

# VisualServer

## VS3102

### User's Manual




## Before You Use

Surveillance devices may be prohibited by law in your country. Though VisualServer is not only a high performance surveillance system but also a networked video server, ensure that the operation of such devices are legal before installing this unit for surveillance.

It is important to carefully check the contents with the "Package Contents" section after opening the package. Understanding the physical description can prevent damage caused by abnormal usage and reduce most problems during installation.

Basically VisualServer is a network device and should be easy to use for those who already have basic network knowledge. If there is a system error and it does not recover easily due to erroneous configuration, check the section "Auxiliary buttons" to restore factory default settings and run installation again.

VisualServer has been designed for various environments and can be used to build various applications for general security or demonstration purposes. For standard applications, read "System configuration" to understand all functions. To make the best usage of VisualServer, review "Advanced functions" to get creative ideas. To those professional developers, "URL Commands of VisualServer" will be a very helpful reference.

Those paragraphs preceding by  should be fully understood and cautioned. Ignoring the warnings may result in serious hazards.

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# Package Contents

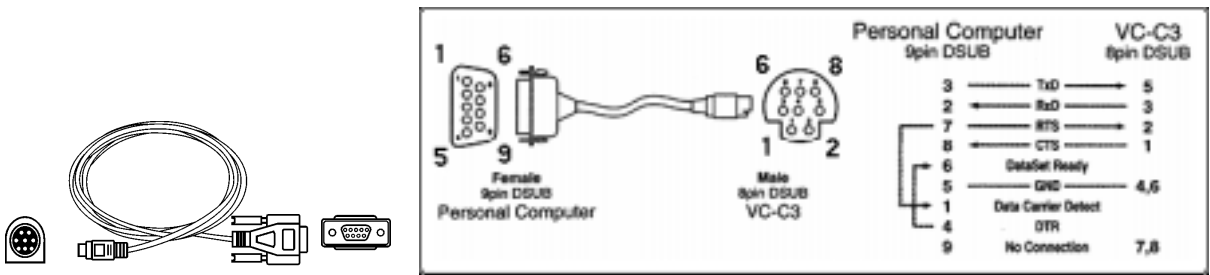
VisualServer VS3102



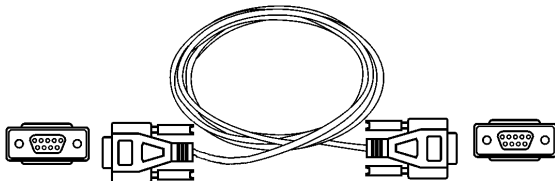
Power adapter



Camera control cable



Null modem cable



I/O terminal block connector



Wrench



Installation and document CD



Quick installation guide

Warranty card



# Physical Description

## Front Panel



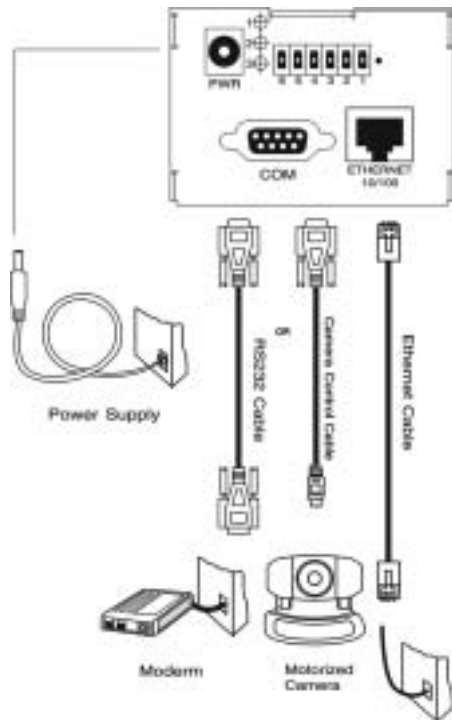
### **BNC video input**

75Ohms resistance video port for connecting an external camera. To ensure video modulation type being correctly detected, cameras should be attached and powered on before the VisualServer is powered on.

### **RCA audio input**

The audio input is connected by RCA connector of mono-audio Line-In signal.

## Rear Panel



### **Ethernet 10/100 socket**

Connect to Ethernet network with a UTP category 5 cable that cannot exceed 100 meters. Once the Ethernet cable is connected without error, VisualServer will utilize Ethernet interface regardless of modem connection.

### **COM port**

This RS232 serial port can connect with a modem or included null modem cable to utilize dial-up network when Ethernet is not available. If VisualServer operates with Ethernet interface, administrators may use this port to control PTZ camera attached to VIDEO.

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## General I/O terminal block



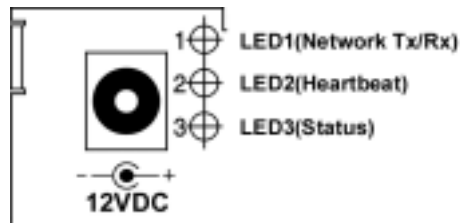
|   |   |           |        |                                  |
|---|---|-----------|--------|----------------------------------|
| 1 | ← | DI+       | INPUT  | (Max. 50mA, 12VDC)               |
| 2 | ← | DI-       | INPUT  |                                  |
| 3 | ← | SW_COMMON | OUTPUT | (short with NC at initial state) |
| 4 | ← | SW_NOPEN  | OUTPUT | (Max. 1A, 24VDC or 0.5A, 125VAC) |
| 5 | ← | RS485 B   |        | (inverting)                      |
| 6 | ← | RS485 A   |        | (non-inverting)                  |

VisualServer provides a very flexible general I/O interface to combine with the user's security devices such as sensors, alarms, lighting or door locks. The general I/O terminal block has six pins for device control. These pins can be divided into two categories based on their functions, including RS485 and digital inputs and outputs.

If the device connected to COM has an RS485 interface, wire two control lines to pin 5 and pin 6. After switching to RS485 on the configuration page, the PTZ control commands will be directed through pin 5 and pin 6. If the distance from the controlled device is too far to allow accurate function, an external power source may be used to pull high the RS485 signal.

VisualServer provides one digital input and one relay switch. Pin 1 and pin 2 can be connected to external sensor and the state of voltage will be monitored according to the programmed scripts in configuration. The relay switch can be used to turn on or off external devices.

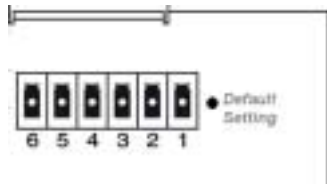
## Status LEDs



Each time VisualServer starts, it will perform a Power-On Self Test, abbreviated as POST hereafter, to examine every hardware module. As soon as the administrator plugs in the power adapter, both LEDs under the network LED will flash one by one until the POST is done. If any module fails, both LEDs will indicate to the users the error according to the pattern listed in Appendix A. If the result is good, both LEDs will turn off for a while and then follows the pattern below. Network interface depends on the peripherals including Ethernet UTP cable, modem or null modem cable. If the Ethernet cable between VisualServer and Ethernet hub is good, VisualServer will choose the Ethernet network. If Ethernet is unavailable but a operational modem is connected, the network interface will be PPP with modem. If either of the above is not the case, VisualServer will try the interface of PPP with null modem.

| Network Interface   | Condition             | LED2 (Heartbeat) | LED3 (Status) |
|---------------------|-----------------------|------------------|---------------|
| Ethernet            | before installed      | OFF              | OFF           |
|                     | after installed       | flash            | OFF           |
|                     | during camera control | flash            | Flash         |
| PPP with modem      | after POST            | flash            | ON            |
| PPP with null modem | before connected      | ON               | ON            |
|                     | after connected       | flash            | ON            |

## Restore button



There is a button hidden in the box for restoring the system factory default settings. When the system fails to install or operates abnormally, use the included assistant stick in the package and follow the following procedures to reset the system back to its original status.

Poke the assistant stick into the hole to press down on the restore button. Restart the system by unplugging and re-plugging the power jack. While keeping the button pressed, the system will perform POST twice rather than the usual once, which can be observed from the flashing LEDs. After the system flashes the LEDs for the second time, withdraw the stick to release the button. The system will have restored factory default settings at that moment.

## Power adapter

Connect the power jack of the included power adapter. Connecting the power adapter should be the last operation while physically installing VisualServer.

## How to Install

To easily fit into various environments, VisualServer automatically detects the attached interfaces and configures itself to the best condition. Therefore users need not care whether the connected cameras are either NTSC or PAL, how to select the network between Ethernet and modem, and whether the Ethernet speed is 10Mbps or 100 Mbps. If the connected motorized camera is on the support list, users only need to plug and play without complicated configurations.

VisualServer supports Ethernet and modem interfaces according to the user's existing network. Ethernet can provide higher bandwidth to achieve the best performance while dial-up network with modem is more common in current Internet applications. Refer to the related installation section for your network environment. If both interfaces are available, Ethernet is recommended and will be chosen as the first priority if Ethernet cable and modem are concurrently attached. Managing to install in the other interface will automatically clear the previous network settings to start new installation.

In the following content, "user" refers to those who can access VisualServer and "administrator" refers to the supervisor who has the root password to configure VisualServer in addition to general access. Administrators should carefully read this manual, especially during installation.

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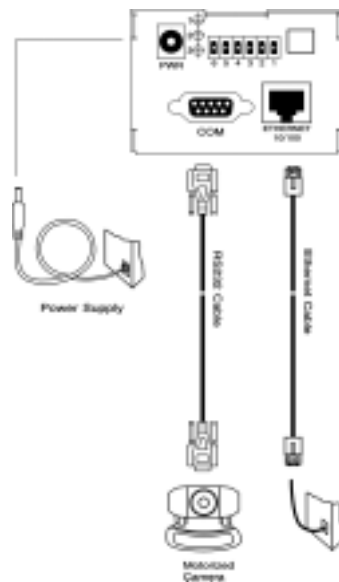
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# Ethernet Environment

## Hardware installation

Before installing multiple VisualServers at the well-chosen locations, the administrator should memorize the serial numbers on the packages respectively for future use.

### Cable connection



Shut down all the peripheral devices prior to connection. Connect the supplied cables from VisualServer to related devices according to the following steps. Note that the power adaptor must be kept unplugged until other cables are firmly connected.

## Power on

Make sure all cables are correctly and firmly connected before turning on VisualServer. Turn on cameras, sensors, alarm devices, and then attach the power adaptor of VisualServer to the electric power socket\*. After the POST (power-on self test) is complete and the result is successful, VisualServer is ready for software configuration as described in this manual. At this stage, network speed and video modulation type are automatically detected. If the detection of video modulation fails, administrators may change the setting on the configuration page. Refer to the configuration section for further information.



Connect the power jack of the power adapter to VisualServer prior to plugging the utility end into the utility power socket. It will reduce accidental electric surge shock.

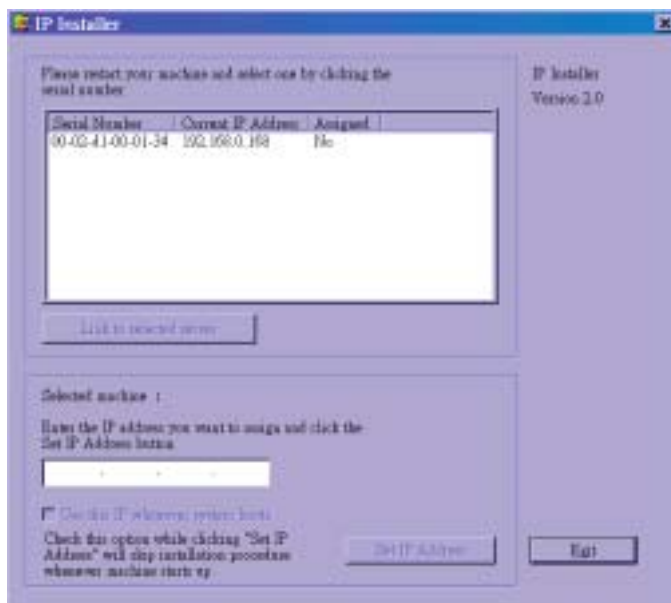


## Software configuration

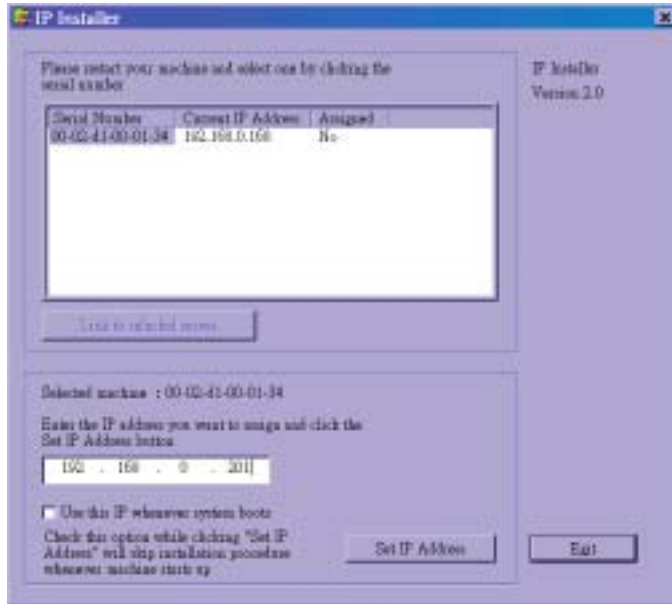
### Easy way with installer program

In order to configure VisualServers remotely, administrators should keep the serial numbers of the new VisualServers for identification and initial passwords. After successfully mounting VisualServers in the proper position, run the Installer program on the appropriate PC to locate the newly installed VisualServers. VisualServers also support manual setup procedures to non-Windows based environments. The manual procedure is described next.

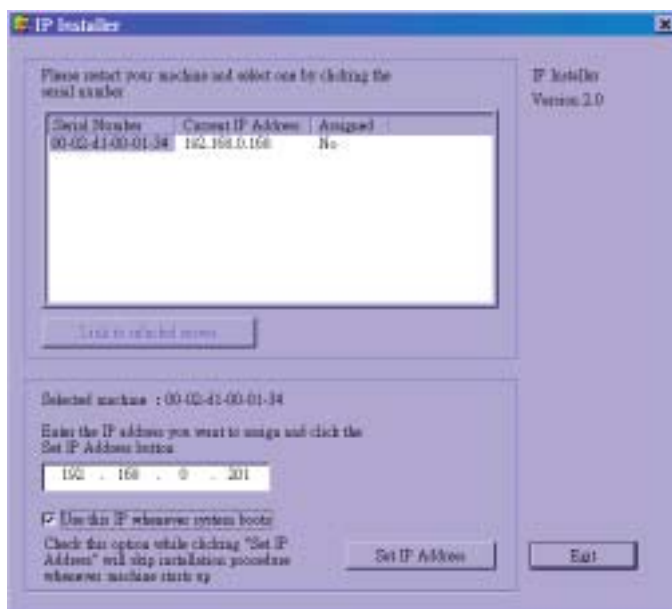
After the POST is done, VisualServer will try to configure itself by detecting the network environment. If there is DHCP service over the network, the Installer program will catch the given information and display the serial number and given IP address for each VisualServer as following figure. If no DHCP service is available, a previous IP address will be displayed instead. In that case, it may be 0.0.0.0 for a brand new unit. When multiple units are mounted, there may be several entries shown in the window. Administrators may click on each entry with "Assigned" field labeled "No" to install sequentially.



The IP address shown in "Current IP Address" field is for the administrator's reference. If the administrator wants to use another IP address, modify the IP text field below the list window.



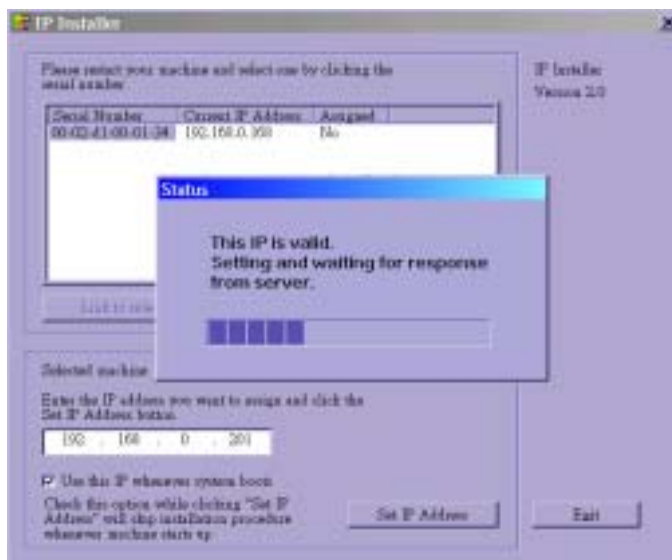
If the administrator wants to fix the IP address of the unit, check the option "Use this IP whenever system boots" to skip future installation procedures. Otherwise the unit will need installation whenever it is restarted.



When IP and options are O.K., click on **Set IP Address**. A message window will pop open to inform if the IP address is valid.





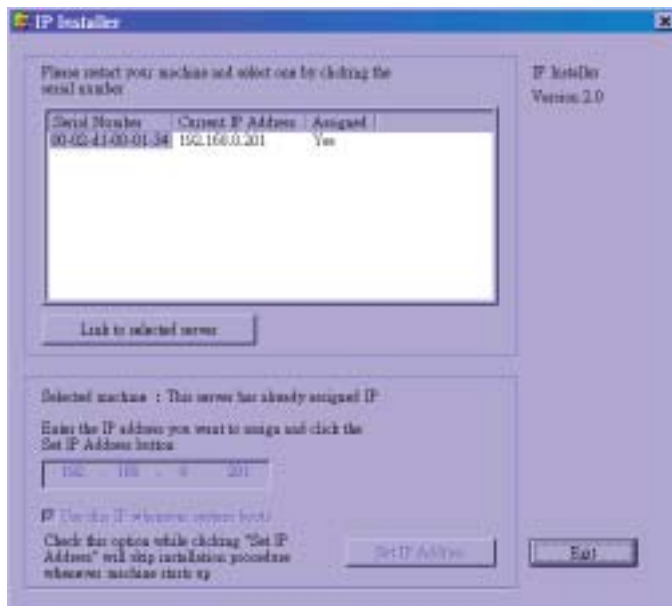
If the IP is not taken by another network device in the network, the Installer program will continue with the setup. Otherwise another message window will warn that the assigned IP conflicts. In this case, administrators should ask the network supervisor for a vacant IP address.



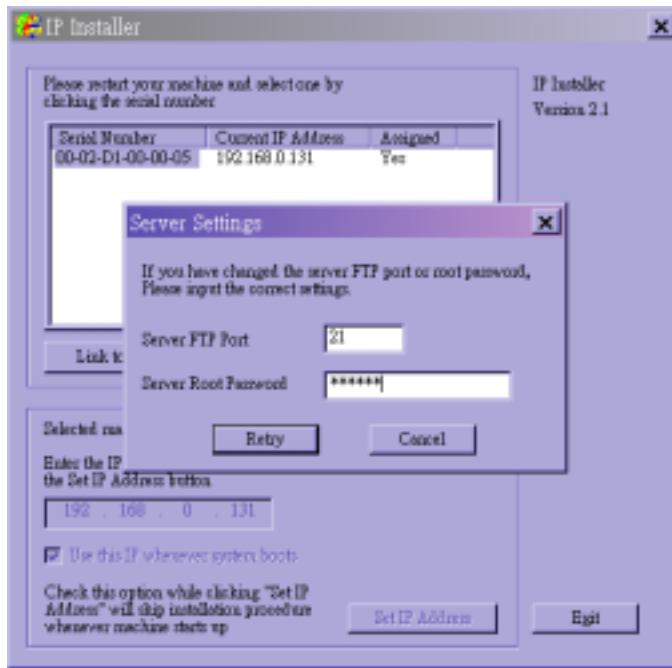
After successful notification, administrators may keep the address information for user's request.



After clicking on , the "Assigned" field will be labeled "Yes". Administrators may click directly on  to access the newly installed server in the default browser.



While checking “Use this IP whenever system boots”, a dialog window may pop out to ask for “Server FTP Port” and “Root Password” because they are already changed to other than default settings. If the settings are lost, restore default settings and use installer to install again.



Once installation is complete, administrators should follow the actions in the "First access to VisualServer" section for necessary checks and configurations. Experienced administrators may use the customized config.ini script file to perform a quick setup via FTP. Detailed procedure can be found on the section “One-shot fast configuration via FTP”.

To allow users to connect to VisualServer through an easily memorized name, the administrators must first configure the name server in his network. Here is an example: When the administrator wants to set up VisualServer with a fixed IP address and let users connect to VisualServer by typing a name instead of IP address, the administrator may reserve the IP from DHCP service and assign it with name in the domain name service. During VisualServer installation, assign the ready IP address. After successful installation, users may access the VisualServer by the given name.

## Manual way with existing programs

In addition to the provided installer program, some common network tools including ARP and PING can be used to install VisualServer. Open a DOS command prompt window to perform the manual installation.

First, type *arp -s "assigned IP address" "Ethernet address"* to add an entity in the system's name table. The Ethernet address is identical to the serial number of VisualServer and should be typed in the appropriate format, with every two characters separated by a hyphen like "uu-vv-ww-xx-yy-zz".

Once a name entity is added, type *ping "assigned IP address"* to invite the new VisualServer. If it replies, that means VisualServer has accepted the assigned IP address and is ready for access. The first several ping requests may fail during the self-configuration period of VisualServer.

## First access to VisualServer

When connecting to VisualServer for the first time, administrators should check security and network settings on the configuration page. For complete protection from illegal usage, VisualServer provides two privileges and always needs user name and password before access. The standard level is the USER mode that consists of twenty user profiles. Each user is able to access VisualServer except for system configuration. The twenty user profiles are also maintained by the administrator. The highest level is ROOT mode that only opens to administrators for initial setup, system configuration, user administration and software upgrade. The user name of the administrator is internally assigned to “root”.

When connecting to VisualServer, users will be requested for user name and password by an authentication message window. A root password, identical to the VisualServer's serial number, is needed for the initial access to a newly installed VisualServer. The administrator must change the root password immediately after the initial installation to ensure security. The new root password should be well memorized since there is no way to retrieve or recover it. After changing the password, the browser will display an authentication window again to ask for the new password.

The other important part is network settings. The software configuration above makes VisualServer easily accessed through local networks. However administrators should review the network settings on the configuration page according to the existing service. The safe and easy way is to compare the network settings with another PC or workstation in the same network.

The software installation in the previous section only set the host IP address and default subnet mask as 255.255.255.0. Administrators should change the subnet mask if it differs from the one provided by server. Administrators should also fill in the default gateway, primary and secondary domain name servers if necessary.

By default VisualServer will need administrator's installation every time it reboots. If the network settings are sure to work all the time, disable the install option if this IP address is already reserved for this VisualServer. Clearing this option will skip the installation procedure during the next power-up and use

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the previous settings. If the install option stays checked, VisualServer will perform the installation procedure every time the system boots up.

Details about configurations are described in the "How to Use" section. Related figures are attached for easy reference.



# Modem Environment

## Hardware installation

Before installing VisualServer, the administrator should memorize the serial numbers on the packages respectively for the initial passwords.

To use a dial-up network, the Ethernet socket should be left disconnected since Ethernet is the first priority among available interfaces. After powering up, VisualServer will detect if any external modem is connected to the modem port. Once a modem is detected, the heartbeat LED will flash periodically. If no modem responds, VisualServer will assume the included null modem cable is connected to perform system configuration. Then both lower LEDs will turn on until null modem connection is established.

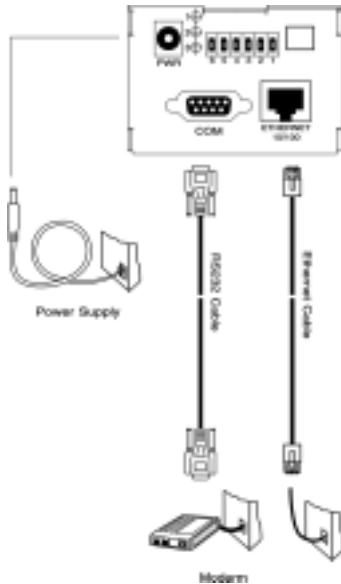
If users have setup a remote dialup server or subscribed to an ISP service, VisualServer can be configured to dial to the server upon special events. Otherwise it will wait permanently for the user's call to establish a network connection to provide services.

In the following content, dial-in connection denotes a passive VisualServer waiting for a phone call to establish a point-to-point connection. Dial-out connection denotes an active VisualServer to dial out to the other end of a dial-up server or any Internet service provider, abbreviated as ISP, to request a point-to-point connection.

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## Cable connection



Shut down the peripheral devices prior to connection. Connect the supplied cables from VisualServer to the related devices according to following steps. Note that power adaptor must be kept unplugged until other cables are firmly connected. For the first access to VisualServer without Ethernet, administrators may use the included null modem cable to connect to COM for direct connection. It is also convenient for administrators to access VisualServer through the null modem cable directly without modem or Ethernet card. After necessary information is entered, a modem can be used to dial into the Internet.

## Power on

Make sure all cables are correctly and firmly connected. Turn on cameras, sensors, alarm devices, and then finally attach power adaptor of VisualServer to the electric power outlet\*. Since most automatic detections of hardware perform when the system starts, VisualServer should be turned on after all peripherals are turned on and ready.

 Connect the power jack of the power adapter to VisualServer prior to plugging the utility end into a utility power outlet. It will reduce accidental electric surge shock.

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## Software configuration

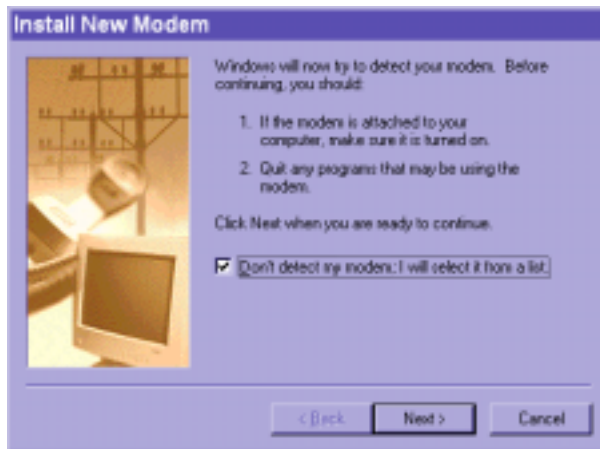
For the first time, users should connect the included null modem cable between the COM port of VisualServer and any COM port of the PC for initial setup.


### Install a new modem

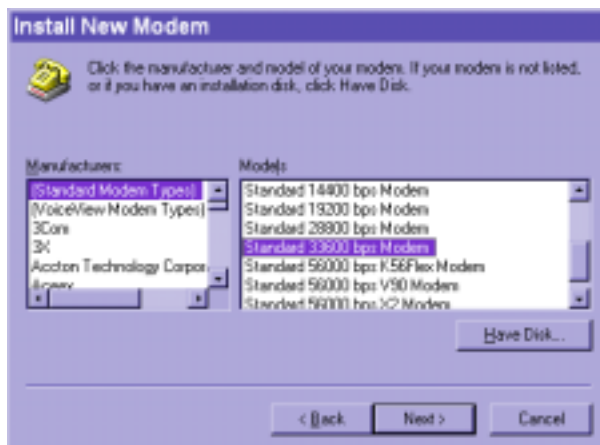
Open the control panel and double click the modems icon.




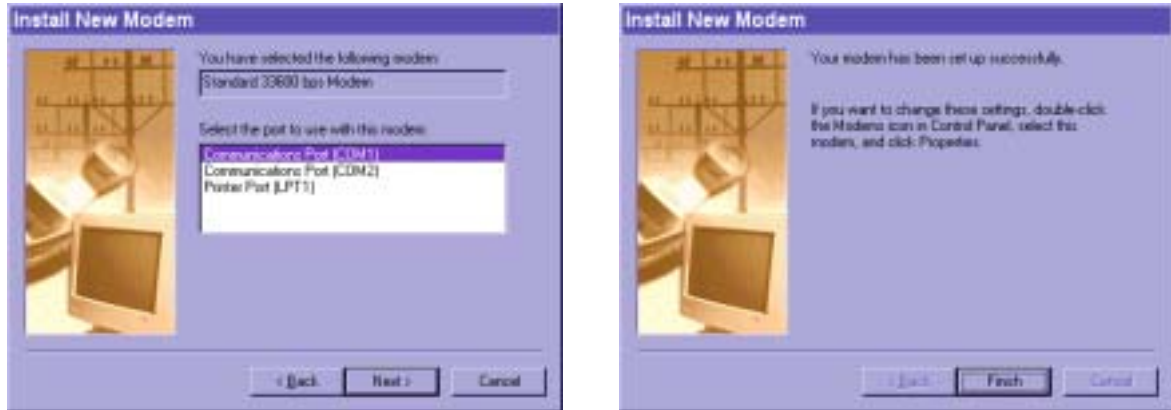
Check "Don't detect my modem....." item and click on  to install a new modem.




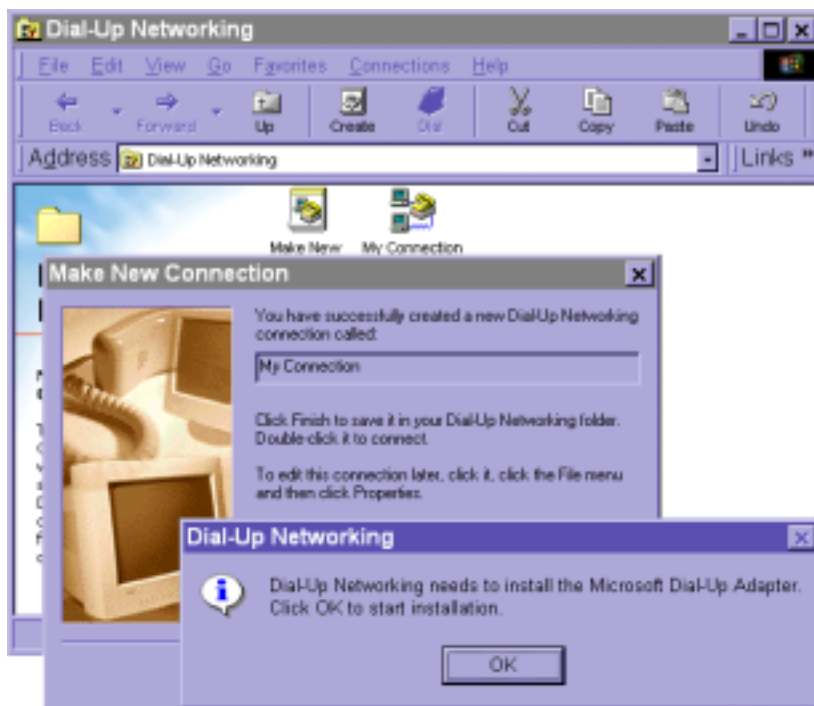
From (Standard Modem Type) choose the Standard 33600 bps Modem and click on .



Choose the serial port that the included null modem cable is attached to and click on . The null modem is now ready for use.



If no Dial-Up adapter exists in the system, Windows will automatically prompt to install. Press  to continue.



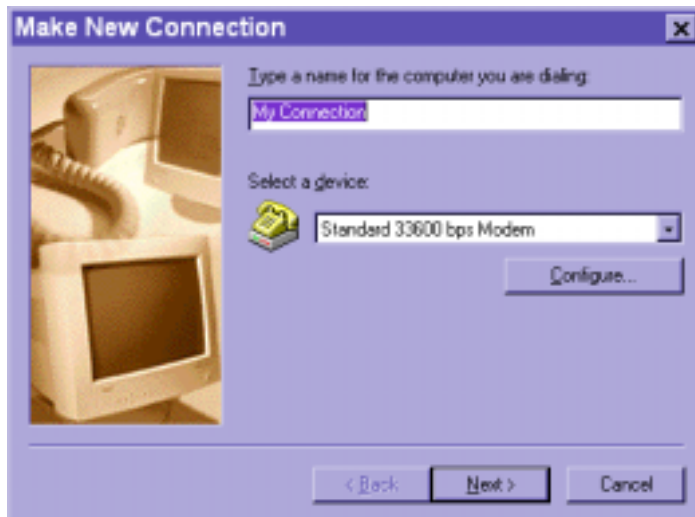
## Setup a new connection

After the 33600 bps modem is installed, open the dialup network folder in Windows to build a new connection.

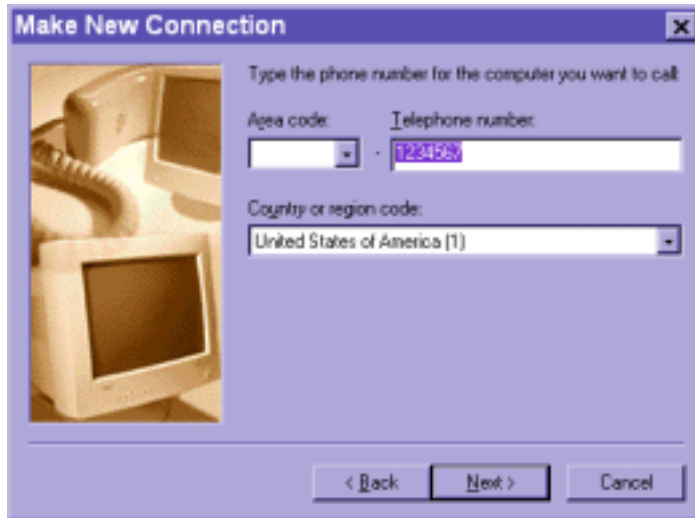


Select the device as the newly installed standard 33600 bps modem and click on

**Next >**



Just enter arbitrary digits as phone number and click on **Next >**. The phone number used here is not important.



After clicking on **Finish**, this new connection will display in the Dial-up Networking folder and will be used for null modem connections.



Right-click on the newly setup connection icon for properties.




In the first General page, clear "Use area code and Dialing Properties" option and click on .






Select 115200 as the speed and click on .



On the second page, only check "Enable software compression" and "TCP/IP" while leaving others blank. Keep other settings as default values and click on . Now the connection is ready for null modem connection.



Double click the newly setup connection. A dialing information window will pop up. Enter “root” as user name and the serial number labeled on the bottom side of the box as the password and click on . The user name and password are identical to what is used in web access and may be changed by administrators after successful installation.

Notice that the letters in the serial number should be capital form. For example, type 'A' instead of 'a'. After some negotiation prompts, a connection status window will show the speed is 115200 bps.

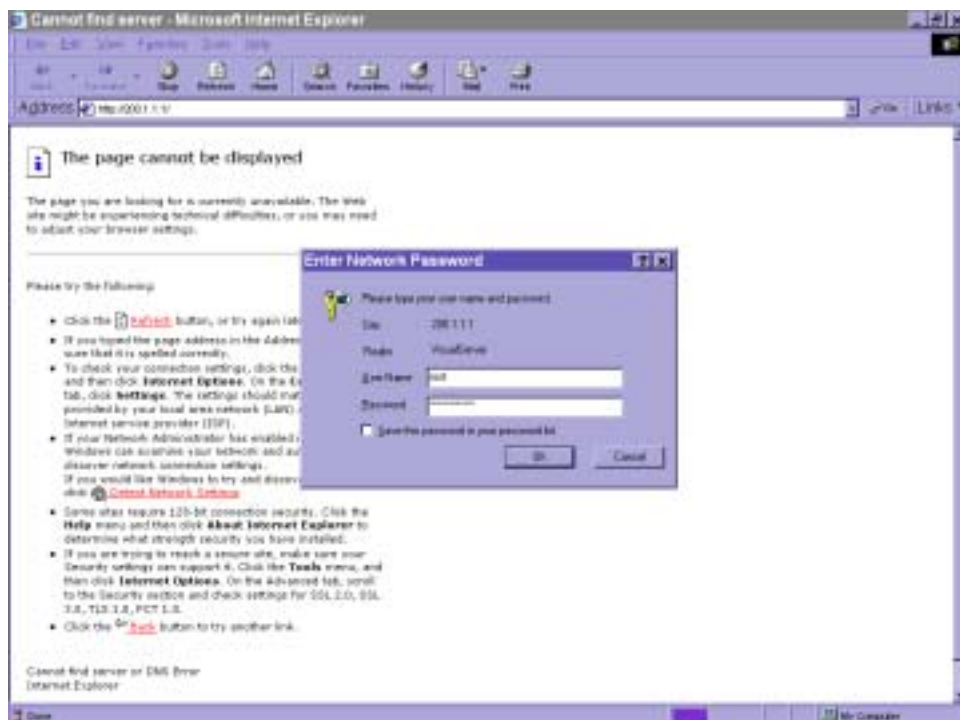


After connection is established successfully, go to the next section, "First access to VisualServer".

If an error message indicates a hardware error while connecting for the first time, especially in a Windows 2000 environment, try again to recovery the possible detection failure.

## First access to VisualServer

Through direct connection by null modem cable administrators can open the default web browser and type in 200.1.1.1 as the address and press enter. Note that 200.1.1.1 will be the default IP address in a dial-in connection and 200.1.1.100 will be the given IP address for the user's PC by VisualServer. The user name and password are the same as what was entered during installation.



After successful authentication, administrators should see the motion pictures in the main page. When using Microsoft Internet Explorer, administrators should allow a plug-in provided by VisualServer to install additionally. For best security, administrators must change the password on the system page of configuration immediately. After changing the password, the browser will display the authentication window again to ask for new password. Note that the new password will also be used in the next dialup.

To make VisualServer successfully work in dial-in and dial-out modes, follow the procedures below for

basic configurations. If people other than the administrator will be allowed to use VisualServer, the administrator should add these user profiles in the Security option. When VisualServer accepts dial-in connection and acts as a server, the user name and password used in dialing are the same as what was stored in the user database managed for web access. Any managed user can be authorized during PPP negotiation and access web pages. However only administrators can access the configuration page.

There is more information needed for correct modem operation. Refer to the modem setting section in configuration for further settings. VisualServer will wait for someone to dial in. If the administrator has setup some conditions in the application, VisualServer will automatically dial out based on the administrator's configuration. Refer to the application section in configuration for special security applications. After everything is set and saved, turn off VisualServer and replace the null modem cable with modem for dial-up network. Since the null modem connection is used to configure VisualServer in advance for modem connection, administrators cannot connect again without restarting the system.

If dial-out configuration is activated, VisualServer will dial out to send a system startup log to test and drop the call after the pre-configured period.

## How to Use

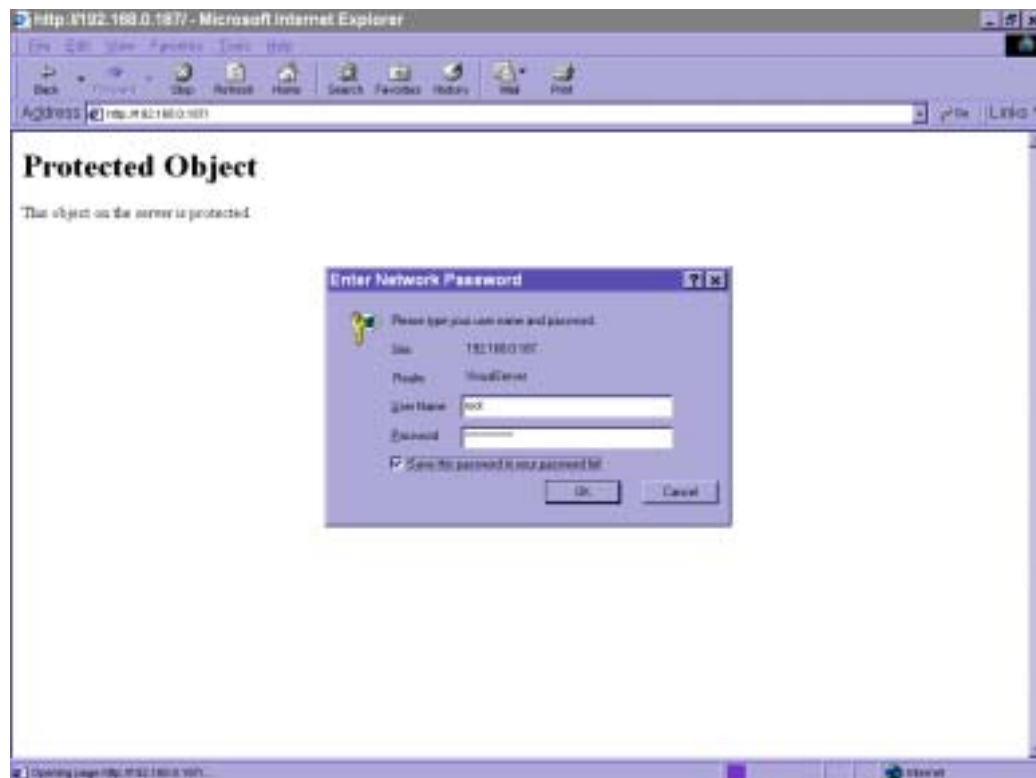
VisualServer is a well-designed stand-alone video server. With the built-in web server, authorized users may use web browser Internet Explorer to watch the video and hear the audio captured by VisualServer. The powerful video compression processes up to 30 frames per second and makes the scene in your browser as real-time display. The powerful audio compression processes the real-time audio and makes the synchronization of video and audio correctly. Also benefit from web interface, each function and each configuration has its specific URL that allows advanced users easily integrate them into existing software program.

The preparation of the primary users to utilize VisualServer is quite simple since administrators have done the majority of the installation. Most administrators find the installation is easy in general environments because most settings are automatically configured. Open your web browser and connect to VisualServer just like a general web site and the audio and video will present on demand. Make sure the web address of the target VisualServer is accurate.

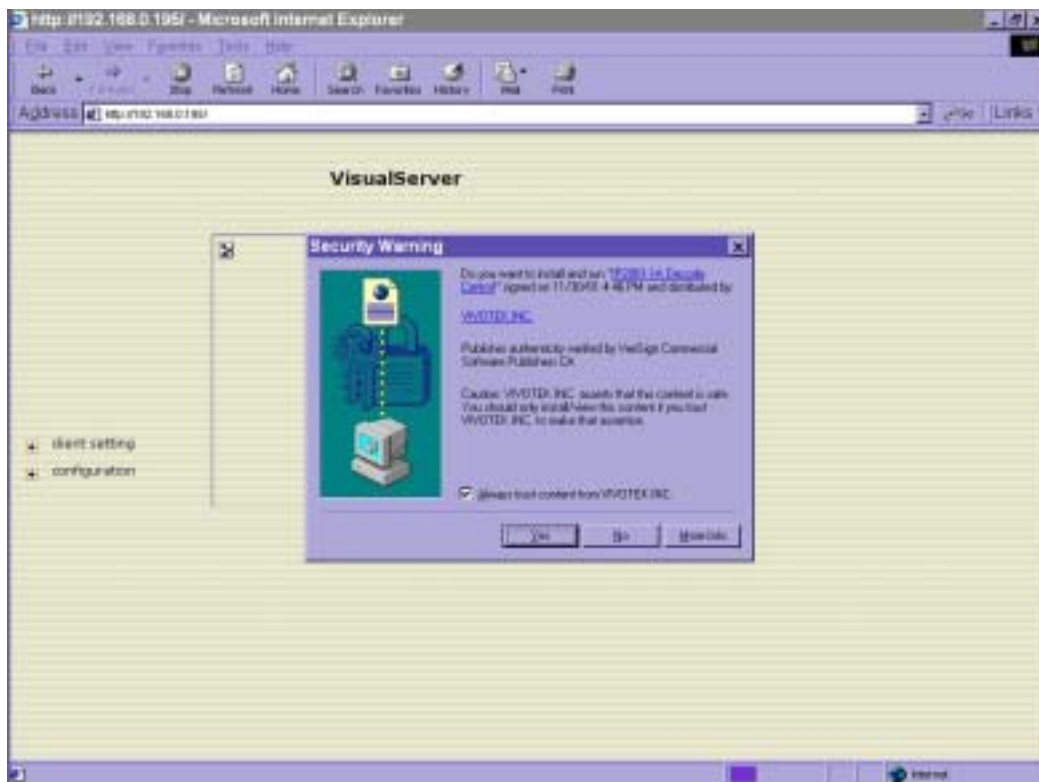
## Authentication

After opening the Web browser and typing in the URL of VisualServer, a dialogue window will pop up to request a username and password. For administrator's initial usage of VisualServer, enter the username as "root" and the password as the serial number in capital letters. The serial number can be found on the labels under the body of VisualServer and the top side of the carton. The primary users will be allowed to enter as soon as the administrator finishes adding user profiles. Upon successful authentication, the main page will be displayed.

In the figure below, the foreground is the login window and the background shows the message when authentication fails. The user may check the option to save the password for future convenience.



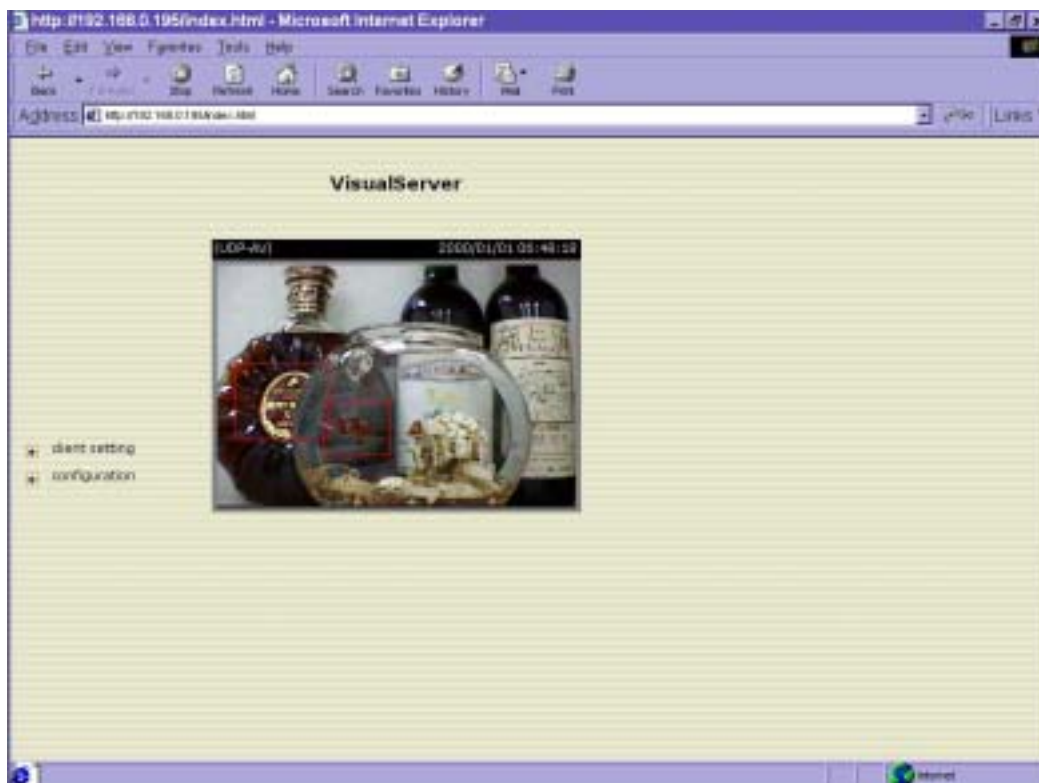
If it is initial access to VisualServer in Windows, the web browser will ask to install a new plug-in that is provided by VisualServer. This plug-in has been registered for certificate and is used to display the motioned pictures in the browser. Users may click on **Yes** to install the plug-in. If the web browser does not allow the user to install, check the Internet security option to lower security levels or contact network supervisors.



## Primary user's capability


### Main screen with camera view

There is a logo image shown in the upper left corner. It can link to other web sites or resources depending on the settings in configuration. The assigned caption and system date/time will display in the banner above the image window. There might be some windows enclosed by red lines shown in the image as soon as motion is detected in the related windows. Click on the configuration link to the right of the image window to enter the configuration page.





## PTZ camera control

A PTZ motorized camera is provided by customers and should be correctly installed in advance. The control button under the video allows users to control the motorized camera attached to VisualServer with pan/tilt direction and zoom. To access the location set previously, pull down the Preset Position list to select one and click on . Only the administrator can preset the camera locations. Primary users are only allowed to browse the preset locations. Five buttons below the image can be used to control cameras in ways other than pan, tilt and zoom. They should be pre-configured by administrators with reference to the instruction manual of the cameras.

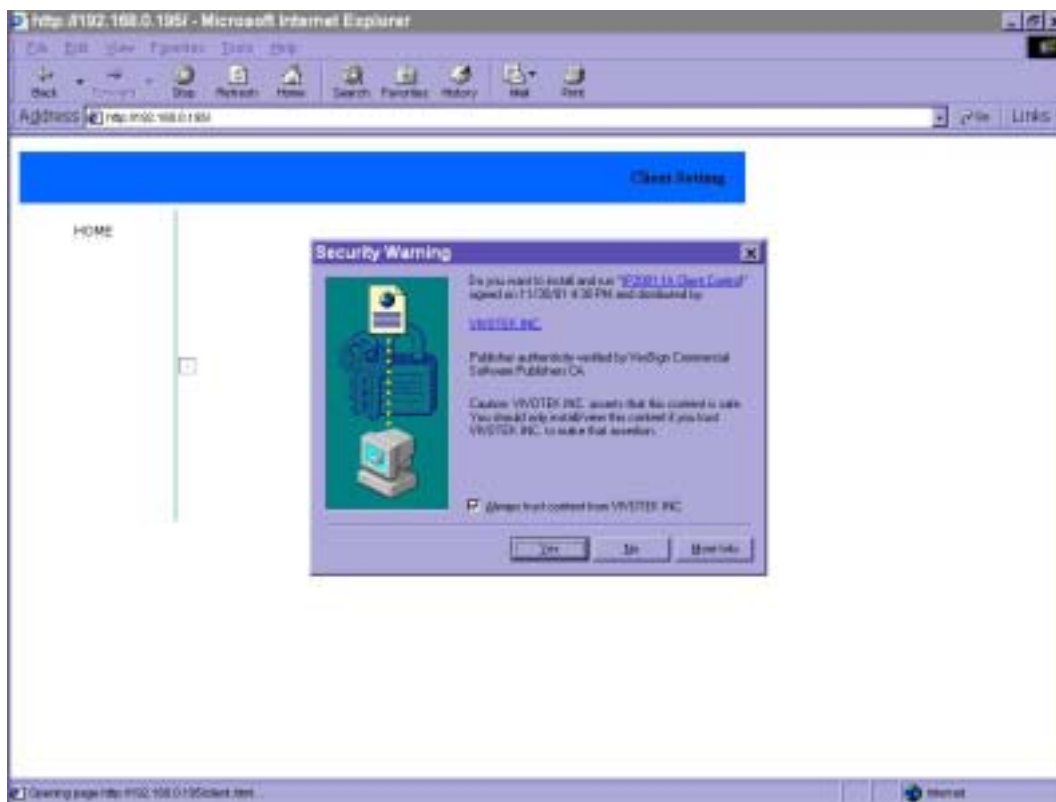


<url> <http://<VisualServer>>

<VisualServer> is the domain name or pure IP address of VisualServer.

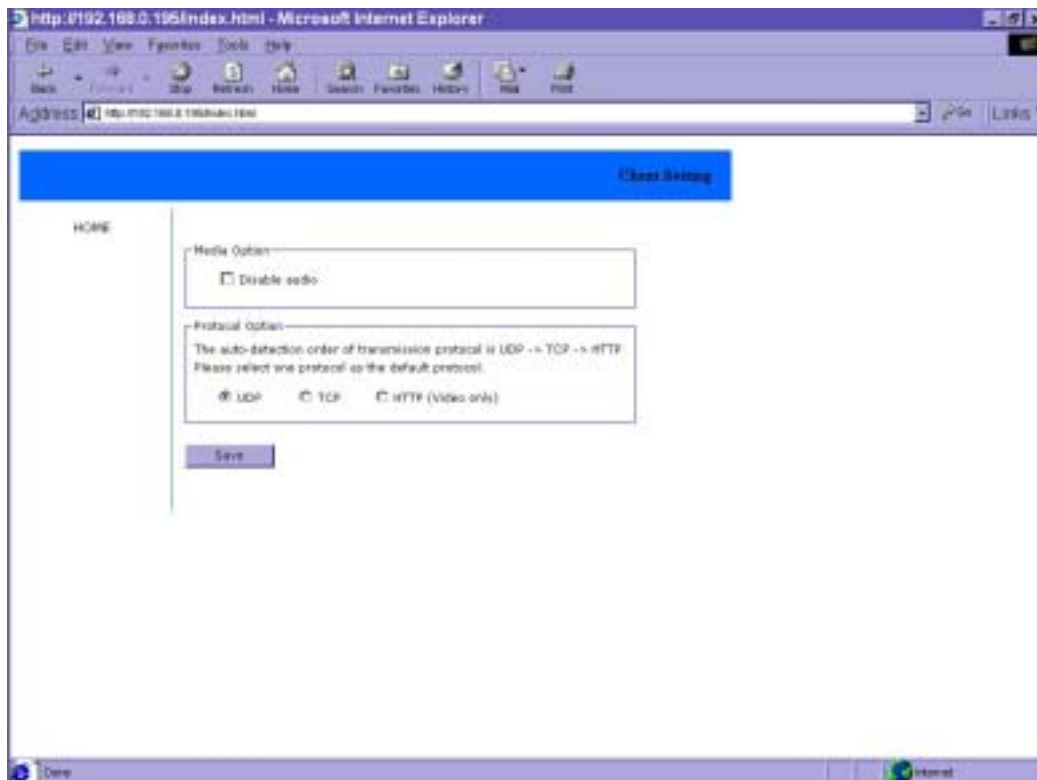
## Client Setting

If it is the first access to “**Client Setting**” page in Windows, the web browser will ask to install a new plug-in that is provided by VisualServer. This plug-in has been registered for certificate and is used to setting the client parameters in the browser. Users may click on  to install the plug-in. If the web browser does not allow the user to install, check the Internet security option to lower security levels or contact network supervisors.



There are two settings for the client side. One is “**Media Option**”. You can mute the audio by checking this option. The other is “**Protocol Option**”. You can choose the connection protocol between client and server by this option. There are three protocols - **UDP**, **TCP** and **HTTP**. When you choose UDP protocol, audio and video streams can be more real-time. But some packets may be lost and decoding error will happen. If you select TCP protocol, packet loss isn’t occurred and decoder will run normally. But the

real-time issue is worse than UDP protocol. If your environment is behind the firewall and it opens HTTP port (80) only, you can select HTTP protocol only. In this mode, audio will not be sent and you just can see the video only. If you don't know which protocol you should choose, select the UDP protocol and the client will try these protocols in this order, UDP TCP HTTP. After the client connects to the VisualServer successfully, "**Protocol Option**" will be set as the working protocol automatically.



<url> <http://<VisualServer>/client.html>

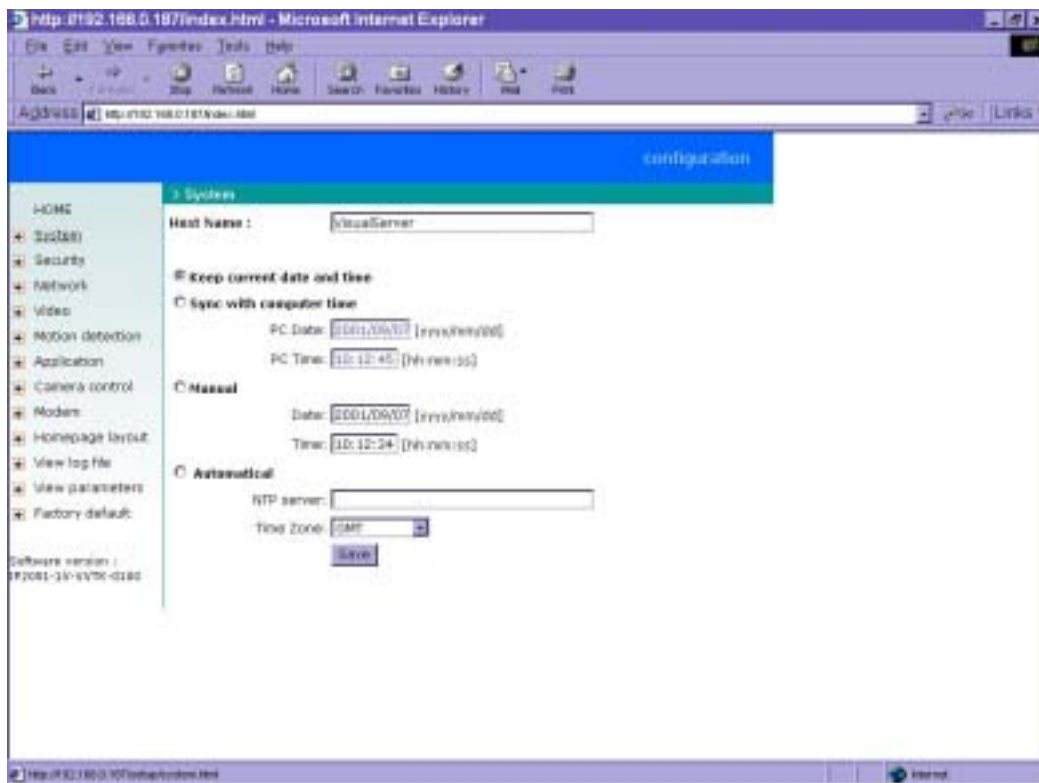
<VisualServer> is the domain name or original IP address of VisualServer.



When using modem as the network connection, VisualServer will not send the audio automatically, and send video only because the low bandwidth environment doesn't meet the requirement for both. In the Client setting page, protocol option will be set as Http protocol.

## System configuration

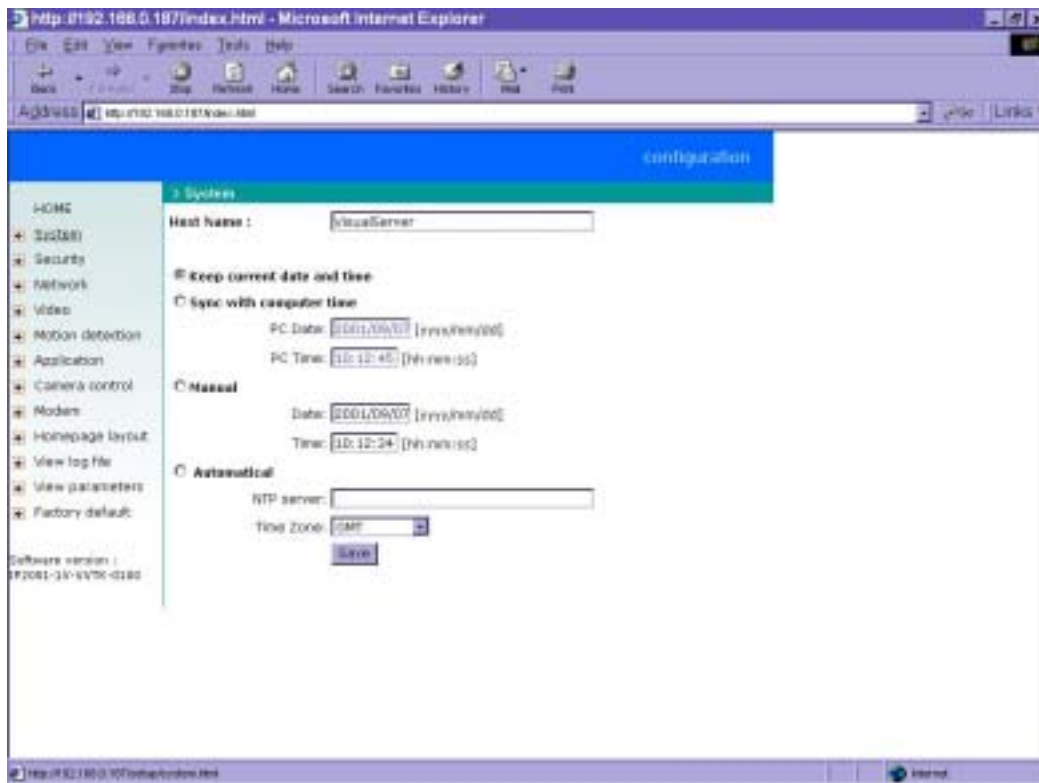
There are two methods provided for configuration. Web interface is quite easy and clear to use and FTP with script file is rapid for mass installation. System configuration can be accessed only by administrators. Administrators may type the URL below the figure to directly enter the configuration page. If administrators also want to set certain options through the URL, read the section on advanced usage for reference.



<url> <http://<VisualServer>/setup/config.html>


<VisualServer> is the domain name or original IP address of VisualServer.

## System parameters

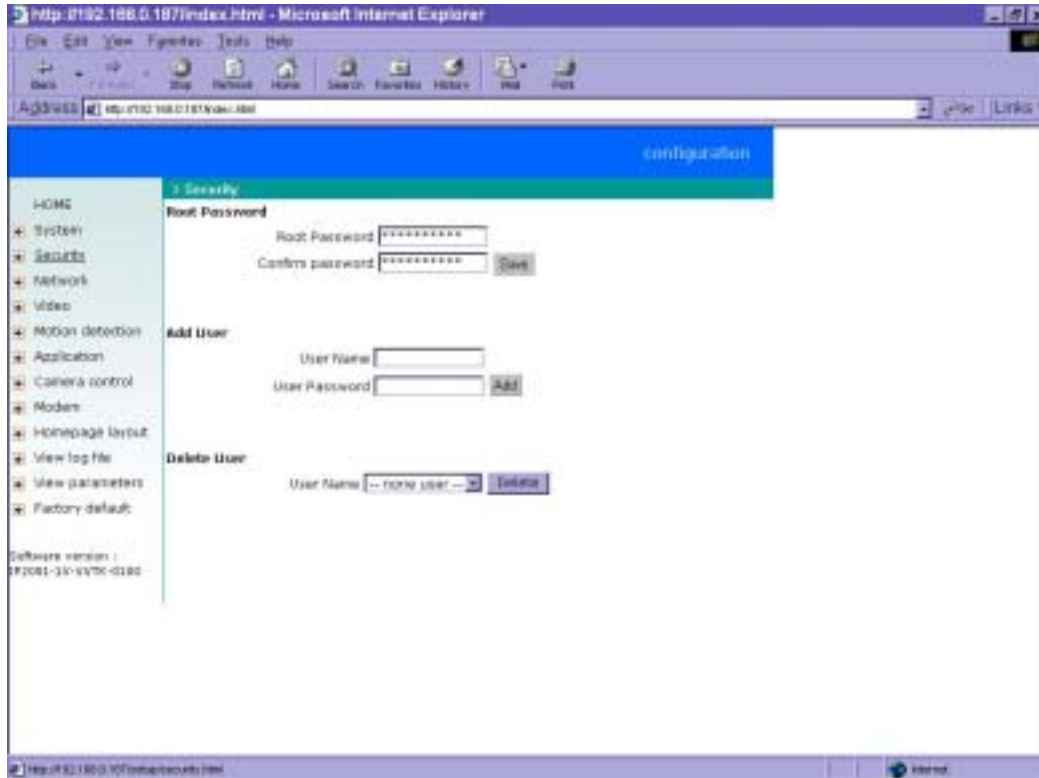


To change the system name, type in the text box after "**Host Name**". This name will be displayed at the top of the main page. In the case that only the host name is changed, without adjusting date and time of VisualServer, click on "**Keep current date and time**".

There are three ways to adjust system date and time. The easiest is to make VisualServer "**sync with computer time**". The second is to set the date and time manually. Notice the format in the related field while typing. The third is to make VisualServer automatically synchronize with timeservers over the Internet whenever VisualServer starts up. It may fail if the assigned NTP server cannot be reached or it is within a local network. Leaving the NTP server blank will let VisualServer connect to default timeservers. If some specific timeserver is assigned, type it in the text box. Domain name or IP address format is acceptable as long as DNS server is available. Do not forget to set the "**Time Zone**" offset for local settings. It only affects the hour in NTP method. Click on **Save** to validate changes.

 When user sets the illegal range of Date or Time, server will not accept this new setting and restore to the last setting. The legal range of year is between: 2000~2035.

## User group administration

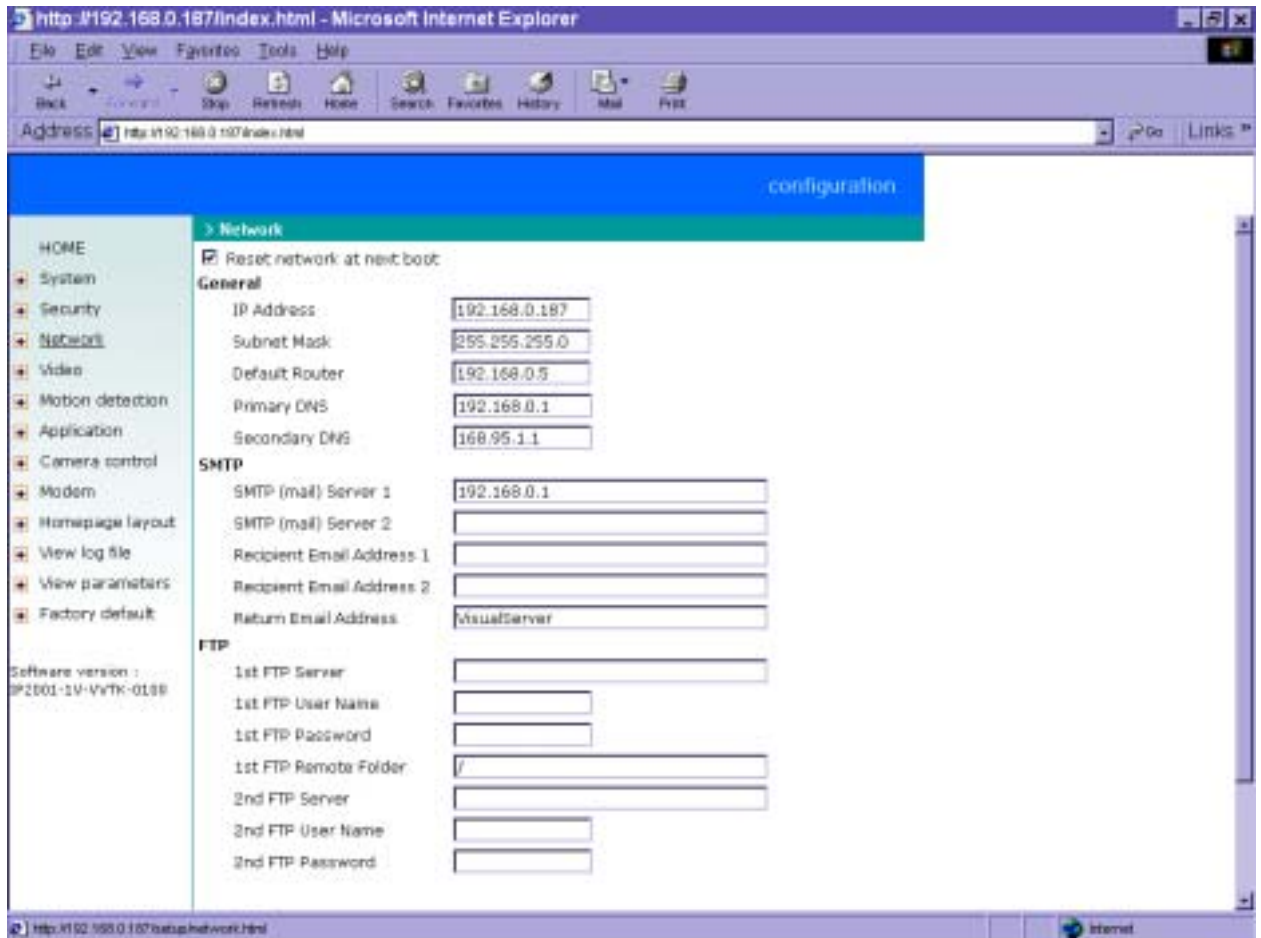


To change the administrator's password, type the new password in both text boxes identically. What is typed will be displayed as asterisks for security purposes. After pressing **Save**, the web browser will ask administrators for the new password for access.

To add a new user, type the new user's name and password and press **Add** to insert the entry. There are a total of twenty user accounts. Since only administrators can change a user's password, confirmation for a user's password is not necessary.

To delete a user, pull down the user list to find the user name to be deleted and press **Delete**.

## Network settings



Any change made to this page will make the system restart to validate. Make sure every field is correctly typed before clicking on **Save**.

To eliminate incautious mistakes during installation, VisualServer will stay in installation mode whenever it starts unless "**Reset network at next boot**" is disabled. This option can also be disabled using the Installer program. Once the option is disabled, VisualServer will skip installation at the next boot and the Installer program will not find the installed units. That implies that VisualServer cannot be accessed if no one remembers the IP address, except by restoring factory default settings. However, with this option disabled VisualServer can automatically operate normally after restarting in case of losing power. This



option is ignored in the PPP connection.

Administrators may modify the network settings to fit into existing networks. Some broadband service subnet mask may differ from the default value 255.255.255.0 and service providers may assign some specific network settings. Administrators should change the configuration according to what is given by the service provider. The configuration may include "**IP address**", "**Subnet Mask**", "**Default Router**", "**Primary DNS**" and "**Secondary DNS**". After changing network settings, be sure to leave "**Reset network at next boot**" blank to skip installation when the system restarts. Otherwise the settings will be erased.

VisualServer not only plays the role of server, it will also actively connect to servers outside to send out messages or snapshots. When VisualServer starts, it will send out a system log to notify administrators. Even in modem application, VisualServer will send out a connection log whenever it dials out to an ISP or dialup server outside. If the administrator has setup some applications in either event mode or sequential mode, VisualServer will send out snapshots once conditions are met. There are two methods to send files, including e-mail and FTP. To ensure VisualServer sends out files correctly, administrators should set valid "**SMTP (mail) server**" and "**Recipient email address**" as well as "**Primary FTP Server**", "**Primary FTP user name**" and "**Primary FTP password**". "**Return email address**" is whom the mail will return when the SMTP server rejects upon any failure. Some ISP may reject the mail if the address is invalid. "**Primary FTP remote folder**" is the relative sub-folder in the remote FTP server.

In both methods, a "**Secondary**" server can be provided for backup connection. However the primary server information should be entered first. If the primary server is not set, the related FTP or email will be deactivated. Note that it may take time to connect to the secondary server after the first one fails and it may affect some applications when conditions happen too often.

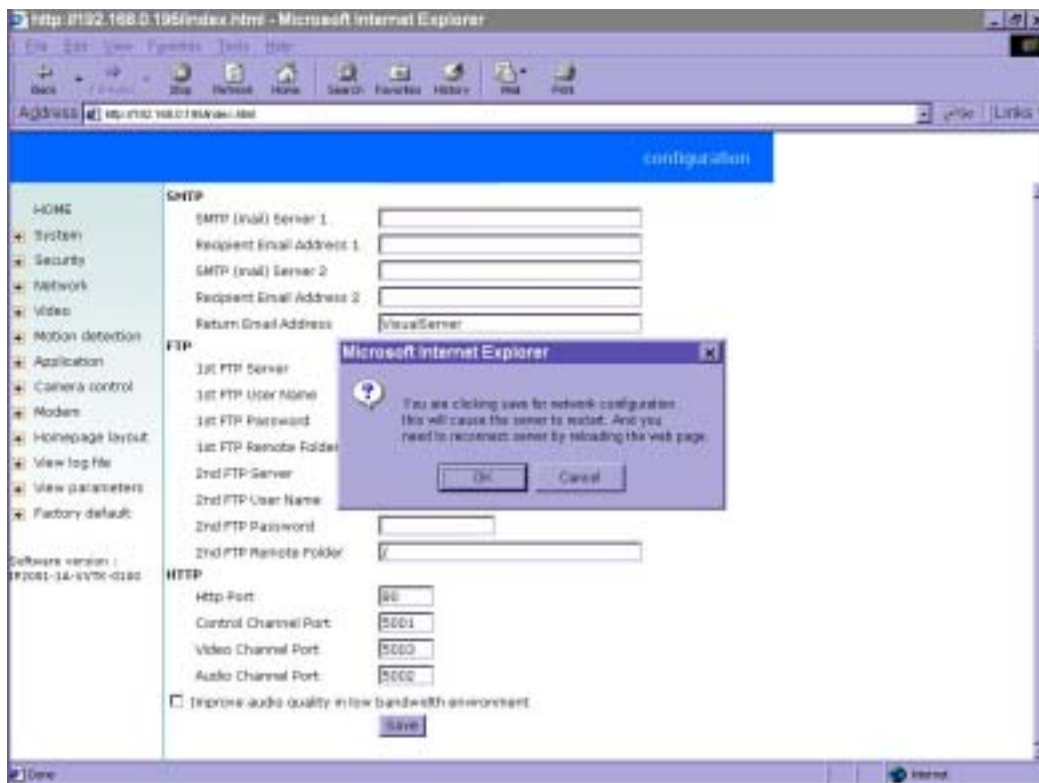
For security or network integration, administrators also can hide the server from the general HTTP port by changing "**HTTP port**" to other than default 80. "**Local FTP server port**" can also be changed to other than default 21. These ports of "**Control Channel Port**", "**Audio Channel Port**" and "**Video Channel Port**" which are used in media transmission can also be changed. Administrators should have enough acknowledge before changing the default port.

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If the VisualServer works in variation or low bandwidth (comparing with video bandwidth) environment, the client side will receive the poor quality of media. For improving this situation, you can check the **“Improve audio quality in low bandwidth environment”** item. It can make the audio quality better, but the media delay is longer and real-time issue is bad. If the network performance is worst, please select the **”UDP protocol“** as the communication protocol in **“client setting”**

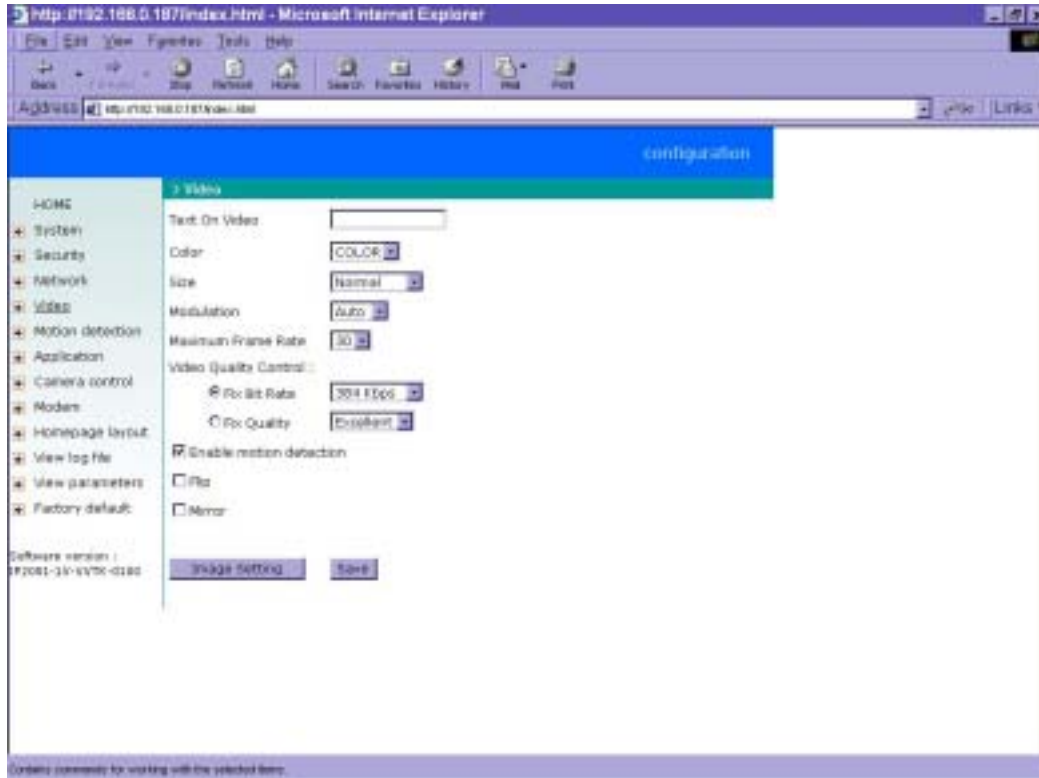
After everything is set, click on **Save**. A warning message will pop up. Click on **OK** to confirm. VisualServer will automatically restart. If **”Reset network at next boot”** is kept checked, run the installer procedure again. Otherwise VisualServer will restart automatically.



Administrators should notice that the IP address, subnet mask, default router and DNS servers will be cleared when the network interface is switched to the other. Refer to the related section of Ethernet or

modem for software installation.

## Video codec parameters



Options on this page will affect the image on the main page seen by users. "**Text on Video**" will be displayed above the video window with a timestamp. The timestamp is captured from date and time of VisualServer that is maintained by a built-in real-time clock. "**Color**" setting is independent of the connected camera and B/W option might speed up the encoder a little.

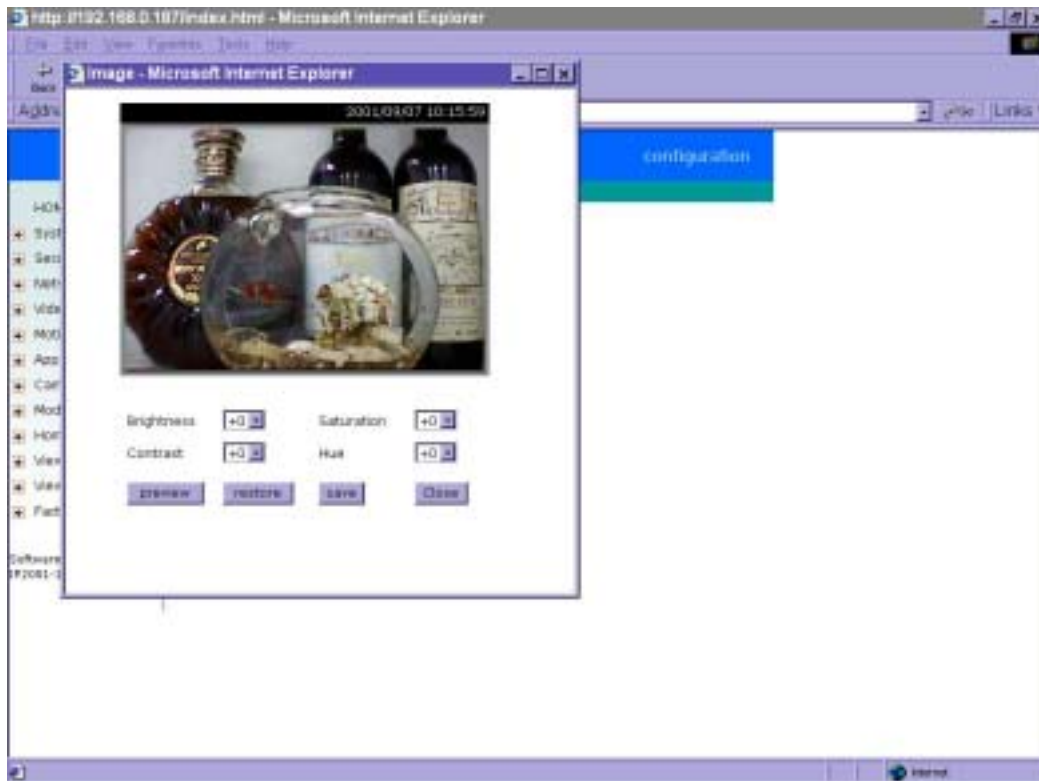
"**Size**" option allows users to adjust the image size taking into consideration bandwidth and visual effect. Three options are available including half, half×2 and normal. Half×2 consumes the same bandwidth as half but is the same size as normal. Of course the image is not as good as normal. Half×2 is especially suited to low bandwidth environments like a dial-up network.

The "**Modulation**" type is auto-detected during initialization, but administrators can still set it manually.

VS3102 uses MPEG4 codec compression for best streaming solution. The compressed video data is far less than JPEG in normal cases but it still depends on the level of difference between every two sequential images. There are three dependent parameters provided for adjustment. "**Maximum Frame Rate**" limits the maximal refresh frame rate that can be combined with the "**Video Quality Control**" to optimize the bandwidth utilization and video quality. If users want to fix the bandwidth utilization regardless of the video quality, choose "Fix Bit Rate" and select the desired bandwidth. The video quality may be poor in order to send maximal frames within the limited bandwidth when images change drastically. Consequently to ensure the video quantization rate regardless of the bandwidth, it will utilize more bandwidth to send the maximal frames when images change drastically.

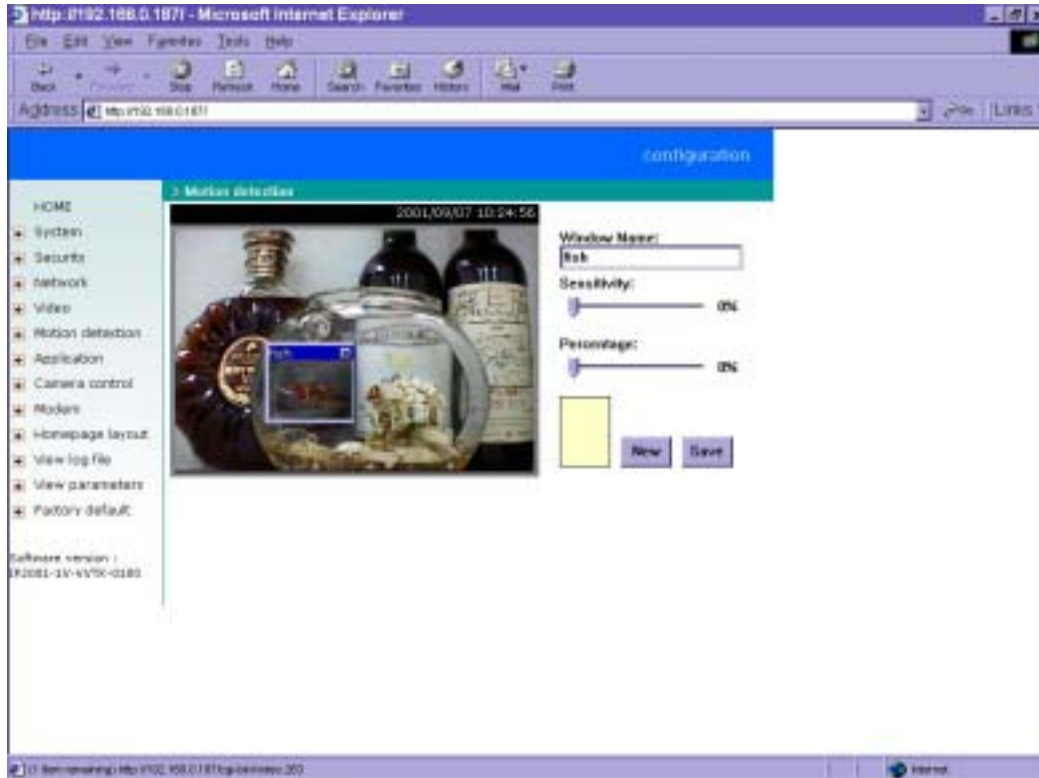
The option "**Enable Motion Detection**" will control the event of motion detection on the application page. If this option is enabled, the preset windows framed by red lines will appear in the video window even if no option is checked on the application page. If this option is disabled, then any settings related to motion detection will have no effect. Motion detection will increase system load. Enter the motion detection option page for advanced configuration.

To adjust video from external cameras, use "**Flip**" to map the video vertically and "**Mirror**" to map the video horizontally.



To adjust image settings for best visual quality, press [Image Setting](#) and a motion picture window will pop up for your reference. There are four fields including "**Brightness**", "**Contrast**", "**Hue**" and "**Saturation**" for video compensation. . Each field has eleven levels ranged from -5 to +5. The user may press [preview](#) to fine-tune the image. When the image is O.K., press [save](#) to memorize the image settings or [restore](#) to recall the original settings. If parameters are changed without saving, they will be used until the next system startup.

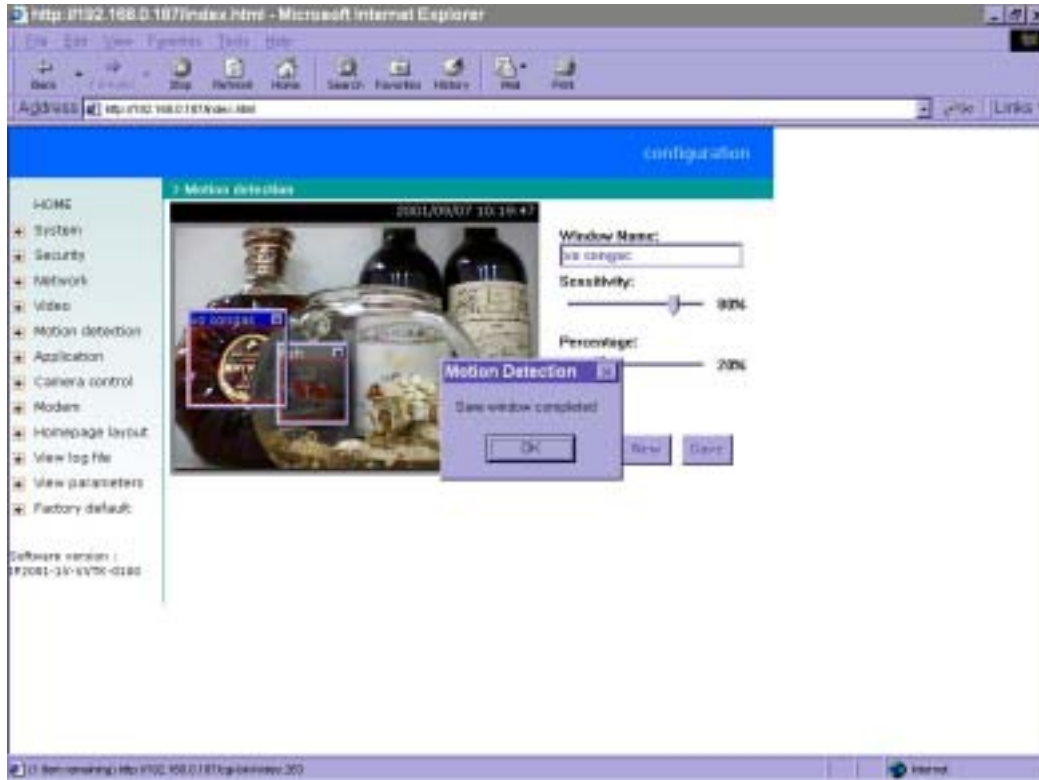
## Motion detection



Please note that the option "**Enable Motion Detection**" on the video page must be enabled to make detection effective.

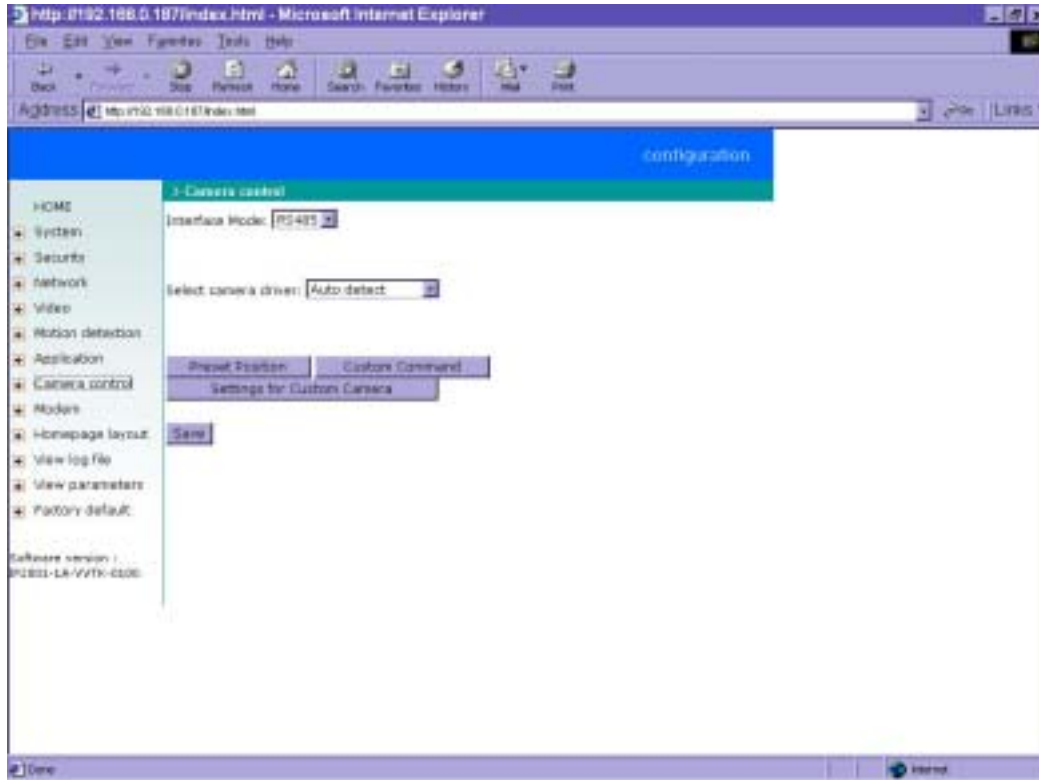
VisualServer allows administrators to define at most three detection windows to cover different areas. To monitor a specific area, click **New** to add a new window. The typed text in "**Window Name**" will show at the top of the window. Use the mouse to drag the border to the desired size or title bar for location. Higher sensitivity and small percentage will make motion easier detected easier and vice versa. After clicking **Save**, a graphic bar will go up or down depending on the image variation. A green bar means the image variation is under monitoring level and a red bar means the image variation is over monitoring level.

The following figure shows the screen when **SAVE** is clicked. The monitoring windows will be marked by red squares.





## PTZ camera configuration

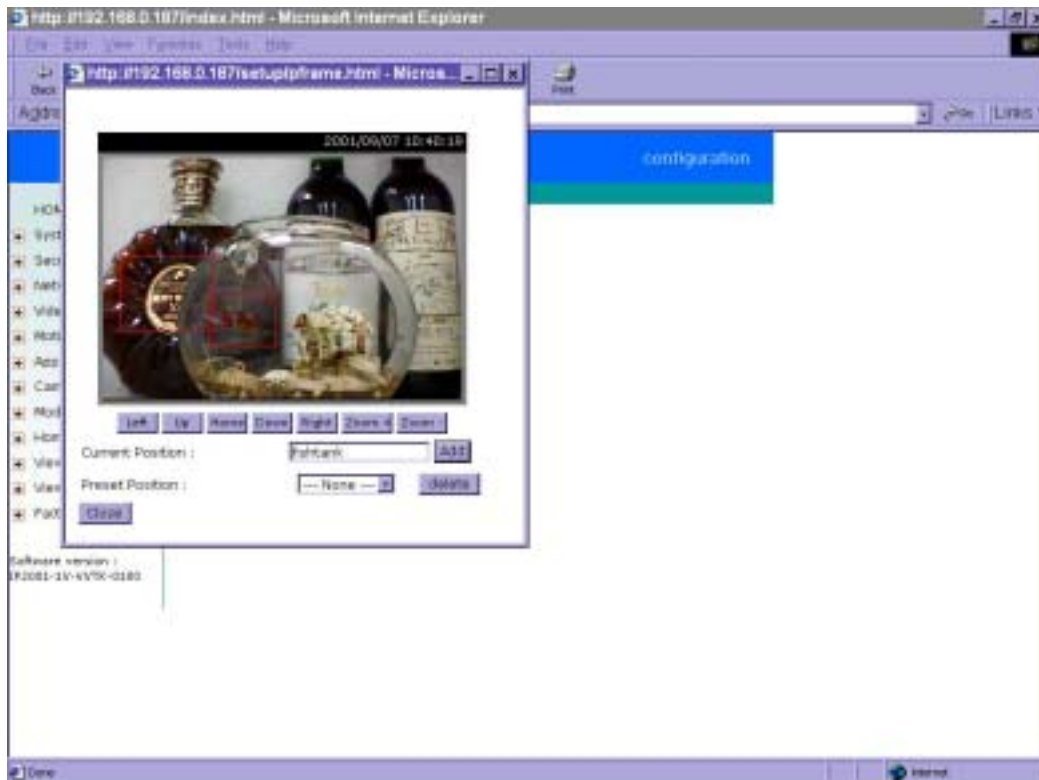


Since VisualServer can be used in either Ethernet network or PPP network, the single serial port can be used to control either external COM port devices like a PTZ camera or modem. While in PPP interface, go to Modem page for modem configuration. Options on this page will be ignored.

VisualServer supports RS232 and RS485 interfaces to control external serial port devices. Refer to the hardware description to connect an RS485 device. The included camera control cable can be used for Sony or Canon cameras. The choice "**Auto Detect Driver**" in driver option will let VisualServer detect the supported camera models sequentially from RS232 to RS485.

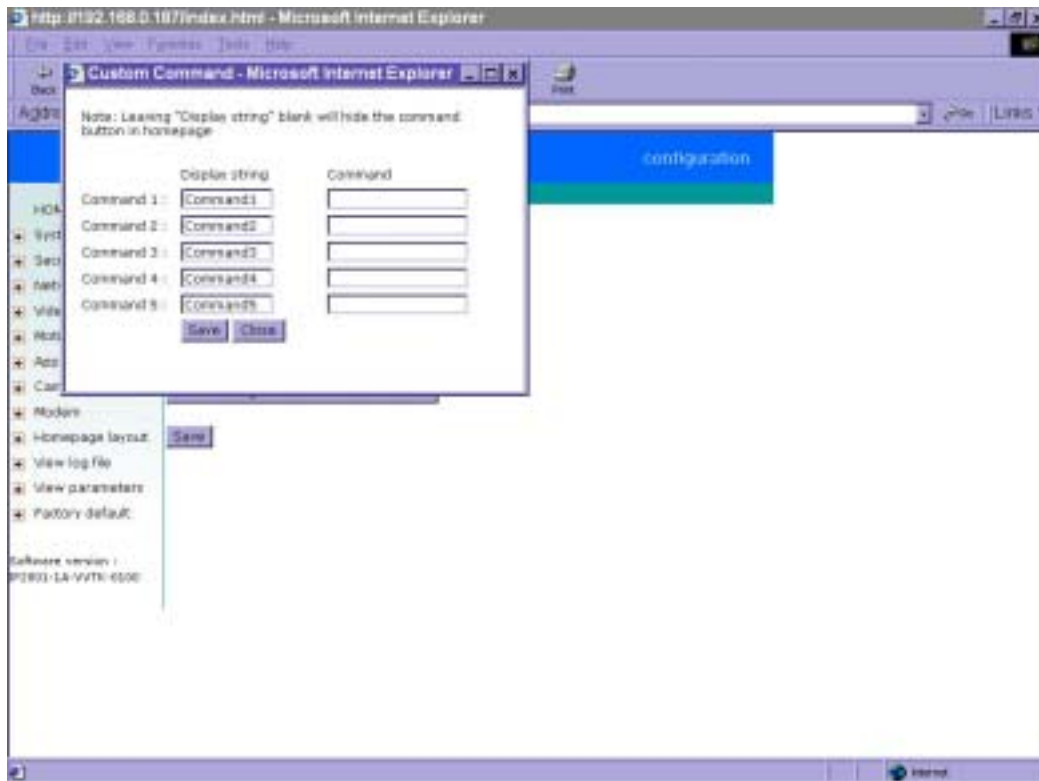
Administrators can pull down the list to select UART "**Interface Mode**" according to the connected device and select the camera model directly to save time in detection.

VisualServer can support any other custom camera by selecting "**Custom Camera**" type. If the attached device is not a PTZ camera, a specific URL can be utilized as an alternative method. See the advanced section for details.

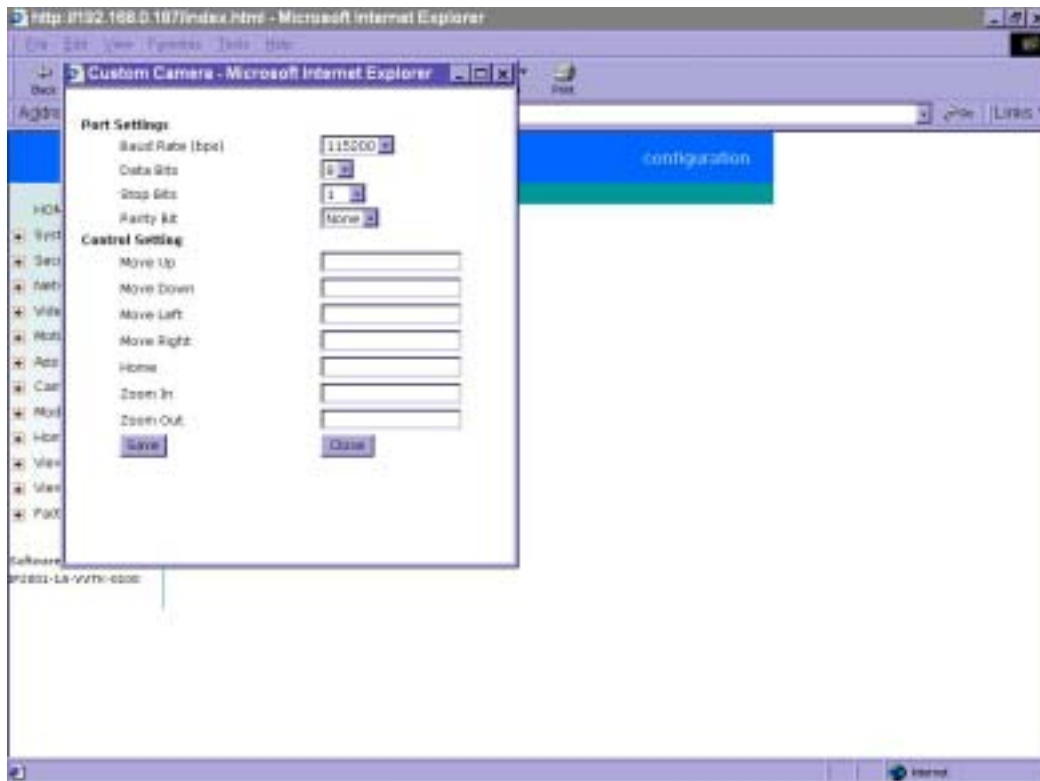


To preset the camera head position, press **Preset Position** and another window will pop up with the camera view and control buttons for preview. After moving it to the desired position, enter the preset position name and click on **Add**. Note that if improper characters are used in the position name, a warning message window will pop up.

To delete the previously preset position, pull down the position list to find the position name and press **delete**.



VisualServer provides five more custom commands other than general pan, tilt, zoom and preset functions. Administrators can click on [Custom Command](#) and refer to the instruction manual of the attached device to setup frequently used functions. The "**Commands**" should be entered in ASCII format; VisualServer will translate it into binary code and send it out through the serial port. For instance, a text string of "8101ABCDEF" will be translated into five bytes of hexadecimal 81, 01, AB, CD and EF. The maximal length of a command string is 60 which is equivalent to 30 hexadecimal bytes. "**Display string**" is for text on command buttons and should be less than 8 characters.

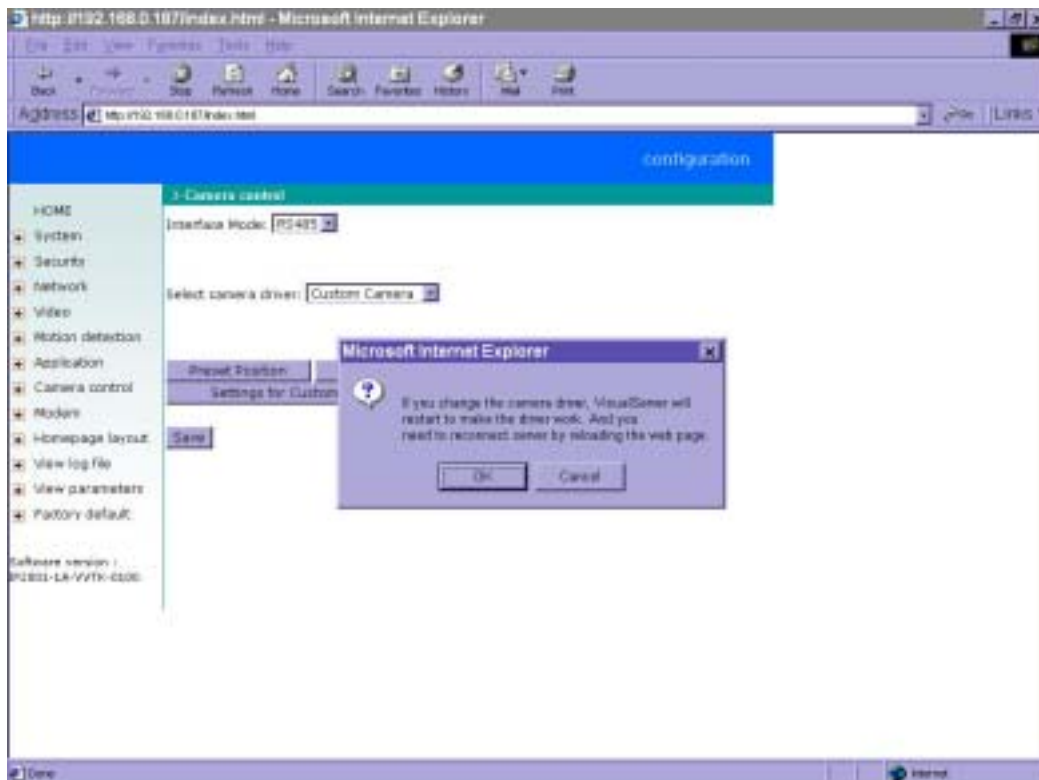


If the attached motorized camera is not on the support driver list, choose the proper UART interface and pull down the driver list to select Custom Camera type and click on [Settings for Custom Camera](#) for further configuration.

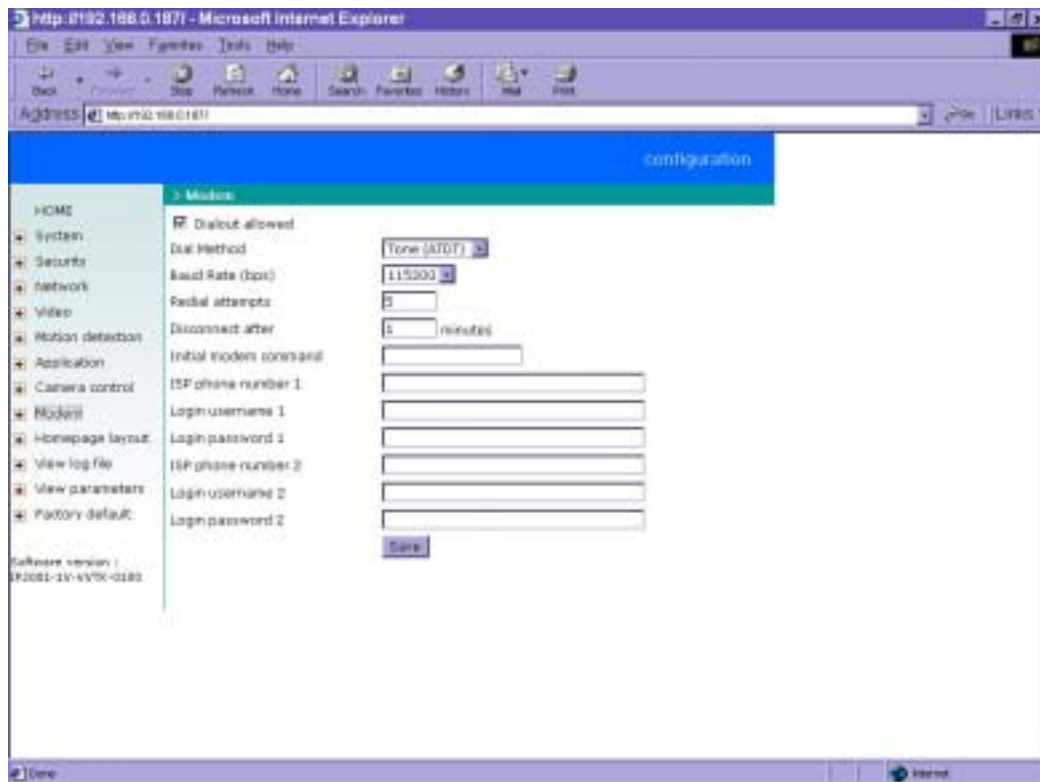
Setup the serial "**Port Settings**" according to the instruction manual of the custom camera. The "**Baud Rate (bps)**" of the serial port is up to 115200 bps. Then enter the specific command related to PTZ in the respective field. The custom command for "**Control Setting**" should be edited in ASCII format. VisualServer will interpret the ASCII format command to binary string. For instance, "012000ABCD" will be sent out of the COM port as five hexadecimal bytes of 01, 20, 00, AB and CD. If the command string is composed of two or more commands, a comma ',' should be inserted to separate each command. Each comma represents 200 milliseconds. For instance, a command to pan left may be "01000305" and a command to stop panning may be "01000300". The user may edit the applicable command as "01000305,01000300" in the Move Left field. This means the camera will pan left for 200 milliseconds.

When everything is set, click on **Save** to save the commands and click on **Close** to close the command setting window.

Double-check the driver settings and then click on **Save** to save the configurations of the custom camera. Since changing drivers will restart the system, a message window like the following figure will pop up to confirm your actions. The system will restart right after clicking on **OK**.



## Modem and dialup settings



In PPP interface, a modem option will work instead of camera control. Configurations include modem initialization and outside dial-up server. If the users will setup with external sensors and alarms for property security, dial-out is needed to send some snapshot-attached e-mails when the preset conditions are triggered. In such applications, also remember to choose Network option to enter mail server address and recipient's e-mail address. If "**Dialout allowed**" is not checked, VisualServer will not send out any snapshots when events occur and the settings except for "**Initial modem command**" in this page will have no effect. The system will preset the attached modem to eliminate echo and mute line sound. To initialize the modem with further commands, type into the edit box. The prefix "AT" should be included.

Administrators should choose an appropriate "**Dial Method**" according to the local POTS environment. An incorrect dialing prefix may cause VisualServer to fail when dialing out. "**Redial attempts**" means how many times VisualServer should try to connect to each ISP. Setting the value in "**Disconnect after**

**minutes**" will force VisualServer to drop the connection when there is no activity on the connection for the specific period. The range of this period is from 1 to 240 minutes, with 0 indicating a continuous connection. Administrators may let VisualServer keep the connection for a while to allow connections from outside. The IP address given by the ISP can be taken from the connection log that is mailed or uploaded when dial-up connection is successful. Setting the value to zero will make VisualServer always keep the connection.

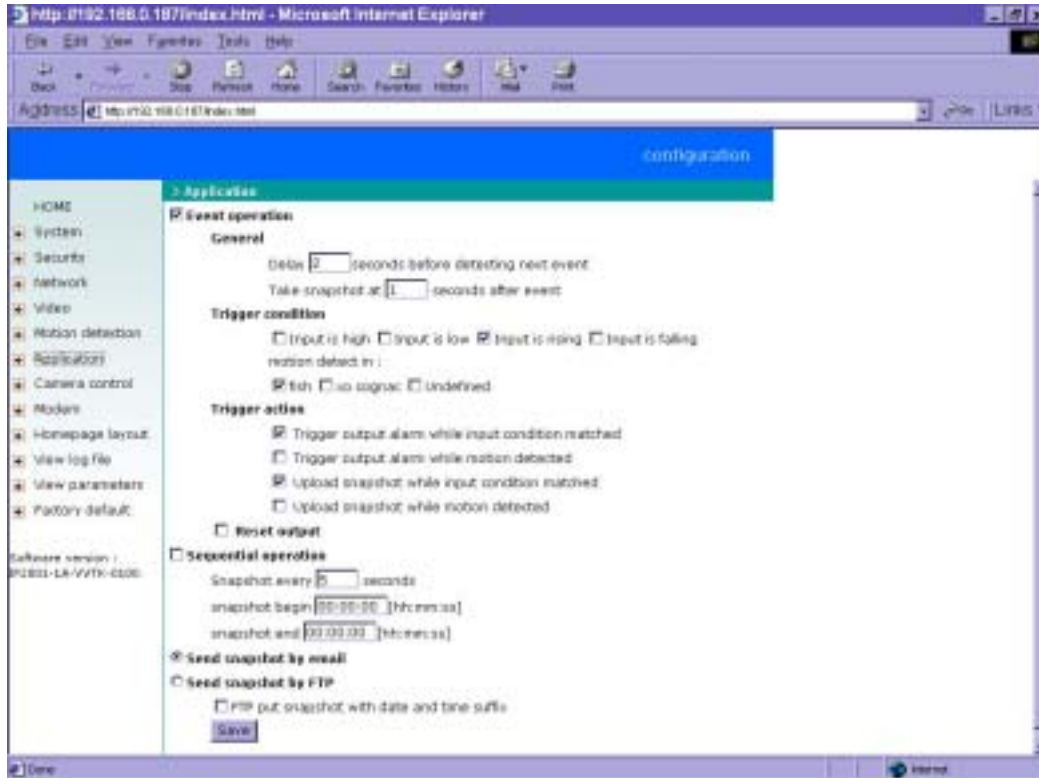
Based on the settings of DI/DO in the application, the system will send mail or upload via FTP with image attachment upon the event occurring. In that case VisualServer will need a network connection and automatically dial out to the pre-configured server outside. When a connection is successfully established, VisualServer will send out a connection log to notify given network settings. For those installations that may switch the network interface between Ethernet and PPP, administrators should notice that the settings of FTP or SMTP servers might be different from what is in an Ethernet environment. If the network interface is changed, administrators may need to configure them in advance.

VisualServer will try the second ISP as a backup when the first ISP fails and exceeds the redial attempts. "**ISP phone number**" should be the complete phone number including country code and area code if necessary. "**Login username**" and "**Login password**" are used to pass the PPP negotiation requested by the ISP server. Note that the pair of login name and password is dependent on the ISP and is different from what is used in the authentication process in web access.



When using modem as the network connection, VisualServer will mute the audio automatically, and send video only because the low bandwidth environment doesn't meet the requirement for both. In the Client setting page, protocol option will be set as Http protocol.

## Application



Administrators can use combinations of options on the application page to perform many useful security applications. The sending method is selected at the bottom of the page. Both e-mail and FTP use the network settings on the network page. To use FTP to upload snapshots, a timestamp file name can help administrators identify the event. If **"FTP put snapshot with date and time suffix"** is disabled, the up-to-date snapshot will overwrite the file.

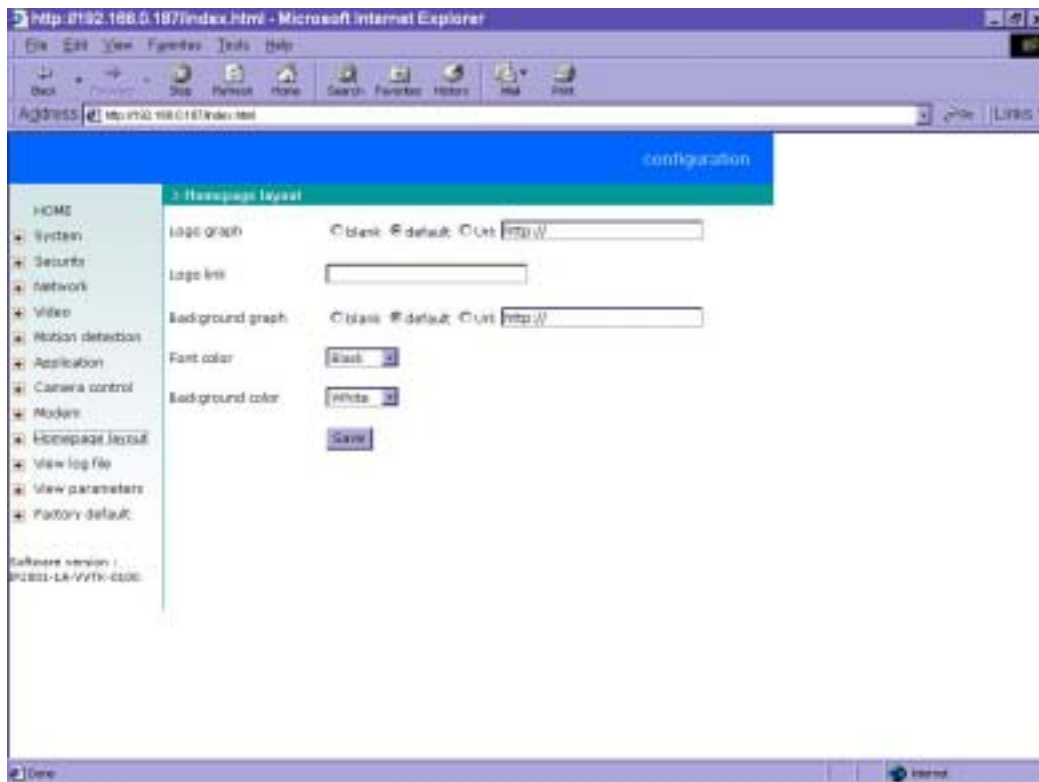
There are two application methods to upload snapshots. **"Sequential operation"** will send out snapshots continuously over a configured period. This mode can be used to integrate with another web server to serve overloaded requests. If the date and time suffix option is disabled, VisualServer can use FTP to upload and overwrite snapshot files periodically. The remote folder of snapshot files for FTP can be configured on the network page. The snapshot period is between **"Snapshot begin"** and **"Snapshot end"** and it will repeat everyday. The snapshot interval is set in **"Snapshot every seconds"**.



The other "**Event operation**" can be used to combine motion detection with devices attached to digital input, to drive devices attached to digital output, or send out snapshots for evidence. It helps users establish an easy security system. Administrators may choose any combination of conditions to form special applications according to their personal needs. VisualServer will continuously monitor the channel and digital input every half second. Once the user-defined conditions are matched, VisualServers will capture three stages of events and react based on the "**Trigger action**" settings. The post-event snapshot can be configured to be delayed after events happen according to the setting in "**Take snapshot at seconds after event**". The three stages of snapshots will be VPRE.JPG, VTRG.JPG and VPOS.JPG. Since the same event may exist for a while, administrators can set delay time in "**Delay seconds before detecting next event**" to reduce multiple triggers by the same event.

There are two kinds of "**Trigger condition**". For digital input there are four options provided to combine with the user's device. Rising and falling will make events happen once. For motion detection, there are window names shown below as choices. Refer to the previous section for configuring motion detection. Note that larger object size and lower sensitivity will make it more difficult for VisualServer to detect varied images. Once the "**Trigger condition**" is matched, VisualServer will drive the digital output device and/or upload snapshots based on the "**Trigger action**" settings. The application settings should be carefully examined to operate accurately. If administrators are not sure of the digital output status before configuring applications, "Reset output" can be used to return the digital output to the default "Normal Close" state.

## Homepage layout settings



Administrators may give VisualServer a different presence of homepage. The "**logo graph**" for the system logo in the upper-left corner can be hidden; or the default image from the system memory can be used; or an external resource can be used by assigning a URL. "**background graph**" is similar. Default images from system memory are quick to get but limited by memory size. Images from external resources can be larger and more beautiful but will need more time to load. If the background is skipped, the background color will fill the browser window. Administrators also can give the system logo a "**logo link**" to refer to another web site. The "**font color**" and "**background color**" can be chosen from sixteen colors to achieve the best visual effect.

See "Customizing homepage images" section in "Advanced functions" for how to replace images.

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## One-shot fast configuration via FTP

For quick setup of VisualServer, the administrator can utilize the default CONFIG.INI that may be downloaded from the FTP daemon of VisualServer. To log into the FTP daemon, enter “root” as the user name and the same password used when connecting to the Web server. The serial number of VisualServer is the password for the initial access.

Then administrators only need to modify necessary fields and then upload the file to VisualServer with the file name “CONFIG.INI”. To reduce error in interpretation, it is recommended that the downloaded template CONFIG.INI be modified using the options following each item in the sample below. The file will include seven categories: [SYSTEM], [NETWORK], [VIDEO], [SERIAL], [ALERT], and [LAYOUT]. The category name in brackets should be in upper case. The item name in angle braces should be in lower case. Some items related to disable/enable should use the keywords “YES”/“NO”. The number zero entry in <user name> and <user password> is for the administrator, i.e. “root”.

Since the password when logging into FTP is not encrypted, it is recommended to use the Web instead of FTP to configure the system afterwards. If some parameters other than the network or camera drivers are changed, administrators can set <reset system> to NO to avoid resetting the system. It will automatically return to YES during the next downloading of CONFIG.INI.

A sample CONFIG.INI is attached below. *The italic text* following each line describes the format of the field and *the bold italic characters* are the possible values of each field.

\*\*\*\*\* sample file \*\*\*\*\*

VisualServer Initial Configuration File

[SYSTEM]

<reset system>

YES

*or NO*

<host name>

VisualServer

*String shorter than 40 characters*

<serial number>

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|                     |   |
|---------------------|---|
| 0002D1000001        | <i>Read only string</i>                     |
| <software version>  |   |
| IP2001-1A-VVTK-0101 | <i>Read only string</i>                     |
| <current date>      |   |
| 2001/08/14          | <i>year/month/date. Read only string</i>    |
| <current time>      |   |
| 07:00:00            | <i>hour/minute/second. Read only string</i> |
| <time zone>         |   |
| 0                   | <i>From 12 to -12</i>                       |
| <user name>         |   |
| (0) root            | <i>Read only string</i>                     |
| (1)                 | <i>String shorter than 15 characters</i>    |
| (2)                 | <i>The followings are as same as above</i>  |
| (3)                 |   |
| (4)                 |   |
| (5)                 |   |
| (6)                 |   |
| (7)                 |   |
| (8)                 |   |
| (9)                 |   |
| (10)                |   |
| (11)                |   |
| (12)                |   |
| (13)                |   |
| (14)                |   |
| (15)                |   |
| (16)                |   |
| (17)                |   |
| (18)                |   |
| (19)                |   |
| (20)                |   |

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<user password>

(0) 0002D1000001

*Initial value is as same as serial number*

(1)

*String shorter than 15 characters*

(2)

*The followings are as same as above*

(3)

(4)

(5)

(6)

(7)

(8)

(9)

(10)

(11)

(12)

(13)

(14)

(15)

(16)

(17)

(18)

(19)

(20)

[LAYOUT]

<font color>

1

*color index: 0 for black, 1 for white, 2 for green,*

<background color>

*3 for maroon, 4 for olive, 5 for navy, 6 for purple,*

0

*7 for gray, 8 for yellow, 9 for lime, 10 for aqua,*

*11 for fuchsia, 12 for silver, 13 for red, 14 for blue,*

*15 for teal*

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|                        |   |
|------------------------|---|
| <logo type>            |   |
| 1                      | <i>0 for blank, 1 for default image or 2 for loading from URL</i>       |
| <background type>      |   |
| 1                      | <i>0 for blank, 1 for default image or 2 for loading from URL</i>       |
| <logo source>          |   |
| http://                | <i>link to external resource when logo type is 2, no longer than 80</i> |
| <background source>    |   |
| http://                | <i>link when background type is 2, no longer than 80</i>                |
| <logo link>            |   |
| http://www.vivotek.com | <i>providing external link when clicking on logo, no longer than 80</i> |
| <com speedlink name>   |   |
| (0)AT on/of            | <i>no longer than 8 characters(some language will use double bytes)</i> |
| (1)AT bg/ed            | <i>no longer than 8 characters(some language will use double bytes)</i> |
| (2)AT mode             | <i>no longer than 8 characters(some language will use double bytes)</i> |
| (3)bklt on             | <i>no longer than 8 characters(some language will use double bytes)</i> |
| (4)bklt off            | <i>no longer than 8 characters(some language will use double bytes)</i> |
| [NETWORK]              |   |
| <install enabled>      |   |
| YES                    | <i>or NO</i>  |
| <ppp enabled>          |   |
| YES                    | <i>obsolete</i>   |
| <ethernet address>     |   |
| 00-02-D1-00-00-01      | <i>Read only string</i>   |
| <host ip>              |   |
| 192.168.0.201          | <i>Standard IP format</i>   |
| <subnet mask>          |   |
| 255.255.255.0          | <i>Standard IP format</i>   |
| <gateway ip>           |   |
| 192.168.0.254          | <i>Standard IP format</i>   |

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|                                 |  |
|---------------------------------|--|
| <primary name server>           |  |
| 192.168.0.1                     | <i>Standard IP format</i>                                      |
| <secondary name server>         |  |
| 168.95.1.1                      | <i>Standard IP format</i>                                      |
| <ntp enabled>                   |  |
| YES                             | <i>or NO</i>   |
| <network timing server>         |  |
| ntp-cup.external.hp.com         | <i>Standard IP format or string shorter than 40 characters</i> |
| <smtp mail server>              |  |
|                                 | <i>Standard IP format or string shorter than 40 characters</i> |
| <mail recipient address>        |  |
|                                 | <i>String shorter than 80 characters</i>                       |
| <mail return address>           |  |
|                                 | <i>String shorter than 80 characters</i>                       |
| <backup smtp mail server>       |  |
|                                 | <i>Standard IP format or string shorter than 40 characters</i> |
| <backup mail recipient address> |  |
|                                 | <i>String shorter than 80 characters</i>                       |
| <ftp server>                    |  |
|                                 | <i>Standard IP format or string shorter than 40 characters</i> |
| <ftp username>                  |  |
|                                 | <i>String shorter than 15 characters</i>                       |
| <ftp password>                  |  |
|                                 | <i>String shorter than 15 characters</i>                       |
| <ftp init path>                 |  |
| /                               | <i>String shorter than 40 characters</i>                       |
| <backup ftp server>             |  |
|                                 | <i>Standard IP format or string shorter than 40 characters</i> |
| <backup ftp username>           |  |
|                                 | <i>String shorter than 15 characters</i>                       |

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|                             |   |
|-----------------------------|---|
| <backup ftp password>       | <i>String shorter than 15 characters</i>  |
| <backup ftp init path>      | <i>String shorter than 40 characters</i>  |
| /                           |   |
| <http server port>          | <i>Integer less than 1024</i>   |
| 80                          |   |
| <control channel port>      | <i>Integer less than 65535</i>  |
| 5001                        |   |
| <control channel port>      | <i>Integer less than 65535</i>  |
| 5002                        |   |
| <control channel port>      | <i>Integer less than 65535</i>  |
| 5003                        |   |
| <low bandwidth environment> | <i>or YES</i>   |
| NO                          |   |
| [VIDEO]                     |   |
| <camera modulation>         | <i>or MANUAL. NTSC or PAL will be ignored when AUTO</i>                         |
| AUTO                        |   |
| NTSC                        | <i>or PAL, ignored when AUTO but can be notification</i>                        |
| <caption text>              | <i>String shorter than 15 characters</i>  |
| <colored video>             | <i>or NO</i>  |
| YES                         |   |
| <video quality>             | <i>12, 10, 8, 6, 4 representing Medium, Standard, Good, Detailed, Excellent</i> |
| 8                           |   |
| <brightness>                | <i>among 5 and -5</i>   |
| 0                           |   |
| <contrast>                  | <i>among 5 and -5</i>   |
| 0                           |   |
| <hue>                       | <i>among 5 and -5</i>   |
| 0                           |   |

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|                         |  |
|-------------------------|--|
| <saturation>            |  |
| 0                       | <i>among 5 and -5</i>  |
| <rate control>          |  |
| YES                     | for fix bit rate, <i>NO</i> for fix quality  |
| <bit rate>              |  |
| 384k                    | <i>1200k, 1000k, 768k, 512k, 384k, 256k, 128k, 64k</i>                                 |
| <frame rate>            |  |
| 30                      | 1, 2, 3, 5, 10, 15, 20, 25, 30 (30 for NTSC only)                                      |
| <video size>            |  |
| 3                       | <i>1, 2, 3 representing half, halfx2, normal</i>                                       |
| <motion detect enabled> |  |
| NO                      |  |
| <flip>                  |  |
| NO                      |  |
| <mirror>                |  |
| NO                      |  |
| <br>[SERIAL]            |  |
| <auto detect camera>    |  |
| YES                     | <i>or NO</i>   |
| <data bits>             |  |
| 8                       |  |
| <stop bits>             |  |
| 1                       |  |
| <parity bits>           |  |
| 0                       |  |
| <baud rate>             |  |
| 9600                    |  |
| <ccd model>             |  |
| 0                       | <i>0, 1, 2, 3, 4, 6, 7 representing NONE, Custom camera, Sony EVI-D30, Canon VCC1,</i> |

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*Canon VCC3, Dynacolor Dome and Pelco Camera*

<uart mode>

RS232 *or RS485*

<speedlink commands>

(0) *String shorter than 80 characters*

(1) *String shorter than 80 characters*

(2) *String shorter than 80 characters*

(3) *String shorter than 80 characters*

(4) *String shorter than 80 characters*

<custom ccd commands>

UP

*String shorter than 80 characters*

DOWN

*String shorter than 80 characters*

LEFT

*String shorter than 80 characters*

RIGHT

*String shorter than 80 characters*

HOME

*String shorter than 80 characters*

TELESCOPE

*String shorter than 80 characters*

WIDE

*String shorter than 80 characters*

NEAR

*String shorter than 80 characters*

FAR

*String shorter than 80 characters*

[ALERT]

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<application mode>  
0 *for none, 1 for sequential mode, 8 for event mode, 9 for both*

<upload method>  
0 *0 for FTP, 1 for email*

<file with time suffix>  
YES *or NO*

<seconds to snapshot after event>  
0

<seconds to snapshot periodically>  
0

<time to start snapshot>  
00:00:00 *24 hours format*

<time to stop snapshot>  
00:00:00 *24 hours format*

<seconds delay before next event>  
3

## Advanced functions

### *Web*

#### **Viewing system log**

Click the button on the configuration page to view the system log file. The content of the file reveals useful information about configuration and connection after the system boots up.

#### **Viewing system parameters**

Click the button on the configuration page to quickly view the whole system parameter set. The content is the same as CONFIG.INI.

#### **Restore factory default settings**

Click the button on the configuration page to restore the factory default settings. This means any changes made before will be lost and the system will be reset to the initial status when shipped from the factory. After confirmation, the system will restart and require the installer program to setup the network.

#### **Clear data path for proprietary commands**

VisualServer provides a highly customized control support to third-party serial interface devices aside from PTZ cameras. That means in addition to setting up a custom camera with PTZF commands, users may utilize this mode and introduce a customized homepage to transmit arbitrary user-defined commands from the user-side to VisualServer. The third-party device connected to the serial port of VisualServer will receive the same command sent by the originator. The user only needs to attach the command in ASCII format after the special URL. VisualServer will parse the command and transfer into binary code to send out. See the clear data mode serial port driver in the URL commands of VisualServer section for detailed description.

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## *FTP*

VisualServer not only has web service for easy access but also has a built-in FTP service to make system integrators easy to use. According to settings on the application page, VisualServer can sequentially send updated snapshots over a specific period to an external server with choices of overwriting and time suffix. For security staff, VisualServer can directly send snapshots to an external server as evidence according to event settings. Through VisualServer's FTP daemon, administrators can quickly update configurations and maintenance.

Those files with GIF extensions which are used for a homepage layout and can be read and overwritten. They also can be downloaded by managed users. Other files will be explained below.

### **Uploading snapshots periodically to an external FTP server**

In sequential mode, VisualServer will send out snapshots according to interval and period settings. If snapshot files are intended for quick updates, it is better to skip date and time suffix. The file name will then be video.jpg. If the snapshots are used for occasional monitoring, suffix with date and time can help administrators classify them easily.

### **Customizing homepage images**

There is a small icon before each link that can be changed by administrators. Administrators may change the look of the logo, background and image buttons by him or her self. There are three types of logos and backgrounds, blank, default and other URL. The default method will use the image stored in the Flash memory. Administrators may change the default logo, background image and button images by uploading customized ones. The followings are the referenced file names and size limitations.

| Object     | File name    | Maximal size                         |
|------------|--------------|--------------------------------------|
| Logo       | logo.gif     | Logo and background share 8000 bytes |
| Background | back.gif     | Logo and background share 8000 bytes |
| Link icon  | btn_text.gif | 2000 bytes                           |

## Viewing system log

Download SYSTEM.LOG and open it with any text viewer. The content of the file reveals useful information about configuration and connections after the system boots up. It helps administrators to easily find out who and how VisualServer was accessed since all network access to VisualServer is recorded with timestamp. The system log will scroll to keep the newest messages as eliminate old ones.

## Uploading the configuration file

To update each VisualServer's configuration at once, upload the accurately formatted batch file to CONFIG.INI. It is recommended to keep the original format, but changing values. Refer to the section in configuration for details and optional values as well. After successfully receiving and verifying the file, VisualServer will self-update the configuration and restart automatically. Refer to the previous section for further information.

## Software revision upgrade

Customers can frequently check the appropriate product folder on our web site to download the latest firmware. Only administrators can upgrade the system firmware of VisualServer.

### *Easy way via Upgrade Wizard*

Run the Upgrade Wizard included in the product CDROM and proceed by the prompts. Refer to the user's guide of Upgrade Wizard for details.

### *Alternative via FTP*

1. Decompress the compressed file in a local folder. A file named FLASH.BIN should appear.
2. Use the FTP program and change the working directory to the local folder where FLASH.BIN exists.
3. Connect to VisualServer with user name as "root" and password.
4. Use the PUT command to upload FLASH.BIN to VisualServer. The file size is near 1.5 mega bytes. It will take approximately 2 seconds in a local network, 2 minutes by null modem connection or 6 minutes by modem, but still subject to user's network.
5. After upload is complete, close the connection.
6. If the received FLASH.BIN is checked without error, VisualServer will update the software in Flash memory and restart automatically. When VisualServer starts writing firmware, both status LED indicators will stay on until system restarts. It takes about 30 to 40 seconds. User must keep the power stable during the update process. After the system restarts, VisualServer may need installation depending on whether

the “Reset network at next boot” option is enabled or not. After VisualServer boots up, reload the web page in the browser.



If power fails during the software upgrade, the program in the memory of VisualServer may be destroyed permanently. If VisualServer cannot restart properly, ask the dealer for technical service.

## *Telnet*

VisualServer has a Telnet daemon for administrators to access some seldom used functions. Using any general terminal program to connect to VisualServer will prompt the user for a password. Username is not requested here since only administrators can access the Telnet daemon. The password is as same as that used for web access. After logging in, type "help" for the command list. If "debug" or "dinote" is not executed, Telnet will disconnect automatically after being idle for 1 minute.

### **System core debugging**

General activities are recorded into SYSTEM.LOG continuously, but information about abnormal status is not. To look deep into the core debugging information, administrators may type the "debug" command. This will cause VisualServer to start dumping the detailed debugging information while the system is running. This is useful to examine if any error has occurred when the system operates abnormally. The stored information will be cleared automatically after the dump. VisualServer will continue to dump new messages unless the connection is broken. If Telnet is not connected, any messages will be stored until administrators re-login.

### **Monitor changed status of digital inputs**

Typing "dinote" will make VisualServer send the current status of digital input. After that VisualServer will continuously monitor DI status and send messages only when the state has changed. For example, after typing "dinote" the terminal will display

DI=L

DI=L

and if DI changes to H, terminal will display only

DI=H

### **Stop information dumping**

Typing "stop" will cease dumping debug information and digital input status.

### **Query status of digital inputs**

Typing "diquery" will display the status of digital input once.

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### **Set digital outputs**

To set digital output to connect NO with COMMON, type "DO=L".

To set digital output to connect NC with COMMON, type "DO=H".

### **Erase snapshots stored in Flash memory**

Typing "erase image" will clear all snapshots saved in Flash.memory.

### **Erase logo and graphic buttons**

Typing "erase graph" will clear all images used on the homepage. If no new images are uploaded, the system will switch to text mode and use default images instead.

### **Skip installation during the next boot**

Typing "lock" will inform VisualServer to fix current network settings. It need not wait for installation during the next boot.

### **Reset network for new settings**

Typing "unlock" will make VisualServer give up current settings and wait for installation.

### **Restore factory default settings**

Typing "clear" will make VisualServer restore factory settings but not restart. To validate new settings, type "reset" to make the system restart.

### **Reset system**

Typing "reset" will make VisualServer perform a software reset.

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## URL commands of VisualServer

For some customers who already have their own web site or web control application, VisualServer can be easily integrated through convenient URLs. This section lists the commands in URL format corresponding to the basic functions of VisualServer. Some RFC standards related to HTML may be a good reference for implementation of the customized homepages.

### **Capture update Snapshot of JPEG image**

[/cgi-bin/video.jpg](#)

### **Move motorized camera in PTZ direction**

<direction>: up, left, right, down, home

<vision>: wide, tele

<command>: 1, 2, 3, 4, 5

[/cgi-bin/camctrl.cgi?move=<direction>&zoom=<vision>&cust=<command>](#)

### **Preset/Recall camera position**

[/cgi-bin/recall.cgi?recall="POSITION"](#)

, where "POSITION" denotes the text string of a location that is preset in system configuration.

### **Query status of digital inputs**

[/setup/getdi.cgi](#)

VisualServer will return status of digital input.

### **Drive digital outputs**

[/setup/setdo.cgi?do=<state>](#)

, where state is H, L. H means NC connected with COMMON and L means NO connected with COMMON.

For example, <http://192.168.0.201/setup/setdo.cgi?do=h> will command VisualServer, with IP address of 192.168.0.201, to set digital output to connect to NC with COMMON.

### **Clear data mode serial port driver**

This URL applies to the attached serial port device including supported PTZ cameras or non-supported custom cameras. Note the serial port settings of custom cameras must be correctly defined in advance.

*Send command to device attached to COM*

[/cgi-bin/senddata.cgi?data=123456,ABCDEF&flush=yes&wait=1000&read=6](#)

This hyperlink will inform VisualServer to send out binary format commands to the COM with “0x12, 0x34, 0x56” followed by “0xAB, 0xCD, 0xEF”. Each comma separates the commands by 200 milliseconds. “flush=yes” means the receive data buffer of COM port must be cleared before read. Then read 6 bytes after waiting for 1000 milliseconds. The read data can be up to 128 bytes and will return as ASCII coded hexadecimal value, e.g., 0x41, 0x42, 0x43 read from COM port will show in returned homepage as 414243 instead of ABC.

### **Restore factory default settings**

[/setup/restore.cgi](#)

VisualServer will automatically restart after restoring factory default configurations.

### **Restart system**

[/setup/reset.cgi](#)

Restart VisualServer without warning.

## Page URL

The configuration page has a frame layout including an option list frame and an option page frame. Referenced URLs, except for the configuration page, direct users to the option page frame only. Some pages, like image quality setting and preset setting, are opened in new windows for preview.

These URLs can be accessed only by administrators.

| Homepage name          | Referenced URL       |
|------------------------|----------------------|
| Client setting page    | /client.html         |
| configuration page     | /setup/config.html   |
| system option          | /setup/system.html   |
| security option        | /setup/security.html |
| network option         | /setup/network.html  |
| video option           | /setup/video.html    |
| image quality option   | /setup/image.html    |
| camera control         | /setup/camera.html   |
| modem                  | /setup/modem.html    |
| preset PTZ camera      | /setup/preset.html   |
| custom command setting | /setup/command.html  |
| custom camera setting  | /setup/custom.html   |
| application option     | /setup/app.html      |
| homepage layout option | /setup/layout.html   |
| system log             | /setup/logfile.html  |
| system parameters      | /setup/parafile.html |
| set factory default    | /setup/factory.html  |

## System resource URL

There are some images used on the homepage when the homepage layout is in image mode. Administrators may use the following links to show the images saved in VisualServer on another page. To change the images referenced by the URL, refer to the homepage layout section in configuration.

| Resource name                 | Referenced URL    |
|-------------------------------|-------------------|
| system logo image             | /pic/logo.gif     |
| background image              | /pic/back.gif     |
| icon image for link indicator | /pic/btn_text.gif |

## General format of command URL

Every configuration can be set through URL with POST method by administrators only.

<general format>

URL[?[name=value][&name=value].....]

<method>

POST

<authorized user>

root

## System configuration URL

URL: /setup/system.cgi

| NAME   | VALUE                                    | DESCRIPTION                                |
|--------|--|--|
| host   | <text string shorter than 15 characters> | system name                                |
| method | keep                                     | keep date and time unchanged               |
|        | auto                                     | use NTP server to synchronize              |
|        | manu                                     | directly adjust date and time              |
| date   | <yyyy/mm/dd>                             | year, month and date separated by slash    |
| time   | <hh:mm:ss>                               | hour, minute and second separated by colon |
| ntp    | <domain name or IP address>              | NTP server                                 |
| zone   | -12 ~ 12                                 | time zone, 8 means GMT +8:00               |

## Security configuration URL

URL: /setup/security.cgi

| NAME     | VALUE                                    | DESCRIPTION          |
|----------|--|----------------------|
| rootpass | <text string shorter than 15 characters> | change root password |
| username | <text string shorter than 15 characters> | add new user         |
| userpass | <text string shorter than 15 characters> | new user's password  |
| deluser  | <text string shorter than 15 characters> | existing user name   |

## Network configuration URL

URL: /setup/network.cgi

| NAME        | VALUE                                    | DESCRIPTION                           |
|-------------|--|---------------------------------------|
| reset       | YES                                      | enable installation at next boot      |
|             | NO                                       | disable installation at next boot     |
| ip          | <IP address>                             | VisualServer's IP address             |
| subnet      | <IP address>                             | subnet mask                           |
| router      | <IP address>                             | default gateway                       |
| domain      | <text string shorter than 40 characters> | domain name of VisualServer           |
| dns1        | <IP address>                             | primary DNS server                    |
| dns2        | <IP address>                             | secondary DNS server                  |
| smtp1       | <domain name or IP address>              | primary SMTP server                   |
| mailto1     | <text string shorter than 80 characters> | mail recipient address                |
| smtp2       | <domain name or IP address>              | secondary SMTP server                 |
| mailto2     | <text string shorter than 80 characters> | mail recipient address                |
| return      | <text string shorter than 80 characters> | return address                        |
| http        | <number less than 65535>                 | HTTP port                             |
| controlport | <number less than 65535>                 | Control Channel port                  |
| videoport   | <number less than 65535>                 | Video Channel port                    |
| audioport   | <number less than 65535>                 | Audio Channel port                    |
| lowband     | Yes                                      | enable the low bandwidth environment  |
|             | no                                       | disable the low bandwidth environment |

|            |  |                                       |
|------------|--|---------------------------------------|
| ftp1       | <domain name or IP address>              | primary FTP server                    |
| ftpuser1   | <text string shorter than 15 characters> | user name for primary FTP server      |
| ftppass1   | <text string shorter than 15 characters> | password for primary FTP server       |
| ftpfolder1 | <text string shorter than 40 characters> | upload folder in primary FTP server   |
| ftp2       | <domain name or IP address>              | secondary FTP server                  |
| ftpuser2   | <text string shorter than 15 characters> | user name for secondary FTP server    |
| ftppass2   | <text string shorter than 15 characters> | password for secondary FTP server     |
| ftpfolder2 | <text string shorter than 40 characters> | upload folder in secondary FTP server |

## Video configuration URL

URL: /setup/video.cgi

| NAME    | VALUE                                    | DESCRIPTION               |
|---------|--|---------------------------|
| text    | <text string shorter than 15 characters> | enclose caption           |
| color   | B/W                                      | set encoder to monochrome |
|         | <other than B/W>                         | set encoder to color      |
| size    | 1  | half                      |
|         | 2  | half x 2                  |
|         | 3  | normal                    |
| quality | fixb                                     | fix bit rate              |
|         | <other than fixb>                        | fix quantization          |
| quan    | 1  | lowest quality of video   |
|         | 2  | lower quality of video    |
|         | 3  | normal quality of video   |
|         | 4  | higher quality of video   |
|         | 5  | highest quality of video  |
| bitrate | 64000                                    | set bit rate to 64K bps   |
|         | 128000                                   | set bit rate to 128K bps  |
|         | 256000                                   | set bit rate to 256K bps  |
|         | 384000                                   | set bit rate to 384K bps  |
|         | 512000                                   | set bit rate to 512K bps  |

|          |                    |   |
|----------|--------------------|---|
|          | 768000             | set bit rate to 768K bps                    |
|          | 1000000            | set bit rate to 1000K bps                   |
|          | 1200000            | set bit rate to 1200K bps                   |
| mode     | Auto               | let VisualServer detect video modulation    |
|          | NTSC               | set directly to NTSC type                   |
|          | <other than above> | set directly to PAL type                    |
| frame    | 1                  | set maximum frame rate to 1 fps             |
|          | 2                  | set maximum frame rate to 2 fps             |
|          | 3                  | set maximum frame rate to 3 fps             |
|          | 5                  | set maximum frame rate to 5 fps             |
|          | 10                 | set maximum frame rate to 10 fps            |
|          | 15                 | set maximum frame rate to 15 fps            |
|          | 20                 | set maximum frame rate to 20 fps            |
|          | 25                 | set maximum frame rate to 25 fps            |
|          | 30                 | set maximum frame rate to 30 fps(NTSC only) |
| enablemd | yes                | enable motion detection                     |
|          | <other than yes>   | disable motion detection                    |
| flip     | yes                | flip image                                  |
|          | <other than yes>   | normal image                                |
| mirror   | yes                | mirror image                                |
|          | <other than yes>   | normal image                                |

### Image quality configuration URL

URL: /setup/image.cgi

| NAME       | VALUE          | DESCRIPTION                |
|------------|----------------|----------------------------|
| brightness | <-5 ~ 5>       | adjust brightness of image |
| contrast   | <-5 ~ 5>       | adjust contrast of image   |
| hue        | <-5 ~ 5>       | adjust hue of image        |
| saturation | <-5 ~ 5>       | adjust saturation of image |
| preview    | <not required> | not save the parameters    |



|         |                |                              |
|---------|----------------|------------------------------|
| restore | <not required> | recall the original settings |
| save    | <not required> | save the parameters          |

### Camera configuration URL

URL: /setup/camera.cgi

| NAME      | VALUE              | DESCRIPTION                         |
|-----------|--------------------|-------------------------------------|
| interface | RS232              | switch COM to RS232                 |
|           | <other than RS232> | switch COM to RS485                 |
| driver    | auto               | let VisualServer auto detect camera |
|           | 1                  | non-PTZ camera device               |
|           | 2                  | Sony EVI-D30/31                     |
|           | 3                  | Canon VCC1                          |
|           | 4                  | Canon VCC3                          |
|           | 5                  | DynaDome/SmartDOME                  |
|           | 6                  | Pelco D protocol                    |
|           | 7                  | third party PTZ camera              |

### Camera preset configuration URL

URL: /setup/preset.cgi

| NAME   | VALUE                                    | DESCRIPTION            |
|--------|--|------------------------|
| addpos | <text string shorter than 40 characters> | add preset position    |
| delpos | <existing position name>                 | delete preset position |

### Camera custom command configuration URL

URL: /setup/command.cgi

| NAME | VALUE                                   | DESCRIPTION                            |
|------|---|--|
| str1 | <text string shorter than 8 characters> | button name of custom command 1 of COM |
| str2 | <text string shorter than 8 characters> | button name of custom command 2 of COM |
| str3 | <text string shorter than 8 characters> | button name of custom command 3 of COM |
| str4 | <text string shorter than 8 characters> | button name of custom command 4 of COM |

|      |  |  |
|------|--|--|
| str5 | <text string shorter than 8 characters>  | button name of custom command 5 of COM |
| com1 | <text string shorter than 80 characters> | custom command 1 of COM                |
| com2 | <text string shorter than 80 characters> | custom command 2 of COM                |
| com3 | <text string shorter than 80 characters> | custom command 3 of COM                |
| com4 | <text string shorter than 80 characters> | custom command 4 of COM                |
| com5 | <text string shorter than 80 characters> | custom command 5 of COM                |

### Custom camera configuration URL

URL: /setup/custom.cgi

| NAME   | VALUE                                    | DESCRIPTION                     |
|--------|--|---------------------------------|
| baud   | <integer>                                | set baud rate of COM            |
| data   | <integer>                                | set data bits of COM            |
| stop   | 1  | set 1 stop bit of COM           |
|        | 2 <other than 1>                         | set 2 stop bits of COM          |
| parity | None                                     | set parity check of COM to none |
|        | Odd                                      | set parity check of COM to odd  |
|        | Even                                     | set parity check of COM to even |
| up     | <text string shorter than 80 characters> | tilt up command string of COM   |
| down   | <text string shorter than 80 characters> | tilt down command string of COM |
| left   | <text string shorter than 80 characters> | pan left command string of COM  |
| right  | <text string shorter than 80 characters> | pan right command string of COM |
| home   | <text string shorter than 80 characters> | home command string of COM      |
| tele   | <text string shorter than 80 characters> | zoom in command string of COM   |
| wide   | <text string shorter than 80 characters> | zoom out command string of COM  |

### Modem configuration URL

URL: /setup/modem.cgi

| NAME    | VALUE            | DESCRIPTION                             |
|---------|------------------|---|
| dialout | yes              | allow VisualServer dialing out on event |
|         | <other than yes> | no dial-out allowed                     |

|        |  |                                    |
|--------|--|------------------------------------|
| method | Tone (ATDT)                              | make modem dial in tone            |
|        | Pulse (ATDP)                             | make modem dial in pulse           |
| reatt  | <integer>                                | redial attempts                    |
| discon | <integer>                                | minutes delay before disconnection |
| init   | <text string shorter than 40 characters> | command to initialize modem        |
| phone1 | <text string shorter than 40 characters> | phone number of primary ISP        |
| user1  | <text string shorter than 40 characters> | user name for primary ISP          |
| pass1  | <text string shorter than 40 characters> | password for primary ISP           |
| phone2 | <text string shorter than 40 characters> | phone number of secondary ISP      |
| user2  | <text string shorter than 40 characters> | user name for secondary ISP        |
| pass2  | <text string shorter than 40 characters> | password for secondary ISP         |

## Application configuration URL

URL: /setup/app.cgi

| NAME    | VALUE            | DESCRIPTION                             |
|---------|------------------|---|
| emode   | <not required>   | event mode application                  |
| smode   | <not required>   | sequential mode application             |
| smethod | mail             | upload snapshots by email               |
|         | ftp              | upload snapshots by FTP                 |
| suffix  | <not required>   | FTP file with date and time suffix      |
| delay   | <integer>        | seconds delay to detect next event      |
| inter   | <integer>        | seconds delay to capture post-event     |
| dihigh  | < not required > | set DI high as trigger condition        |
| dilow   | < not required > | set DI low as trigger condition         |
| dirise  | < not required > | set DI rising as trigger condition      |
| difall  | < not required > | set DI falling as trigger condition     |
| motion1 | < not required > | set motion window1 as trigger condition |
| motion2 | < not required > | set motion window2 as trigger condition |
| motion3 | < not required > | set motion window3 as trigger condition |
| ioalarm | < not required > | trigger DO when DI condition matched    |

|          |                  |   |
|----------|------------------|---|
| mdalarm  | < not required > | trigger DO when motion detected           |
| ioupload | < not required > | upload snapshot when DI condition matched |
| mdupload | < not required > | upload snapshot when motion detected      |
| sinter   | <integer>        | seconds interval for sequential mode      |
| sbegin   | <hh:mm:ss>       | time to start sequential mode             |
| send     | <hh:mm:ss>       | time to stop sequential mode              |

## Homepage layout configuration URL

URL: /setup/layout.cgi

| NAME    | VALUE                                    | DESCRIPTION                       |
|---------|--|-----------------------------------|
| cuslogo | blank                                    | hide logo                         |
|         | def                                      | use default logo                  |
|         | url                                      | use image from URL                |
| logourl | <text string shorter than 80 characters> | URL of image for logo             |
| linkurl | <text string shorter than 80 characters> | URL to link when clicking on logo |
| cusback | blank                                    | hide background image             |
|         | def                                      | use default background            |
|         | url                                      | use image from URL                |
| backurl | <text string shorter than 80 characters> | URL of image for background       |
| fcolor  | <0 ~ 15>                                 | color index for font              |
| bcolor  | <0 ~ 15>                                 | color index for background        |

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# Appendix

## A. POST procedure

After the power has been turned on, VisualServer will perform a self-diagnostic to locate any possible hardware defects. If the power indicator is dim at the beginning, the power fails to proceed further. While the POST is proceeding, the status LED indicators will keep blinking interchanged until finished or any fatal error happens. If either status LED indicator is dim at the beginning, the LED may be broken.

Any possible fatal error has a special pattern shown in the following table. LED2 is the one below the network indicator and LED3 is the lowest one. If the POST is successful, status LED indicators will both shut off for a while and then light depending on the chosen network interface. If Ethernet is available, LED2 will flash like a heartbeat after network installation is done. Otherwise if modem is available, LED2 will flash alike to indicate listening for dial-in connection while LED3 is lit. If the included null modem cable is connected, both LEDs will stay on and then LED2 will start flashing after the connection from the PC is opened for configuration and LED3 stays lit.

| LED pattern after POST           | Possible failed component | Failed function      |
|----------------------------------|---------------------------|----------------------|
| LED2 and LED3 blink at same time | U32(SAA7113)              | Video decoder        |
| LED2 ON and LED3 OFF             | U1(TM1300)                | PCI bridge of TM1300 |
| LED2 OFF and LED3 ON             | U6(RTL8139C)              | Ethernet controller  |
| LED2 ON and LED3 ON              | U6(RTL8139C), U7, U8      | Ethernet interface*  |
| LED2 blink and LED3 ON           | U22(M5823)                | Real-time clock      |
| LED2 ON and LED3 blink           | U19(16C1550CJ), P2        | COM interface        |

 Ethernet interface failure includes not only components on board but also Ethernet cable and the devices of the opposite end.

## B. Frequently asked questions

Q. What if I forget my password?

A. Every access to VisualServer needs authentication. If you are one of the managed users, you have to ask the administrators for the password. If you are the administrators, there is no way to recover the root password. The only way to regain access to VisualServer is to utilize the default setting button on the rear panel to restore the factory settings and reinstall it.

Q. Why can I not watch video from VisualServer after it is authenticated?

A. There are many possible scenarios regarding this problem,

- 1.If you have just installed VisualServer and are unable to watch the video, check the video modulation on the Configuration page.
- 2.If VisualServer is well installed and you are accessing VisualServer for the first time using Internet Explorer, adjust the security level of Internet Explorer to allow installation of plug-ins.
- 3.If the problem still exists after adjusting, the current users may be over the system allows.

Q. What is the plug-in for?

A. The plug-in provided by VisualServer is used to display motion pictures on Internet Explorer. If your system does not allow installation of any plug-in software, the security level of the web browser may need to be lowered. It is recommended that you consult your network supervisors in your office regarding adjustment of the security level.

Q. Why is the timestamp different from the system time of my PC or notebook?

A. The timestamp is based on the system time of VisualServer. It is maintained by a real-time clock inside and automatically synchronizes with the time server if VisualServer is connected to the Internet and the function is enabled. Differences of several hours may result from the time zone setting.

Q. Why does the image not refresh regularly?

A. In a modem environment, it is because the bandwidth of PPP connection is far less than Ethernet. If the difference of the timestamp is not stable, adjust the UART FIFO lower in both receiving and transmitting

from modem property in the control panel. While in Ethernet, it may be due to time taken in storing snapshots into memory upon events occurring.

Q. How does VisualServer detect the supported PTZ cameras automatically?

A. If there is no camera detected, VisualServer will monitor the CTS of the camera control cable continuously. As long as the CTS is detected, VisualServer will try to handshake with supported cameras until a supported camera is found. There is no more camera detection once a PTZ camera is recognized.

Q. How many users are allowed to watch VisualServer at the same time?

A. Basically there is no limitation of users. However the video quality also depends on the network bandwidth. To achieve the best effect, VisualServer will allow several users to be connected. It is recommended to build another web server to host a large quantity of users by retrieving images from VisualServer periodically.

Q. How fast is the video rate of VisualServer?

A. The MPEG4 codec can process 30 frames per second internally. However the total performance is subject to many coefficients as follows:

1. network throughput.
2. bandwidth share.
3. number of users.
4. the complicated objects in view results in larger image file.
5. the level of your PC or notebook which is responsible for displaying images.

In general, the transfer rate in a general local network environment can achieve over 200 kilobytes per second and approximately 10 to 20 pictures of a normal environment per second.

Q. How can I keep VisualServer as private as possible?

A. VisualServer is designed for surveillance purposes and has many flexible interfaces. The user authentication and special confirmation in installation can keep VisualServer from unauthorized access. You may also change the HTTP port to non-public number. You can check the system log to examine any abnormal activities and trace the origins.

Q. I have a PTZ camera that is not on the supported list. How can I control it?

A. VisualServer provides a custom camera command interface to control the cameras that are not supported. The details are described in the manual. Be sure the COM port settings are applied to the camera specification. The camera control cable included is shown in the package content. Prepare your own cable if necessary. The general PTZ command is composed of one start command and one stop command. When editing both commands in the edit box of the configuration page, use comma(s) to separate commands. Each comma represents 200 milliseconds. If the user has some serial control device other than the PTZ camera, the special URL is provided to send the desired commands. For quick access, integrate the URL to another homepage on your own web server.

Q. How fast will VisualServer check the status of digital inputs?

A. VisualServer will check input status in less than half a second. However, to avoid repeatedly checking conditions too often and to allow the devices connected to digital outputs to function properly, VisualServer will delay 3 seconds by default after each condition matches. Users may change it according to specific applications. During this period, any condition will be ignored.

Q. Why can I not access VisualServer when I setup some options in the application?

A. When VisualServer is triggered by events, snapshots will take more time to write them into memory. If the events occur too often, the system will always be busy storing images. It is recommended to use sequential mode or external recorder program to record motion pictures if the event is frequent. If you prefer to retrieve images via FTP, the value could be smaller since FTP responses quicker than the Web does. Once the system is too busy to configure, use the restore factory default and reset button to save the system.

Q. I try to connect my black-and-white and color cameras with VisualServer but the image is not good.

A. Although VisualServer allows users to choose color or black-and-white images for each camera, hybrid camera types may increase video processing time and reduce system performance.



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## C. Technical specifications

### Remote Management

Configuration and system log can be accessed via Web browser and FTP application remotely.

### Networking Protocol

TCP/IP, HTTP, SMTP, FTP, Telnet, NTP, DNS and DHCP

### Modem

PPP(dial-up, direct cable connection)

### Physical

10baseT Ethernet or 100baseT Fast Ethernet

### Audio

#### Algorithm Supported

24K bps wideband audio coding

#### Audio Inputs

1 RCA mono audio input

### Video

#### Algorithm Supported

MPEG4(short header mode)

#### Video Inputs

1 BNC composite video input

NTSC/PAL auto-sensing

#### Features

Adjustable image size and quality

B/W or color control

### Video Resolution

#### NTSC

Up to 30 frames at 176x120

Up to 30 frames at 352X240

#### PAL

Up to 25 frames at 176x144

Up to 25 frames at 352X288

### Viewing System Requirement

#### Protocol

Standard internet TCP/IP suite

#### Operating System

Microsoft Windows,

#### Browser

Internet Explorer 4.x or above,

### General I/O

1 opto-isolated sensor input (max. 12VDC 50mA)

1 output relay (max. 24VDC 1A, 125VAC 0.5A)

### Alarm Features

Motion detection with percentage and sensitivity

Daily repeat timing schedule

3 color JPEG images for pre/post alarm image storage

Automatic transfer of stored images via email or FTP with event-triggered actions

### RS232/RS485

9 pin D-SUB RS232 or RS485(PTZ camera control) max.115.2Kbps

### PAN/TILT/ZOOM

PTZ camera control through RS232 or RS485

Automatic PTZ camera model detection

Supported units and protocol,

Sony VISCA PTZ cameraa

Canon VC-C1, VC-C3

Dynacolor SmartDOME

Pelco D-protocol Dome

Clear-data command driver is supported

### Remote Software Upgrade

System firmware upgradeable via FTP

### Security

Administrator and user group protected

15 digits password protection

### Optional Software

Record and play pictures on PC hard disk

I/O ports monitoring feature

### LED Indicator

Status indicators

Network link indicator

### Power

12V DC, 1.2A external power supply

6-15V DC, min. 15W

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## Electromagnetic Compatibility (EMC)

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

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

Shielded interface cables must be used in order to comply with emission limits.

**Europe** **CE** - This digital equipment fulfills the requirement for radiated emission according to limit B of EN55022/1998, and the requirement for immunity according to EN50082-1/1992.

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