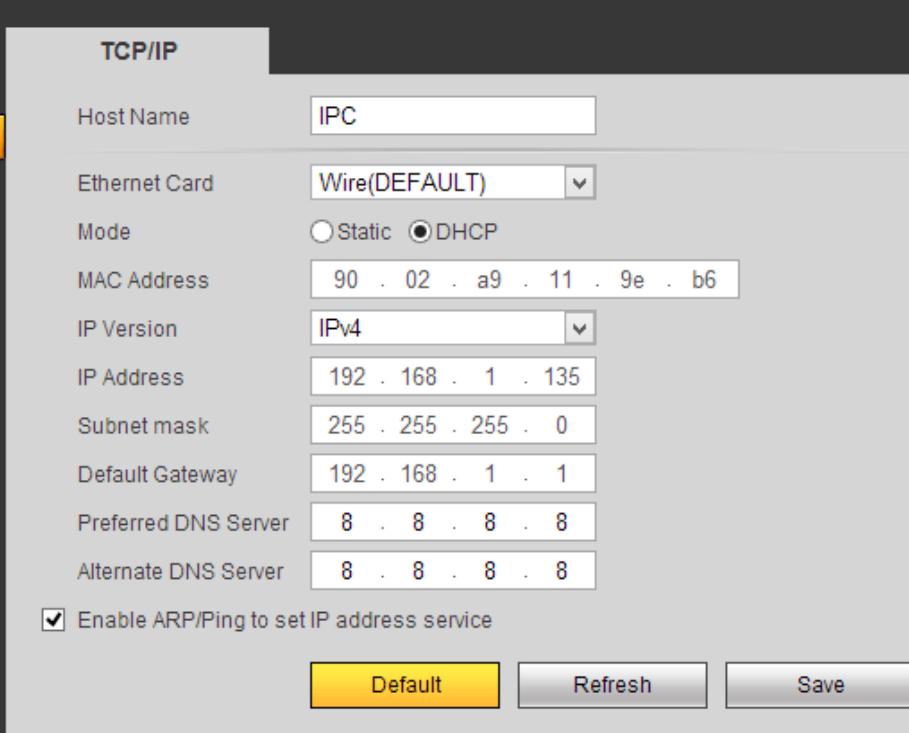


Figure 4-3-1

### Network → TCP/IP

This menu lets you access the ip settings on your camera in case you need to change the information. If the camera is already working it is best not to change this information. This will be the address you enter into a browser or our PSS software to watch the camera when you are connected to the same network as the camera.

The rest of the settings here are for advanced applications. If you do not have an IT department to set this up, please contact our tech support staff here: support@cctvsecuritypros.com

## ► Event

**Event Menu** – Here you can set up motion detect settings for recording and block out areas to not trigger motion recording. You can also set up Camera Masking settings as well.

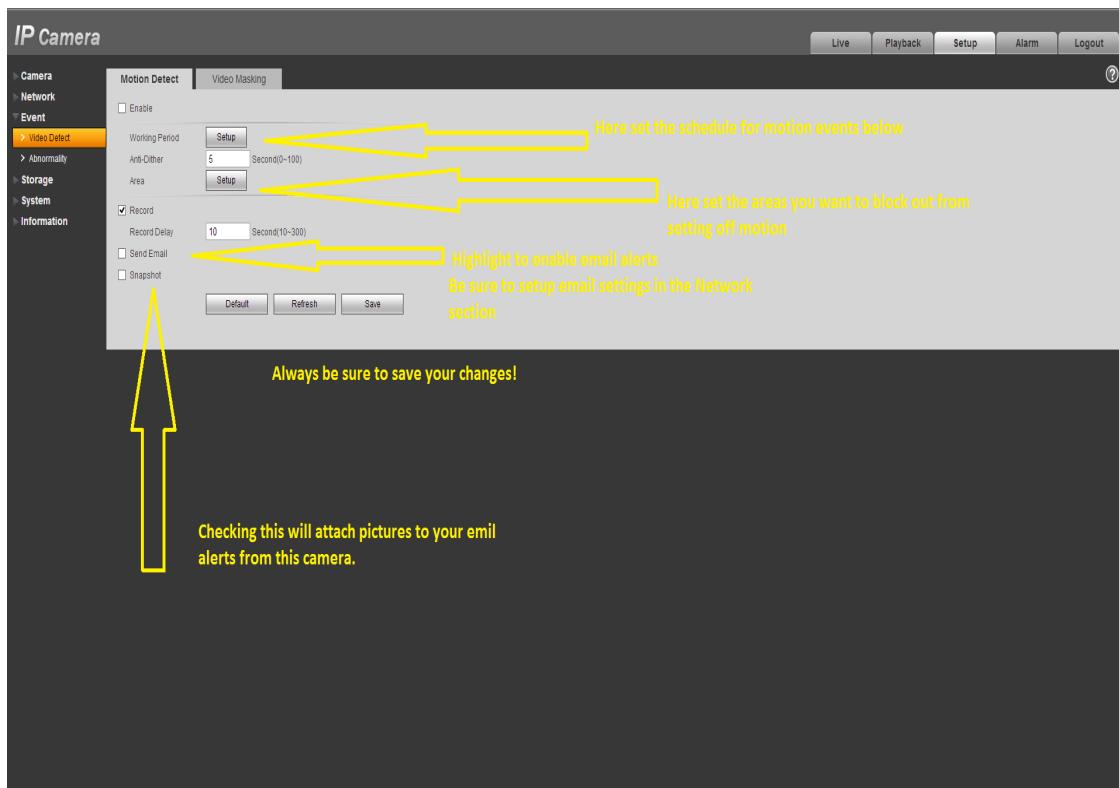


Figure 4-4-1

The motion detect menu looks like the figure above you can set the time for motion emails in the Working Period section. Note: this does not change when the device records as that is setup in the Schedule Menu under Storage. See Below for setting the recording schedule.

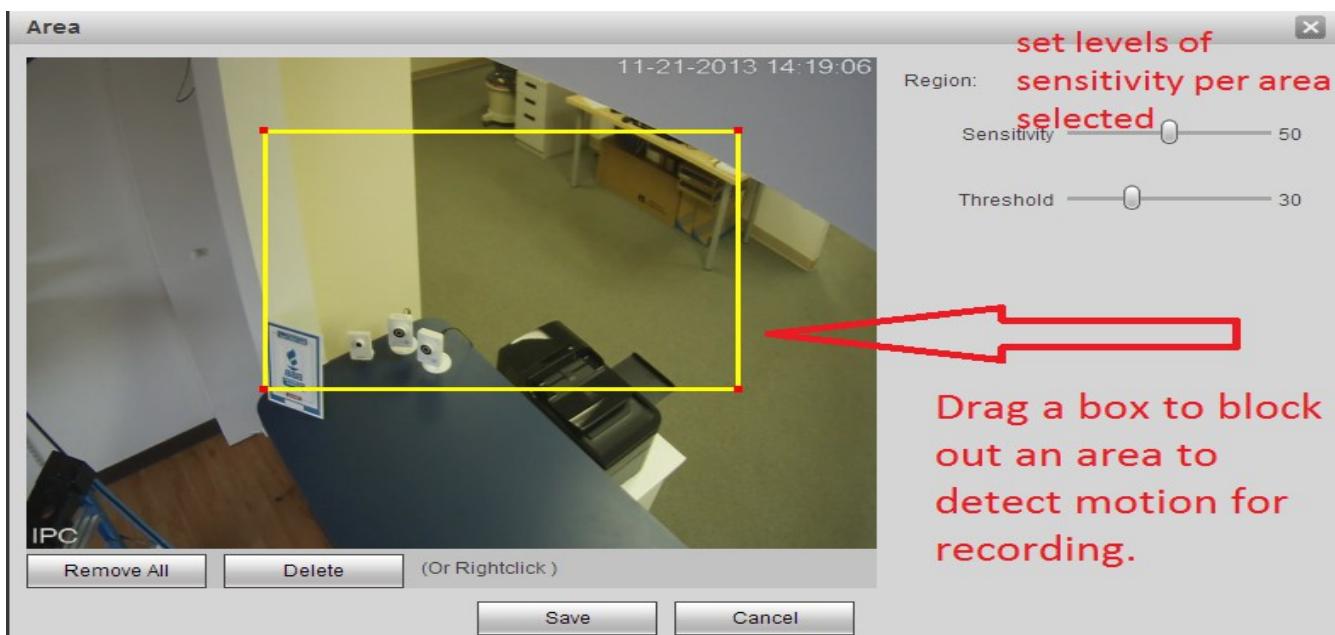


Figure 4-4-2

When you click on Area, you will get the screen you see in the figure above. By clicking and dragging boxes, this is where you set the areas that will trigger motion detect. Here you can set up multiple boxes and set the sensitivity for what will trigger motion recording and/or sending email alerts. The higher the number in sensitivity the more sensitive it is. As all settings for our cameras are different this may take some testing to get just right.

As always when you are done changing settings be sure to press Save.

## ► Storage

**Storage Menu** – Here you set the schedule of recordings, how long the length of each recording is and where they save.

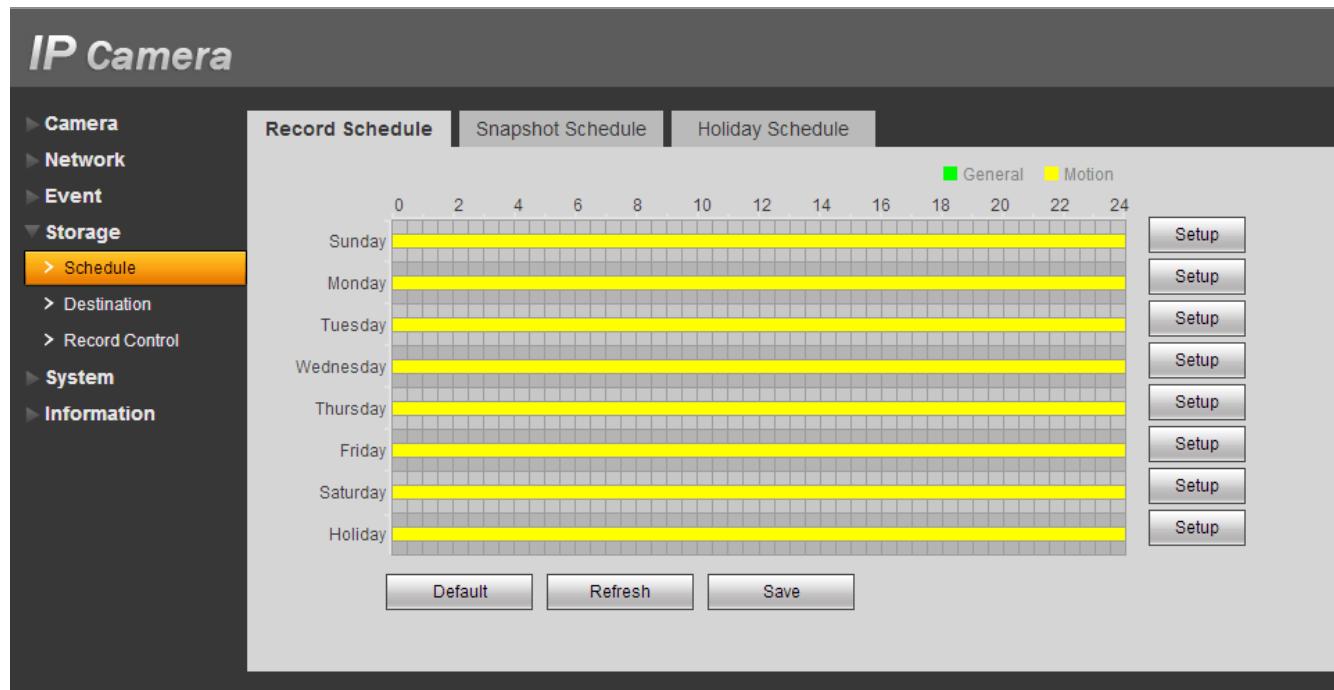


Figure 4-5-1

Here is where you set how often your camera does and does not record and whether it records on motion or constantly.

**General** – Always a green color indicator means the camera/DVR records constantly at the times you select in the schedule below.

**Motion** – This means the camera or DVR will record when the camera detects motion. See above on how to select areas for motion detect on a per camera basis.

Click Setup to open the below section where you can set the times for recording.

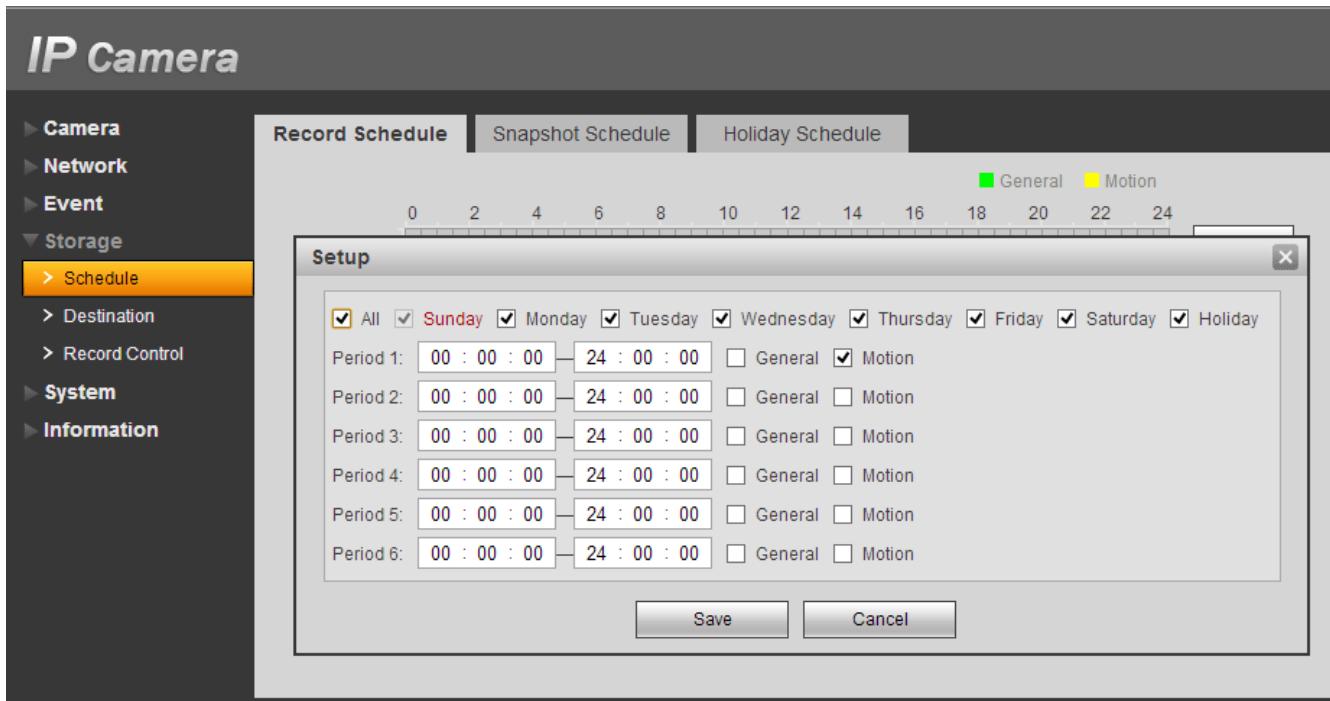


Figure 4-5-2

To setup the schedule on your Camera once you are in the setup menu shown in Figure 4-5-2:

To change it from “General” to “Motion” or vice versa for every day of the week just click in the General or Motion box for any Period that goes from:

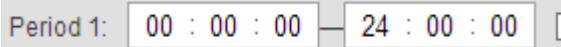


Figure 4-5-3

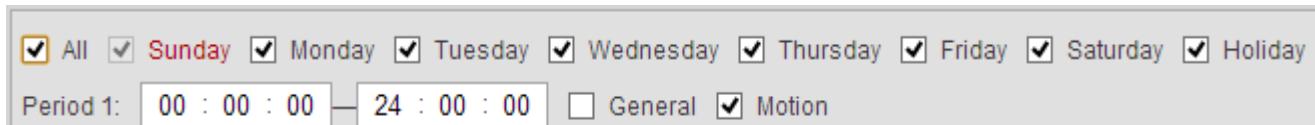


Figure 4-5-4

*Example 1* - Selecting the Period like this will record Motion 24 hours a day every day of the week.

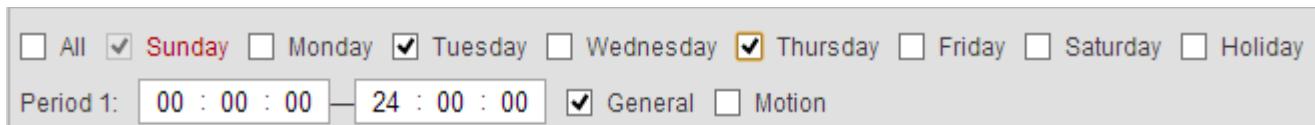


Figure 4-5-5

*Example 2* - Selecting the Period above will record constantly on Sunday, Tuesday and Thursday.

Note: all the times are in military format so there is no am or pm. Technically there are two midnights: 00:00 and 24:00 but in reality 00:00 is the beginning of the day just after the previous day ended and 24:00 is the end of the day just before the new day begins.

After noon (12:00) just add 12 to get the proper hour you want to set the schedule to.

For example: 1:00 pm becomes 13:00. (1 + 12 = 13:00)

5:00 pm becomes 17:00. (5 + 12 = 17)

10:00 pm becomes 22:00 (10 + 12 = 22)

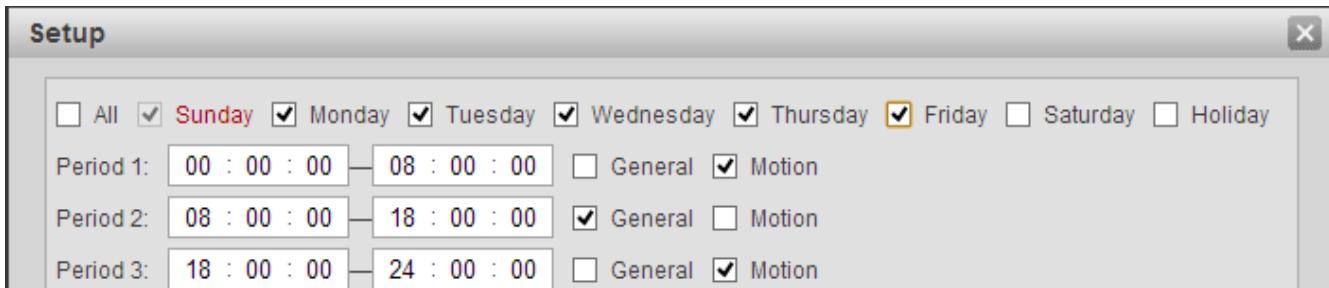


Figure 4-5-6

*Example 3 – Selecting the period above will record constantly from 8:00 am (08:00) to 6:00 pm(18:00). And it will record on motion from 6:00pm (18:00) to midnight (24:00) and from midnight (00:00) to 8:00 am (08:00.)*

1. Click to put a check mark in the days you want to set. Click “All” if the schedule will be for every day of the week. If you want to Have a schedule for weekdays and then on weekends let's say, then first click and put a check mark in Monday through Friday.
2. The periods are arranged from 00:00 – 24:00 and are in military time. See above for how to change am and pm to military style time.
3. As always be sure to click Save when you are done.

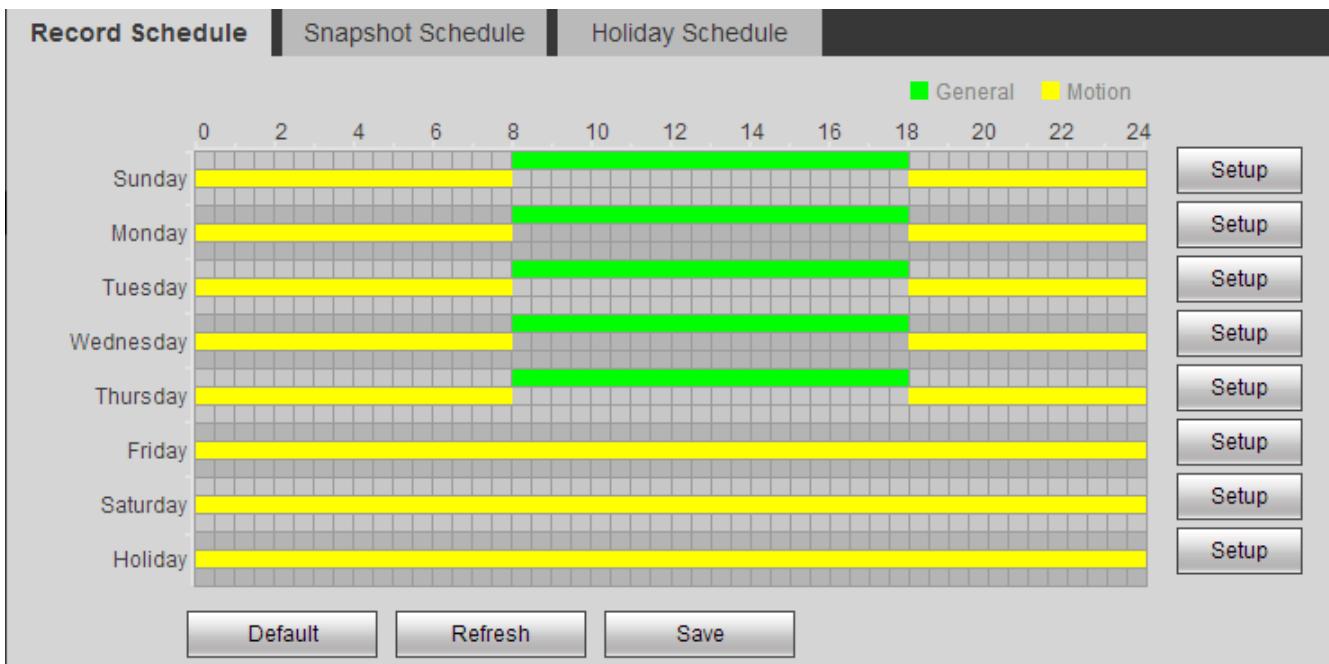
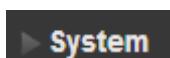


Figure 4-5-7

Once you set the schedule it will show you in colors and on a time chart so you can double check your work. The above schedule is the one we used as an example 3.



**System Menu** – In this menu you can set the date and time of your camera as well as many other general settings for your camera.

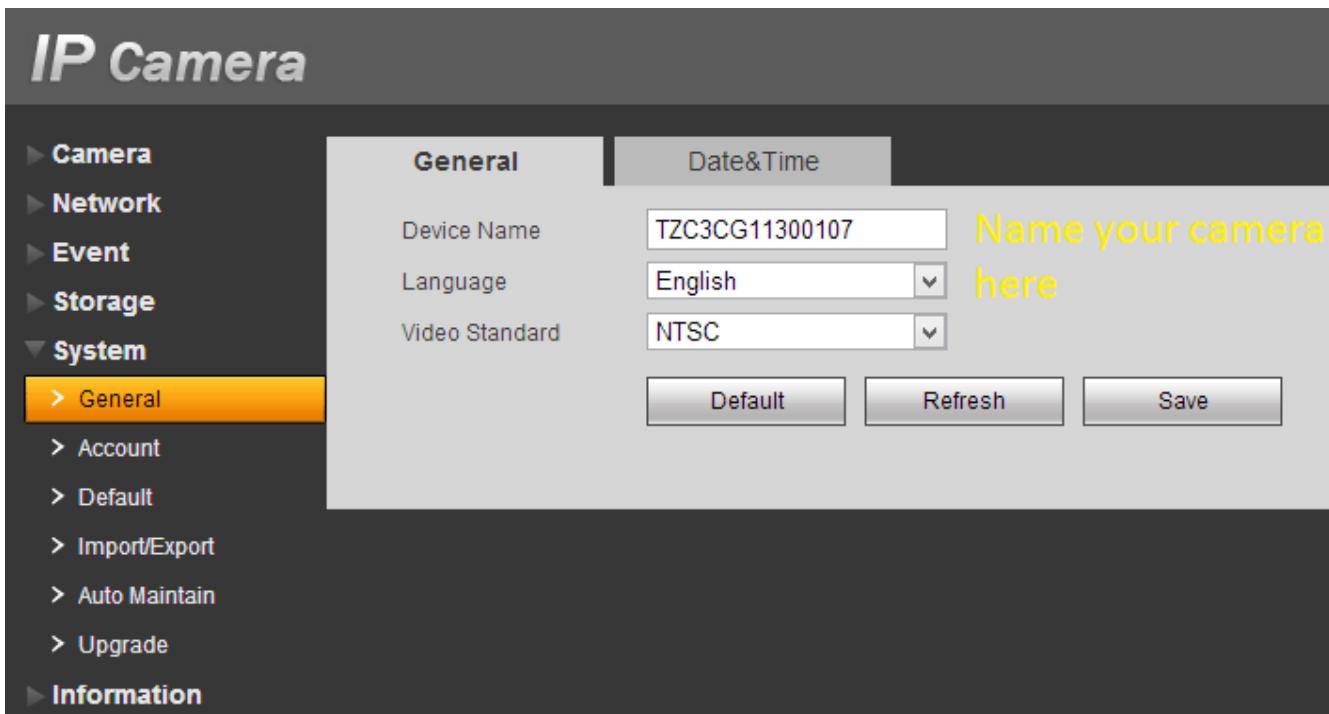


Figure 4-6-1

In the General Section You can name your camera so it will show up on your network as the name you choose.

**Language** – Choose the language you want the camera's menus to display in.

**Video Standard** – Unchangeable. In North America we use NTSC format. Other countries use PAL format.

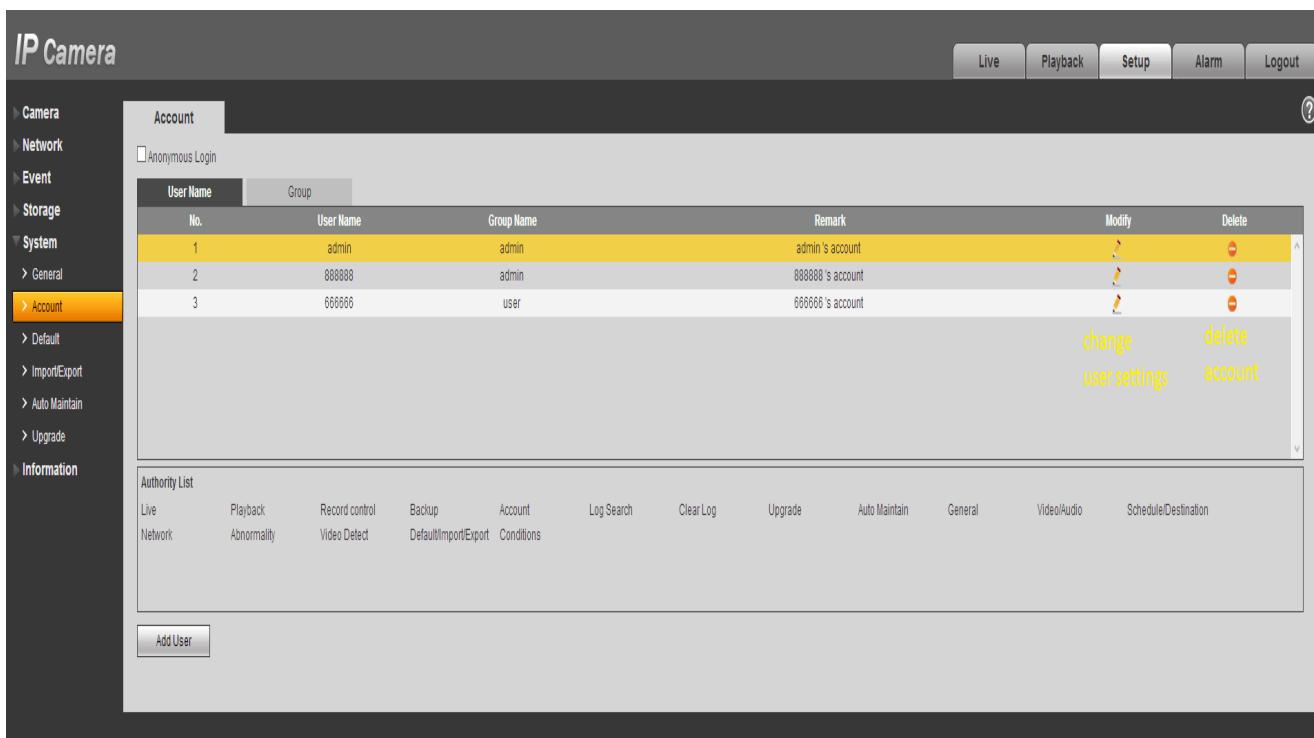


Figure 4-6-2

In the account menu you can add, delete or modify users and what they have access to.



Figure 4-6-3

**Default** - The default menu will return your camera to all its default settings. Do this if you have changed settings that have affected your camera in a way you do not want to or if you just want to start over. Just click on Default then Click OK to let it know you are sure and the camera will return itself to its original factory settings.

**Import/Export** – this will save your camera settings to a file on your computer's hard drive for backup purposes. Export the file back into the camera to return it to the settings you previously saved.

**Auto Maintain** – The camera is set to reboot once a week at 2am based on the time settings in the camera. Here you can change the time, or disable it from doing so. We do not recommend changing these settings unless you are having an issue with it.

**Upgrade** – Here is where you would upgrade the firmware for your camera. Please contact us before doing this as using the wrong firmware will render the camera useless and void your warranty.

A screenshot of the IP Camera software interface. The left sidebar shows a navigation tree with sections: Camera, Network, Event, Storage, System, and Information (with sub-options Version, Log, and Online User). The 'Log' option under 'Information' is highlighted with a yellow box. The main window title is 'Log'. It contains a search bar with 'Start Time: 2013 - 11 - 14 13:08:53' and 'End Time: 2013 - 11 - 15 13:08:53', a 'Type: All' dropdown, and a 'Search' button. Below the search bar is a table with columns: No., Log Time, User Name, and Event. The table is currently empty. At the bottom of the main window, there is a 'Detailed Information' panel and a 'Backup' button. The top of the window has buttons for Live, Playback, Setup, Alarm, and Logout, and a help icon.

The log will inform you many things. Who logged in and when and the ip address they used. Any errors that have occurred with the camera.

Type Definitions:

**System** – Records all changes made to the system software.

**Setting** – Shows you a list of all the settings changes that have been made on the camera in the menus described above.

**Data** – Shows events which access and use recordings on the SD card in the camera.

**Event** – Shows a listing of events like motion detect and alarm inputs (if applicable on your camera)

**Record** – A list of the recordings on the camera

**Account** – The times and user names that people have logged in as and for how long. This is probably the most useful of all the logs for regular use. Click on the entry in the list and it will tell you what username and what ip address they logged in for. Very useful for recording irregular and unofficial logins.

**Clear Log** – This will wipe all the data in the log to start over.

## SUMMARY

Thank you for reading this guide. With this in hand or on your screen you should be perfectly able to handle any issues that come up with the software on your new CCTV Security Pros IP camera. If you have any issues you can not figure out or need assistance of any kind or have any questions or comments, then please let us know here:

[support@cctvsecuritypros.com](mailto:support@cctvsecuritypros.com)

Thank you for your time and purchase.  
The Entire CCTV Security Pros Tech Support Team

