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1 General Information

1.1 Features

You are using a video security and surveillance software. It turns your computer into powerful security system. With it you will always know what's going on in your office, store, or home. Features include video recording, motion detection, motion processing, snapshot capture, scheduling, sms and email alerts.

It is very easy to use, the configuration takes only a few minutes, even for a novice. The program works with Webcams and IP cameras. More than 1000 different IP camera models and virtually all Webcams are supported.

Main features of the program:

- home/business monitoring. Display video from several cameras (up to 64)
 - Support of IP cameras, webcams. Automatic configuration.
 - Remote monitoring with IP cameras or local monitoring with webcam.
 - PTZ Control.
 - Video recording. You will see what's going on in your office/show/home when you are away.
 - Movement detection. Configuration of sensitivity of detector.
 - Detection masking. Set areas on which program ignores the movements.
 - Privacy masking. Set invisible areas. May be required by law in some countries.
 - Record video and snapshots when motion is detected
 - Activation of the siren when motion is detected
 - Send sms and email notifications with attached snapshots.
 - Monitoring and video recording scheduler. Setting period of the day when the detector or video recorder should be enabled.
 - Handy media player. You can watch video recordings and snapshots, filter files by date, time and camera.
 - Connect to the program via browser, through local network or Internet. You will be
-

able to watch live video from cameras from any place of the world, using any device.

- You can control the program with SMS-Commands. Simply send your command to special mobile phone number to activate/stop monitoring, check status etc.
- Multiple user accounts. Admin and standart accounts.
- Program can work in background.

1.2 System Requirements

Minimum system requirements:

- Operating system: Windows 10, Windows 8, Windows 7, Windows XP, Vista, Windows Server 2003, 2008, 2012.
- Processor Intel Pentium 1.8 ГГц.
- RAM 1 Gb.
- Free disk space 2 Gb.

1.3 Technical Support

We provide technical support via e-mail. Please choose in the main menu of the program: Help -> Support.

2 Install and Uninstall

2.1 Installation

The software can be used for remote monitoring, or the local one.

Remote monitoring means installing software on computer, which is located away from the place you want to monitor. In this case, you need an IP camera in a "target place", and this camera will be used by the program through the Internet. For example, there is an IP Camera in your office/store. You, as the boss, want to be able to monitor your office/store from home. To do this you need to install the program on your home computer, and to add the parameters of IP camera to the program. So at first you can see what is going on in the office during the day and at night. Secondly, if the motion is detected at night, the program can wake up you with a siren.

The second method is an installation directly to computer on the place you want to monitor. The computer should be connected to a web camera, or it can use an IP camera. The program will monitor the place, and in the case of motion detection, it will send you a notification by mail. Email can contain pictures taken from the web camera. Thus, you will know what's happened, and you will be able to view the snapshots to ensure that there are intruders in your shop/home. After that you can take care about that. You can also configure the program to enable a siren, which should scare off intruders.

If you install the program for local usage, we recommend that you also install some third-party cloud service. You could use the cloud folder to store recorded videos. Thus, you will always have the evidence of accidents, accessible from anywhere. Even if intruders damage the computer where the program is installed.

WARNING! When installing the program you will be prompted to install the DivX codec required for proper video recording. Confirm the installation!

2.2 Uninstall

As you usually do, choose in the Start menu the program, then "Uninstall".

3 Program Interface

3.1 Toolbar

At the top the main window there is a toolbar with buttons for cameras management and the program control in general:



- add new camera to the program



- remove selected program from the program



- edit settings of the camera management



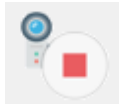
- start movement detection on selected camera (instantly by default, or after delay - if you click on arrow, and choose an item in drop-down menu)



- stop movement detection (on selected camera by default, or stop on all cameras - if you click the arrow, and choose "Stop All Detectors and Timers" in drop-down menu)



- start video recording with selected camera. The program will capture video in xVid (.AVI) format, and save it to special output folder. You can watch the video later.



- stop video recording with selected camera. The video is available for watching now. You can either find it at the output folder (configured in the General Settings), either use the built-in Media Player (the button is located on a toolbar).



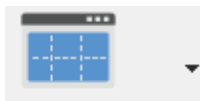
- PTZ Control. You can rotate and tilt the IP camera, if it supports PTZ. You can also use the arrows on keyboard to control selected camera.



- connect to the program via browser, through local network or Internet. You will be able to watch live video from cameras from any place of the world, using any device.



- set full screen mode for the camera preview



- change the camera layout by adding rows/cols to the grid



- open the integrated multimedia player. You can watch recorded video and photo files here. Filter by date, media type and camera.



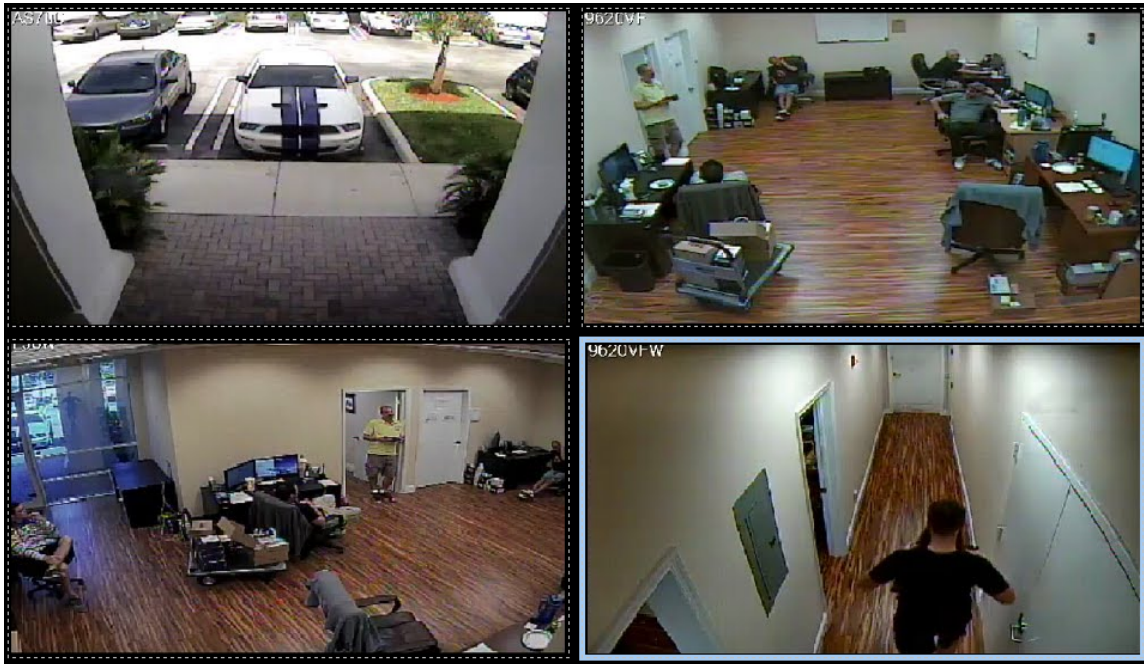
- configure general settings of the program.



- open online-help of the program

3.2 Grid of Cameras

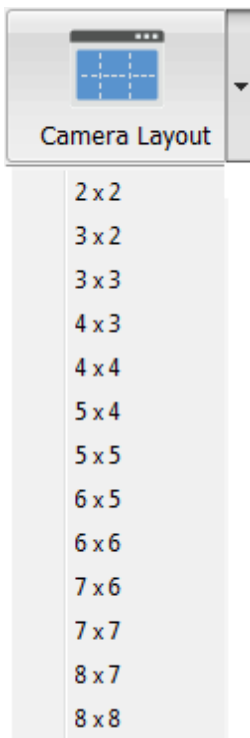
The main area of the interface is taken by the grid. Its cells display a video from the cameras in real time:



The camera could be selected by the cursor, and then dragged to another cell.

You can resize the columns and the rows of the grid, thus making some cells larger and some smaller.

You can also change the number of cells in the grid. To do this, click the desired number of times on the button "Camera Layout" on the toolbar, or select the desired number from the popup menu of this button.:



In order to maximize the preview of the camera (set Full Screen Mode), click at the button:



3.3 Messages

There is a table with the list of messages at the bottom of the main window. The program adds an event notification into this list, such as adding / deleting the camera, the beginning of a detection, video recording, alert, etc.

Please note: the recorded video files are shown as links. So you don't need to spend time by searching recorded video in the list of hundreds of video files. Just click on the link - and the video will open in the built-in Media Player.

Messages		
Date	Time	Message
8/23/2016	14:03:37	Monitoring is stopped on camera My webcam1
8/23/2016	14:03:38	Video recording is started on camera My webcam1
8/23/2016	14:03:44	Video recording is complete on camera My webcam1. Output file: My webcam1_rec_000001.avi

4 Working with cameras

4.1 General Information

As mentioned above, the program can be used for remote or local monitoring. Remote monitoring means installing software on your computer, located away from the office (eg, at home). In this case, you will need an IP Camera in the office:



Local monitoring - is the use of software on the computer that is connected to a webcam:



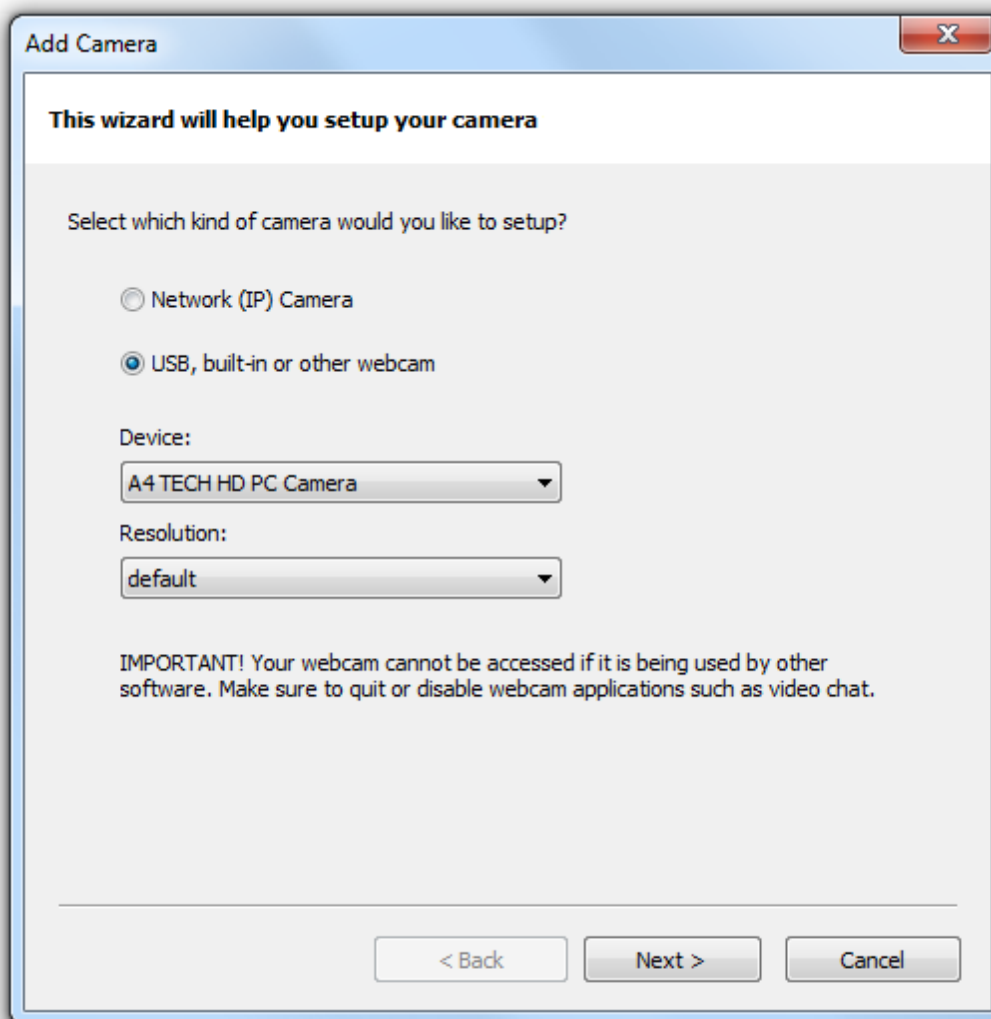
It is inexpensive, but perfectly suitable for our purposes camera. It can be installed anywhere in the office, and connected to the nearest computer (on which the program is installed).

4.2 Adding webcam

To add a new webcam to the program, click the "Add Camera" on the toolbar:

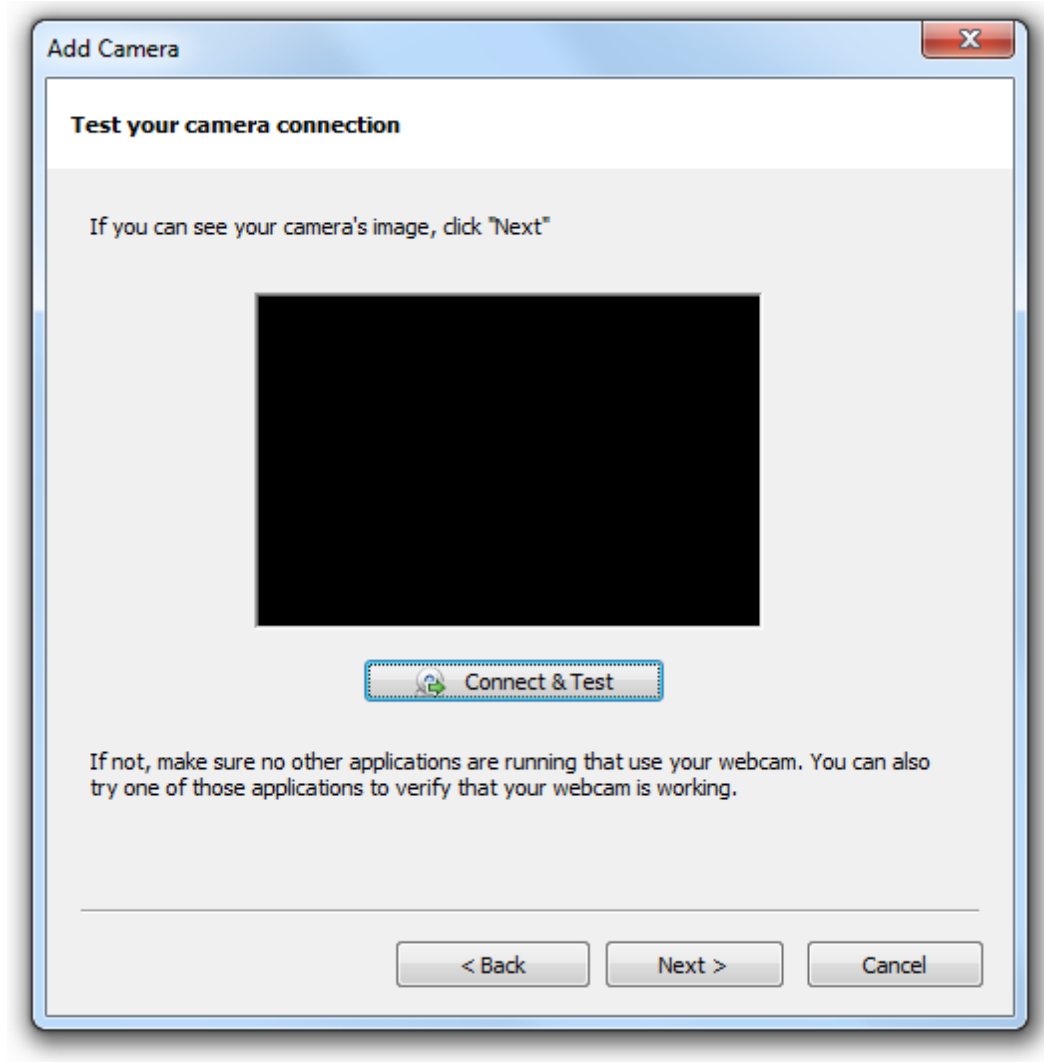


In new window choose the option "USB, built-in or other webcam":



Choose a webcam from the list. You can select a resolution too. It is recommended to apply as higher resolution, as bigger the monitoring area of the camera.

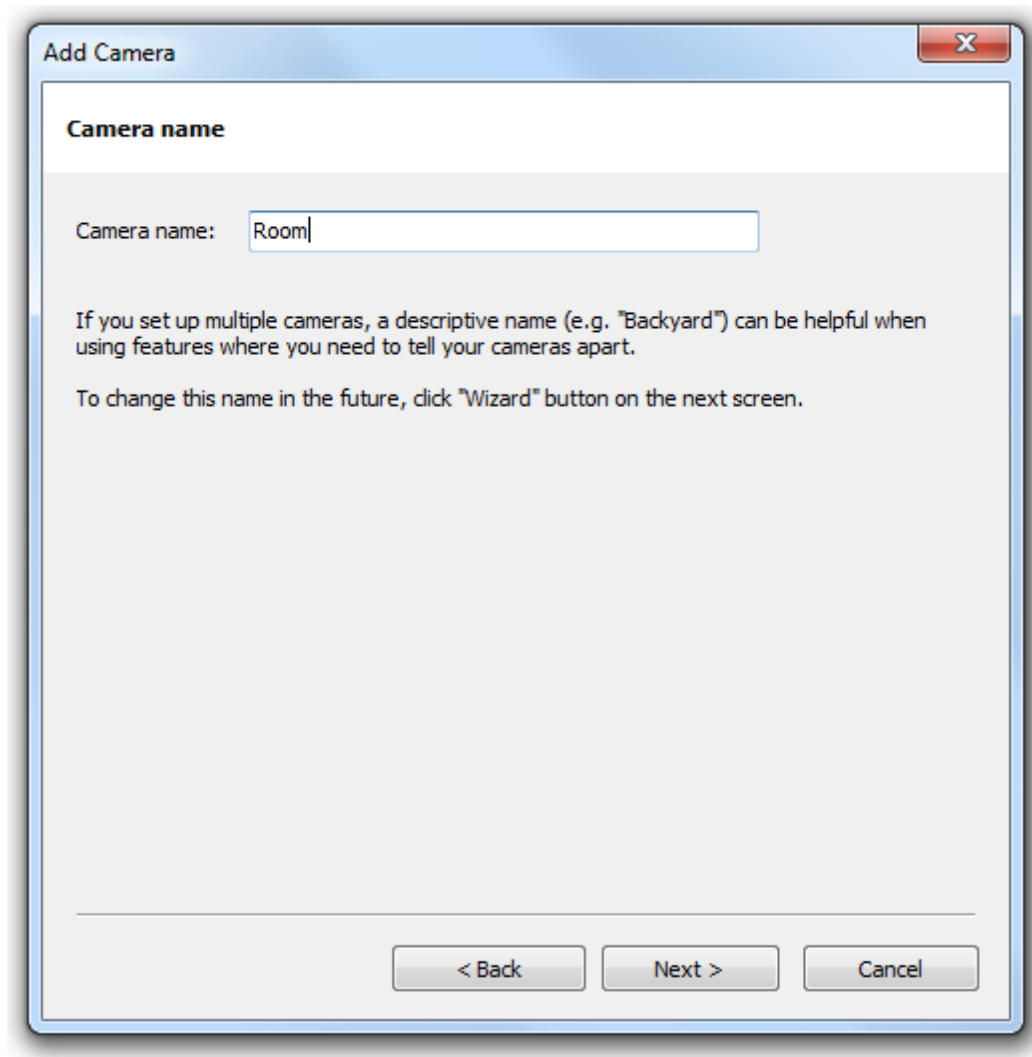
Click Next.



You can test a connection to camera here. To do that, click at button "Connect & Test".

If you can see the video in preview area, then click Next. Otherwise, make sure no other applications use your webcam at this moment.

On the next page, enter the name of your camera. A descriptive name (e.g. "Room"), can be helpful when using features where you need to tell your cameras apart.



Click Next.

Now you can configure your camera:

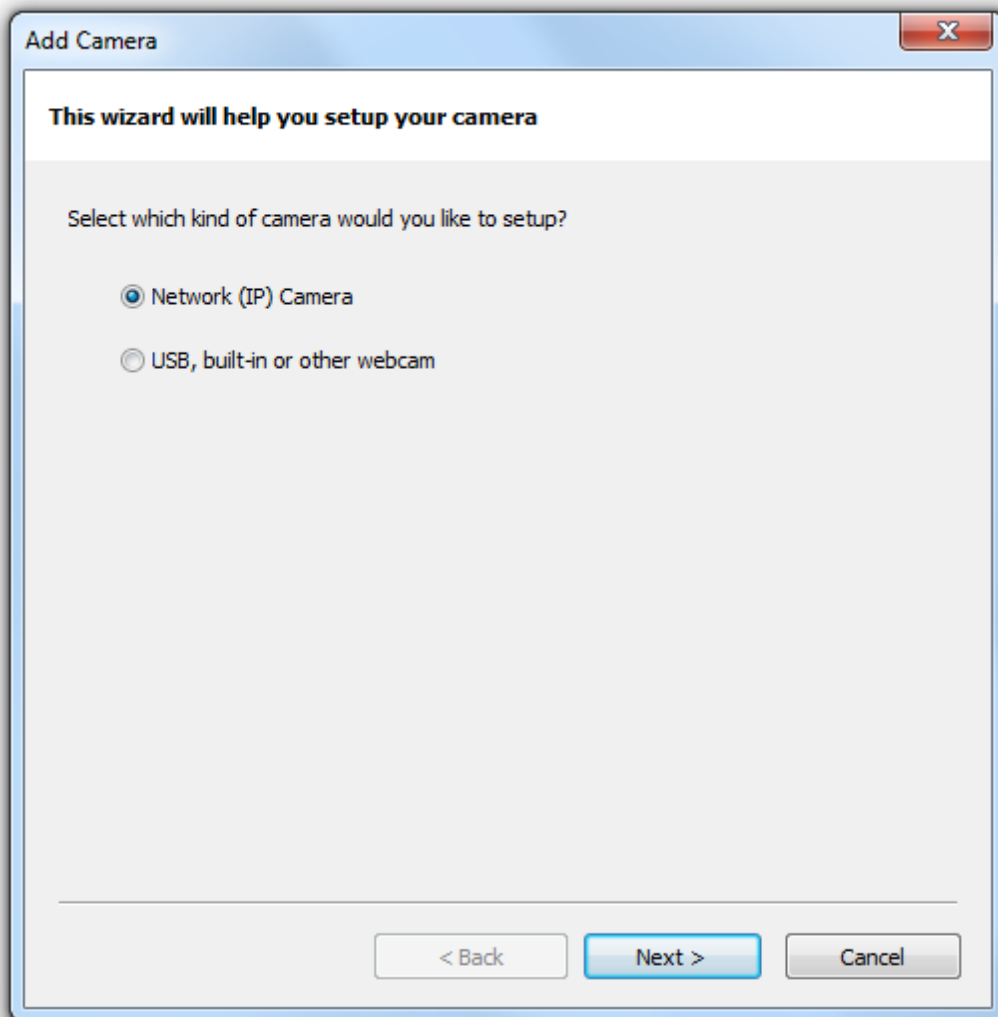
- [Detection settings](#)^[20]
- [Recording settings](#)^[22]
- [Alarm Settings](#)^[30]
- [Email](#)^[31] and [SMS notifications](#)^[32]
- Schedule [monitoring](#)^[24] and [recording](#)^[27]

4.3 Adding IP Camera

To add a new IP camera to the program, click the "Add Camera" on the toolbar:

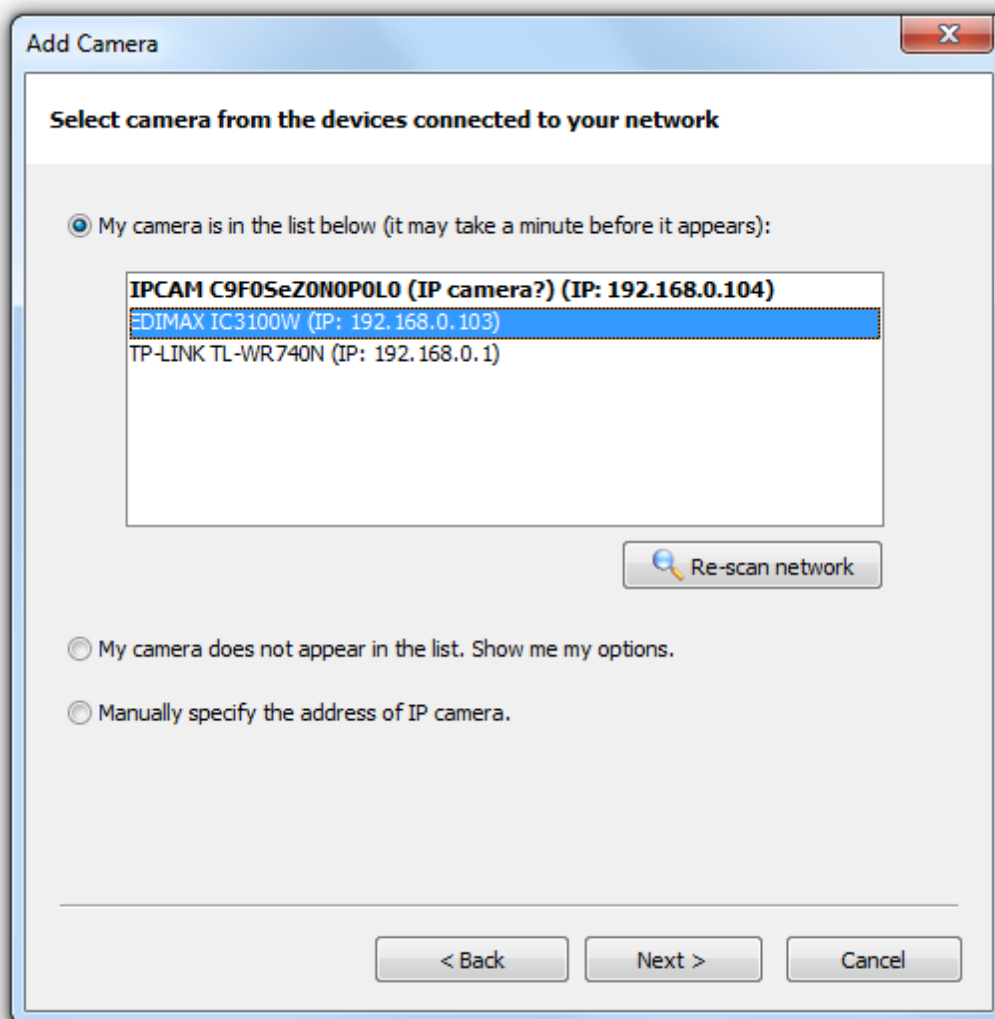


In new window choose the option "Network (IP) camera":



Click Next. If your camera is already working, click Next once again. Otherwise choose the second option to help you get your IP camera working.

The program will scan the local network and list all UPnP and ONVIF devices:



Choose your camera in the list and click "Next". Or you can choose the last option, click "Next", and specify IP camera settings manually:

Add Camera

Enter the settings of your IP camera

☒ Choose the brand model of IP camera from the list:

Brand/Model:

Note: If you can't find your camera, try the similar models

IP address: Port:

<http://192.168.0.103:80/jpg/1/image.jpg>

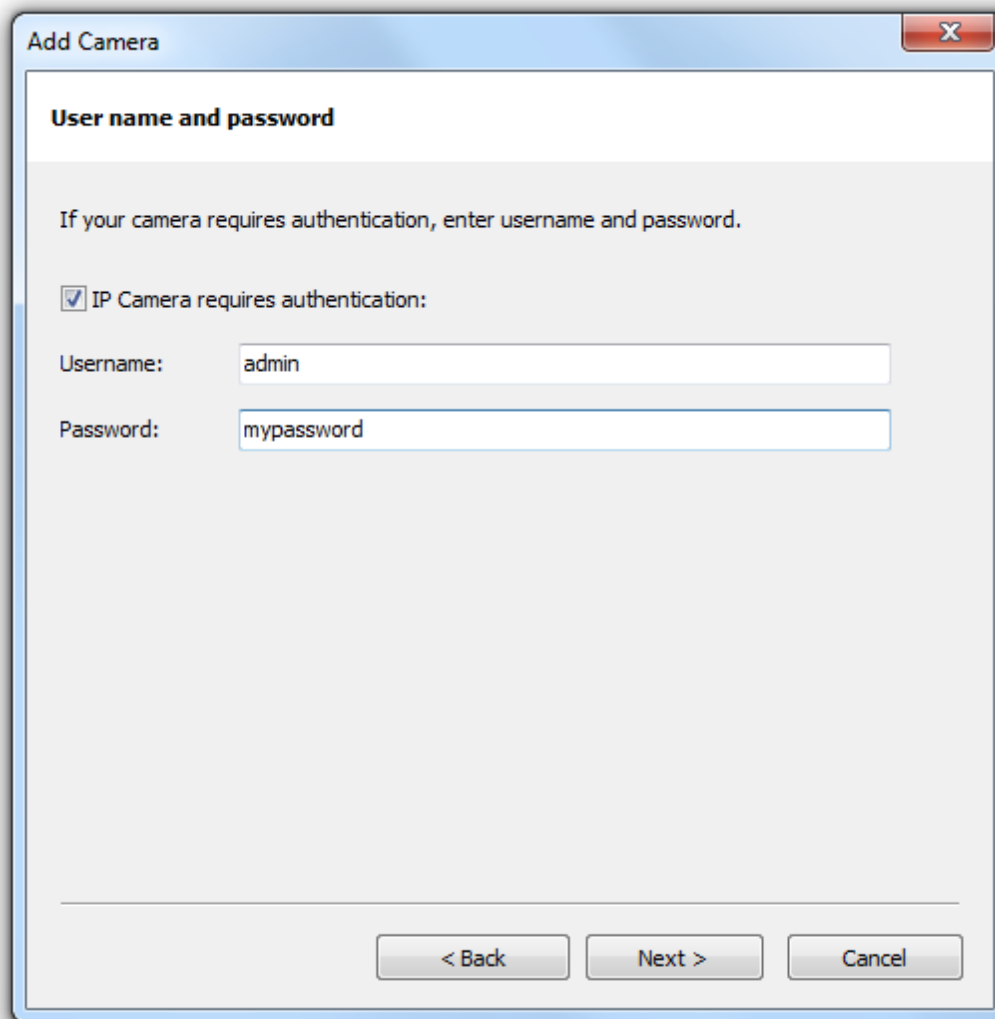
☐ Enter stream path directly

Protocol:

IP address: Port:

Stream path:

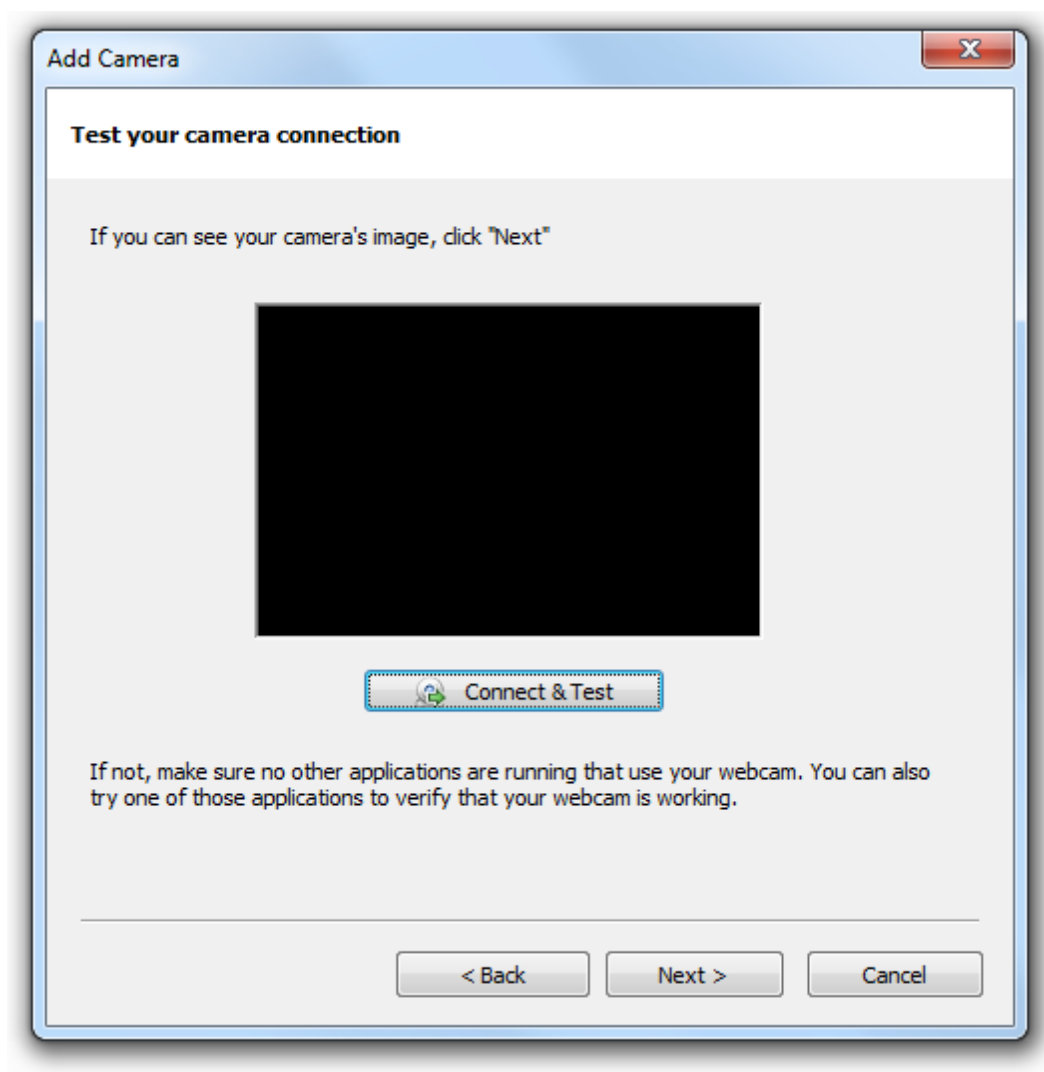
When done, click "Next". You will be sent to the new page:



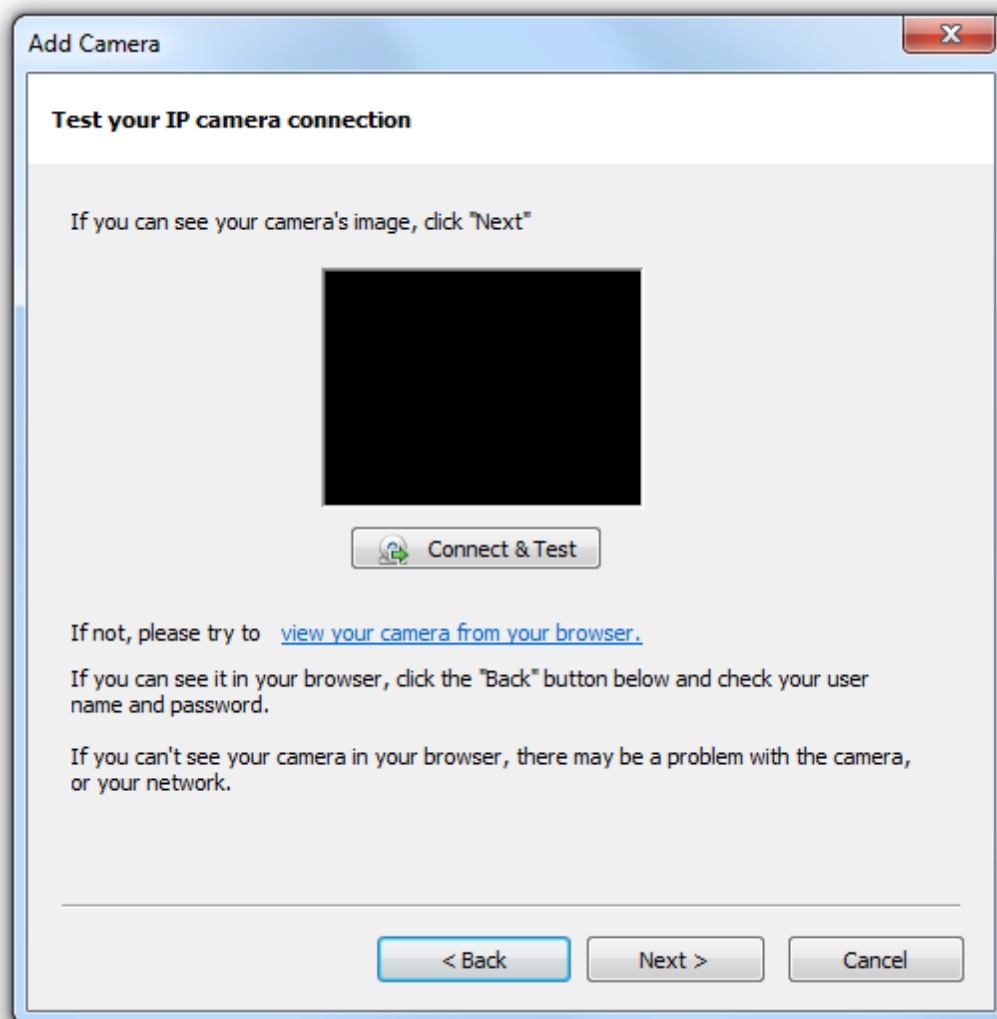
The image shows a Windows-style dialog box titled "Add Camera". It has a standard title bar with a close button (X) in the top right corner. The main content area is titled "User name and password" in bold. Below this title, there is a line of text: "If your camera requires authentication, enter username and password." Underneath, there is a checkbox labeled "IP Camera requires authentication:" which is checked. Below the checkbox, there are two text input fields. The first is labeled "Username:" and contains the text "admin". The second is labeled "Password:" and contains the text "mypassword". At the bottom of the dialog box, there are three buttons: "< Back", "Next >", and "Cancel".

Here you should enter the username and password if your IP camera requires authentication. The default username and password can be found in the User Manual of your IP camera.

Click "Next". You can test a camera connection on the next page:



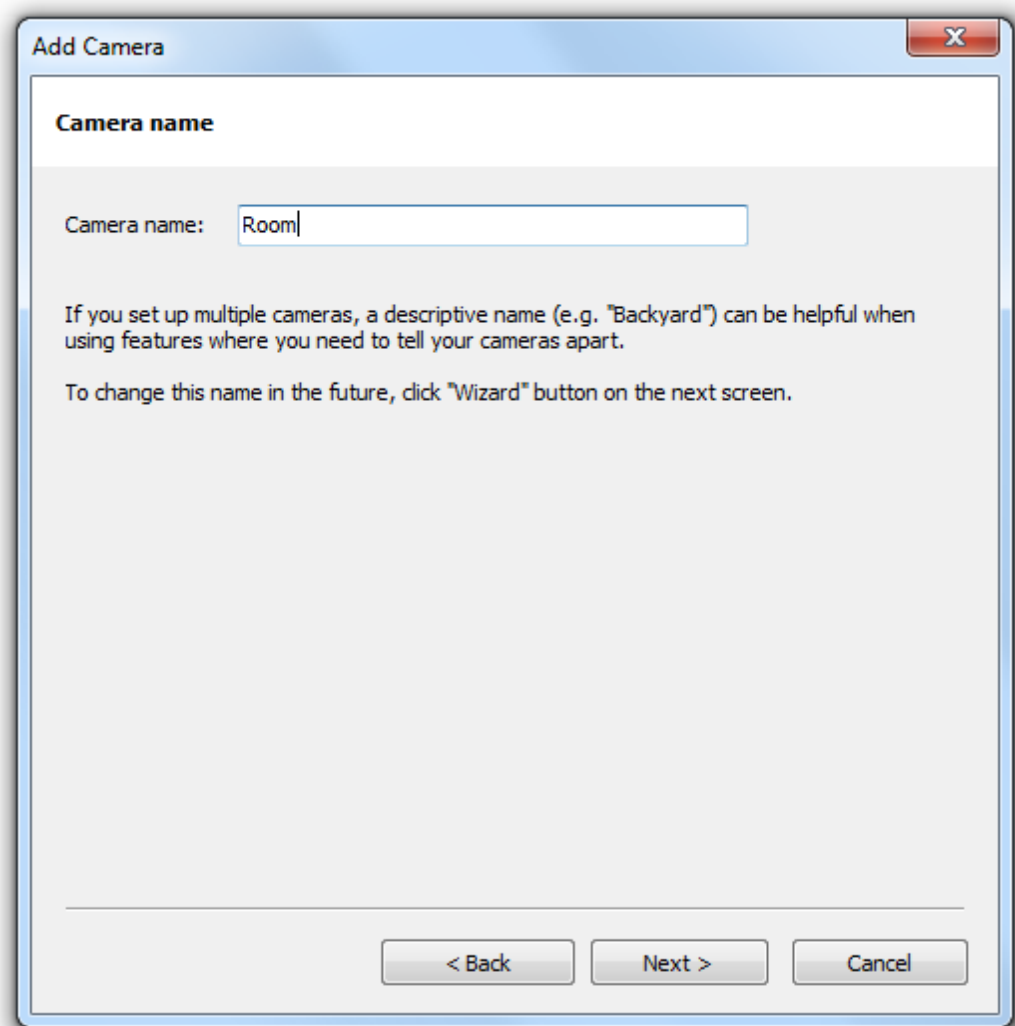
To do that, click at button "Connect & Test".



If you can see the video in preview area, then click Next. Otherwise, try to view your camera from your browser by clicking the corresponding link.

If you can see it in your browser, click the "Back" button, and check your user name and password.

On the next page, enter the name of your camera. A descriptive name (e.g. "Room"), can be helpful when using features where you need to tell your cameras apart.



Click Next.

Now you can configure your camera:

- [Detection settings](#)^[20]
- [Recording settings](#)^[22]
- [Alarm Settings](#)^[30]
- [Email](#)^[31] and [SMS notifications](#)^[32]
- Schedule [monitoring](#)^[24] and [recording](#)^[27]

4.4 Editing Camera Settings

To change the settings of the camera management, click on the camera in the grid, thus

highlighting it. Then click the "Edit Selected" button on the toolbar:



4.5 Removing Camera

In order to remove the camera from the program, click on the cell in the grid, thus highlighting it. Then click on the "Remove Selected" button on the toolbar:



4.6 Moving Cameras

In order to move the camera to another cell in the grid, you should highlight it at first. To do this, click on the camera, and hold down the mouse button, then drag the camera to another cell of the grid.

5 Monitoring

5.1 What is Monitoring

Monitoring is a process of motion detection with camera. It is used to protect your business or home from intruders.

When motion is detected, the program can send you Email or SMS alert, record video, take snapshots. Thus, you can instantly analyze the situation and take appropriate action.

5.2 Start and Stop

To start monitoring by the camera manually, select the camera in the grid, and click "Start Monitoring" button, which is located on the toolbar:



The monitoring will begin instantly by default, or after delay - if you click on arrow, and choose an item in drop-down menu.

Similarly, you need to click the same button again to turn off detection:



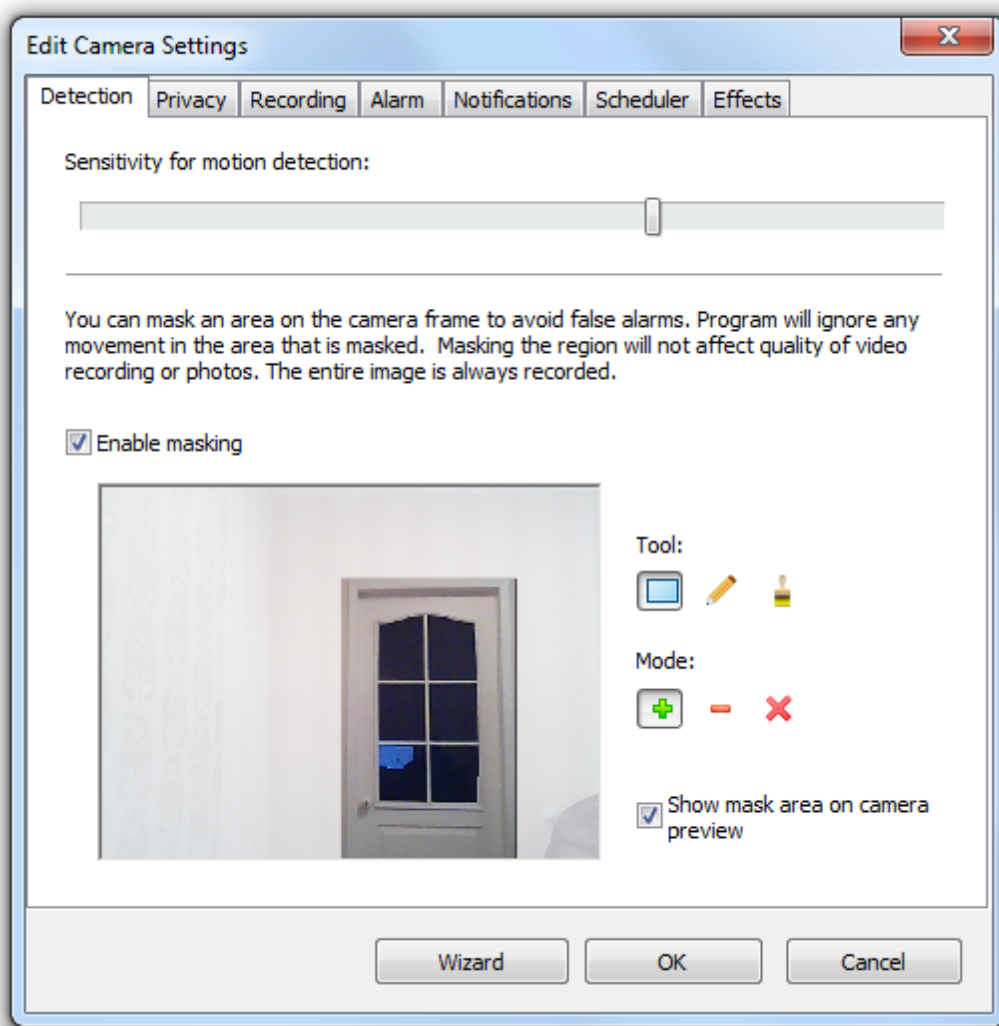
The monitoring will be stopped on selected camera by default. Or you can stop on all cameras - if you click the arrow, and choose "Stop All Detectors and Timers" in drop-down menu.

5.3 Configure Detection

To ensure that the program will not be confused by the changes of light in the window in the room (it may "decide" that this is a movement of intruders), you need to adjust the sensitivity of the camera.

Once you have added a new camera (or opened a window for editing already available one), go to the tab "Detection":

Try changing the position of the slider until you find the optimum sensitivity. To do this, after you change the sensitivity, press OK. Turn on the speakers. Then move away from the camera to stay away from its field of vision.



Click on the "Start Monitoring" button on toolbar:



Walk away from the camera, watching the reaction of the Security on your movements. It is necessary to make sure your slow movements don't cause the activation of a siren. And at the same time your habitual walking must be detected. After each test, turn off the monitoring by pressing the button



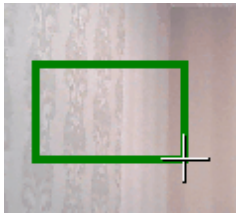
After that, change the position of the Sensitivity slider, save the settings and try again.


Adjust the sensitivity until it become optimal.

The second tool for adjusting detection level is Masking. You can mask an area on the camera frame to avoid false alarms. Program will ignore any movement in the area that is masked. Masking the region will not affect quality of video recording or photos. The entire image is always recorded.

As you can see on the above screenshot, all area except of the door is masked. This avoids false alarms of the detector in case of sunlight on the walls.

To create a mask area, select one of the tools: rectangle, pencil or brush. Then use cursor to draw a mask on the camera preview:



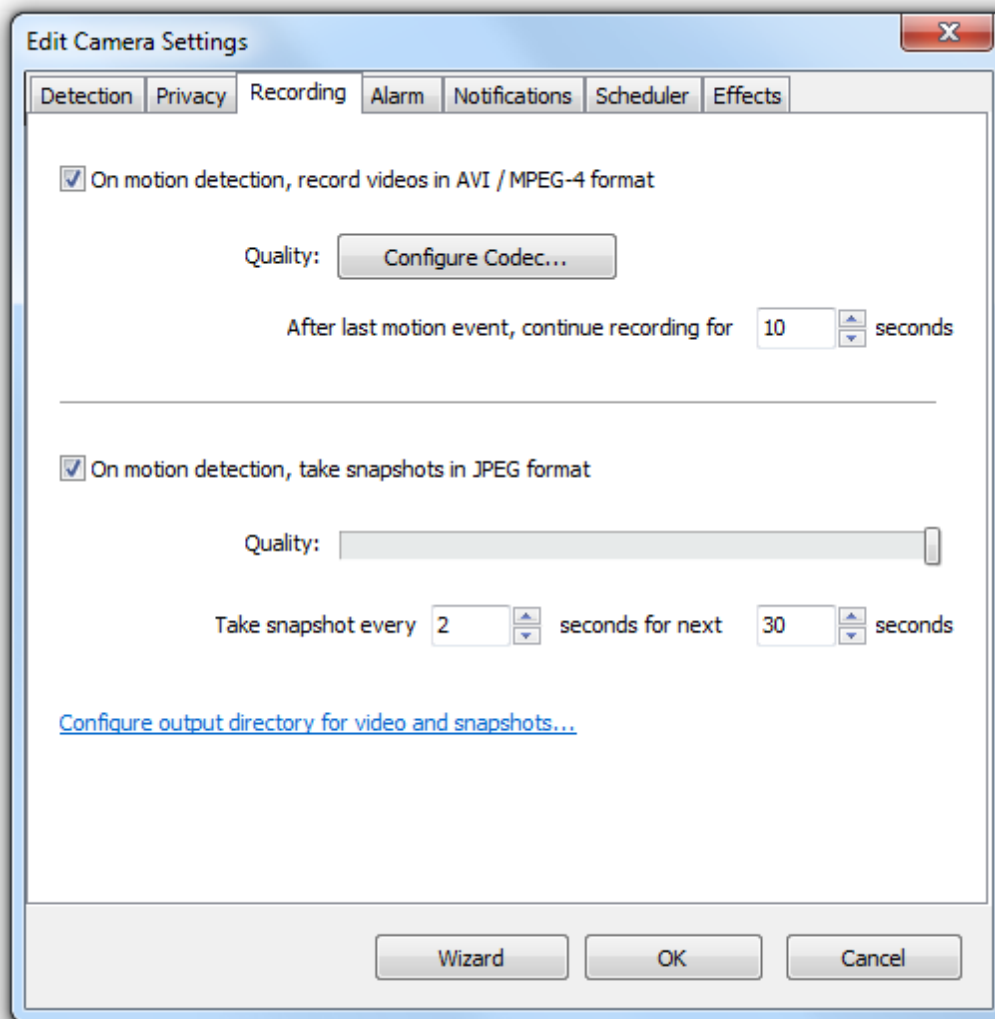
To erase some part of the masked area, you need to switch drawing mode to  ("Substract"). The selected tool can be used as eraser now.

To clear all mask, click "".

5.4 Configure Recording

When motion is detected, the program can start recording a video, and continue until the movements are not stopped in the room.

To do this, check the "On motion detection, record videos in AVI / MPEG-4 format".



WARNING! When you installed the the program you was asked to install a codec required for proper video recording. If it wasn't done during the installation, click "Configure Codec...", and confirm installation request.

You can also set the value - a number of seconds after the last detected movement, during which the program will continue video recording. The thing is that the program does not know is this is the last motion or not, therefore, it needs some time to make sure. For this purpose it is required at least a few seconds.

When motion is detected the program can also take snapshots with the camera. These snapshots can be immediately sent to you via e-mail. Thus, you will be able to make sure the

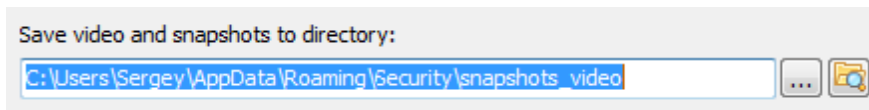
strangers are inside, while you are away from the room. Or, on the contrary, you may not see anything dangerous on the snapshots (for example, this is your employee returned after the work to the office for some reason).

Enable the option "On motion detection, take snapshots in JPEG format". You can also adjust the picture quality here. Do not set too high resolution, as sending email with big attachments may take too much time. Also, adjust the frequency of snapshots.

All recorded video and images are stored in a specified folder on your computer. The path to the folder can be customized. To do this, click the "General Settings" button on the toolbar:



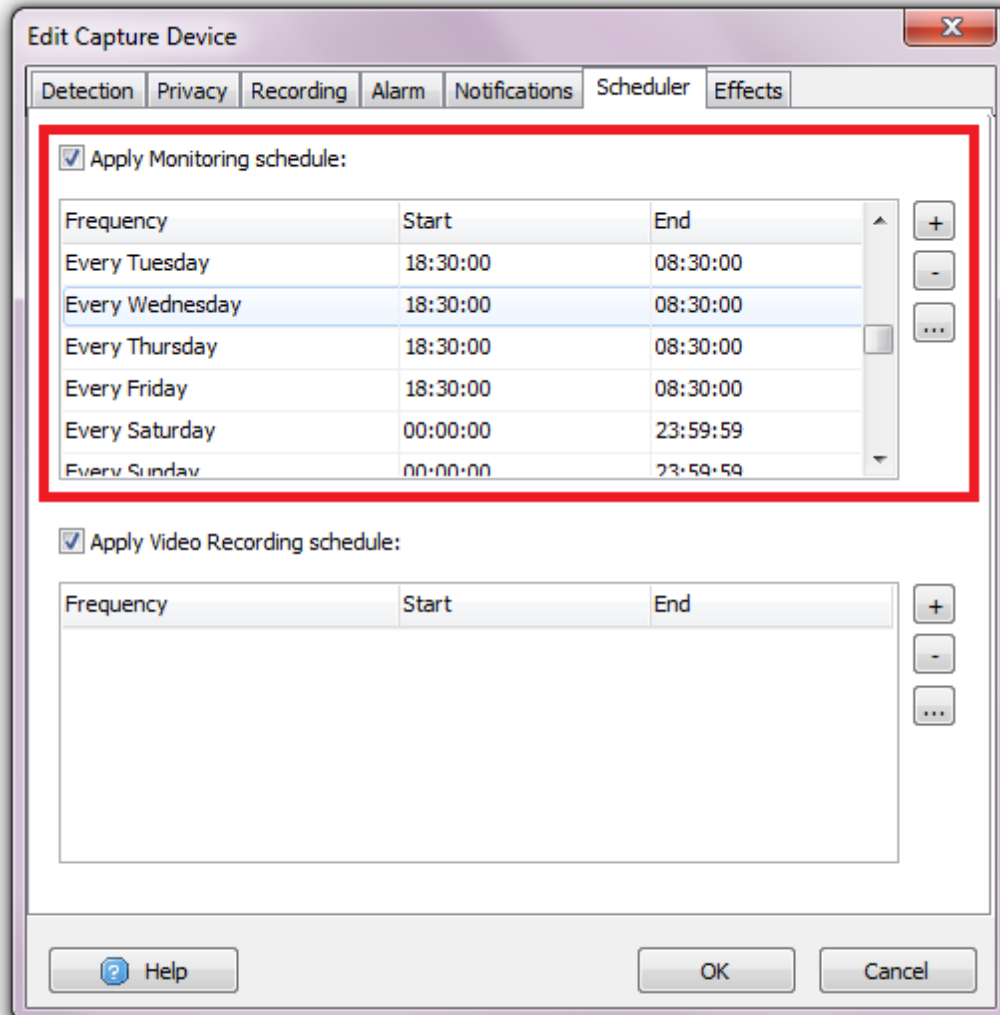
and then - at the button "...", located near the text field :



5.5 Schedule Monitoring

Most likely you will need to set up the program so that the monitoring will begin, and end automatically, without your participation. For example, the program can begin to detect a half-hour after the end of the working day in your office, and finish the monitoring a half-hour before the start of the next working day. Here you can set the all-day monitoring on weekends and on holidays dates.

Open the tab "Scheduler" in the camera settings:



The screenshot shows a typical configuration of Scheduler for the company with the working days from Monday to Friday, beginning at 09:00, ending at 18:00. Monitoring begins each weekday from 00:00, ends at 08:30 (a half-hour before the arrival of employees). And then it is resumed at 18:30, and is continued until midnight. The next weekday is scheduled similarly. The weekends are monitored all day long.

If you set the start time less than end time, the time interval of the detector will be single. For example, Start = 13:00 End = 16:00. Detection will continue over 3 hours, from 13:00 till 16:00.

You can also set the monitoring on special dates. Choose the "One Time" item as a Frequency of monitoring.

6 Recording & Playback

6.1 What is Recording

Recording is the process of capture of video stream from camera to file. The program is able to record video from your IP or webcam, and save it to xVid format. The output files have .AVI extension.

Why do you need video recording? As you may already know, the program starts video capture if it detects movement in the monitored area. Recorded video files along with snapshots are used as an evidence of intrusion to your domain.

At the same time there is another good use of this function. You can record what's going on in your home/office/shop when you are away. What your children are doing? And what about employees? Bad about? How do they serve customers?

If you are using the program as a movement detector at night, why do not use it as a video recorder during business hours! It will record everything what's happening on work, and you can watch the recordings later.

6.2 Start and Stop

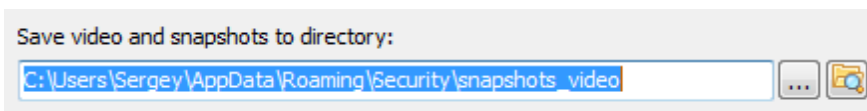
To start recording with the camera manually, select the camera in the grid, and click "Start Recording" button, which is located on the toolbar:



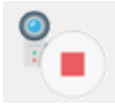
The recording will begin instantly. All recorded video and images are stored in a specified folder on your computer. The path to the folder can be customized. To do this, click the "General Settings" button on the toolbar:



and then - at the button "...", located near the text field :



Similarly, you need to click the same button again to stop recording:



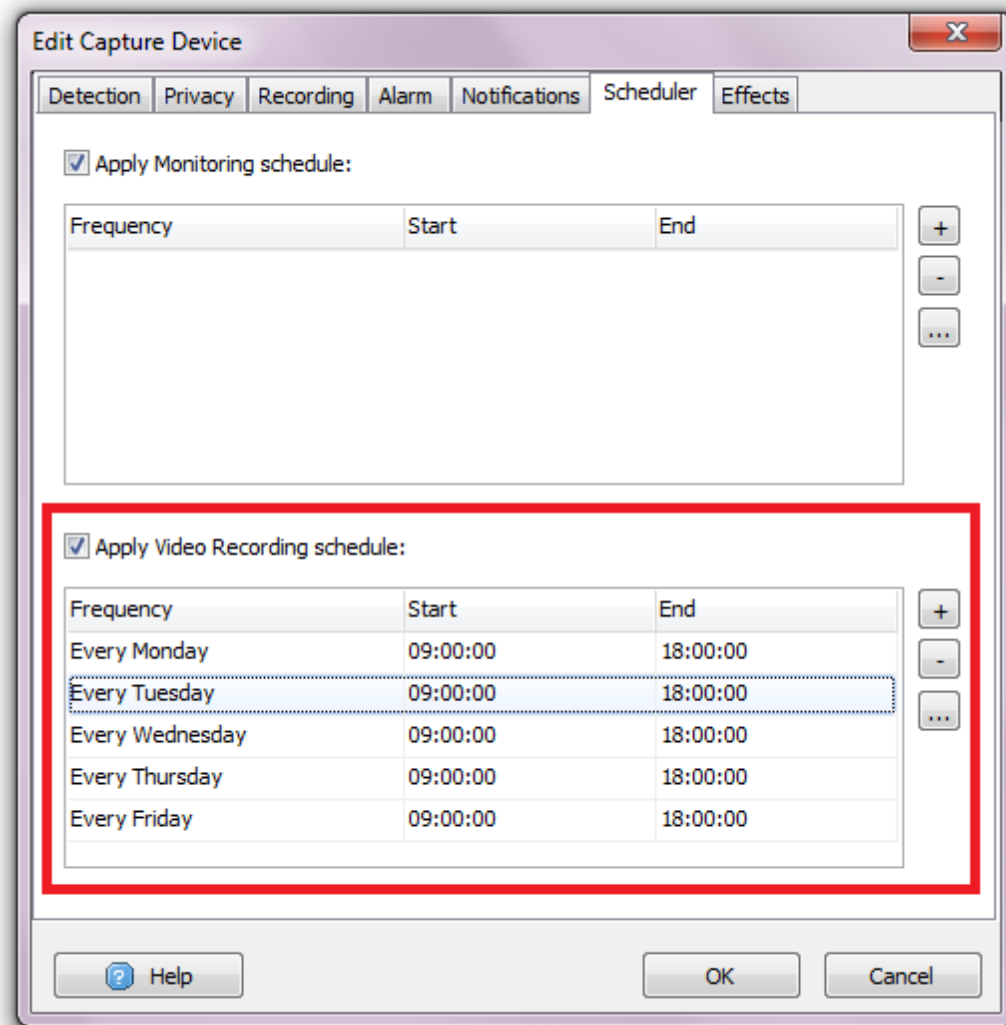
The recording will be stopped on selected camera. Look at the Messages (the bottom part of the main window). Recorded video files are shown as links. So you don't need to spend time by searching recorded video in the list of hundreds of video files. Just click on the link - and the video will open the built-in Media Player

Messages		
Date	Time	Message
8/23/2016	14:03:37	Monitoring is stopped on camera My webcam1
8/23/2016	14:03:38	Video recording is started on camera My webcam1
8/23/2016	14:03:44	Video recording is complete on camera My webcam1. Output file: My webcam1_rec_000001.avi

6.3 Schedule Recording

Most likely you will need to set up the program so that the recording will begin, and end automatically, without your participation. For example, the program can begin to capture video at the start of the working day, and to stop at the end. Or if you are using the program for home needs, and want to control your children, you can schedule recording for the time period when you are away.

Open the tab "Scheduler" in the camera settings:



The screenshot shows a typical configuration of Scheduler for the company with the working days from Monday to Friday, beginning at 09:00, ending at 18:00. The weekends are not recorded, because it is better to schedule Monitoring instead.

Click at the "+" or "-" buttons to add or remove the task. Or "..." to edit existing one.

You can also set the monitoring on special dates. Choose the "One Time" item as a Frequency of monitoring.

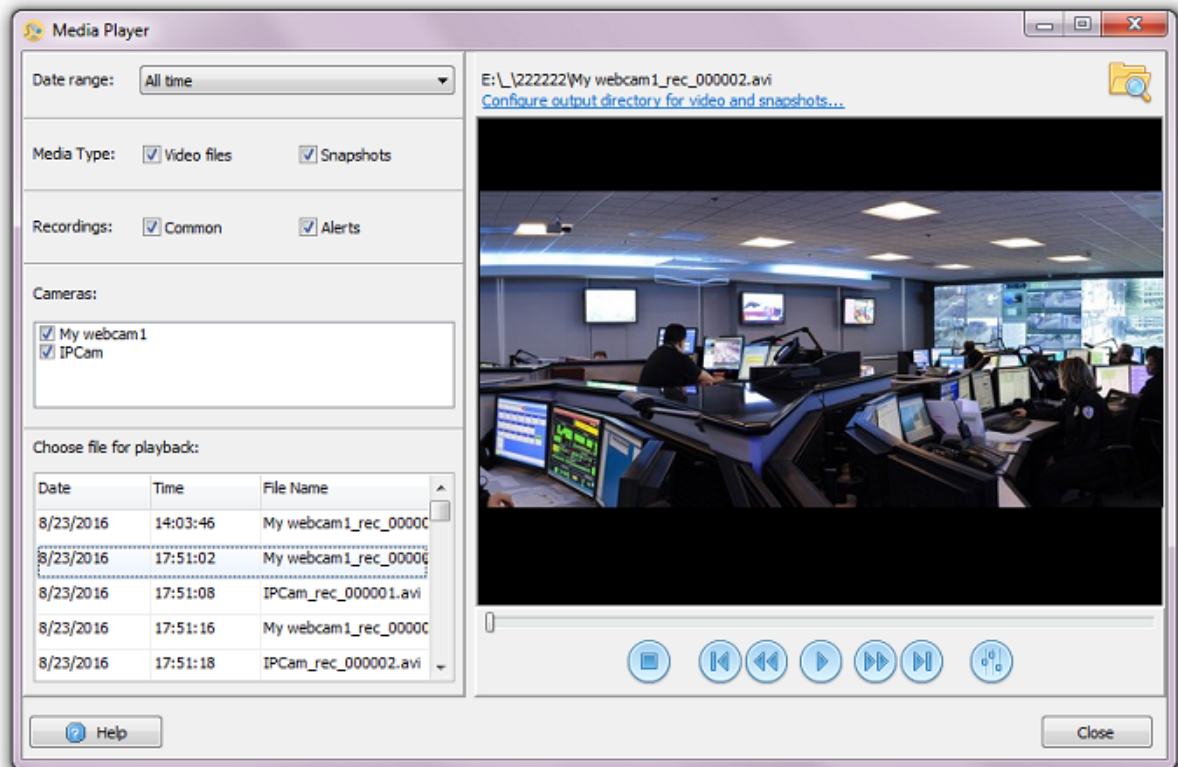
6.4 Media Player

The program has an integrated media player. It is used to playback video recordings and watch captured snapshots.

To open Media Player, just click the button on the toolbar:



You will see a window:



At the left side you can see the different filters and a table. And at the right side there is a preview area and the control buttons.

Date range is the first filter. Choose your range, and the files in the table will be updated. You will see the video files and photos which were made during selected date range.

Media Type: Do you want to watch videos or photos?

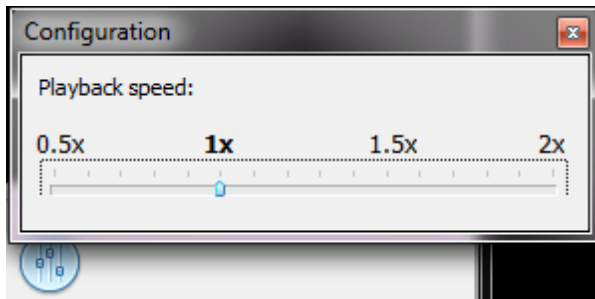
Recordings: If you want to see only recordings which were made on alert (motion detection), you can enable the "Alerts" option and disable the "Common". And if you need the "usual" recordings, enable the first option, and disable the second one.

Cameras: Choose the videos/photos of which cameras you want to play.

In the table, select the desired record, and click the "Play" button:



If you want to speedup or slow down the playback, click the "Configure" button:

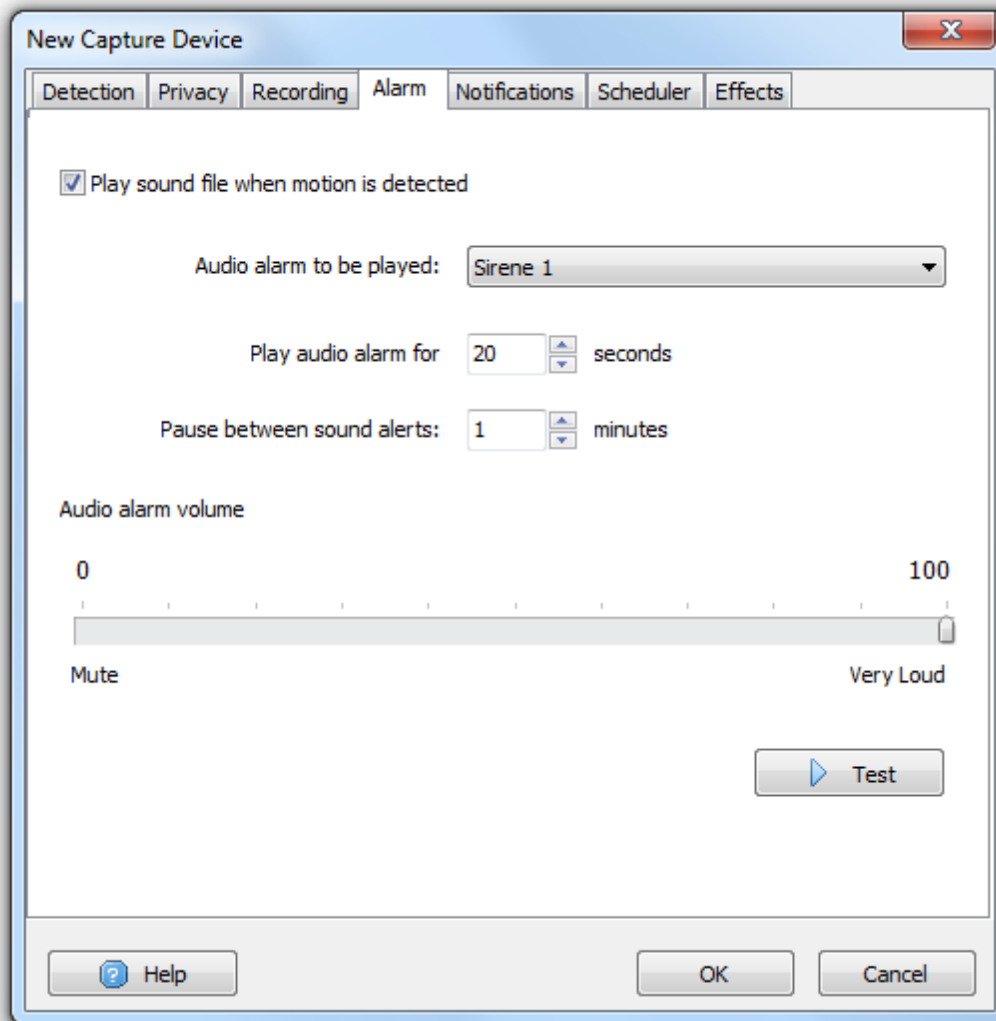


7 Alerts and Notifications

7.1 Alarm

When motion is detected the program can turn on the siren. This is done by playing a certain sound file.

First, go to the tab "Alarm", and turn on the option "Play sound file when motion is detected".



Here you can select the sound of a siren from five proposed variants. You can also adjust the volume of the audio signal. Another parameter is the time (seconds) during which the siren will continue to play after the time of the last detected movement. The thing is that the program does not know if this is the last movement or not, therefore, it needs some time to make sure.

7.2 Email Notifications

In addition to the siren (which, by the way, may not always give the desired results), the program provides the ability to send messages to your e-mail. Once the program detects the movement, it immediately connects to your mail server, and sends notification about the incident.

Just enable the corresponding option on the tab "Email & SMS Notifications".

☒ Send email when motion is detected ?

From (email): To email:

SMTP Host: Port:

Username: Password:

Security: Send Test Email

☒ Attach snapshots to email [Proxy Settings...](#)

On the screenshot you can see the typical settings for GMail SMTP server.

If you connect your computer to the Internet using a proxy server, you will have to make additional settings. To do this, click on the "Proxy Settings..."

In addition to simple text message program can attach snapshots taken with the camera. To do this, first make sure that you have enabled the option to make snapshots, which is located on the tab "Detection & Recording." Then return to the "Email & SMS Notifications" tab, and enable the option "Attach snapshots to email". Thus, the program will now send a few snapshots with an e-mail.

Another thing you may need to configure - is the minimum delay between the emails. This is a common parameter, and it is located in the General Settings window. Click the "Settings" button on the toolbar on the main window.

If the program detects motion, then it sends you an e-mail, after a few seconds. But the movement will continue for some time. Don't you want to get hundreds or even thousands of identical e-mail messages sent from each moment of movement? That's why we recommend to do not set a value lower than one minute here.

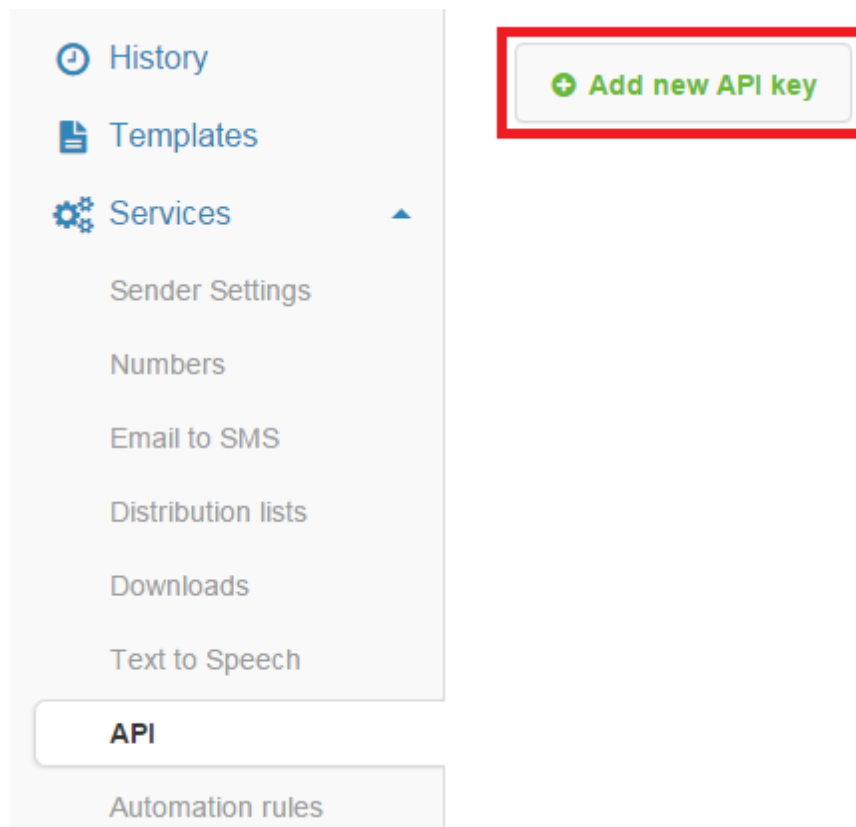
7.3 SMS Notifications

The program provides the ability to send SMS to your mobile phone. Once the program detects the movement, it immediately sends an alert message via SMS to your mobile phone.

In order to enable this feature, you must register on TextMagic.com the program uses TextMagic's API for sending sms.

One registered, please login to your account on TextMagic.com. In the menu at the left part of the page, choose Services -> API.

Then click "Add new API key" button:




In the text field "Your app name", enter any text, and click "Generate new key".

You will see new entry in the table:

App name	Username	API Key
testapp	mikeanderson	erferigf348H548fgfFFGje

Copy your username, and API key, return to the program, and paste copied items into the corresponding fields in the tab "Email&SMS Notifications" (window of camera's settings):

☒ Send SMS if motion is detected (you need an account on TextMagic.com) 

User name: API Key:

Mobile phone number:

Also enter your mobile phone number in the International format. Click "Send Test SMS" to test connection and sms delivery.

WARNING! In order to test your data and sms delivery, you can use a free fake number that begin with a 999 prefix. For example, 99912345678, 99987654321 etc.

Don't forget to buy a credit for using TextMagic system. It is not free.

Another thing you may need to configure - is the minimum delay between the sms. This is a common parameter, so it is located in the General Settings window. Click the "Settings" button on the toolbar on the main window.

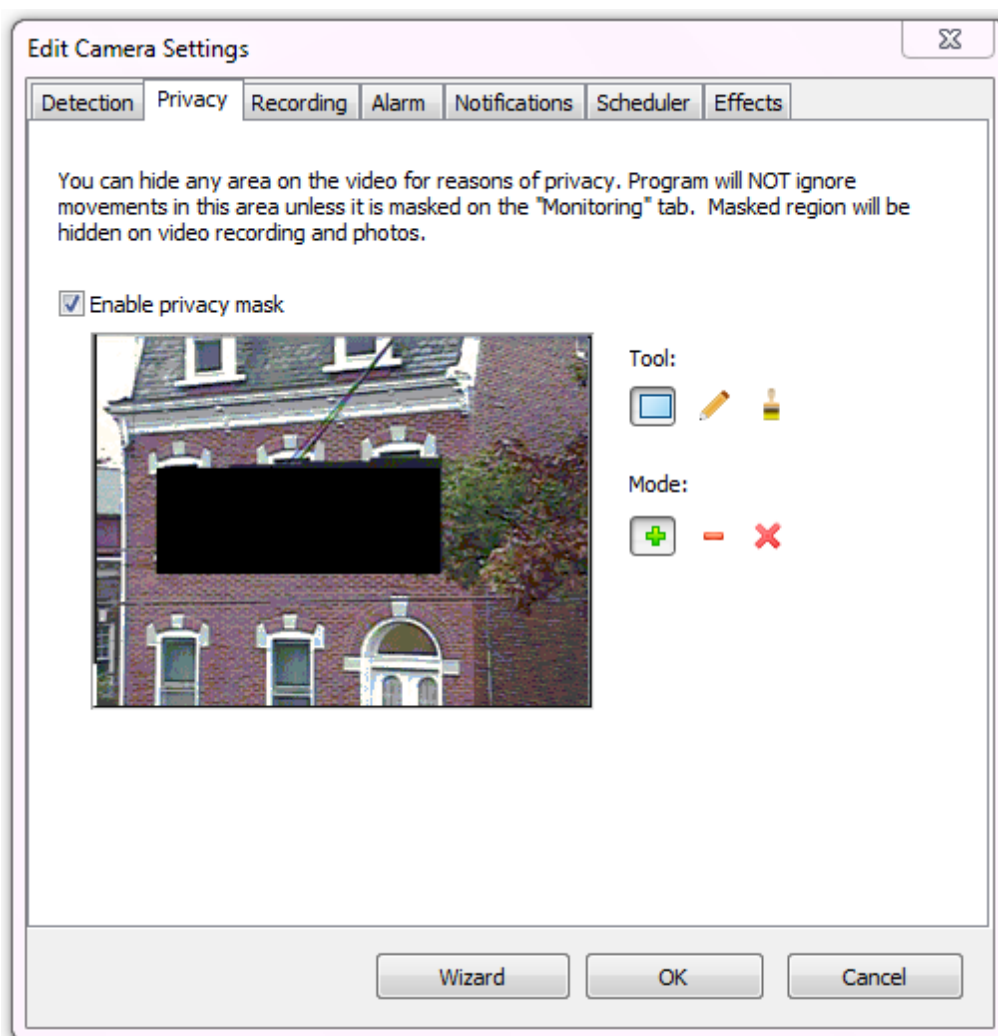
If the program detects motion, then it sends you sms, after a few seconds. But the movement will continue for some time. Don't you want to get hundreds or even thousands of identical sms messages sent from each moment of movement? That's why we recommend to do not set a value lower than one minute here.

8 Privacy

8.1 Privacy Mask

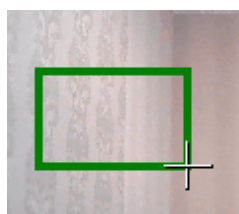
In some countries, it is required to hide other people's private areas on your records and snapshots. Our software can do this.


You need to open the "Privacy" settings of selected camera, then enable the Privacy Mask option:



You can hide any area on picture. The masked region will be hidden on video recordings and photos as well.

To create a mask area, select one of the tools: rectangle, pencil or brush. Then use cursor to draw a mask on the camera preview:



To erase some part of the masked area, you need to switch drawing mode to  ("Subtract"). The selected tool can be used as eraser now.

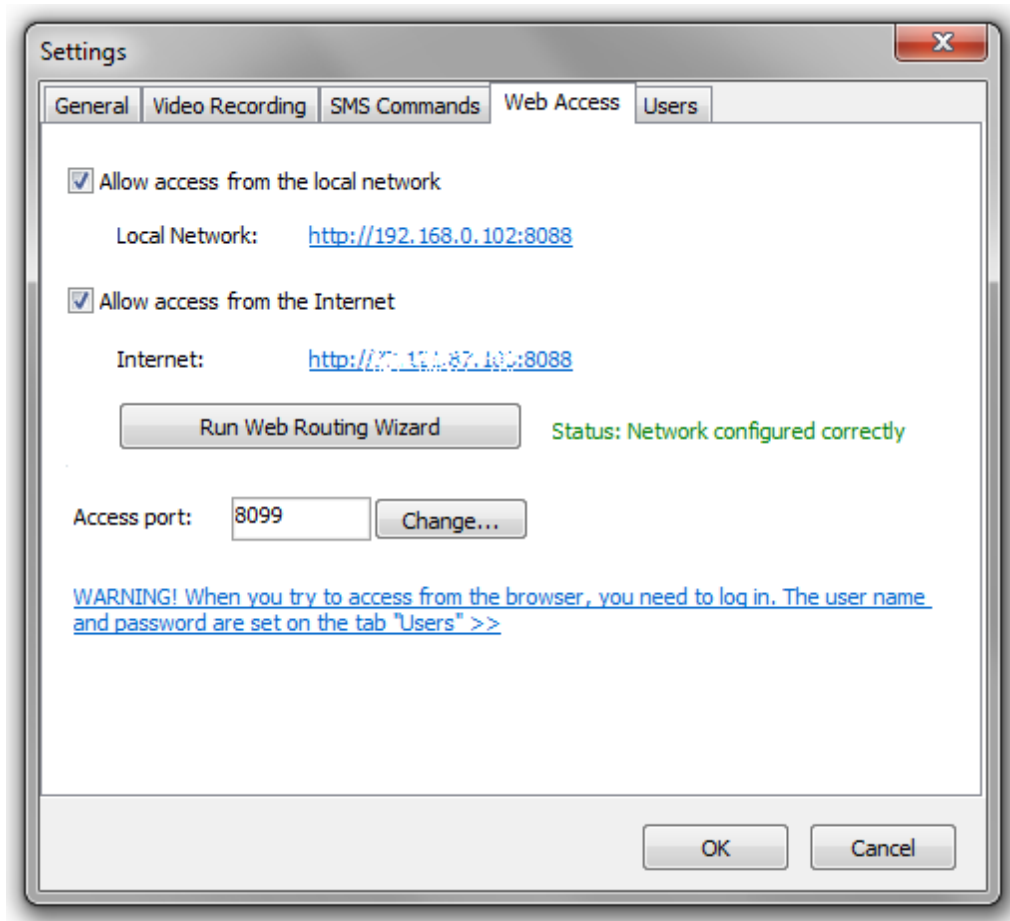
To clear all mask, click "  ".

WARNING! The program DOES NOT ignore movements in the masked area, unless it is also masked on the "Monitoring" tab.

9 Remote Access

9.1 Web Access

You can connect to the program remotely, over the local network and Internet. To do so, open the General Settings windows, and then the tab Web Access:



You have two options:

1) Allow access to the program via the local network. When you turn on this option, you will see an IP address "Local Network". Click on it to connect to the program via your browser. You should use this IP address to access the program in your local network only.

2) Allow access to the program via the Internet. When you turn on this option, you will see an IP address "Internet connection". Click on it to connect to the program via your browser. You can use this IP address to access the program from any place in the world, from any device.

When you enable Access from Internet, the Web Routing Wizard will be launched automatically. It will configure your router if needed.

Sometimes the automatic configuration may fail, and you will need to resolve the problems yourself.

There are two possible problems:

- a) [Wizard was unable to connect to websites on the Web. \(No Internet connection\).](#)^[37]
- b) [Router uPNP disabled.](#)^[37]
- c) [Ports are forwarded correctly but you still can't access remotely.](#)^[38]

In order to open the web interface of the program in the browser, you can click the **"Web Access"** button, which is located on the toolbar.

The access to the the program's http server is ALWAYS protected with password and username. The username and password can be set on the tab "Users". Your default user name is "admin", and the password is empty.

9.2 Setting up Port Forwarding

If automatic port forwarding fails for any reason you will need to do it manually:

- Make a note of the IP address that is highlighted in the Web Access section of the General Settings
- Login to your router and forward incoming traffic to this port to this IP address. The default address of your router varies from manufacturer to manufacturer. If you don't know the address of your router try the following:

- Linksys routers: [192.168.1.1](#)
- D-Link and Netgear routers: [192.168.0.1](#)
- US Robotics routers: [192.168.123.254](#)
- SMC routers: [192.168.2.1](#)

You can find other default addresses using google.

You will be prompted for a username or password. Typically this is admin/ password or admin/ admin unless it has been changed.

Once you are logged in you will see a configuration screen. Again these vary depending on the make of your router. You need to find the page that deals with port forwarding. Look for a menu marked NAT or Port Forwarding or Virtual Servers.

Add the port forward address in - you need to copy the WAN port (default is 8099) into the external port setting, the LAN port (default is 8099) into the local port setting and the IP address you noted in step 1.

Click Save Settings (or similar) and then go back to the program Web Access Settings and run the Routing wizard again.

9.3 Problem: Internet Not Working

There are many factors that could play into why your internet is not working. Many of which are easily resolved by following the simple troubleshooting steps below.

1. Ensure that there is power going to your modem and/or router. If you do not have a power outage, make sure the power cords for the devices are plugged in to a functioning power outlet and that the outlet is not connected to a switch that might be turned off.
2. Check for other disconnected wires. Make sure the Ethernet cable connection to your modem (and the connection between your modem and router, if applicable) is not loose or accidentally unplugged.
3. Reboot your cable modem or your phone modem. This step usually is necessary to reestablish a connection after a recent problem.
4. Reboot your router. Unplug the power from the router for 5 seconds, and plug it back in. It should take about 30 seconds to reboot.
5. Reboot your computer. This step can resolve a wide variety of issues.
6. If you are still experiencing issues after you have followed these steps, please contact your Internet provider.

9.4 Problem: Cannot access remotely

Ports are forwarded correctly but you still can't access remotely. What to do?

1. Check that the program isn't blocked in the firewall. Click start, type "Firewall" and press enter. Look for an entry in Inbound Rules called *securityeye* - check it is enabled and allow it if it isn't.
 2. Your router may not be your gateway. Often you will have 2 devices on your network, one which is your gateway (connected to the internet) and the other which is your router. You will need to forward ports from your gateway device to your router for remote access to work.
 3. Your router or gateway may have a firewall enabled that is preventing the requests from coming through. Either disable your router firewall and try again or add your the program computer IP address in as an allowed exception.
 4. Check that any third party software running on your computer isn't blocking the program (like zonealarm or anti-virus). A lot of these programs have firewalls built in that you have to explicitly allow other software to communicate through.
 5. Check with your ISP. Frequently they will block ports on their side before the request even comes through to your router. They should be able to open a port for you or advise you on which ports are available through their network.
-

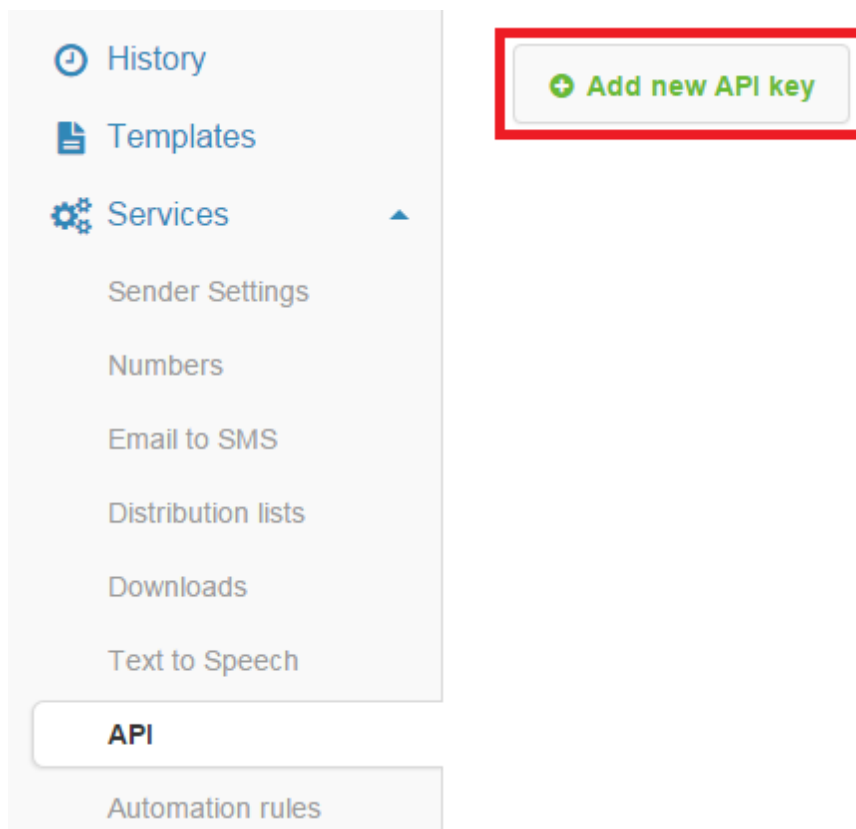
9.5 Control via SMS-Commands

You can control the program with SMS-Commands. You can simply send your command to special mobile phone number to activate/stop monitoring, check status of cameras, or make and send you a snapshot.

In order to enable this feature, you must register on TextMagic.com the program uses TextMagic's API for reading your sms.

One registered, please login to your account on TextMagic.com. In the menu at the left part of the page, choose Services -> API.

Then click "Add new API key" button:



In the text field "Your app name", enter any text, and click "Generate new key".

You will see new entry in the table:

App name	Username	API Key
testapp	mikeanderson	erferigf348H548fgfFFGje

Copy your username, and API key, return to the program. Click the button "Settings" that is located on the toolbar:



Go to the tab SMS Commands, and paste copied items into the corresponding fields:

A screenshot of a 'Settings' dialog box with a blue title bar and a close button (X) in the top right. The 'SMS Commands' tab is selected. It contains a checked checkbox for 'Control cameras in with SMS commands (you need an account on TextMagic.com)'. Below this are input fields for 'User name:' (containing 'mikeanderson') and 'API Key:' (containing 'erferigf348H548fgfFFGje'). A 'Test Connection' button is to the right. A table lists SMS commands and their corresponding commands. At the bottom, there is a text box explaining the SMS format and 'OK' and 'Cancel' buttons.

Task	Command
Disable monitoring on camera(s)	OFF
Enable monitoring on camera(s)	ON
Check status of camera(s)	STATUS
Take snapshots with camera(s), and send to my email	SHOT

Format of SMS (without quotes): "COMMAND CAMERA_NAME1, CAMERA_NAME2, etc." to apply to specific cameras. Or simply "COMMAND" - to all cameras. Example: "OFF my IP camera"

Click "Test Connection" button to verify your login data.

In order to send sms commands to the program, you need to know the recipient's mobile phone number.

How can you find it? In the menu at the left part of the page, choose Services -> Sender Settings. The target mobile number is located here:

Destination	Send from	Type
Austria	<u>+447624800500</u>	SHARED NUMBER

So if you send an SMS from your mobile phone to that number, the program will receive it!

WARNING! Before to play with sms commands, you must send at least one sms from the TextMagic system to your mobile phone (and to the phone of any person who will send sms command in the future). After that the system will add your mobile phone number to the list of allowed senders.

The valid format of SMS from your mobile phone:

COMMAND CAMERA_NAME1, CAMERA_NAME2, etc. - to apply command to specific cameras, separated with commas. Or simply "COMMAND" - to apply command to all cameras. Example: "OFF my IP camera". This command will disable monitoring on camera with title " my IP camera".

The purpose of each command may be viewed on the settings window:

SMS Commands:

Task	Command
Disable monitoring on camera(s)	OFF
Enable monitoring on camera(s)	ON
Check status of camera(s)	STATUS
Take snapshots with camera(s), and send to my email	SHOT

So if you want, for example, to check the status of ALL cameras, you have write and send sms with the following text: STATUS

At the right column of the table, you can edit the text representation of each command. You can use the words from your native language here.

Take a look at the last command. If the program receive it, it will make a snapshot with specified camera(s), then attach it to email, and send it to your email address. So how the program may know your email?

The answer is simple: you must enable and configure the option of email delivery here, on the camera's settings window:

☒ Send email when motion is detected ?

From (email): To email:

SMTP Host: Port:

Username: Password:

Security: Send Test Email

☒ Attach snapshots to email [Proxy Settings...](#)

10 Users

10.1 User Accounts

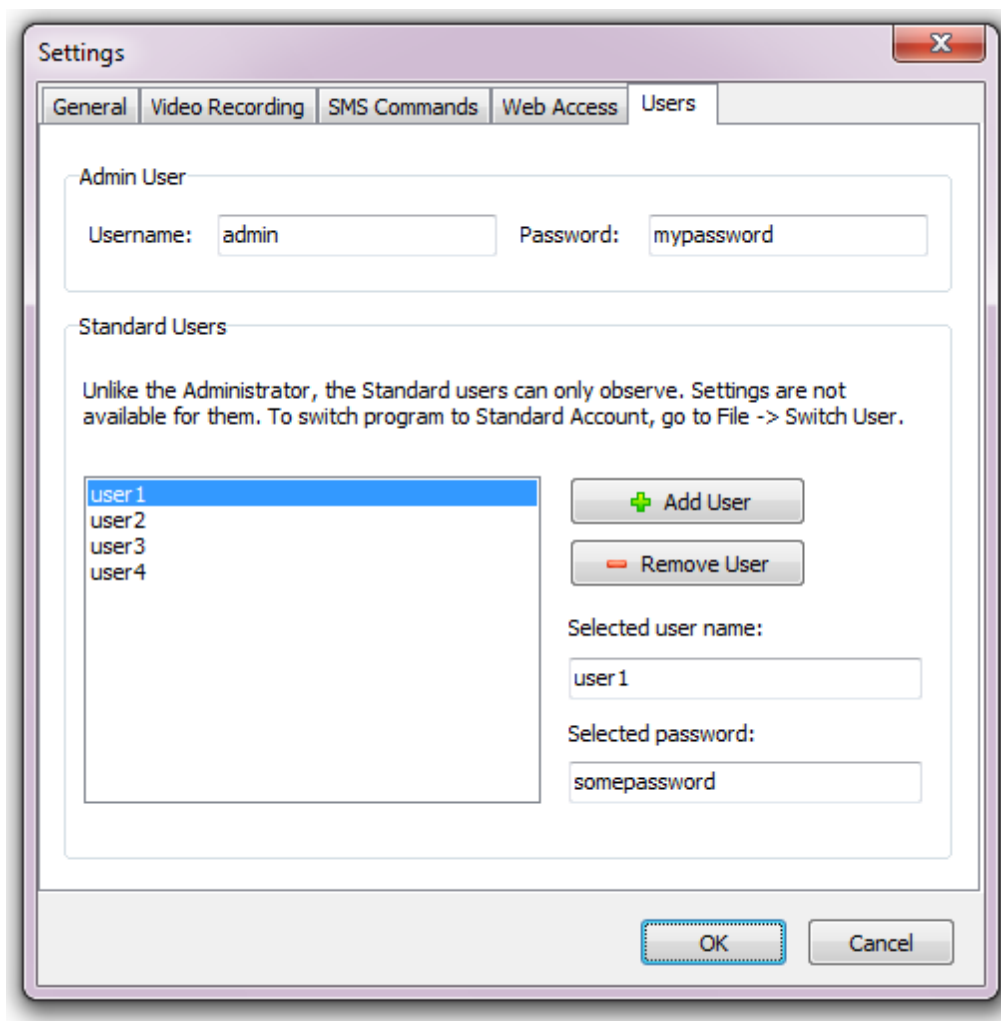
The program has two kind of user accounts: Admin account, and Standard account.

By default, you are logged under admin account. This means you have a full control over the cameras and settings. You can add, remove cameras, configure them, to access general settings. You can also start and stop monitoring and recording on cameras.

Unlike the Administrator, the Standard users can only observe. The settings are not available for them. They cannot start or stop Monitoring or Recording.

Surveillance and video playback - are two things only thing they can do. Web access is available for Standard users. To access the program in the web browser, the Standard user must enter his User name and Password.

The User accounts are configured on the "Users" tab of the General Settings:



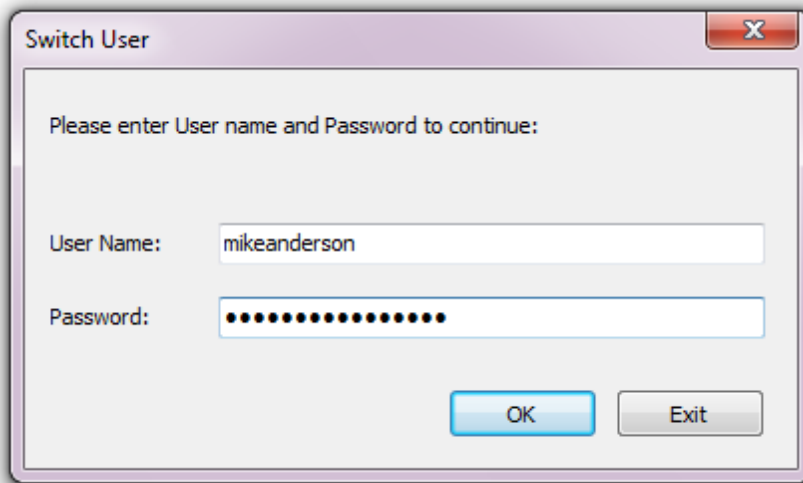
The Admin user always exists and cannot be removed. You can change the User name and a password.

To add the standard users, you have to click the "Add User" button. After that, choose the user in the list, and change his name and password in the relevant text fields.

The user names and passwords (admin and standard) are used for web access too. When you try to connect to the program from the Web, your web browser will ask you for a user name and a password. It will accept the name and password or Admin or any of the Standard users.

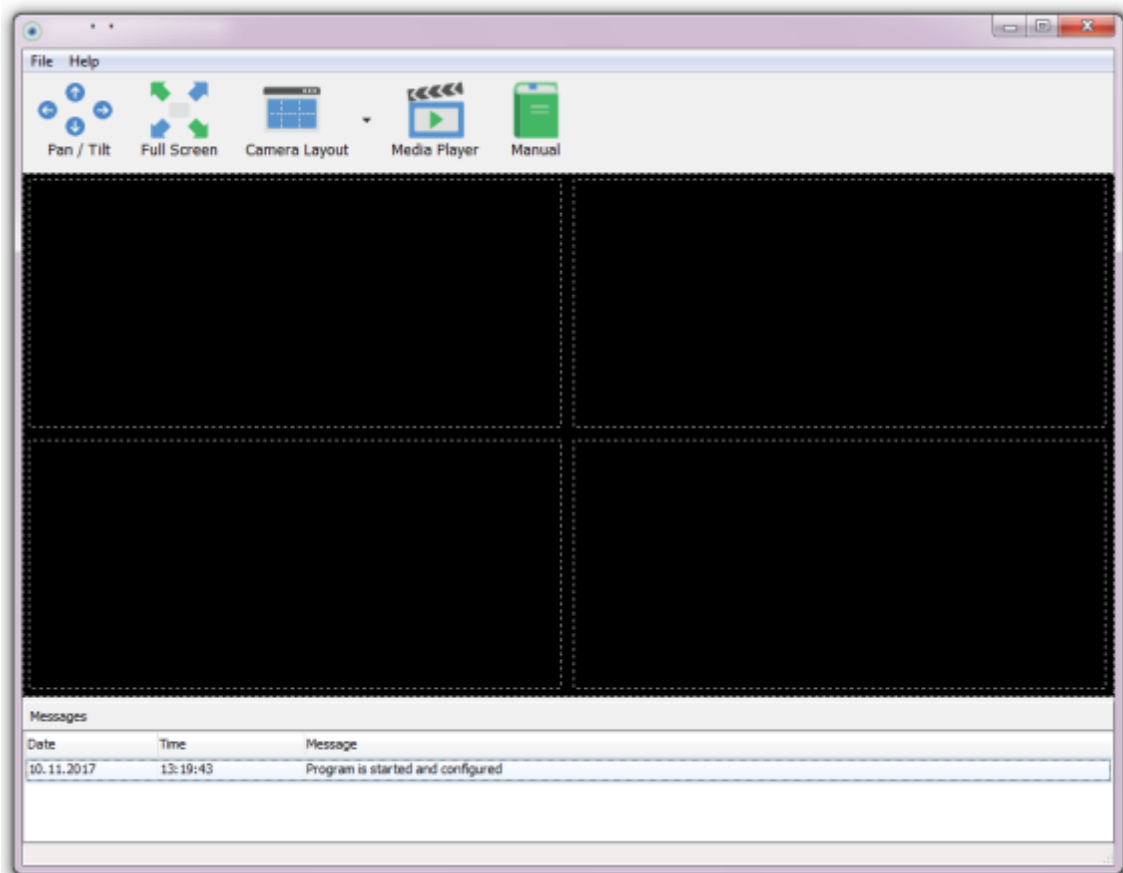
10.2 Switching Users

In order to switch user accounts, choose in the main menu: File -> Switch User. The login dialog will be displayed:



Here the user must enter his nickname and a password.

If login was successful, the program interface will be switched to the relevant account. In admin account, all existing controls, settings and buttons will be visible. And in Standard account, the most of the interface is hidden:



Then the application is launched, it automatically logs into the last active user account, so

user does not have to enter a nickname and a password every time.
