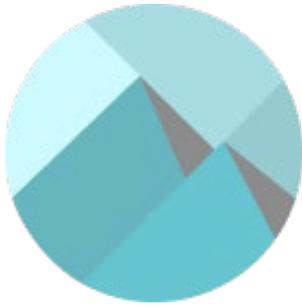


**WISEC® Surveillance Software**  
**Instruction Manual**



Global Technology  
Asset Partners Inc.

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## **INSTALLATION**

Insert the CD into the computer and follow the steps to install the software.

A valid serial number is required to complete the installation.

The serial number should be included in this manual, or as an insert in the box, CD or invoice.

If you are experiencing problems with the serial number being accepted, please verify that you haven't mistakenly entered a number in place of a letter and vice versa.

For example a "0" zero instead of the letter "O"

## **QUICK SETUP**



**After installing:**

**STEP 1 CONNECT CAMERAS**

**STEP 2 OPEN PROGRAM**  
(BY DOUBLE CLICKING ICON FROM DESKTOP)

**STEP 3 EDIT OPTIONS**  
(camera preference, alerts, motion detection)

**VISEC™ IS NOW READY**

### **DON'T LIKE READING THE MANUAL, WATCH OUR VIDEOS ONLINE.**

Voice narrated movies provide you with step by step instructions on how to use important VISEC features, such as:

How to Install VISEC

Viewing Video Surveillance

Using a Camera

How to setup Motion Detection, Picture Alerts, and FTP for emergency backup storage

And Much more....

Visit <http://www.visec.net/support.htm> for more information.

### **(1) Connecting Camera(s) – Analog Cameras, USB cameras, or IP cameras**

Before you start the VISEC program you should identify the type of camera you are going to use. The most common type of cameras and what Visec supports

**USB cameras** connect directly to your USB computer. USB cameras are usually used for video conferencing.



**Analog cameras** are the most common cameras on the market today. Analog cameras cannot connect directly to your computer and require a capture device. Usually a capture card or usb capture box.



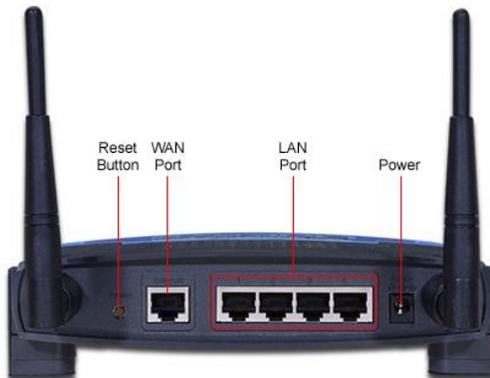
**Capture Card-** Connects inside Computer and analog camera connects to it.

- ✓ **IP cameras** are the newest in technology and are basically cameras with computer chips that act like servers and send images digitally across the network via a router.



### IP Camera Setup

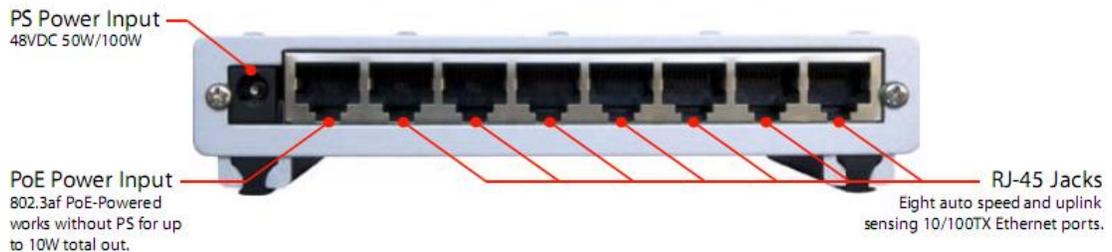
- a) connect IP camera to router in the area designated LAN port



- b) Or connect IP camera to an available switch that is connected to a router



**c) Or connect IP camera to a Power Over Ethernet Switch connected to a router**



Each particular camera should have its own installation procedure. Some require you to run the manufacturer's install cd to setup the camera. You should refer to your camera manufacturer's instructions if you have difficulty or specific technical questions.

For the most part, installing a camera is very easy. Most USB Cameras are automatically detected by the Windows Operating System when initially plugged in. Usually Windows will ask you for a driver when plugging in a new camera. Follow the instructions from your camera vendor to make sure the camera is correctly installed.

Most IP cameras are found automatically by Visec when connected to a network. Visec does a network scan and looks for all known IP cameras.

**(2) Open the VISEC program**



Open the program by clicking the VISEC ICON or you can choose, **START > PROGRAMS > VISEC 2009**

By default, the program is located at:

## Visec Surveillance Software Manual.

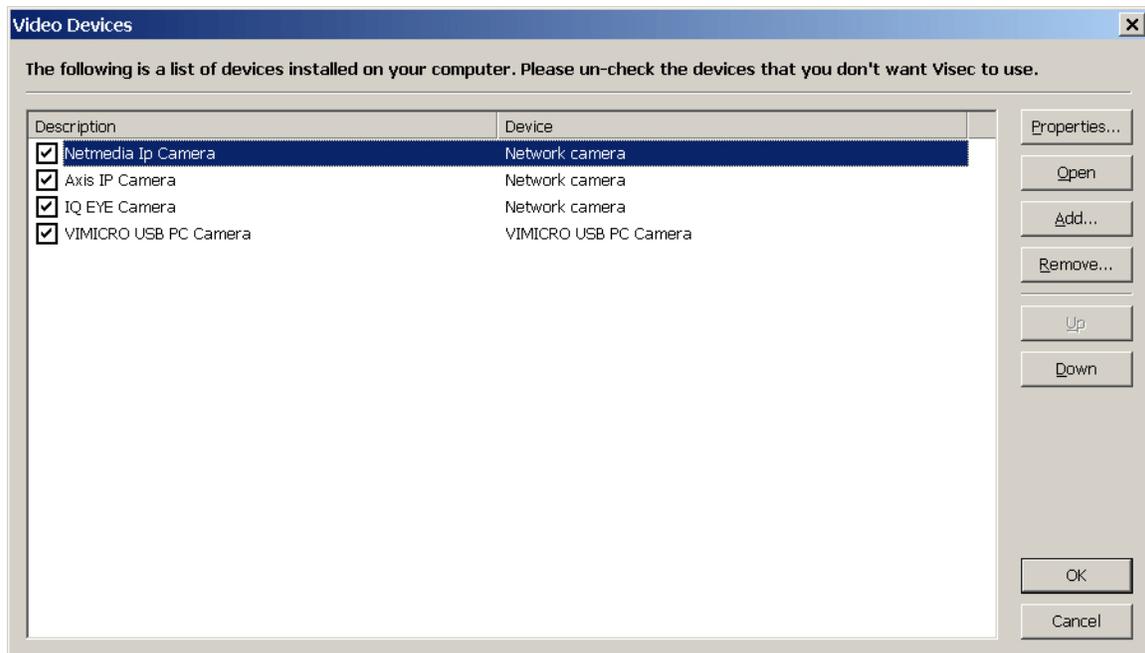
C:\Program Files\Visec 2009\Visec.exe

### **(3) Set Up- select camera**

#### **(a) Camera setup**

View > Video Devices, lists all cameras installed.

Please choose: **View > Video Devices** as shown below:



## Visec Surveillance Software Manual.

Shown is a list of cameras installed on your system.

Usually this does not mean that you have all of these cameras connected, rather at one time or another they were installed on your computer.

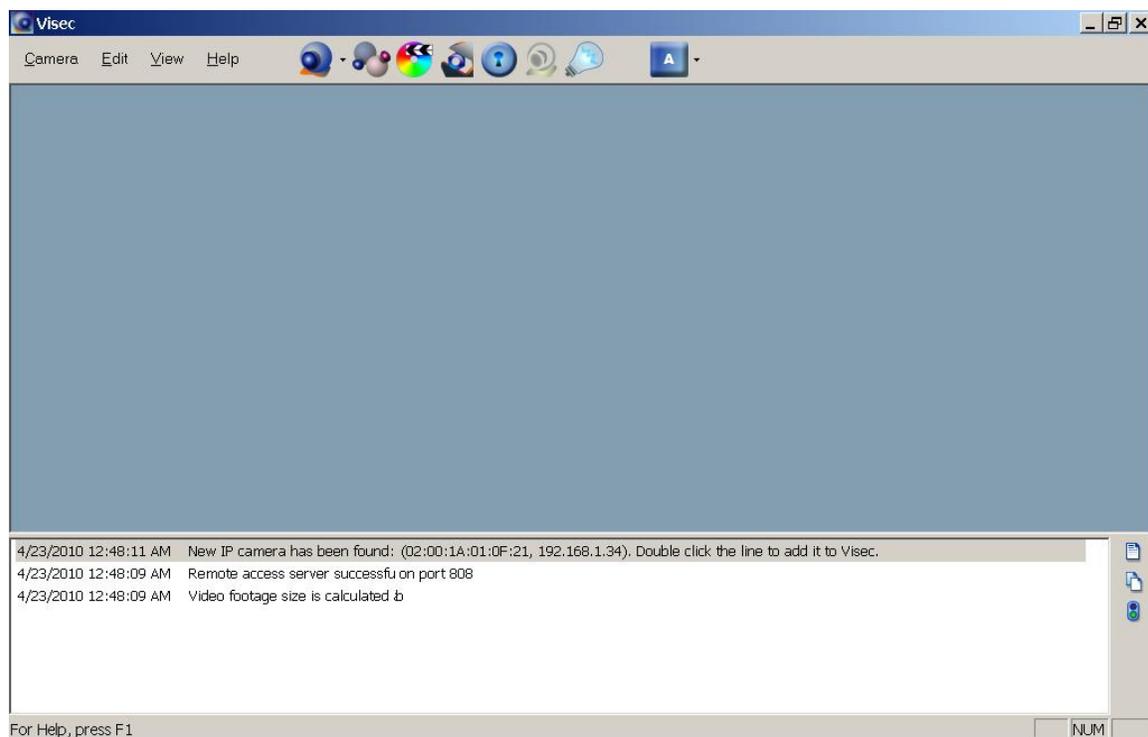
Please place a check  next to the cameras you wish to use.

Press **OK** when done. This will instruct VISEC which cameras it can use.

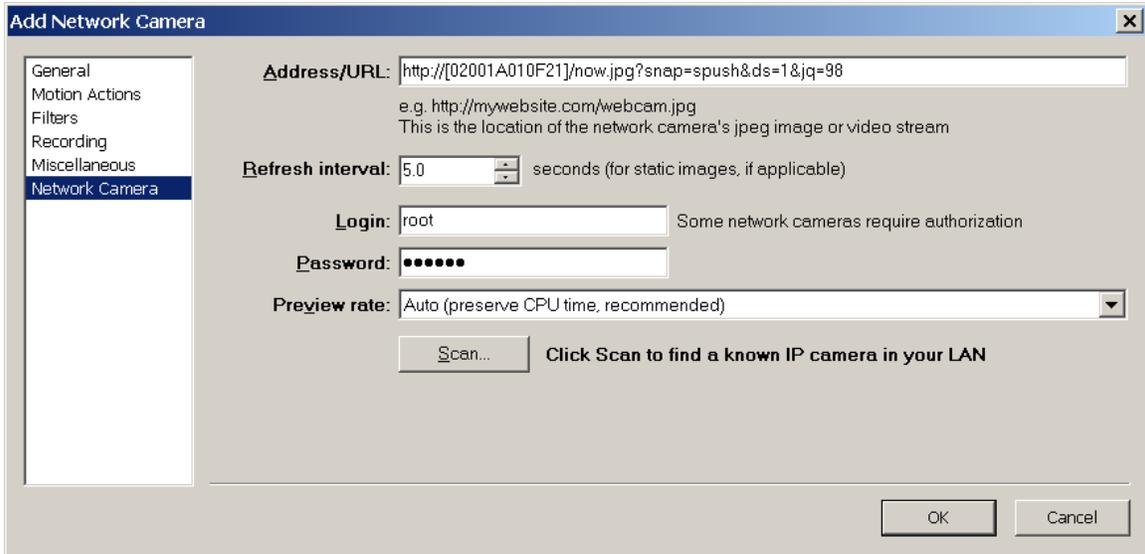
### **Installing an IP camera**

Most popular ip cameras are integrated with Visec such that Visec constantly scans the network looking for cameras. If Visec sees a new camera installed Visec will automatically tell you this when the program is loaded or when it finds it.

*You will see a "New IP camera found, click to add*



**Double Clicking will launch a new window with the IP camera parameters allowing you to add it to Visec.**



**Address/URL:** On automatic setup, Visec automatically enters the know path here.

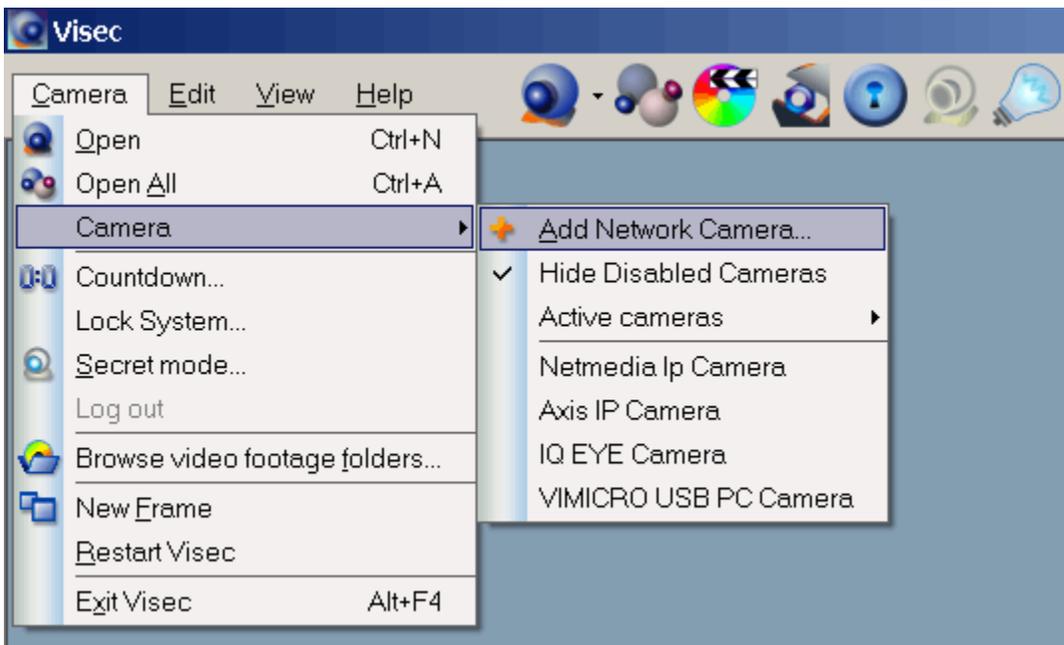
**Refresh Interval:** On automatic setup Visec also sets this. Usually this field is rarely used on newer cameras

**Login:** make sure to enter the camera's proper login or username here.

**Password:** make sure to enter the camera's proper password.

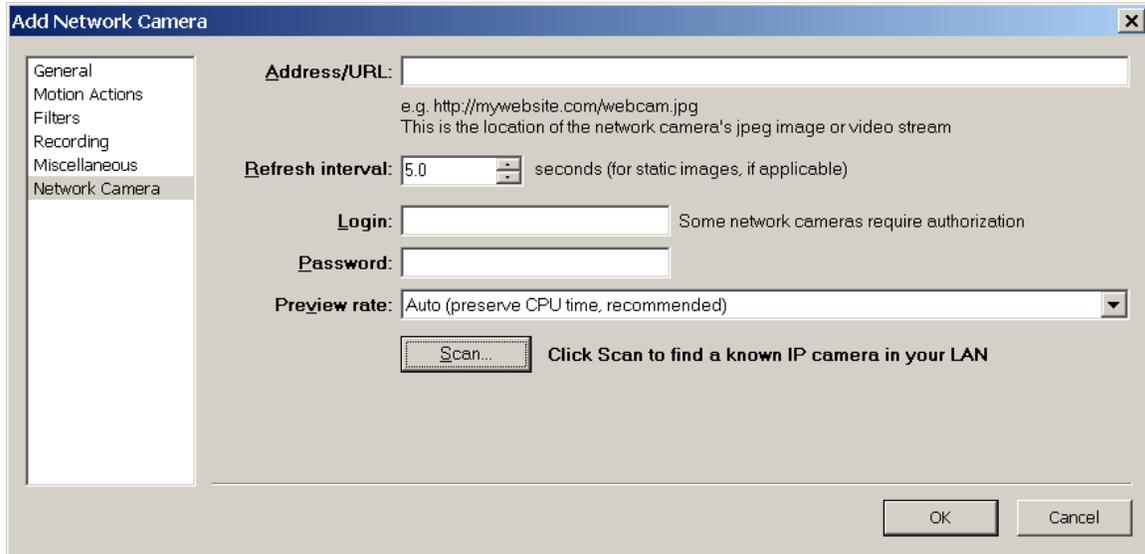
### Manually Adding an IP Camera

If Visec did not see or locate the camera on its automatic scan you can try to manually scan for the camera again



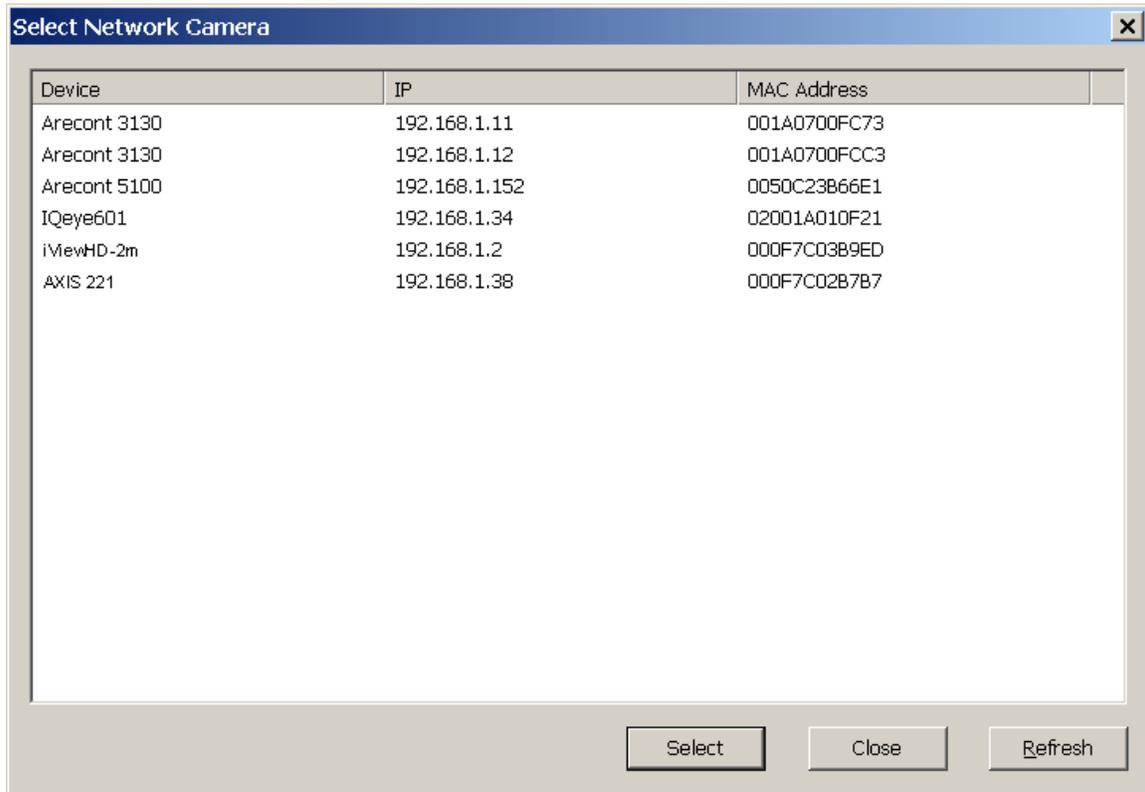
### PRESS THE SCAN BUTTON

## Visec Surveillance Software Manual.



The 'Add Network Camera' dialog box features a sidebar with menu items: General, Motion Actions, Filters, Recording, Miscellaneous, and Network Camera. The main area contains the following fields and controls:

- Address/URL:** A text input field with a placeholder example: `http://mywebsite.com/webcam.jpg`. Below it, a note states: "This is the location of the network camera's jpeg image or video stream".
- Refresh interval:** A numeric input field set to `5.0` with up/down arrows, followed by the text "seconds (for static images, if applicable)".
- Login:** A text input field with a note: "Some network cameras require authorization".
- Password:** A text input field.
- Preview rate:** A dropdown menu currently set to "Auto (preserve CPU time, recommended)".
- Scan...:** A button with a tooltip that reads: "Click Scan to find a known IP camera in your LAN".
- Buttons:** "OK" and "Cancel" buttons at the bottom right.

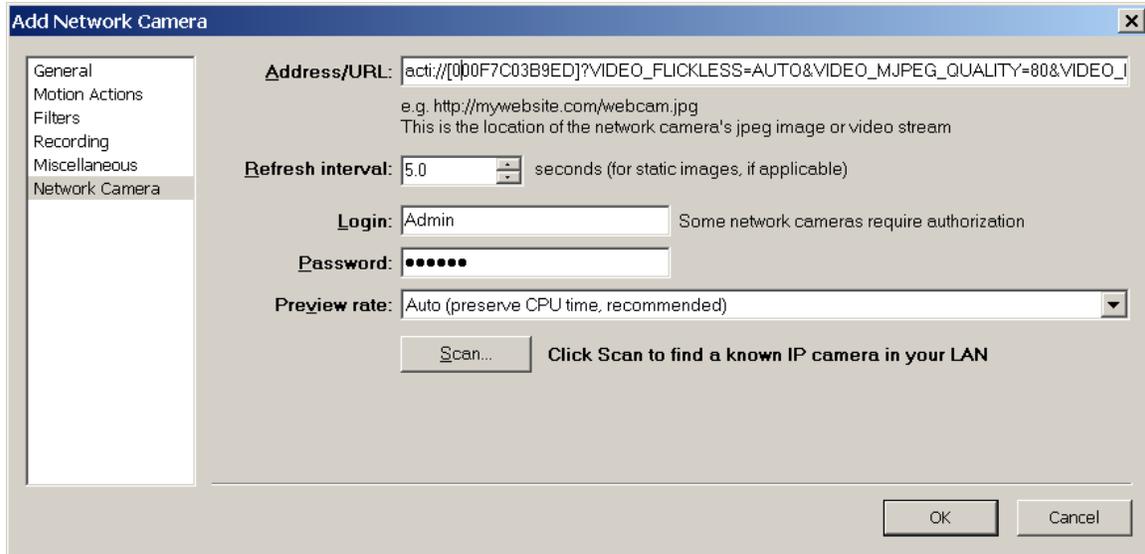


The 'Select Network Camera' dialog box displays a table of discovered cameras. At the bottom, there are "Select", "Close", and "Refresh" buttons.

Device	IP	MAC Address
Arecont 3130	192.168.1.11	001A0700FC73
Arecont 3130	192.168.1.12	001A0700FCC3
Arecont 5100	192.168.1.152	0050C23B66E1
IQeye601	192.168.1.34	02001A010F21
iViewHD-2m	192.168.1.2	000F7C03B9ED
AXIS 221	192.168.1.38	000F7C02B7B7

**Select the Camera you wish to add and it will display as shown below.  
If required make sure the correct login and password are entered.**

## Visec Surveillance Software Manual.

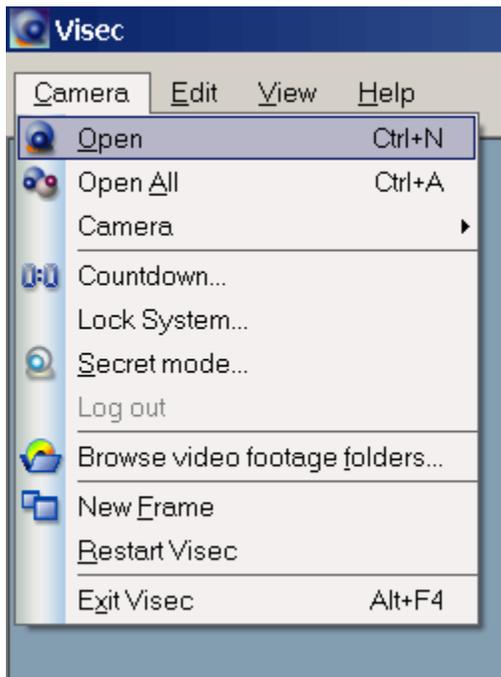


### Opening The Camera

You are now ready to start using the VISEC Program. The first thing we need to do is choose which camera to turn on.

To do this:

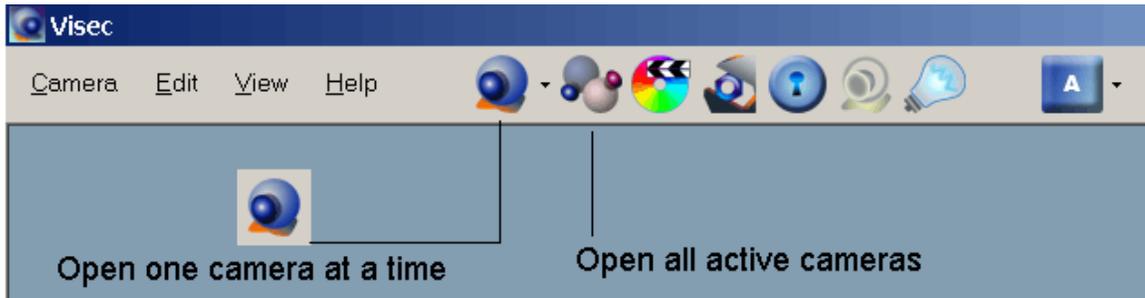
Select **Camera**, then **Open**. This will open a new camera window allowing you to see video from your camera.



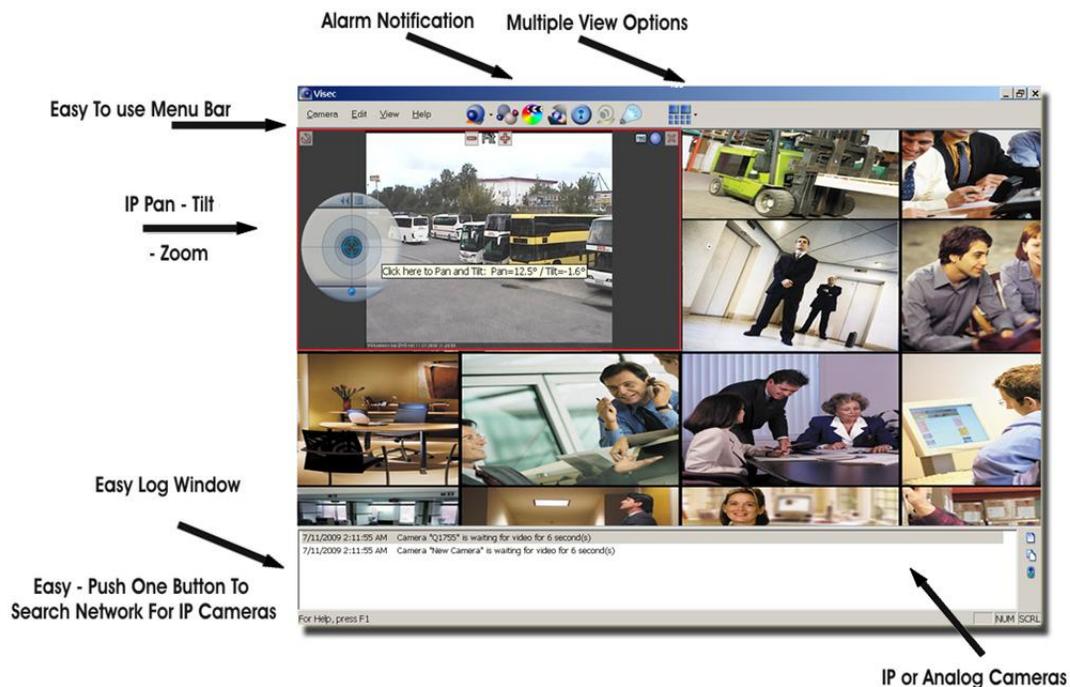
Or you can press the Camera button to open one camera at a time or the button next to

## Visec Surveillance Software Manual.

it to open all cameras.



After opening a camera, the video will be displayed like this:

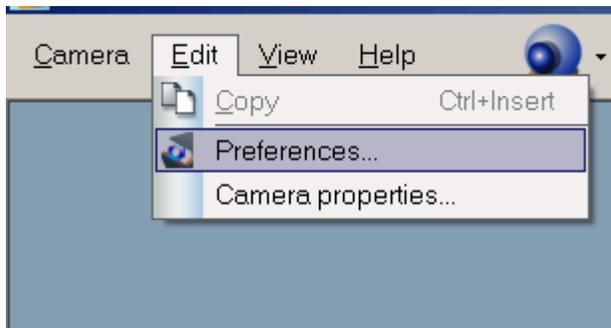


If you do not see this screen make sure your camera(s) is/are plugged in and properly installed. You can also review our Troubleshooting Video Problems for more help (located at the end of this manual).

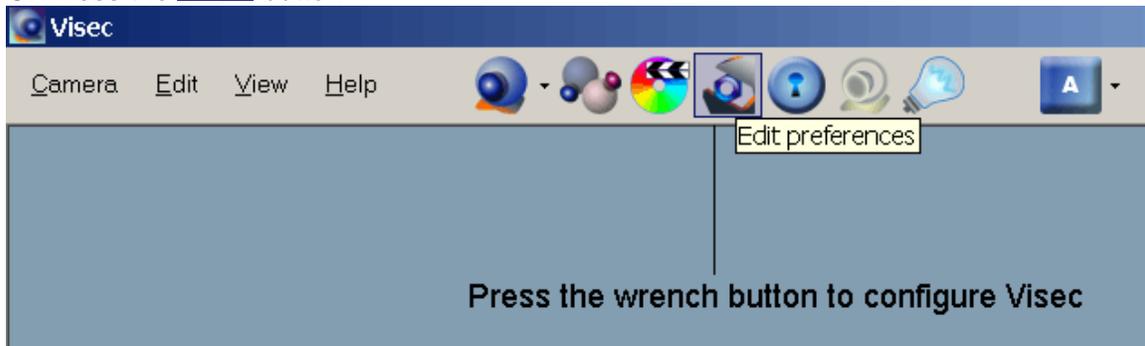
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## Configuring Visec General Features

You can configure VISEC by choosing **Edit** and then **Preferences** from the menu.



Or Press the  button



Here, you will be able to control all the features:



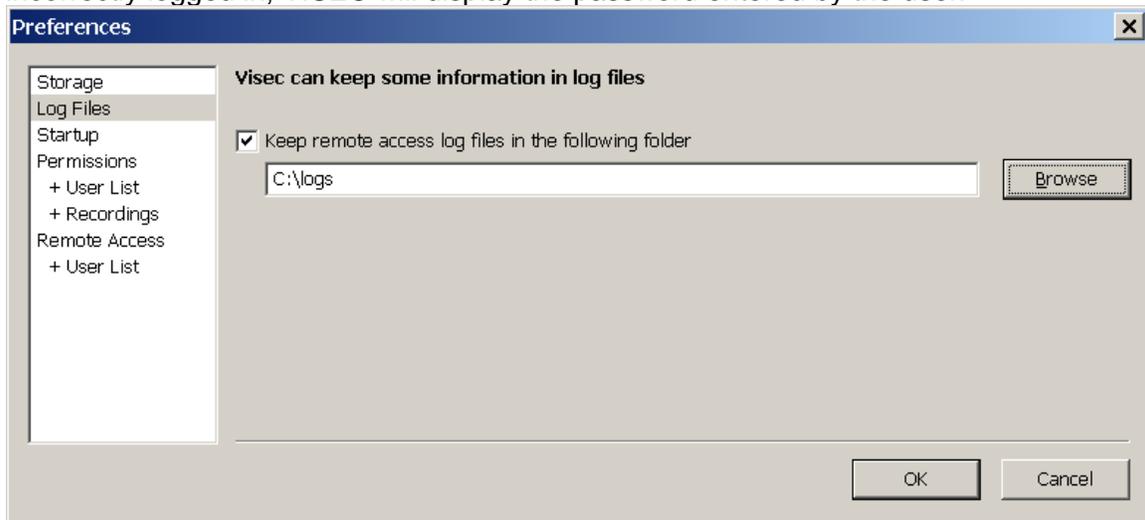
**Please Choose Where VISEC Should Store Video-** Allows you to change the location where video is saved.

**Maximum Disk Space to Use-** This is the amount of disk space that you want VISEC to be allowed to use. We suggest using as much as possible. Note if your hard drive was 750gb you could for example allocate 400gb to Visec by entering 400 in the field.

**Automatically delete old video footage-** By choosing this option, VISEC will delete old footage, (day by day) to make room for new footage. For example, if you have 20 days of recorded surveillance footage, and you ran out of space, VISEC would start deleting from the oldest day, which is Day 1. This feature will allow you to avoid running out of storage space.

**Make sure you understand what you are doing before setting VISEC to delete any old video. You may have important video that you don't want deleted.**

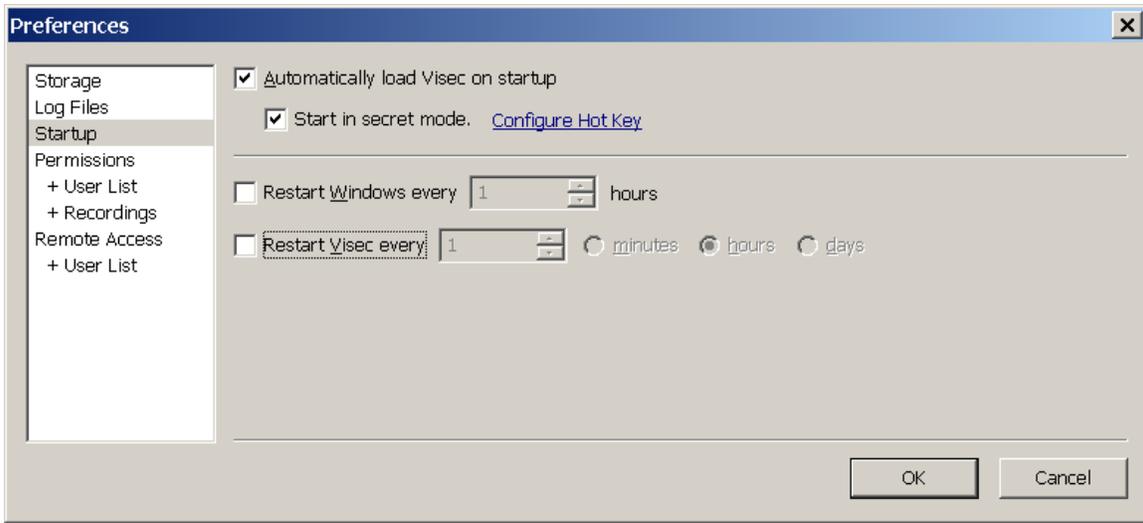
**Keep log files in folder-** By selecting this option, VISEC will keep a log of all users who have attempted to login remotely, whether successful or failed. The log file will include the date, time, user's IP address and if the user successfully logged-in or not. If the user incorrectly logged in, VISEC will display the password entered by the user.



## **Start Up Options**

You can choose to have VISEC load automatically when your computer reboots and when Windows loads. To enable this option check the

Automatically load Visec on startup



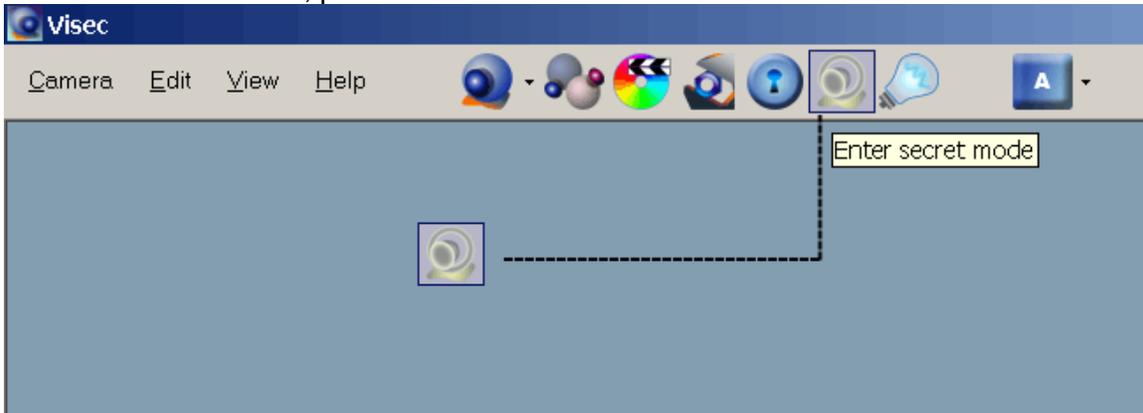
**Start in secret mode using the Hot Key created-** This will load the program at startup in secret mode automatically.

### **Secret Mode**

You can have VISEC run secretly in **Secret Mode**.

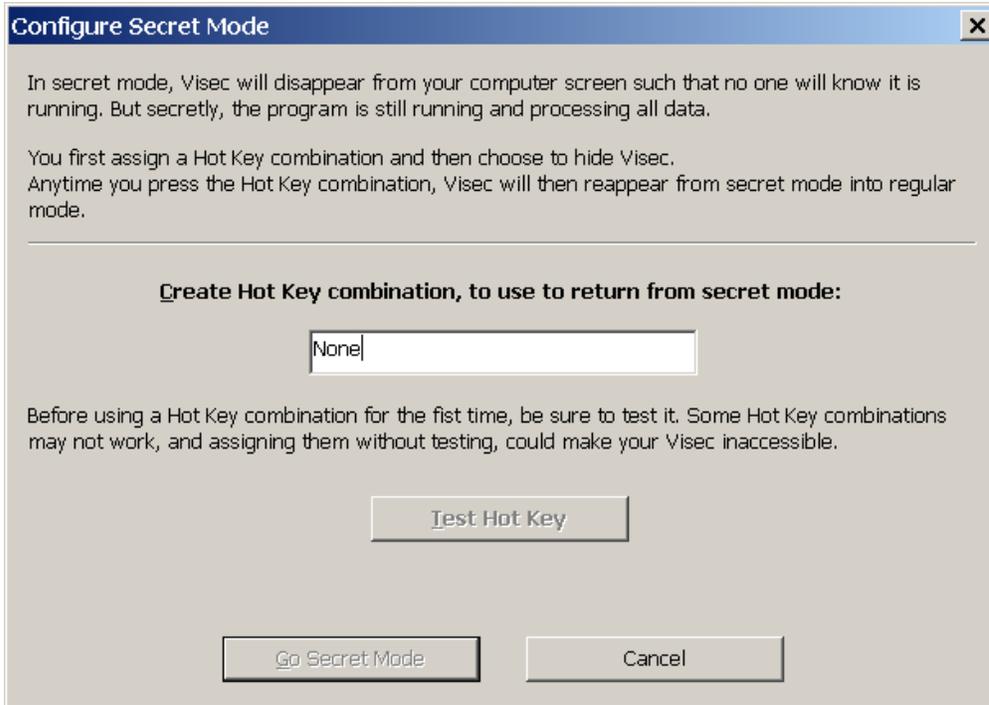
When in Secret mode, the program cannot be seen on a computer. The program is NOT in the system tray, nor minimized. The program is invisible and virtually unnoticeable, even though it is really in full operation. The purpose of Secret Mode is to let you monitor your cameras, while at the same time allow you to keep the program hidden. Additionally, even if another person is using your computer while VISEC is in secret mode, Visec will be virtually undetectable.

To initiate Secret Mode, press the icon:



You will then be prompted to set a HOT KEY combination.

## Visec Surveillance Software Manual.

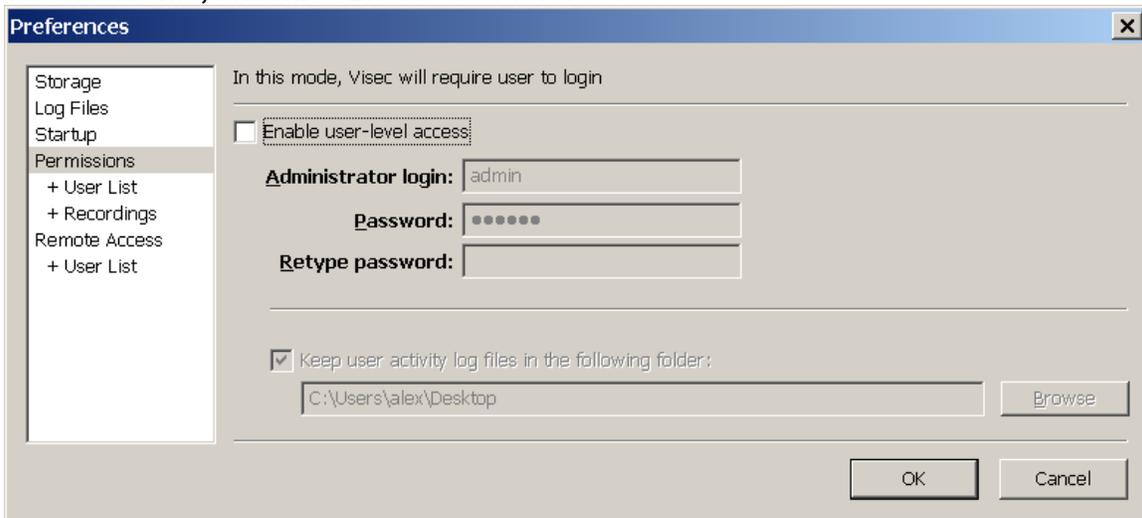


The Hot Key Function is setup to allow the program to run in secret mode. Pressing the Hot Key which you defined in the menu will make the program reappear when in secret mode. For help troubleshooting the Hot Key see: [Hot Key Support](#) in the **TROUBLESHOOTING** section at the end of this manual.

### **Permissions**

**Visec has an advanced permission based system where users can add different levels of privilege to login Visec.**

**To enable this, check:**  Enable user-level access



**You can then choose User List to manage users.**

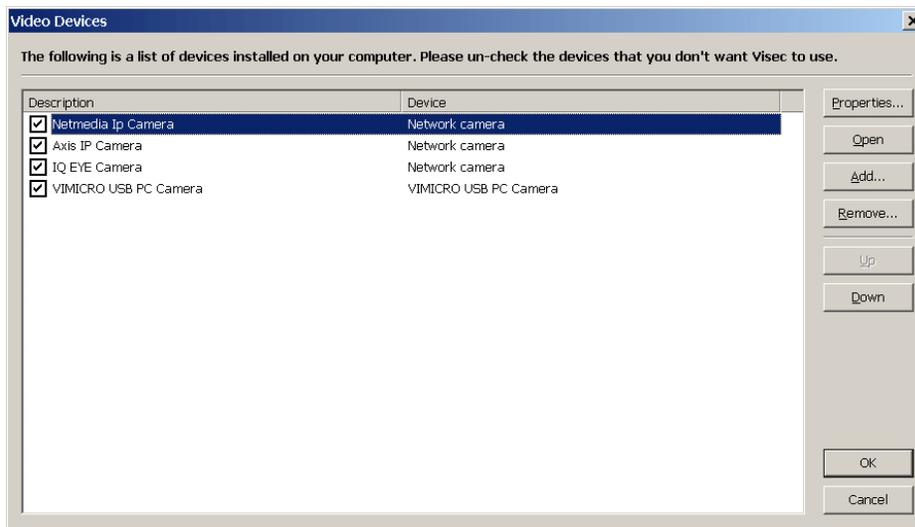
## **Editing Camera Properties**

You can configure a previously added camera by either

### **a) right clicking on the camera window -> choosing properties**

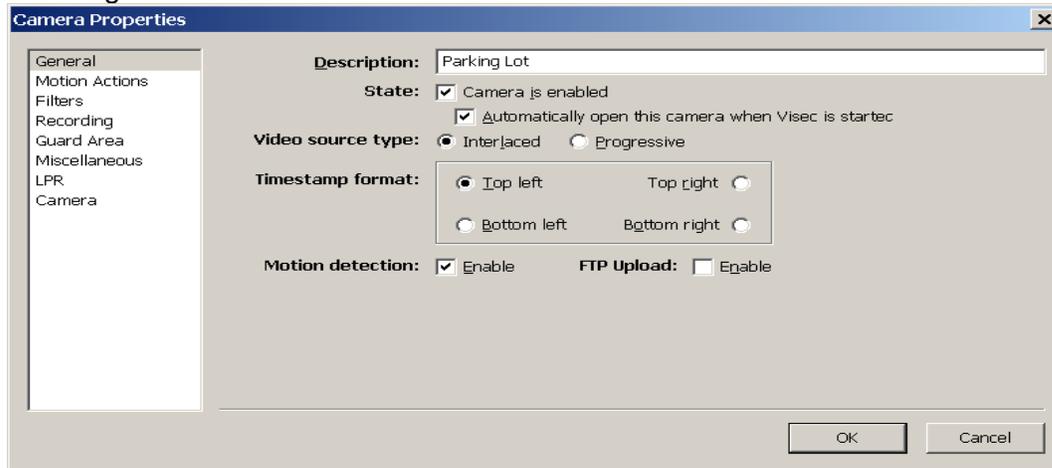


### **b) Or Choose View Devices -> Properties**



## General

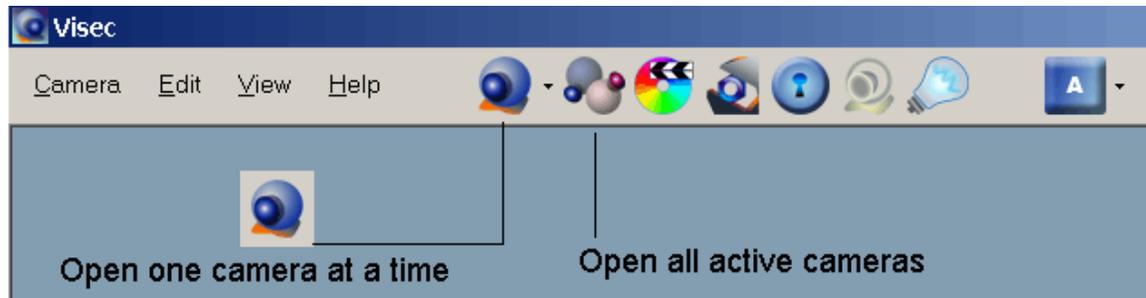
The general section lets you configure the following:



**Description:** This is the name of the camera, e.g. Parking Lot

**State:**  Check this box to tell Visec that this camera is enabled. Enabled means it will open when the camera icon button is pressed.

E.g. if selected this camera will be opened when one of these buttons are pressed. The first button opens one camera at a time and the second button opens all available cameras.



**Automatically open this camera when Visec is started-** If you check this box Visec will open this camera automatically when Visec starts. This is good if the computer reboots or loses power for some reason. This allows Visec to run itself without user intervention to open a camera.

**Note:** If you want Visec to load after a computer loses power you must enable a resume power state in your motherboard. Not all computers automatically reboot when the power goes out and comes back on.

**Video Source Type:** Interlace or Progressive.  
Select the type of video this is.

## Visec Surveillance Software Manual.

**Interlaced Video** - Almost all analog cameras are interlaced (video that breaks down an image into odd and even sections) (note if you use analog cameras see filters below on how to deinterlace video)

**Progressive-** Most new IP cameras are progressive. (All pixels of the image are done in sequence)

If you are using an analog camera (e.g. a capture card) you would select Interlaced. If you were using an IP camera you most likely select progressive.

**Time Stamp** – Select where you would like a timestamp of the image to display. (Note you must also enable time stamp in the recording tab as explained below)

**Maximum Recording Rate-** you can select to reduce the recording frame rate by selecting the box and choosing the desired option. The main reason to reduce this is to save disk space.

### **Motion Actions -Email Alerts, Access Control and Triggered Actions**

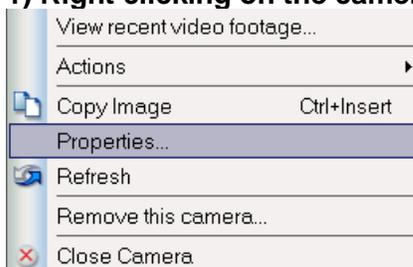
WISEC can monitor your environment and then alert you when it detects motion (such as from someone entering a room)

You can choose to receive an email with images of the motion or perform another action that was detected along with a short text message.

To use this feature, you must have a valid email account. Most ISPs usually provide this standard with your Internet Service.

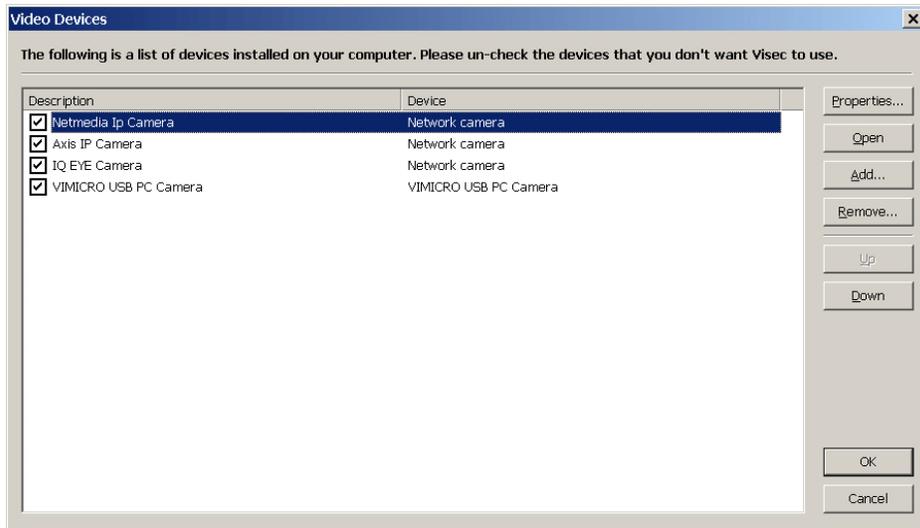
#### **To receive notifications:**

##### **1) Right clicking on the camera window -> choosing properties**

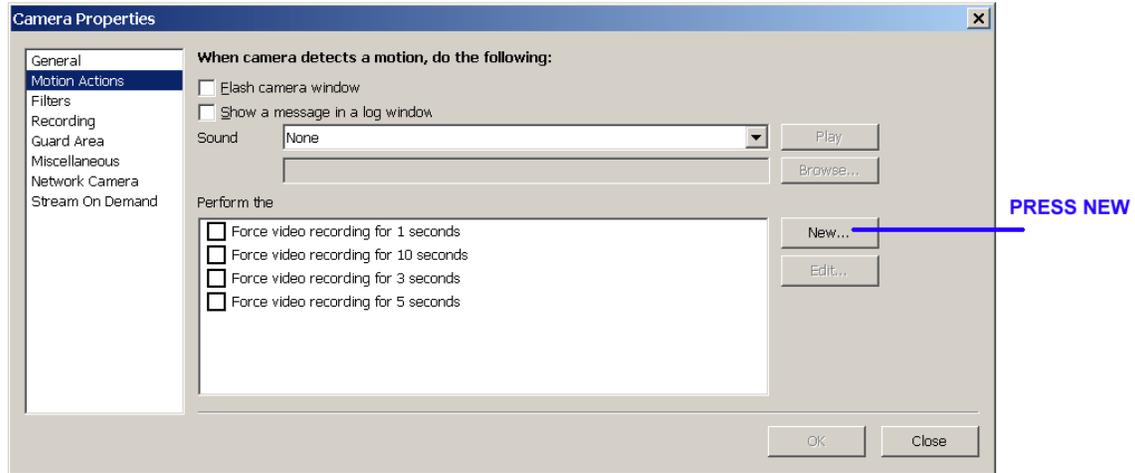


##### **b) Or Choose View Devices -> Properties**

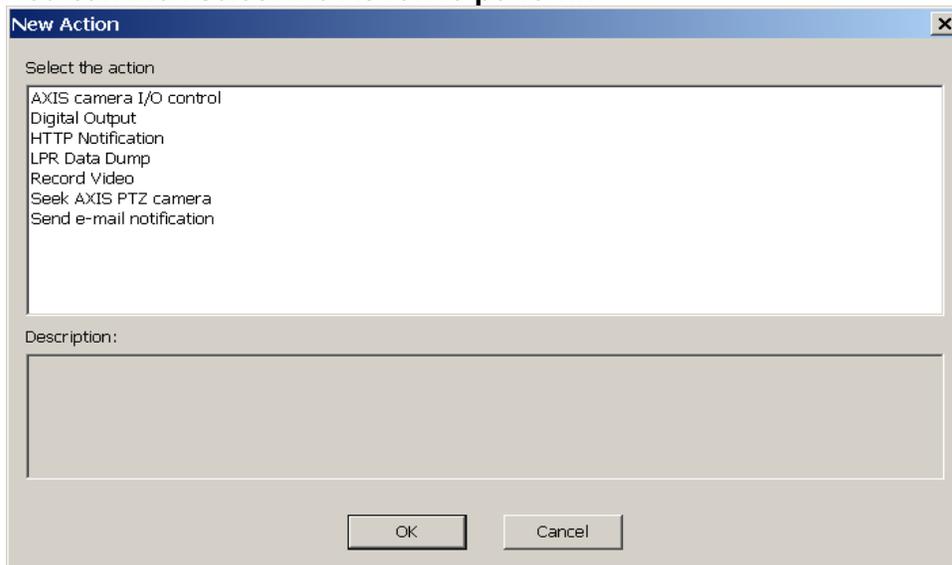
## Visec Surveillance Software Manual.



Then choose: **MOTION ACTIONS – Press New**



You can then select the Action to perform:



## Axis Camera I/O

Use this action to control the output relay on AXIS camera

Action name:

Minimal interval between actions:  seconds

Port number:

Action type:

Pulse, duration:  milliseconds

Custom:

/ Activate port  
\ Inactivate port  
number Wait specified number of milliseconds

Please refer your camera manual for more information

OK Cancel

You can instruct Visec to control a relay output using a camera supported (currently Axis IP Brand). The action name entered can be any label you like it to be. In this example I called it **Open Gate**. I would of course need the output connected to a gate controller device.

## Digital Output

Digital output is the Visec Access Control feature using the brand: Moxa (a separate I/O hardware module to purchase)

This is based on opening or closing a circuit. Different types of sensors can be purchased, including door sensors, light sensors, water sensors, temperature, pressure sensors, etc.

Use this action to activate digital output on IO

Action

Select output

Activation duration,

Note: The IO device must be started in order to perform

OK Cancel

Action: This is any name you wish to call the action that occurs.

For example, triggering a sensor (by breaking a circuit, *opening the circuit*) this can be set as an output to turn the lights on. You can simply name it **Turn Lights On**

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## Visec Surveillance Software Manual.

Select Output: This is the output you wish to activate (or for that matter deactivate)  
Activation duration: This is the duration or time to allow this action to occur. For example, a camera detects motion and you want to turn the lights on for 3 seconds. After 3 seconds the I/O would resume to its previous state (or turn the lights back off )

### **Record Video (from other cameras)**

Record Video

Use this action to record video from arbitrary

Action: RECORD FROM OTHER CAMERAS

Start recording video from the following

- Entrance
- Axis IP Camera
- IQ EYE Camera
- ACM3401
- ACM7411
- Arecont 5100
- New Camera

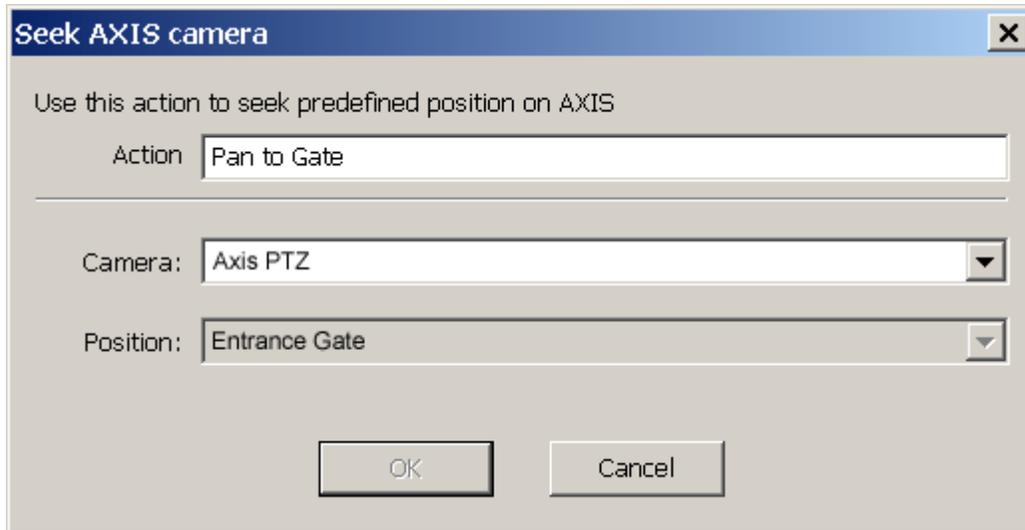
Recording duration, 3

Note: The camera window must be open in order to record

OK Cancel

This feature allows you to record video from other cameras when motion occurred on one camera. For example person walks in a room and the door camera triggers motion. Using this Action you can instruct Visec to also record from all other cameras. Simply check the other cameras you desire to record from and also indicate the duration (how long) to record for.

### **Seek Axis PTZ Camera**



This feature allows you to have a PTZ camera (currently only Axis models, others to be added soon) to be directed to a location when motion is detected. For example, if motion were detected in one camera you could then automatically instruct Visec to PAN TILT and ZOOM to any preprogrammed area. E.g. a car drives on to a driveway, you can program Visec to direct your other PTZ cameras to zoom into the entrance. You can create an entire chain of cameras that activate and PTZ to the desired location based specific events.

### **Send Email Notification**

This feature allows you to receive emails when motion is detected.

E.g. someone walks in your home while you are not home, you can receive a set of emails seeing this motion. This can alert you to possible intruders that come on your premises without authorization.

To use this feature **Select email Notification**

**Select: Manage and then press Add**

**Account Name:** Myemail Account

**SMTP server:** myisp.net **Port:** 587

**POP3 server:** myisp.net **Port:** 110

**Authentication**

No authentication needed (normally if e-mail service is provided by your ISP)

My SMTP server requires authentication

Login to POP3 server before sending a message (some providers require this)

**Login:** myisploginname

**Password:** ●●●●●●●●●●

OK Cancel

**Account Name:** This is any name you call the email account you are entering. E.g. work email.

**SMTP server:** This is the smtp or outgoing mail server provided by your isp or email provider. For port enter the port provided. **The standard ports are 25, or 587**

**POP3:** This is the pop3 or incoming mail server provided by your isp or email provider. **The standard port is 110.**

**Authentication:**

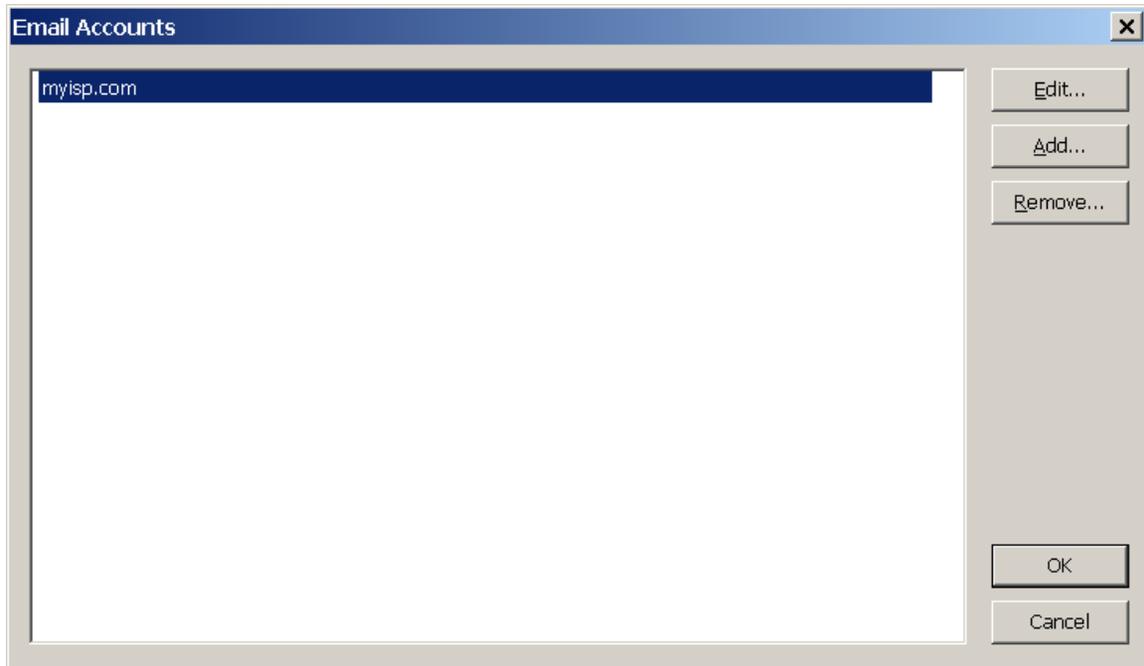
Select the Authentication provided by your isp.

If your SMTP requires a login and password enter it at the bottom where shown.

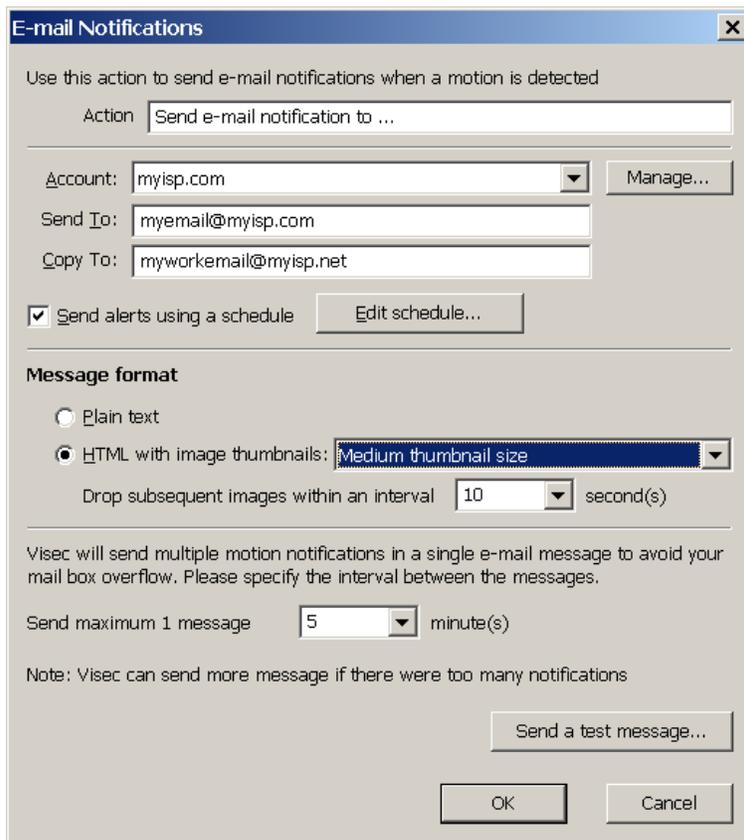
When done press OK

Since you can have more than one email account, all your email accounts are shown in the email account manager where you can edit, add a new email or remove an email.

## Visec Surveillance Software Manual.



Press Ok again and you will be returned to the main email screen.  
Make sure to complete this as follows:



**Action:** You can call this anything you want, For example Send e-mail notification to ...

## Visec Surveillance Software Manual.

**Account:** This is the email account you want to use to send the email alerts

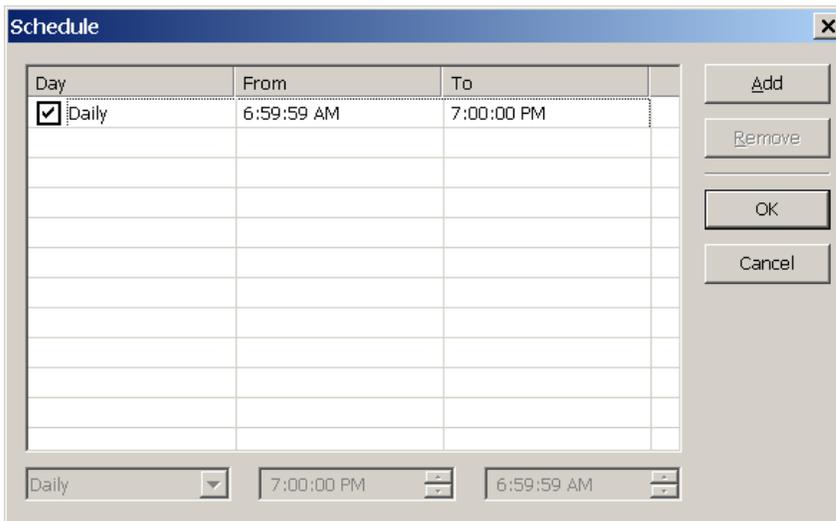
**Send To:** This is the email address you want emails to be sent to

**Copy To:** This is a carbon copy (or duplicate) email address

[ ] Send Alert using a schedule

This allows you to only receive emails using a defined schedule as shown below.

For example, suppose you have a camera in your store or office during normal business hours. Also, suppose that there is constant motion from people in the store but you do not want VISEC to send you alerts during business hours. With scheduling, you can control when alerts are sent so that they are sent only after business hours.



**Message Format-** select if you want to receive the alert in plain text or html.

**Plain text** sends without formatting and attaches the image(s).

**Html** however sends the email in a more organized format with all images nicely organized in your email message body. E.g. photos are displayed chronologically from top to bottom similar to a series of slides.

Most email programs, and cell phones now support html email. In addition, almost all providers such as Yahoo, Gmail, AOI, Hotmail, etc., all have html support.

**Test Message** - Pressing this button will email you a test email notification based on your specifications above. Press this to make sure your email account settings are correct. If you receive an error message, double check your email settings or contact your ISP for help.

### Filters

The Filters Menu allows you to manage the following:

**1) Right clicking on the camera window -> Choose properties**

## Visec Surveillance Software Manual.

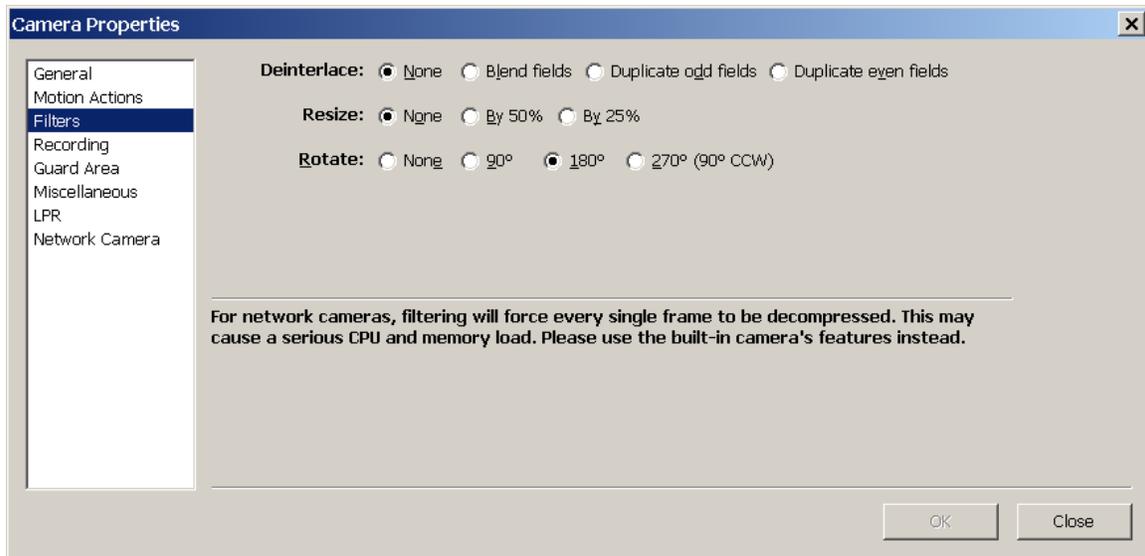


### **b) Or Choose View Devices -> Properties -> Filters**

**Deinterlacing:** If you use ANALOG cameras you will want to deinterlace the video which removes the jizzed and boxy lines. This usually only applies to analog cameras from capture cards, tv cards, or usb capture devices. Simply the option you prefer, we recommend “BLEND FIELDS” for the best output.

**Resize:** If you require you can reduce the size of the recorded video by 50% or 25%, just select this radio button.

**Rotate:** this feature lets you rotate the camera window. For example if the camera is mounted upside down, or side ways you can choose to rotate the picture. This is a lot easier to do in situations where the camera can not be rotated itself.



### **Recording**

This feature lets you manage how Visec records.

#### **[ ] Enable time lapse recording, interval \_\_\_\_ seconds**

This feature allows you to automatically record 1 image (frame) anytime you want.

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**[ ] Record Video when motion is detected including:  
up to \_\_\_\_\_ seconds before motion \_\_\_\_\_ seconds after motion**

This feature allows you to record when motion is detected before and after. VISEC's motion detection feature will work with any camera. No external hardware sensors are required. Motion Detection is based on a complicated series of algorithms combined with pixilation technology and object recognition technology to form the basis for software controlled motion detection.

**Again, No external motion sensors are required.**

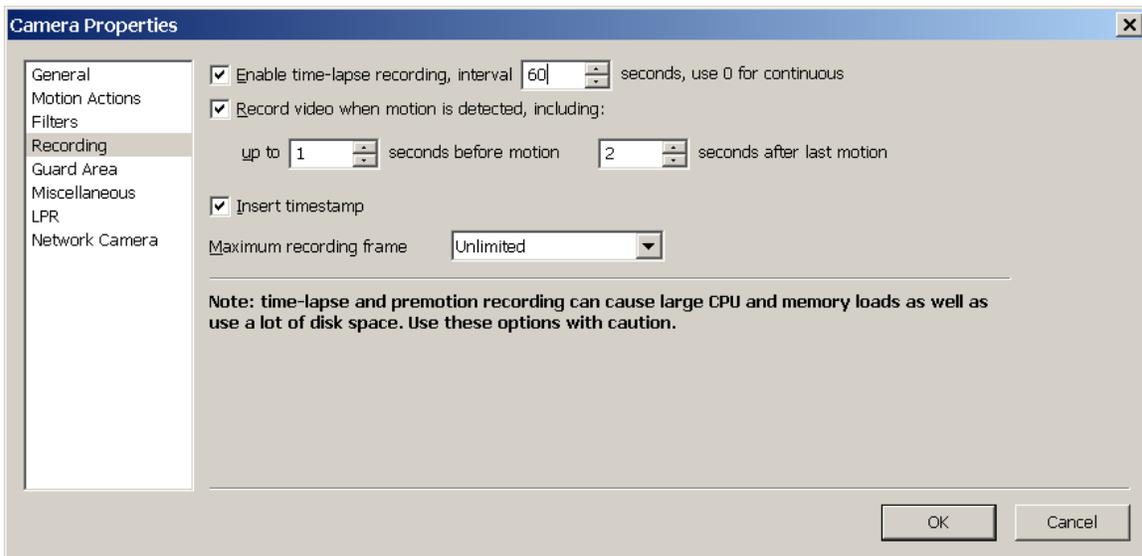
Motion sensitivity can be configured in the camera window.

**[ ] Insert Time Stamp** – this will insert a graphical (raster) time stamp on the image.

**Maximum Recording frame:** You can specify here the frame rate to record at.

In the picture below, Visec is set to record 1 image every 60 seconds for this particular camera.

We are also instructing Visec to record 1 second before motion occurs and 2 seconds after. For example if someone walked in a room, and the camera detected them (motion was triggered) Visec would record 1 second before this occurred, and then for 2 seconds automatically after this. Visec is recording at the full frame rate of the camera pending the CPU availability.



## **Guard Area**

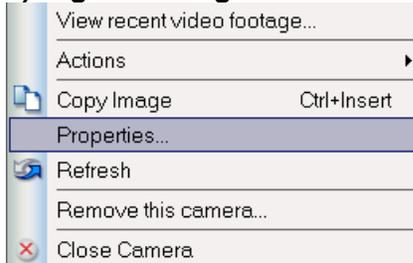
Many times a camera is positioned to display a large area. Sometimes in this area, you may only want the built in motion detection to monitor selected regions of the area and to ignore other areas.

## Visec Surveillance Software Manual.

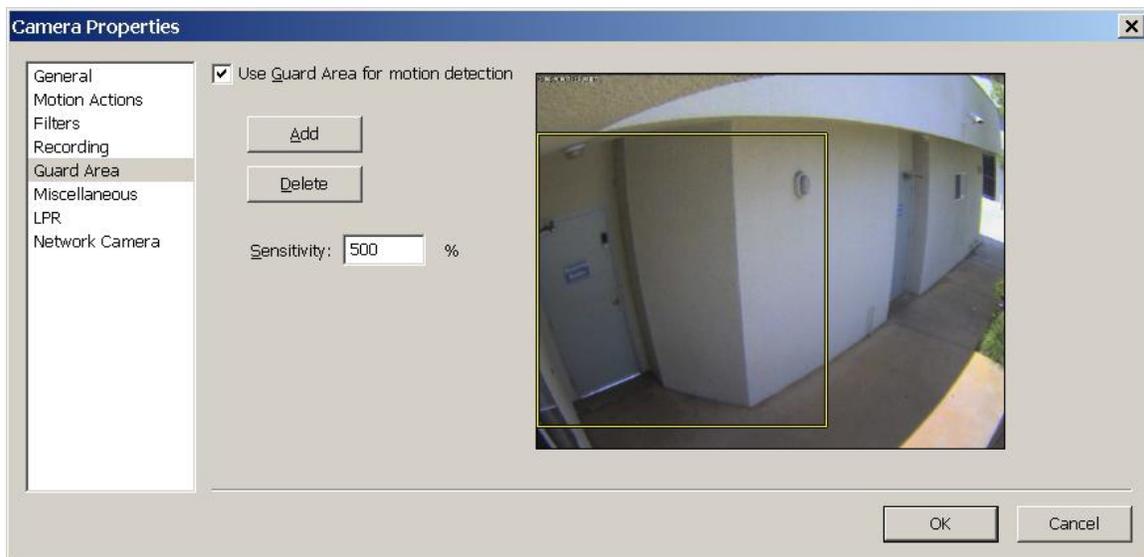
The guard area feature lets you select targeted regions that will be monitored by the built in motion detection, while ignoring others.

To use the guard area.

### 1) Right clicking on the camera window -> choosing properties



### b) Or Choose View Devices -> Properties -> Guard Area



Place a check next to the box that says **Use Guard Area**

#### **Use Guard Area**

Press the Add button and you will see a selection shape appear on your image. Click that section and move it to the area you desire to monitor. You can expand, shrink and move this around.

Once you have defined the areas to monitor, choose a **Sensitivity** level to monitor. The higher the number, the more sensitive it is. (**don't confuse this with the regular motion settings**, most users will select **100%** for **Sensitivity**.)

You can press the Add button to add more regions.

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## Visec Surveillance Software Manual.

To delete a region, select it and then press the delete button.

Once the regions for the Guard Area are defined, press the **OK** button to save them.

**Note:** Only the areas with a BOX are the areas you are specifying to monitor. So everywhere that does not have a box to mark the target areas, you are telling Visec to ignore detecting motion.

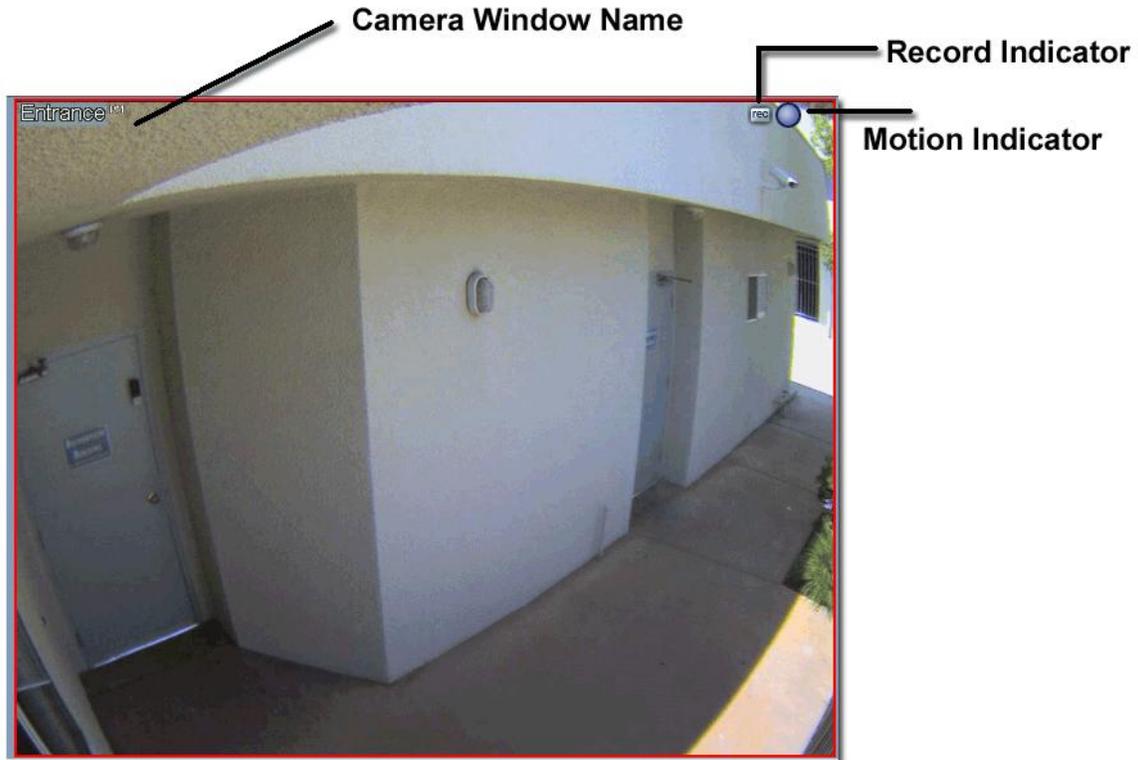
### **Miscellaneous**

The miscellaneous menu allows you to do the following:

- Display camera name on Window  
checking with display the camera name on the window
- Display record indicator on camera window
- Display motion indicator on camera window



## Visec Surveillance Software Manual.

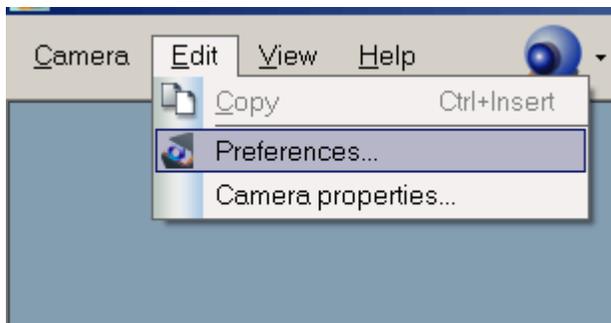


### **License Plate Recognition- LPR**

If you purchase a LPR license you will see this tab: LPR

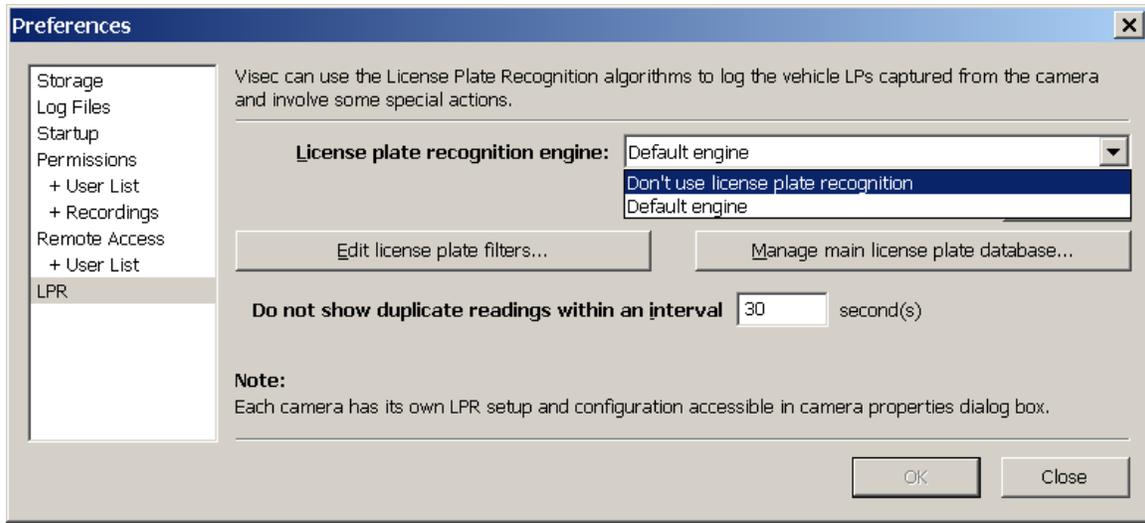
To activate LPR first you must

You can configure VISEC by choosing **Edit** and then **Preferences** - then - **LPR**

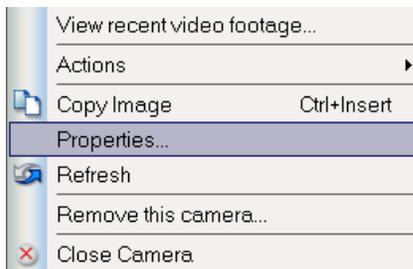


Or Press the (wrench icon button) and then select -> LPR  
You must under License Plate recognition: Select default engine  
Then press: OK

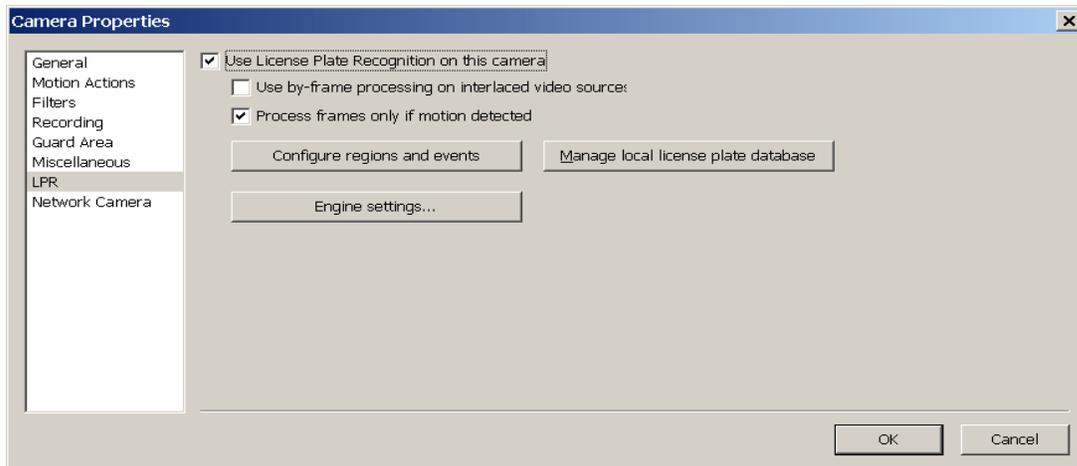
## Visec Surveillance Software Manual.



License Plate recognition must be enabled per camera. To do so:  
**Right click on an open camera window -> Choosing properties → Then LPR**



**b) Or Choose View Devices -> Properties → Then LPR**



**Check:**  Use License Plate Recognition on this camera

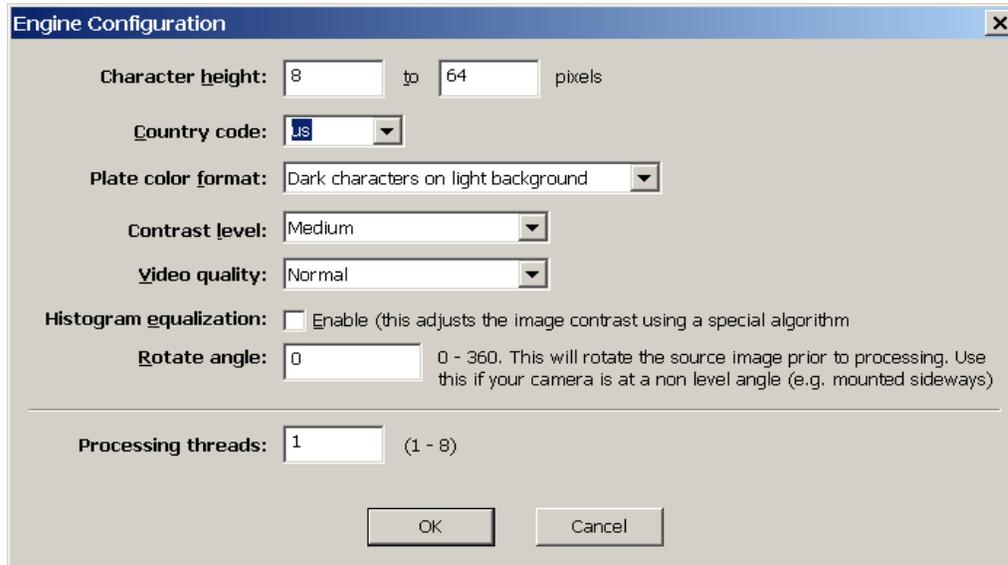
Use by-frame processing interlaced video source

Only check this you are using an analog camera

[ ] Process frames only if motion was detected

The Visec LPR engine is processing all frames, regardless of movement looking for a license plate. Since LPR is a heavy CPU process, using this feature is very beneficial. Checking this box will only process frames when Visec detects motion. Considering 99% of LPR there is a car moving, this is a great resource saving feature to use if the situation allows.

## Engine Settings



**This menu lets you configure the LPR engine settings**

**Character Height :** This is the range of the character of the license plate as shown below. In the image our letters are around 25 pixels of height. The recommend character height to put is 8-64



**Character Height**



**Country Code:** Select the Country Code you are located in. This will configure the best match for your country.

**Plate color format:** Select the format of how the license plate you are doing LPR on is setup. Select, Dark characters on a light background or Light characters on a dark background. You can also select any format to do both.

**Contrast Level-** Select the contract level.  
We recommend medium for most situations.

**Video Quality-** Select the video quality.  
If the camera displays a decent, and readable license plate image, select 'Normal'  
If the camera has limited light and there is noise (pixel patterns or distortions) select 'low light and noise'

If the camera has limited light, noise and some blurriness select the last option.

## [ ] Histogram Equalization

This is a special image contrast that globally changes the color intensity. Its very useful for backgrounds and foregrounds that are either both dark or both bright.

Note the default value of this is **un-checked**.

## Rotate Angle:

The best LPR image results are from level images. This feature will rotate the image prior to processing. Use this if your camera is at a non level angle (e.g. mounted sideways).

## Processing Threads.

Usually the number of CPU's you have is the number of threads. (unless you are running hyper threading). Since LPR can utilize a great deal of resources, this feature allows you to limit how much processing you will allow for LPR so your computer will run normally. It's best to keep this at 50% of your available threads. (usually 1-2 threads)

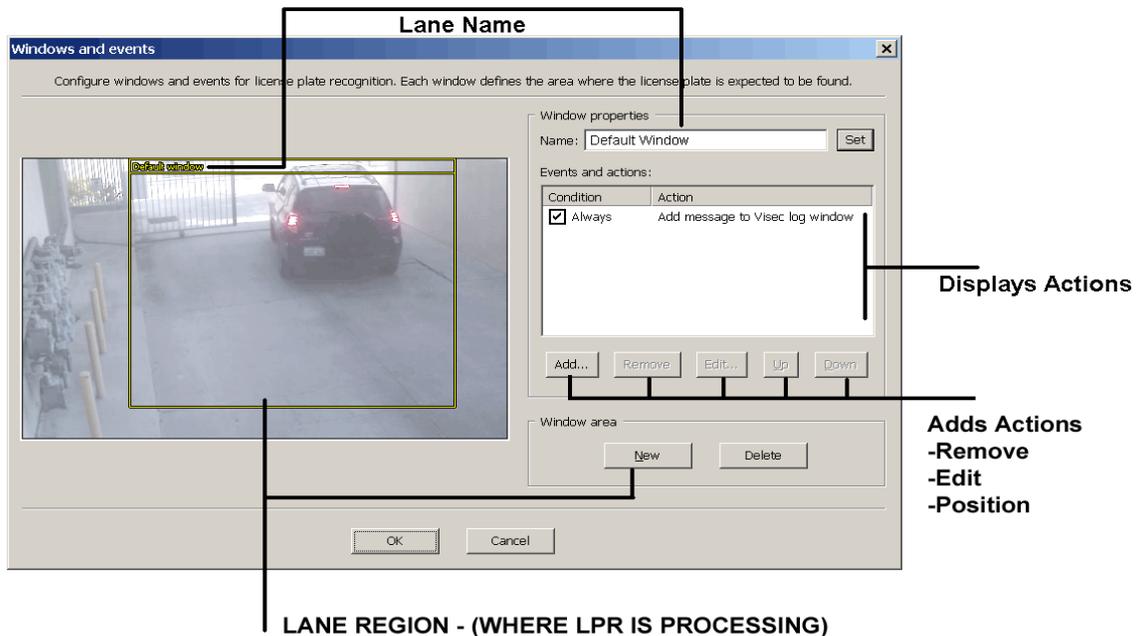
## LPR-Configure Regions and events

**Lanes-** a lane is a region on your camera you want to detect plates. This area is the location the license plate will most likely appear. Visec automatically creates a default lane (default window) for you as shown in the image below.

You can expand the lane by clicking and dragging the shape.

The window name can also be changed from Default Window to another more specific name.

**Note:** If you have a megapixel camera you can also have one camera do multiple lanes by pressing the **NEW** button. In this case you could have 2 lanes processed by one camera.



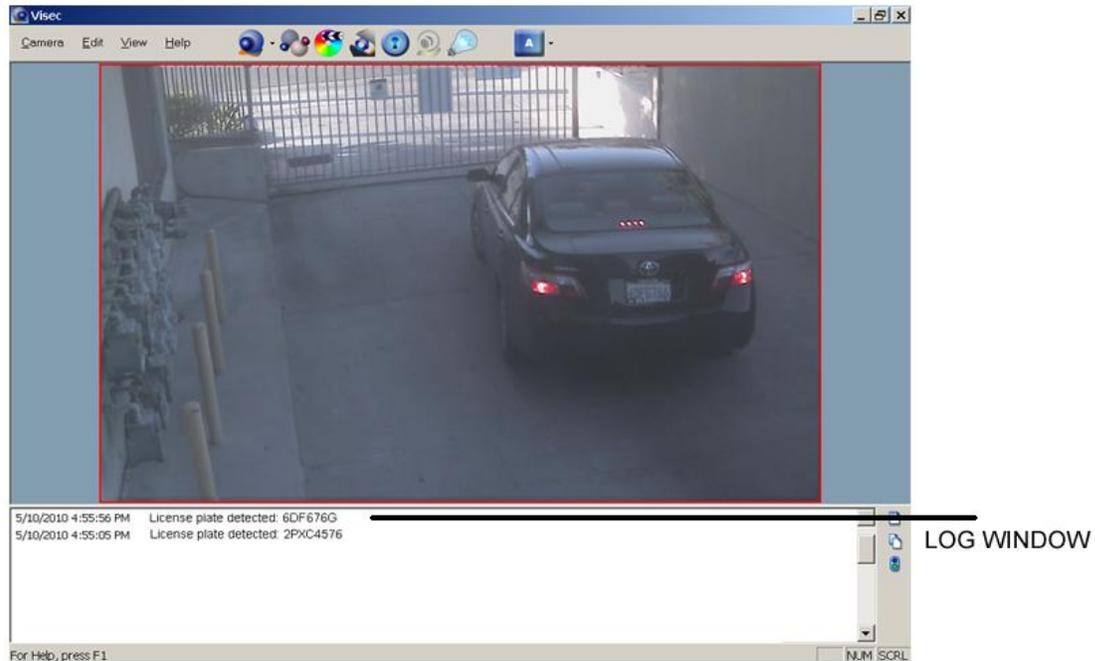
## Events And Actions

## Visec Surveillance Software Manual.

Visec allows you to customize how LPR will work best for you.

Once a license plate is detected you can instruct Visec to perform certain **actions and events**.

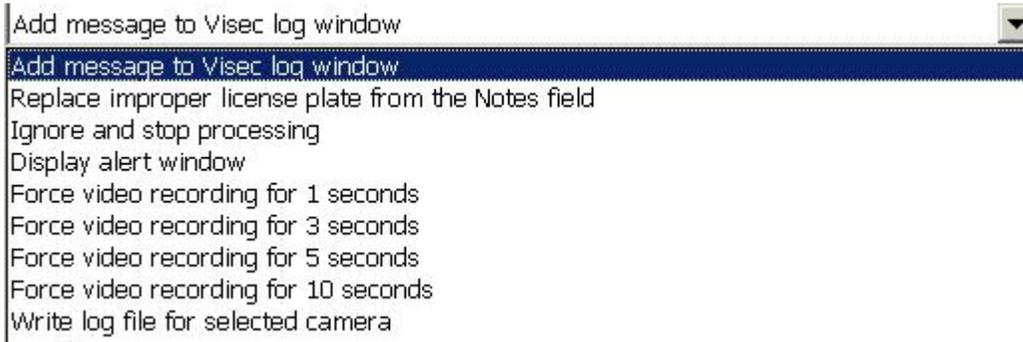
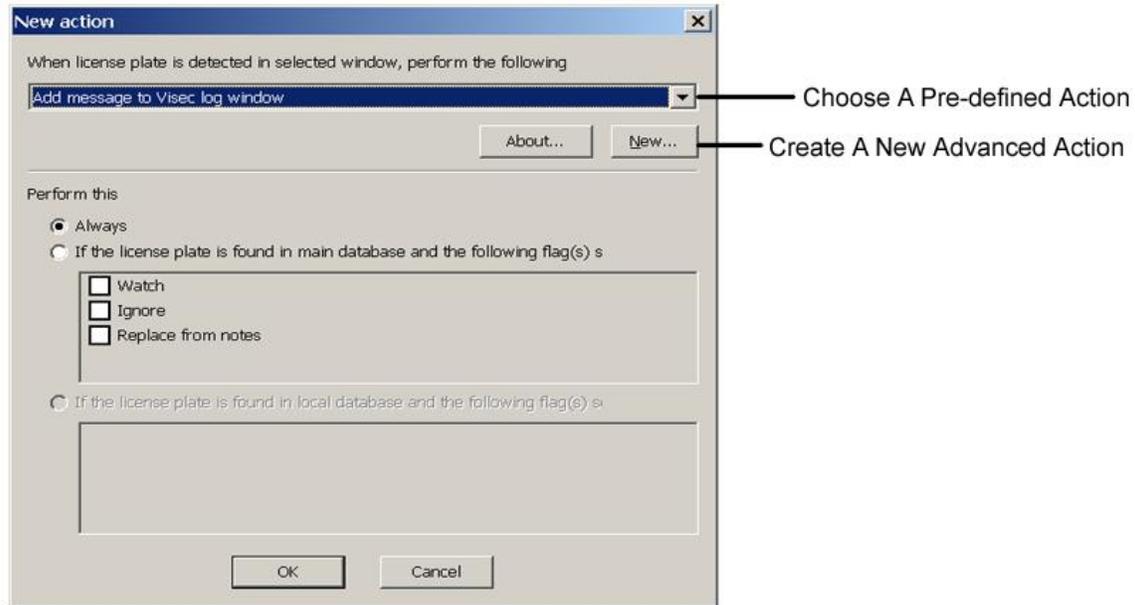
By default when you enable LPR, an action called “Display Alert Add Message to Visec Log Window” is automatically added. What this action does is basically add the license plate when detected to the log window as shown below



**Pressing the ADD Action button will add new LPR events as shown below:**

**The drop down box shows Predefined Actions**

## Visec Surveillance Software Manual.

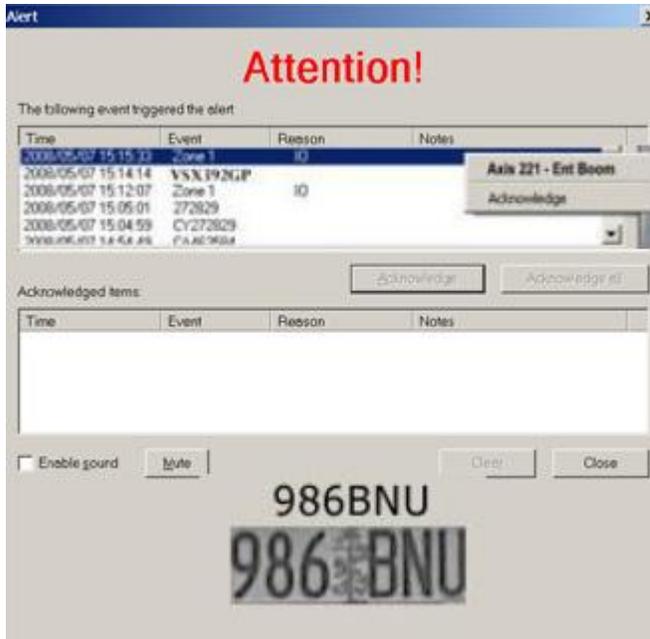


**Replace Improper license plate** – This is used to pre-program a plate that may be detected incorrectly and replace it with the correct plate

**Ignore and stop processing-** This will stop future processing of the sequence of actions for this plate.

**Display Alert Window** -This will display an alert window and sound when a plate is found. The alert window shows the actual plate cropped and then above it what the LPR engine processed it as.

## Visec Surveillance Software Manual.



**Force recording for \_\_\_ seconds.** This will force Visec to record video from the camera for a specified interval.

**Write log file for selected camera-** This will save a log file for the plate found.

### **Create a New Advanced LPR Action**

Advanced Actions are covered in the [Action Sections Above](#)

## **Remote Access**

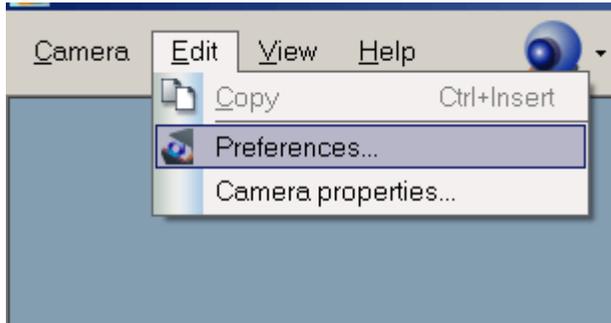
Remote Access lets you connect to your computer from a remote computer using a web browser and an Internet connection. It allows you to see live and stored video. For example, if you are out of town you can connect to your computer to see live or historical video of your home or office.

Remote Access is best used with dedicated Broadband Access such as DSL, CABLE , T1, or LAN access. You can also use Remote Access with a dial up connection, but you will need to keep your computer constantly connected to the Internet.

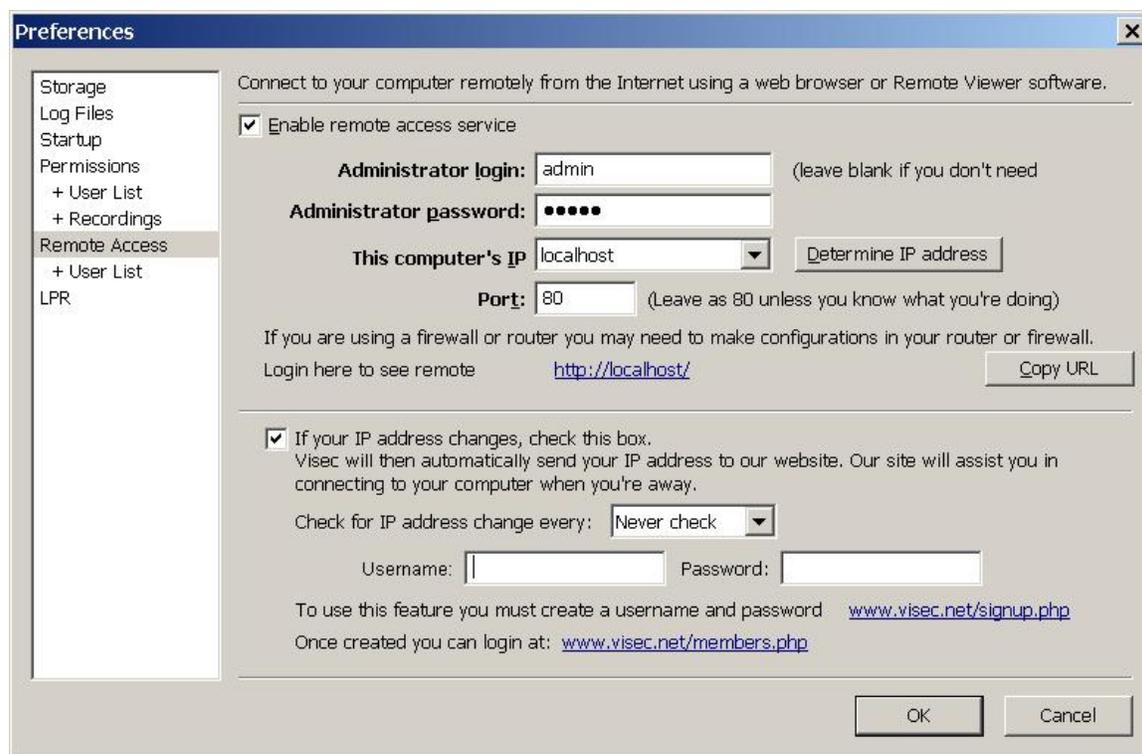
### **To Enable Remote Access:**

**(Note: you may need someone with technical assistance to help you.)**

Choose **EDIT**, then **Preferences**



Check the box titled  **Enable remote access service.**



Type a login (username) in Administrator login field  
Type a password in the Administrator password field.  
Next type in your computer's IP address if you know it, or click **Determine IP address**.

**Port:** Most users will select port 80.  
**Important: Some ISP's block port 80.** Check with your ISP to see if they block Port 80.  
If so, then you may need to change your port to a different port such 808, 8080, 9121 etc.

### Router Configuration

**Users behind a router need additional router configurations to make a connection.**  
If you are using a router or firewall you can configure TRIGGER PORTS to allow access.  
(A router or firewall may require you to point a specific port to a specific IP address in the network)

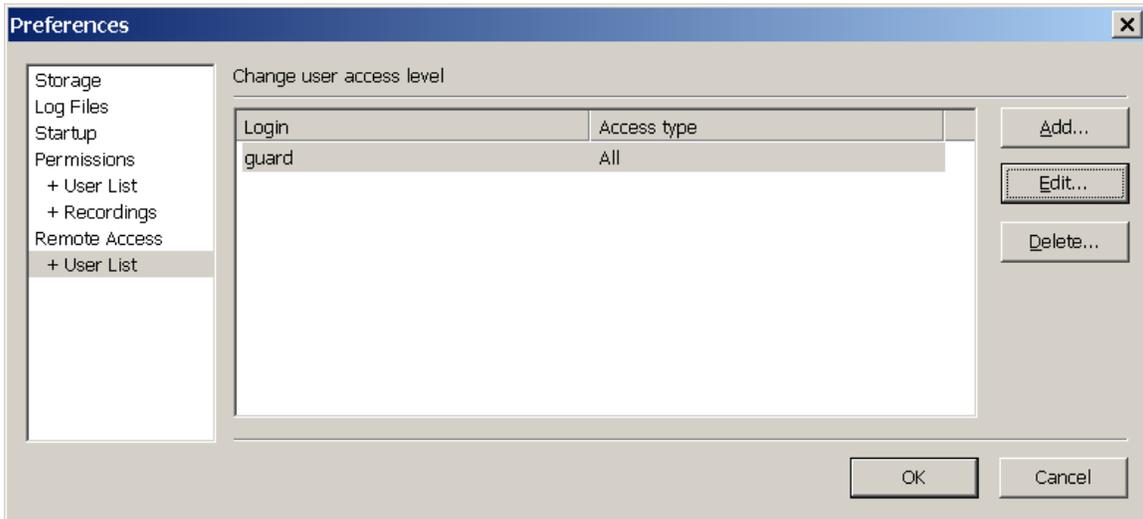
Users with DHCP enabled may need to configure a static IP address locally within Local Area Network (LAN).

\*Router configurations are required by most ISPs for your own security.  
The Visec Software is designed to make this process as easy as possible.

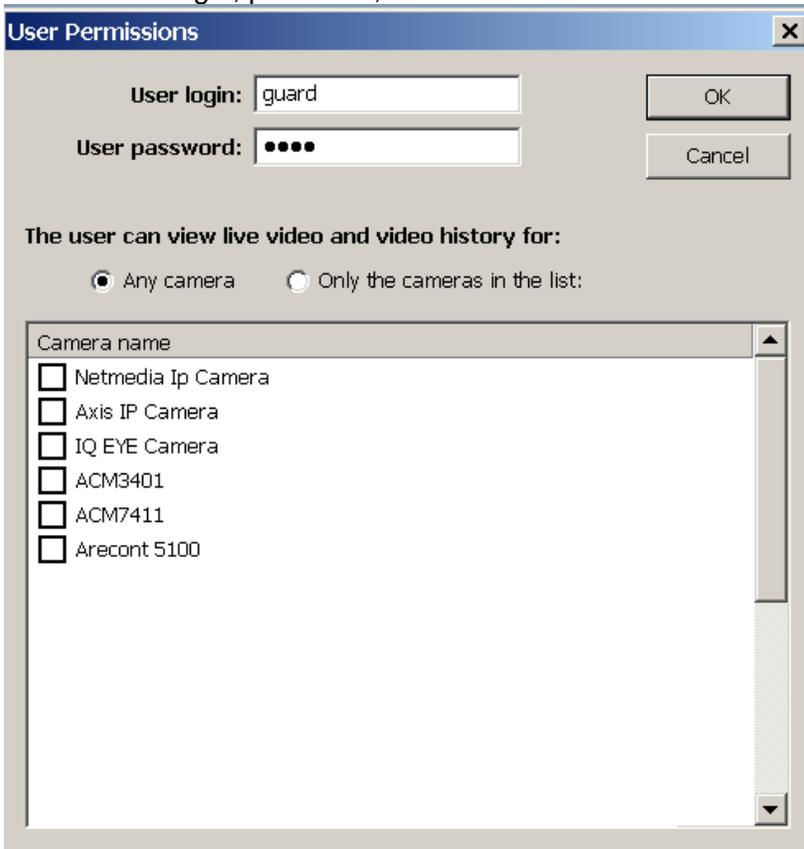
**Remote Access- user list**

Visec allows you to create users that can login remotely with reduced access. For example you can add a new user and limit the user to specific cameras. Such as a security guard, you only want the security guard to be able to watch video and not be able to delete video.

Simple press **Add** to add a new user.



Enter a user login, password, and select the cameras the user has access too.



## Using the Dynamic IP Support Feature

Most users of DSL and Cable Modems are assigned a new IP address each time they connect to the Internet. Because this IP address changes, it's hard to keep track of it. Imagine you are out of town and VISEC detects motion and emails you an alert. Its possible that the IP address is changing every time VISEC establishes a new Internet connection.

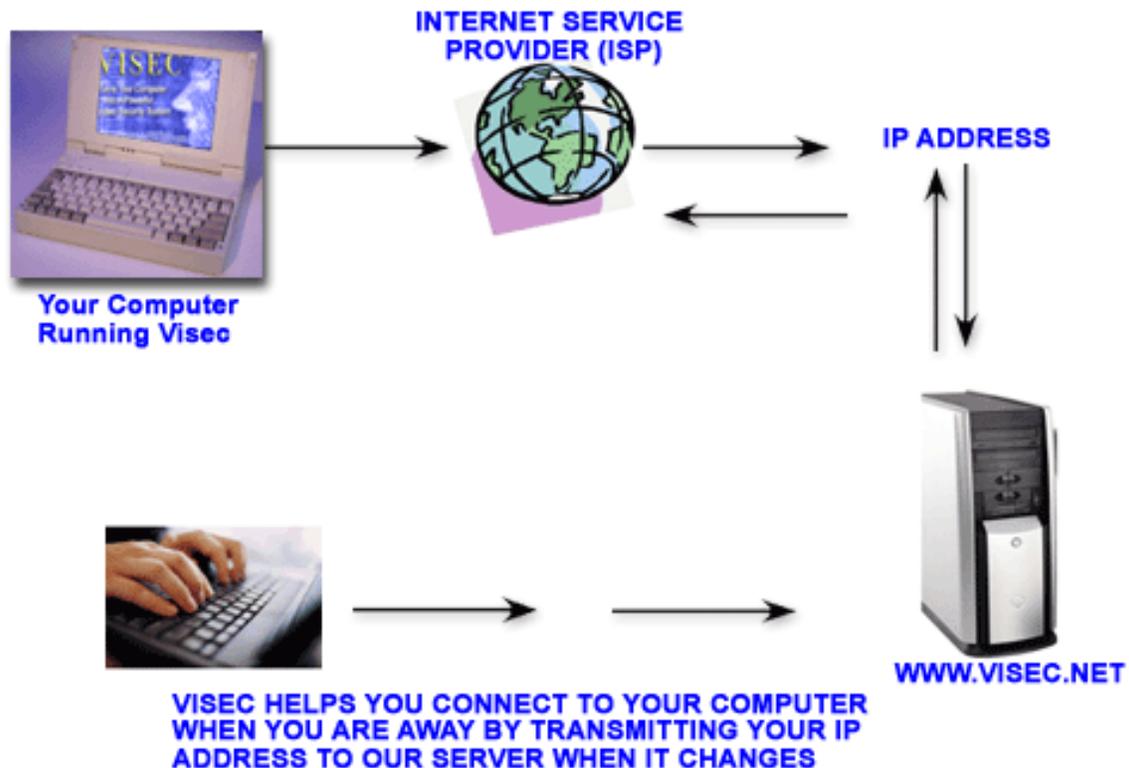
Since most users do not know how to find their IP address, this login feature will automatically find it for you and allow you to easily use the remote access feature.

Under **EDIT**, then **Preferences – Remote Access** . **If your IP address changes, check this box**

When you check this box, VISEC will send your IP address to our [www.visec.net](http://www.visec.net) website.

You then visit [www.visec.net](http://www.visec.net) click on **members login**. VISEC will internally send back your IP address.

This is beneficial because you do not need to know your IP address, and VISEC will automatically find it for you, allowing you to easily use the remote access feature.



**If you know your IP address and you want to view video remotely.**

Open up a browser and type in your IP address.

## Visec Surveillance Software Manual.

Example: <http://youripaddress:yourportnumber>  
Skip steps 1-3 below. Start at step 4.

**If you want to use the easy login feature that keeps track of your IP address for you, allowing you to view video remotely then complete the following steps:**

1. Go to [www.visec.net/signup.php](http://www.visec.net/signup.php)

Fill in the form and click **Create Account**

2. Go back to the VISEC program: Choose **EDIT**, then **Preferences – Remote Access (on the bottom half of the screen window)**

Select: **If your IP address changes, check this box.**

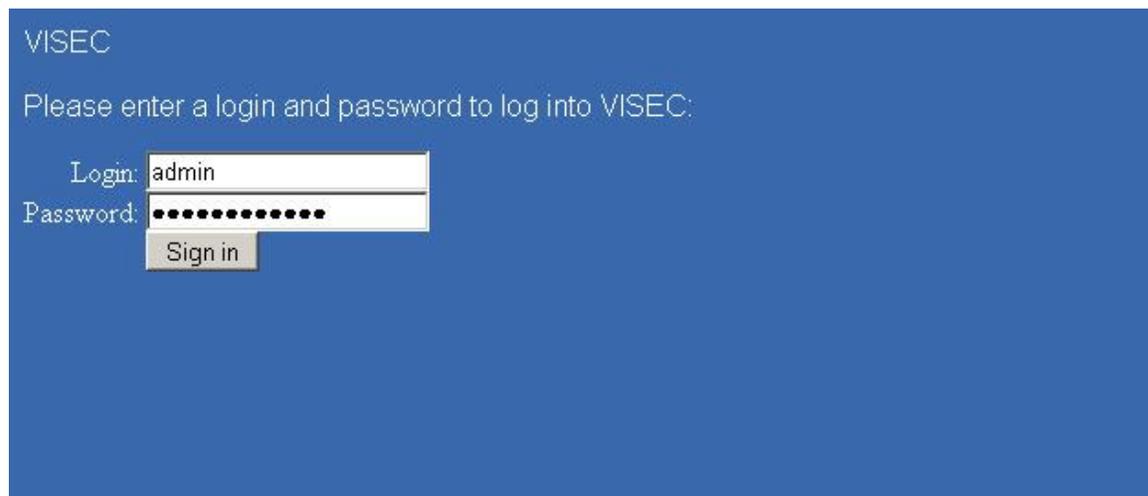
Type in your **Website Username** and **Password** that you just entered on the VISEC website. (If this information doesn't match, you will get an error later that says **failed to send IP address**)

Click **OK**.

**Now Try It:**

3. Go to [www.visec.net/members.php](http://www.visec.net/members.php) (This is the login portion of the website that was explained above, where Visec is able to keep track of your IP address and make the login process easier for you).

4. Enter the password that you chose for the **Remote Access (located again at: EDIT, then Preferences – Remote Access (Top Portion of this screen).**



VISEC

Please enter a login and password to log into VISEC:

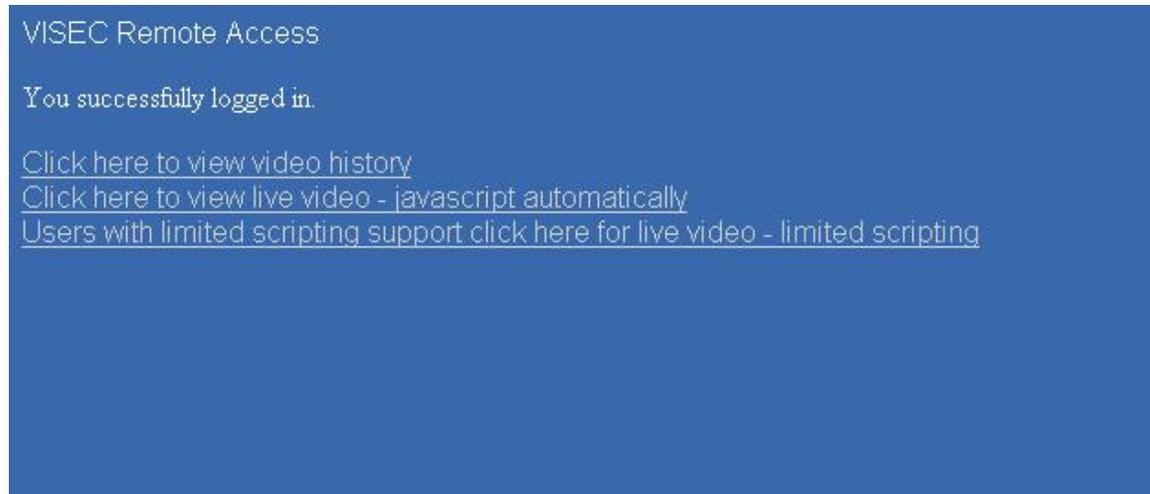
Login: admin

Password: ●●●●●●●●●●●●

Sign in

5. If you followed the above steps correctly you should now be logged in.

## Visec Surveillance Software Manual.



The next screen should show you several options:

- Click here to view video history
- Click here to view live video
- Users with limited scripting support, click here for live video

### **-Click here to view video history**

This will show images that have been previously recorded.

Choose the date to view the video history.

Click **Submit**.

You can choose **Playback Mode** to see a movie created from the images.

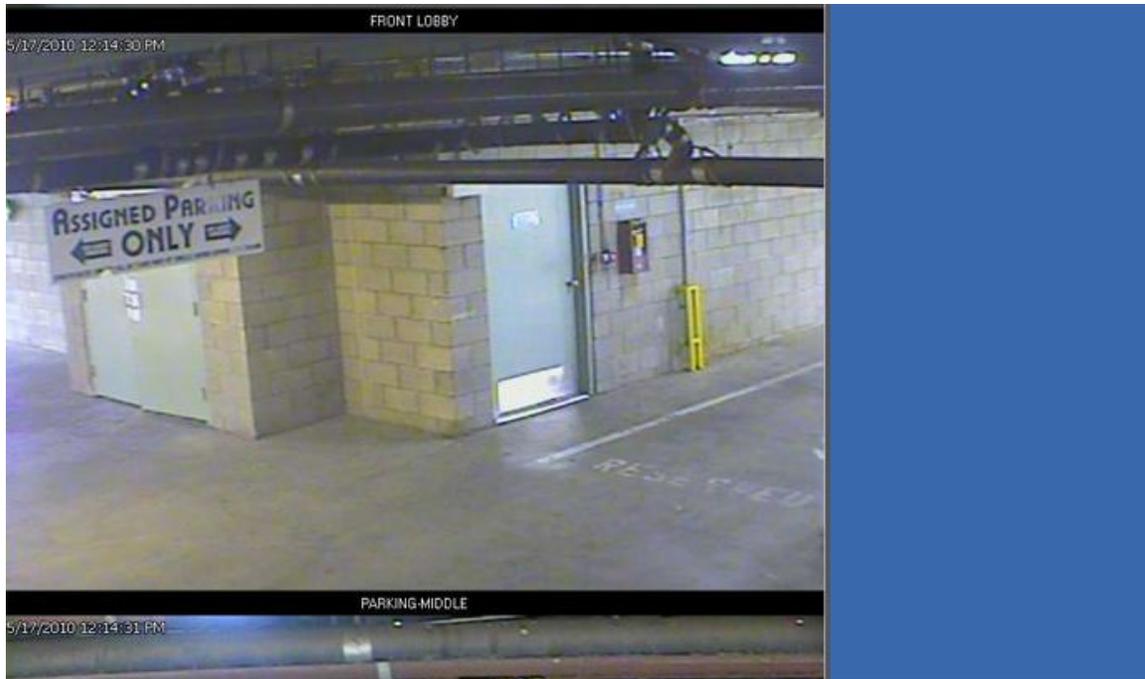
### **-Click here to view live video**

This will show live video footage of what the camera sees.

Select the refresh rate per seconds.

Choose **Live** to see exactly what the camera sees. Or you can choose to see an image taken every 1, 2, 3, 4, 5, 10 or 20 seconds.

If the camera does not automatically refresh, click on **Click here if camera does not refresh**.



Click **Select Camera** if you have more than 1 camera set up and you want to specify a specific camera.

**-Users with limited scripting support click here for live video**

This will allow users who do not have Java script installed to view live snap shots.

You can choose to refresh the image every few seconds, but it will not show live video running continuously.

If you encounter problems review the troubleshooting at the end of this manual.

\* Note if you get an error while trying to login with this service and your settings are entered correctly this is because some ISP's and/or some Routers may not allow you to access your Physical IP address from within you're Local Area Network (LAN). You will be able to do this from any outside network though. If you wish to login within your LAN, you will have to login using the local IP address and the port number. For example: try a local IP: <http://192.168.123.114:8199> instead of <http://65.322.323.2:8199>.

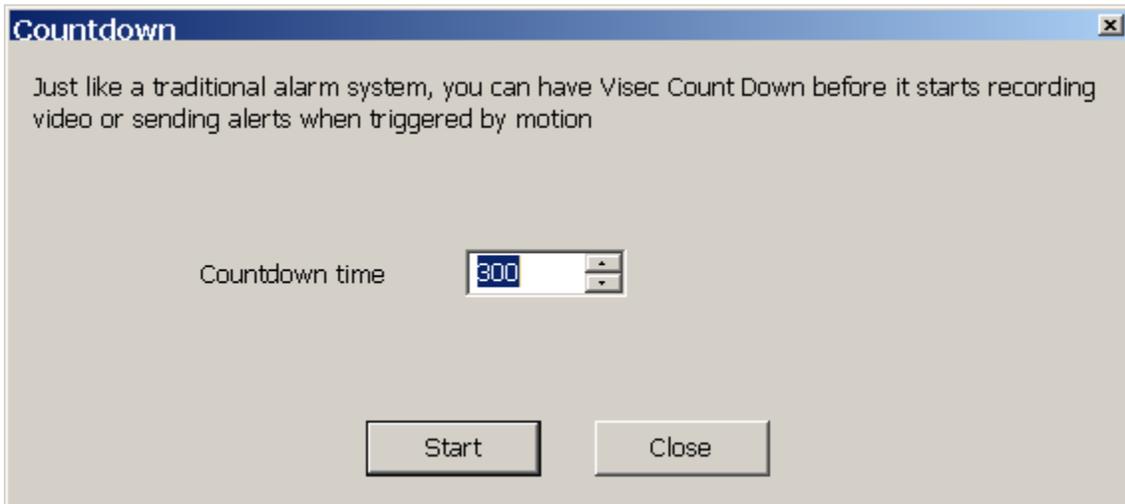
\*\*This service does not upload any video surveillance to our Visec servers. The service provides you with a link to your IP address, where you are connecting to your personal computer. Visec has no way to monitor your cameras and your privacy is always assured.

**Note:** We also have an application you can use for remote access instead of your browser called VRV (Visec Remote Viewer). You can download this from: [www.visecpro.com](http://www.visecpro.com) under downloads.

## **Countdown**

Just like a regular alarm system, VISEC can countdown before it is armed. To use this option, choose **Camera**, then select **Countdown** and then enter the time in seconds and press **Start**.

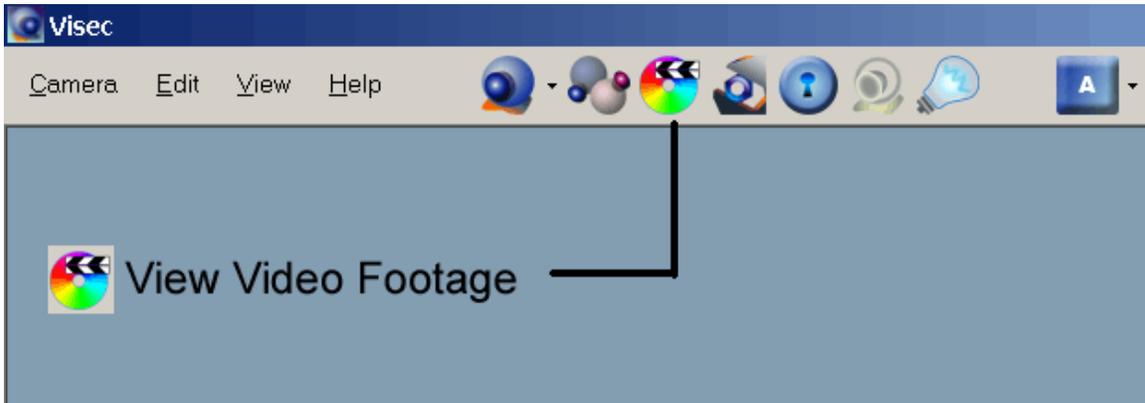
Once you press start, VISEC begins its countdown.



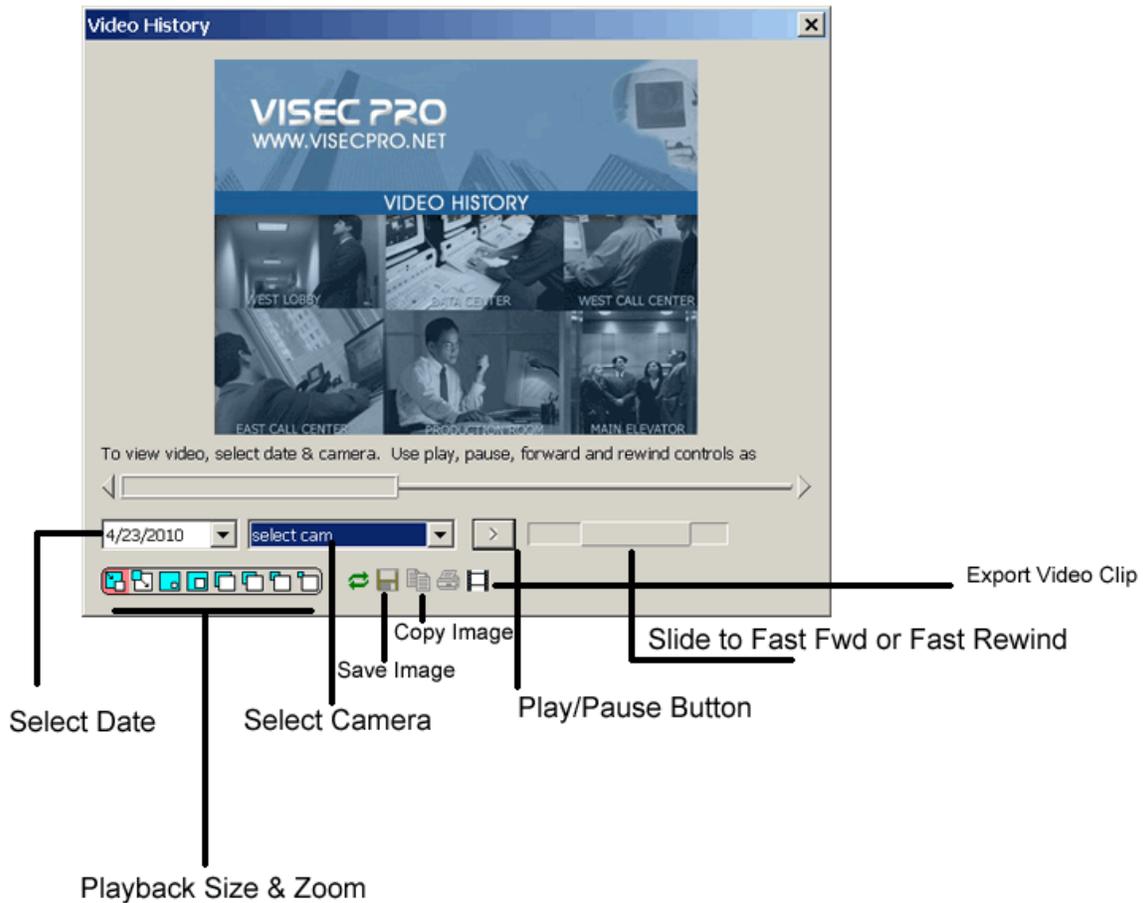
From here you can then open a camera window. No motion or alerts will be stored until the countdown is complete.

## **Reviewing Video Coverage**

To review recorded video coverage, press the video tape icon.



You will then see a new window appear with buttons similar to a DVD player.



Simply select the date and camera to play the video coverage.  
You can use the buttons to pause, rewind, forward or stop as needed.

**New Feature:** When you double click the camera window VISEC will play back the last  
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## Visec Surveillance Software Manual.

- 10 seconds of video that was just recorded. You can pause, print, save and export video.

You can export video by pressing the play / pause button and then the export button directly in the playback. You can also export a segment of the video clip needed. First, start by moving the slider to the desired start position and pressing set frame. Then move the slider to the desired end position and press set frame, followed by the Export Button.

### **Frame By Frame Playback**

When reviewing playback video, you can press the pause button, to pause, and then use the left and right arrow keys to advance frame by frame. This is very helpful when trying to pinpoint an exact crucial piece of video.

## **TROUBLESHOOTING**

Hot Key does not work.

Program Crashes

Remote Access Does Not Work

Camera Window Too Small

Can not see Video

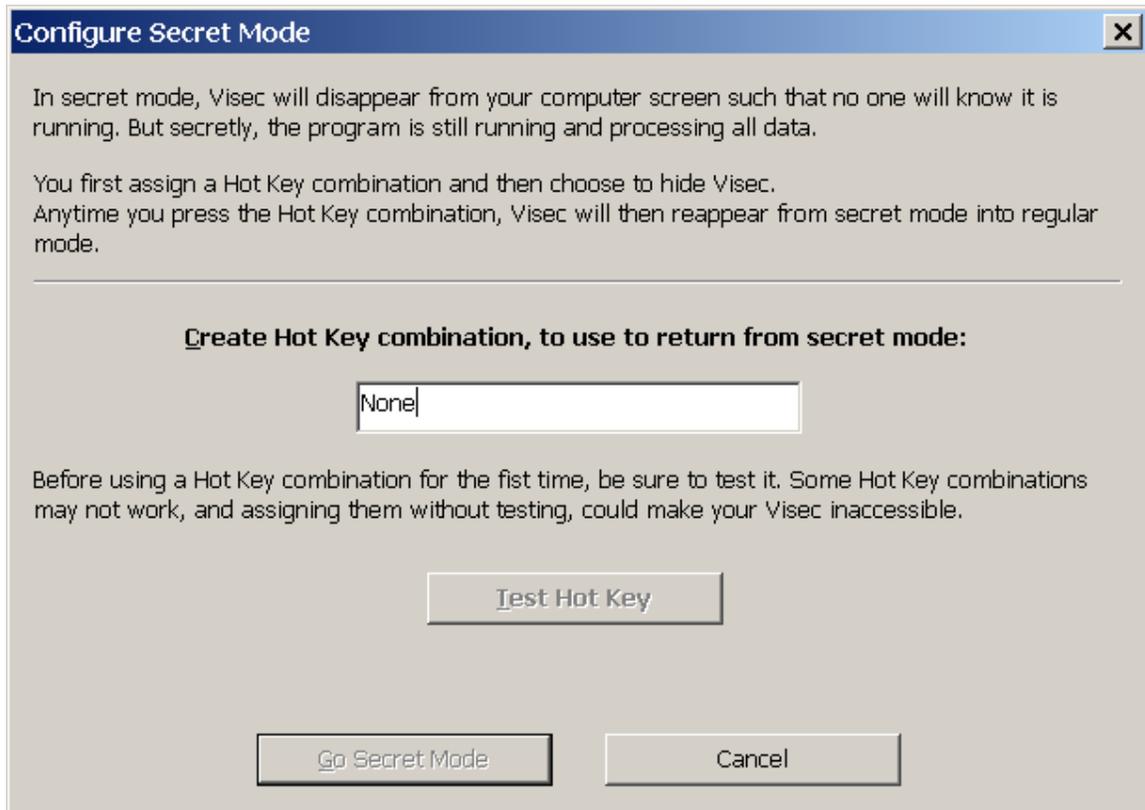
Can not send notifications by email.

Motion Detection Too Sensitive, or not Sensitive enough

**Hot Key does not work**

The Hot Key Function is setup to allow VISEC to run in **Secret Mode**. Pressing the Hot Key (which you created in the menu) will make the program reappear and once again be visible on the monitor.

If a Hot Key does not work, simply change the Hot Key by entering a new key combination in the box below. Make sure to test this Hot Key by pressing the **Test hot key** button below.



## **Program Crashes**

WISEC was developed by a team of NASA level software engineers who are truly masters of coding. Visec utilizes the latest architectural designs and embraces the utmost software engineering standards known today. The software has been thoroughly tested on all major computer systems.

WISEC is very stable and can run for weeks without needing to be rebooted. If WISEC crashes on your system it could be due to low memory, a slow processor, or too many applications running.

We suggest that you close some large applications that may be significantly utilizing your computer's resources.

Finally, please check your computer system to make sure that you have enough memory (RAM) and available disk space. WISEC can run with as little as 512 megabytes of RAM, but 1 GB of is recommended for optimal performance.

In addition, antivirus programs and firewalls (software/hardware) may give the illusion that WISEC is not working, when in fact it is being restricted. Make sure to add WISEC to your antivirus program/firewall or switch off these software based applications when using WISEC.

If Visec does crash for whatever reason, you can choose to send us the crash report where we can analyze it.

### **Remote Access Does Not Work**

The most common problem is an incorrect setup as shown below:

**Incorrect IP Address:** Your IP address is changing and you are not correctly entering the correct IP address. Make sure that you use the correct IP address. The correct IP address is the IP address that was assigned by your Internet Services Provider, or by a Network Admin.

### **Router or Firewall not setup:**

If you are sharing an IP address, the most common problem is that your system needs to be configured at the router level. Since your network may have one IP address, you need to instruct your router which computer is which.

For example, suppose your office has 6 computers, but there is one IP address. In a situation like this, you will need to configure your router to use a specific port for each computer application you want to run VISEC on.

The most popular way is to assign what is called a **trigger port**. For example, you can tell the router that if data is sent to a certain port, to redirect it to your computer.

### **Example #**

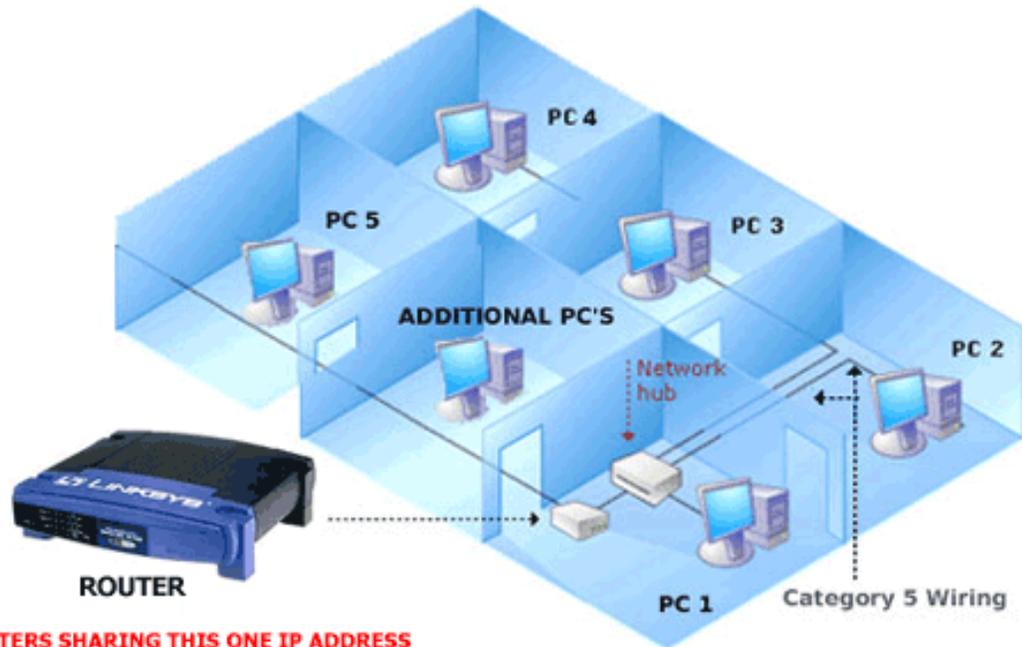
207.103.30.3, with port 8010 take to : YOUR COMPUTER (192.196.123.170)

### **Example #**

207.103.30.3, with port 8020 goes to a different computer (192.196.123.171).

This configuration may require a networker with experience to assist you.

Note: If you are running DHCP, you will need to assign a static IP address to your computer, otherwise there is no way VISEC can know which computer is yours on the network.

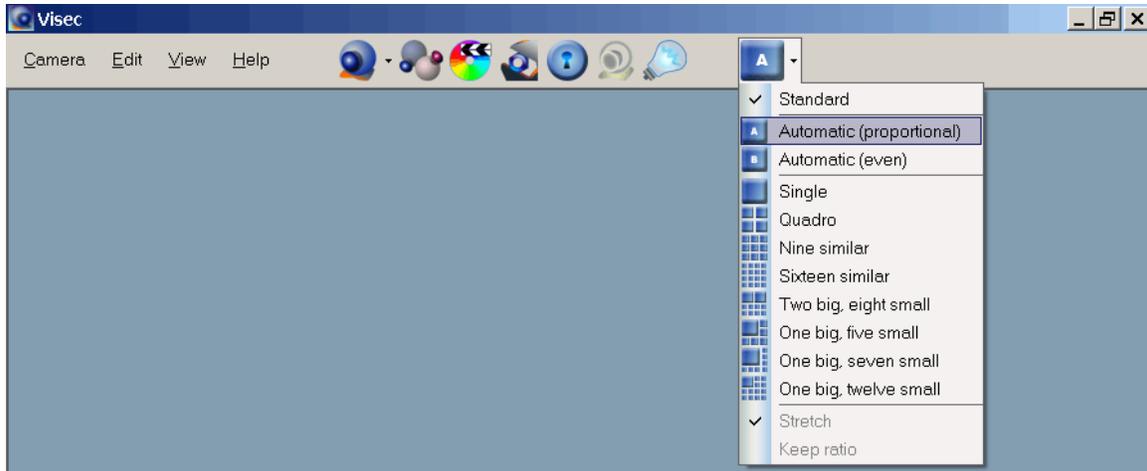


**6 COMPUTERS SHARING THIS ONE IP ADDRESS  
ONE IP ADDRESS: 205.102.X.X**

**SOLUTION: USE PORTS to trigger to a specific computer**

**Camera Window Too Small**

Make sure to update the camera placement layout



Either press the button continually to change the display or press the arrow next to the button to select the desired placement

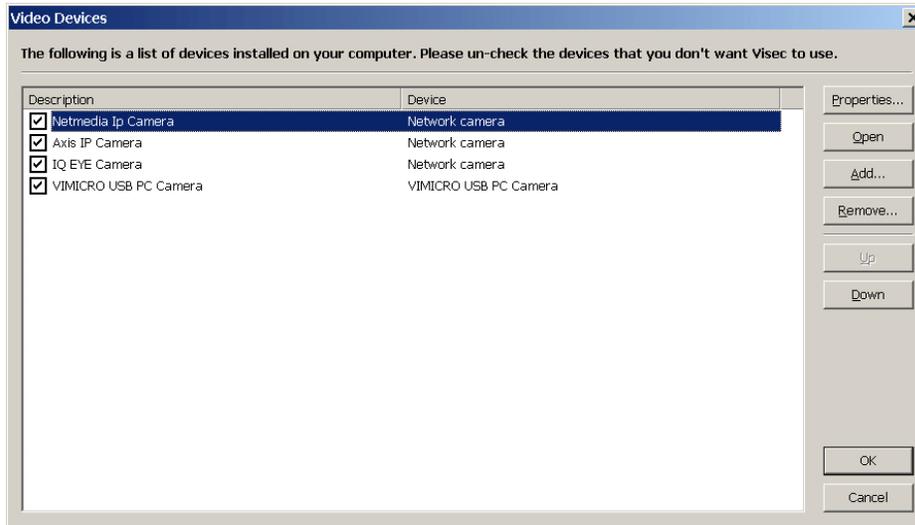
## **Possible Problems of Video not showing**

If you have problems seeing Video, here are some of the possible reasons:

### **a) Incorrect Camera**

The first possible reason is that you are choosing the incorrect camera. It's possible that you had installed other cameras before that are no longer active on your system.

Click on "**View Devices**" to show the list of cameras available on your computer.



Make sure to only check the box(es) of actual cameras connected to your system.

### **b) Camera not installed correctly**

**USB-** make sure your cameras are plugged in correctly and you have the proper driver installed.

**Analog Camera** – If your camera shows in view devices but you do not see a picture or you see a black screen, make sure to check the camera is property powered. Also make sure the connectors are tight, and no wires exposed.

**IP Cameras** – The most common reason for IP cameras not working are improper setup. Many users think entering the ip address only is all that is needed. The Address/URL must be entered in a specific format (usually automatically found).

### **Capture Card**

## Visec Surveillance Software Manual.



If you are using a capture card, not every capture card will work. Most capture cards are designed to work only with the software that came with the card.

For the card to work with VISEC, it must have all ports (video outputs) controlled by a dedicated video processing chip, and each port created with WDM support.

WDM is basically a driver model that is common in Windows 98 and above. You can think of USB devices such as web cams, as WDM devices. Basically a WDM device works almost instantly on any computer. This is because the driver is coded to work universally. A capture card that is developed using WDM works similarly, in that only the driver is needed.

The problem with many capture cards on the market is that they are restricted to only work with the software program included by the manufacturer and not 3rd party software.

Again, the important point to remember is that many cards will not work with VISEC because the company that produced this software, has specifically restricted any third party software, and only supports their own software.

**64 bit windows-** Visec works with both Windows 32 bit and 64 bit versions, however many capture cards do not. Most capture cards on the market still only have 32 bit drivers. This means if you have a 64 bit windows version and you don't have a 64 bit driver your capture will not work.

You can visit [www.visec.net](http://www.visec.net) to find a list of affordable and professional capture cards.

### **Can Not Send Email Notifications**

Notifications are basically email messages with optional photos attached to alert you when motion is detected. The most common error is an incorrect configuration.

Your local Internet Service Provider (ISP) should be able to give you the correct settings.

Most problems include:

(a) Incorrect settings- Many ISPs use case sensitive usernames and passwords. Make sure the username and password you use are in their correct uppercase and lower case formats.

## Visec Surveillance Software Manual.

(b) Your ISP may require additional security to allow access to send the email. You may need to complete the configuration section that says "my server requires authentication." Check this for ISP's that require authentication.

(c) Make sure your ISP provides you the smtp port (usually 25, or 587) and provides you a mail server address to let you send email.

(d) Make sure no firewall programs or software are restricting your computer to send email.

### **Motion Detection Too Sensitive, or not Sensitive enough**

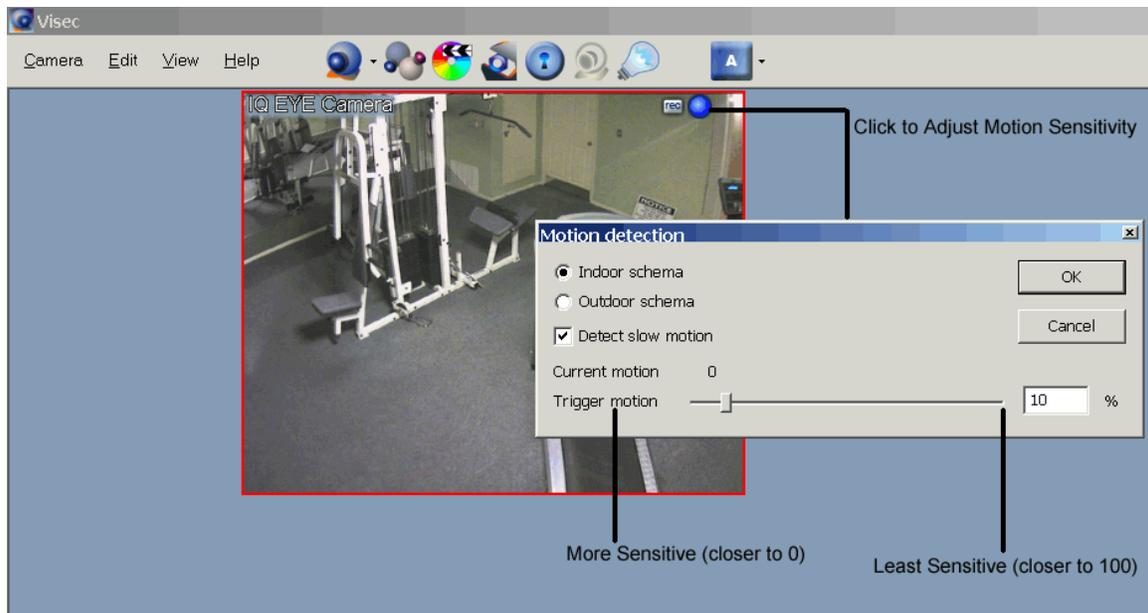
The level you set for motion detection determines the sensitivity level that the camera will record motion.

For example, someone running in front of the camera would produce more motion than a person sitting on a chair.

WISEC lets you adjust the level of motion detection you desire.

You can control the sensitivity by adjusting the Trigger lever slider shown below. 25% is the default level.

Trigger Levels tell you the percent of motion. Usually this level is 0% - 3% if the camera has nothing moving in front of it. By moving the TRIGGER slider you can specify the level you want to record motion.



For example, if your camera is set to 25%, this means that anytime there is motion at 25% or greater, the system will record this activity and send an alert. Anything less than 25% will be ignored.

The lower the range, the more video that will be recorded. The higher the range, the less video that you will record.

**We suggest leaving the motion set to 4-15%.** This will record a normal level of video surveillance. Also make sure your camera is clean and has no dust on the lens.

Note: The color of the box next to the trigger will change from blue to red when motion is detected. **When the color is red, video is being recorded.**

**Slow Motion-** A new feature we developed is Slow Motion. This works to detect very small movements that can occur (e.g. like in the movies when someone walks very

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slowly to avoid motion sensors). Usually what our Slow Motion feature does is make the motion become very sensitive. If the motion appears too sensitive, make sure "**Slow Motion**" is not checked. You can see this feature by right clicking on the camera window as shown in the picture below.