

# DIGI**VUE**

## Owner's Manual

### Version 3.6



Before beginning installation of the DigiVue system, we recommend partitioning the hard drive of your computer. A 3Gb partition should be large enough for your operating system and programs. This should be your drive C. The remaining space on your hard disk can be set up as a single or multiple drives. Smaller partitions will allow faster access to your video records. After installation of the DigiVue system, go to the advanced set up menu and de-select Drive C. Then select any or all other partitions to use for your video storage.

***\*\*\*DigiVue is designed to automatically manage your recorded files, by deleting the oldest recorded files when your available hard drive space reaches only 100Mb free space. (If you do not partition your hard drive and de-select the C drive, you may have problems with Windows when your disc space gets low and DigiVue starts to overwrite files.***



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

## 6. When I open the program my video freezes.

A--Are any of your cameras set on real time? The priority settings can only be set to real time if you are using one camera. Once you add any additional cameras you have to lower both priority settings.

B--If after this video is still freezing, you can try removing the digivue.cfg file from the digiv folder in your C drive. It then will recreate itself when you open DigiVue. You must reset your settings. Example: Format on NTSC, make any cameras color, and change recording drives.

## 7. Why is any recorded video and/or remotely viewed video blurry?

A--What are your compression settings? There are 4 levels of compression on our system.

1 through 4:

1=least compression (best quality image, uses more drive space)

4=most compression (least quality image, uses least amount of drive space)

You may access this adjustment on screen by clicking on the icon below the time and date stamp. The wheel with the vise can be adjusted from 1 to 4.

## 8. Why do I get driver not loaded the second time I open DigiVue?

A--You are opening multiple copies of the program. You only minimize the first DigiVue opened. You must click and hold the button to shut down. Clicking fast will minimize the software. You must then reopen your software by double clicking on the video

server icon in the system tray. This will maximize software and allow you to shut down.

## 9. Why is only camera 1 in color?

A--You must select color or b&w for each individual camera in the advanced setup menu.

## 10. Why is the image upside-down?

A--Your camera is mounted upside-down.

## 11. Why can't I view remotely with client software?

A--Make sure the host machine is connected to the internet.

B--If using a router, make sure to the dmz DigiVue host computer, or to keep firewall intact just open ports 8080, 123, and 20900.

## 12. Why can't I view remotely using Internet Explorer?

A--Make sure your port settings in the webcam setup are set to 8080.

B--If this doesn't work, check with your ISP to see if port 8080 is open. If you need to change port settings, they need to be changed in webcam setup as well as in index.

Example: NY Cablevision (TM) closed port 8080. We now use 6699.

Check with your local provider.

## 13. I can't get v-dial to work.

B--Try selecting your modem in the v-dial setup. If this doesn't work, we recommend using an A-OPEN (TM) 2-way voice modem.

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## Instructions for hardware installation

1. Always start a project like this with your computer OFF.
2. Open the side of your computer to expose the PCI slots.
3. Carefully slide your DigiVue PCI card into a vacant slot. Attach one of the screws from the back of your computer to fasten the card to the chassis of the computer. If possible try not to use the bottom slot or the one next to the video card. Optimally, we suggest the second slot from the bottom.
4. Power on the computer.
5. Place the DigiVue software CD in your CD-ROM drive Your computer will now tell you that it has "Found New Hardware", and it will try to locate the device drivers to make it work.



6. Click "NEXT". It will then ask you how it should find the drivers and it will give you a choice of searching for them or displaying a list of all compatible devices.
7. Choose "Search automatically" and click "NEXT".



8. Windows will then warn you that the DigiVue driver has not passed Windows Logo Testing, click "Continue Anyway"



9. Next click "finish"

(For models EDV-004, EDV-009, and EDV-016 you will need to repeat this process one more time as these models need both one audio and one video driver to work correctly. For model EDV-416 you will need to repeat this process seven more times as this model needs four audio and four video drivers to work correctly)

## **2. Why am I only getting images on cameras 1 and 2?**

A--Upon installation DigiVue software defaults to having only cameras 1 and 2 enabled. You must enable any other cameras you will be using with this system. You can do this by opening the 'Advanced Setup' and taking the check out of the disable box on the left side of the screen for each individual cameras.

## **3. I am getting video but it is blurry or very grainy:**

A--Does your system and your video card meet the minimum system requirements? There is an Overlay function in the DigiVue software. If your video card is of a high quality you may use the Overlay 2 function. If when you choose Overlay 2 the program freezes, or you lose video, go back to Overlay 1 or none at all. Please select the most suitable mode for your video card. Example: On board video use Overlay 1, AGP Video 32 meg or better use Overlay 2.

B--Are the correct video card drivers installed? If you have an AGP video card in your system, please go to the device manager and check under display adapters. Make sure the drivers listed under there match the card in your system.

C--Are your monitor settings correct? You should be set at High color 16 bit or better and the screen area should be at 1024 x 768.

## **4. When I record video and my hard drive is full, the program shuts down.**

A--Are you recording to the drive that contains your operating system? First thing suggested in the 'Getting Started' manual is that you partition your drive and not to record video to the drive containing Windows. When your drive is full, DigiVue will overwrite the oldest files on there. Windows swap files can interfere with the overwriting of video files and the computer may freeze. Some versions of Windows need to reboot every few days and should be rebooted every 1 to 3 days. In the DigiVue advanced setup menu, remove the check from the drive that contains your operating system and only record to the other available drives.

## **5. Video is there but it is rolling or jumping.**

A-- Check to see if you are in NTSC mode. The PAL mode is the video format used by Europe and sometimes South America. NTSC is the format used in the United States.

B. Do you have more than one copy of the program open? Check for icons on the lower right hand side of your taskbar. Roll the mouse over these icons to identify them. When DigiVue is open there should be only 2 icons open. One for video server and one for http. If there are more, close them. To properly close the program, click and hold the icon on the top right of the DigiVue control bar until program closes. Just clicking on this icon only minimizes the window.

C. There are a few settings that if set too high can cause this. In the DigiVue advanced setup menu make sure that your rate and resolution are set in the middle. Sometimes you can set the rate on Max. Never set the resolution too High. This will cause jumping or rolling in your video.

# F. A. Q.s

## 1. Why am I not getting video on any cameras?

A--Are your cameras working? Please, before anything else check to make sure all cameras are working properly and have video output to a standard monitor.

B--Is the DigiVue harness attached to the pci card? The port that is to be used for the camera inputs is the same 25 pin port used for attaching a printer. Make sure the DigiVue harness is attached to the pci card and not the printer port.

C--Does your video card meet the minimum requirements? DigiVue will work with an 8 meg or better video card. We do however recommend using a 32 meg or better AGP video card for maximum quality video.

D--Is the DigiVue card next to the video card? We recommend at least one slot between AGP video card and DigiVue board.

E--Does your system meet the minimum requirements? DigiVue will work on a system that is at least a Pentium II 266 mHz. Again these are minimum requirements. You will find the better the system, the better DigiVue will perform. We recommend at least a Pentium III 550 mHz, 128 meg RAM, and a 32 meg video card.

F--Are you using the correct software? Each unit comes complete with 2 versions of software on the CD, DigiVue and DigiClient. DigiClient is used ONLY for remote viewing via the internet or LAN/WAN. Make sure that you only install the DigiVue software in the computer with the cameras.

G--Are there any conflicts in your device manager? When DigiVue is installed properly the drivers will be found listed under isound and video game controllers. There should be 2 of them (DigiVue audio and DigiVue video) listed by platform (OS). All drivers are provided on the CD. If DigiVue is installed incorrectly Windows may see it as a pci device, multimedia device or other device. If this occurs, you can easily fix it.

G1--First, you need to find out which drivers you will need. Please refer to your Getting Started manual that came in the box with your DigiVue.

G2--Highlight the conflict and Click the Properties tab. Now click on the Driver tab. Next click on the Update driver tab and follow the Getting Started instructions from #5 on. (If you don't have a Getting Started manual you may download these instructions from our website: [Http://www.digivuecctv.com/support](http://www.digivuecctv.com/support)

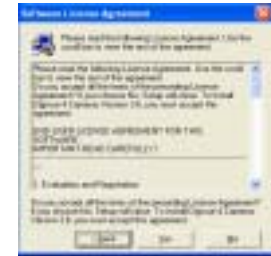
H--If at this point you still don't have video on any channels, please try a different pci slot. The slot that the card is in may work, but not for our card. Try the slot below or the slot above.

## Software Installation:

1. Put DigiVue CD in CD-ROM drive. (It should begin autorun). If not, go to My Computer and double-click on your cd drive to begin installation.



2. Click "Next".



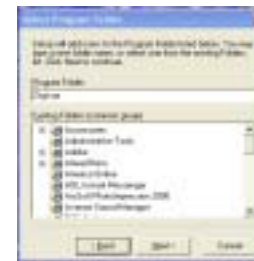
3. Read agreement and Click "Yes"



4. Choose amount of cards to be installed.



5. Click "Next".



6. Click "Next".



7. Click "Finish".

8. You can start the program listed under “all programs” in your Start Menu. Choose DigiVue DVR System.



9. Click “Register”.



10. Write down Computer ID , and save this number

**You will need it to register**

11. You may now click “try” to run the program fully func-

tional

for 30 uses while you wait for your password

## 2. Client Software. Remote viewing via the web.

The host computer must already be connected to the internet. The speed is directly related to the connection. We recommend at least DSL or Cable Modem. Routers: If you are using a router you must either DMZ Host machine on open ports 123, 8080, and 20900.

### A. Internet viewing:

On your DigiVue CD you will find a folder named DIGICLIENT. This software should only be installed at a remote location. With this software you are able to view all cameras and you can access video files on host computer. Again you will need the IP ADDRESS of the host computer along with the NAME of the computer. To find your IP ADDRESS when running Windows 98 or ME: Go to the run box in your START menu and type in winipcfg and click OK. To find your IP ADDRESS when running Windows 2000 or XP: Go to the run box in your START menu and type in command. When the box opens up type in ipconfig and hit the ENTER key. To find the NAME of the computer choose SETTINGS from your START menu, then choose CONTROL PANEL, then NETWORK, then choose the IDENTIFICATION tab. You will now see a box labeled COMPUTER NAME. Write the name of your computer down on a piece of paper for later use. Make sure DigiVue software is open. You are now finished setting up remote viewing at the host location.

The next step is to install the client software at a remote location. To do this you need the CD that contains the DigiVue software. Put the CD in the CD-ROM drive. Double-click the MY COMPUTER icon on your desktop. Choose the CD-ROM drive by double-clicking on the icon that says DigiVue. Open the DIGICLIENT folder by double-clicking on it and choose SETUP.EXE. The automatic installer will guide you through the install. Once you are ready, open the DIGICLIENT software. You will find it in your START menu listed under PROGRAMS. Choose the ADVANCED SETUP icon (second from right on top of screen). A box will open in front of you. In the box marked NAME, enter the name of the host computer in capital letters, then enter the IP ADDRESS and click the CLOSE button. You should now see remote viewing being sent by the host computer.

### B. LAN (local area network):

Using the CLIENT SOFTWARE for a Local Area Network or LAN is very similar. You will need the name and IP address of the host computer. Then install the Client Software at the remote location. Enter the name (capital letters) and IP address of the host computer in the advanced setup. Now you will have the access to many functions and controls of the DigiVue remotely through Client Software.



## Remote Viewing

There are two ways for remote viewing through the internet:

### 1. Using Internet Explorer from anywhere in the World.

Using the broadcast web applet. Each time you open your DigiVue software, a broadcast web applet opens with it. Setting up the web applet is fairly easy. First, make sure the DigiVue software is NOT running. When selecting your DigiVue software from the START menu it will give you 5 choices. Choose webcam setup in order to customize your web applet. A small red icon will appear down by your taskbar. Double-click the red icon. A blank box will open. Select FILE from top and scroll down to OPEN. A box will open up in front of you asking you what you want to open. Highlight INDEX.htm and click the OPEN button. What was once a blank box is now filled with writing. Towards the bottom, one of the lines will read PORT VALUE. Make sure the numbers following are 8080. Now choose the SETTINGS tab on top. Make the max number of users 5 and again make sure that PORT VALUE is 8080, click OK. Now Go back to FILE on top left of screen and choose SAVE. Then EXIT. Now open your DigiVue software. You are now broadcasting a web applet which can be viewed through INTERNET EXPLORER from virtually any computer with internet access. To test this internally, open up Internet Explorer, type `http://127.0.0.1:8080` into the address bar. You should see an example of the broadcast web applet with live video of your cameras. The next step is to find out the IP ADDRESS of the host computer. An example of one would be `65.199.172.205`. To find your IP address log onto the internet. When running Windows 98 or ME: Go to the run box in your START menu and type `winipcfg` and click OK. To find your IP address when running Windows 2000 or XP: Go to the run box in your START menu and type `command`. When the box opens up type `ipconfig` and hit the ENTER key. Please make a note of the IP ADDRESS by writing it down somewhere for later use. You are now ready to view your cameras from any remote location. In order to view from a remote location, open up INTERNET EXPLORER. You will now need the IP ADDRESS that you wrote down previously. Now for these instructions, let's use this example. You would type in the address bar:

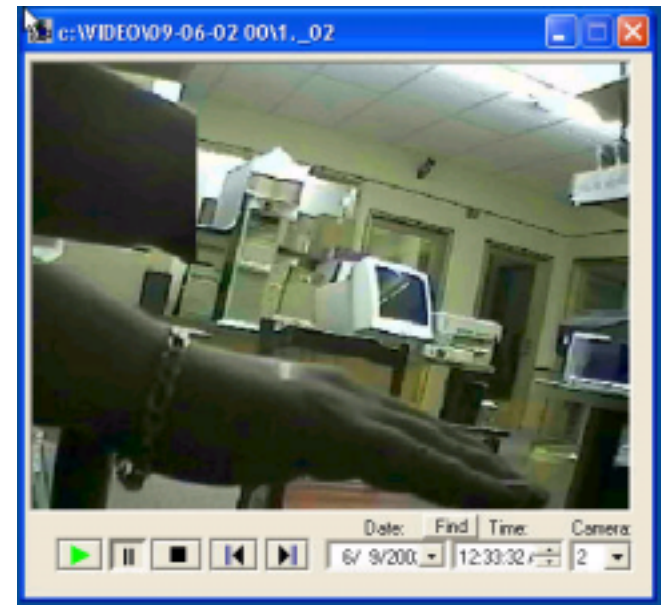
`http://65.199.172.205:8080`

You should now be able to view your cameras through the web applet providing the host computer is hooked up to the internet. The index file, `Index.htm` can be modified or replaced to broadcast other html applets.

## Video Playback Media Player

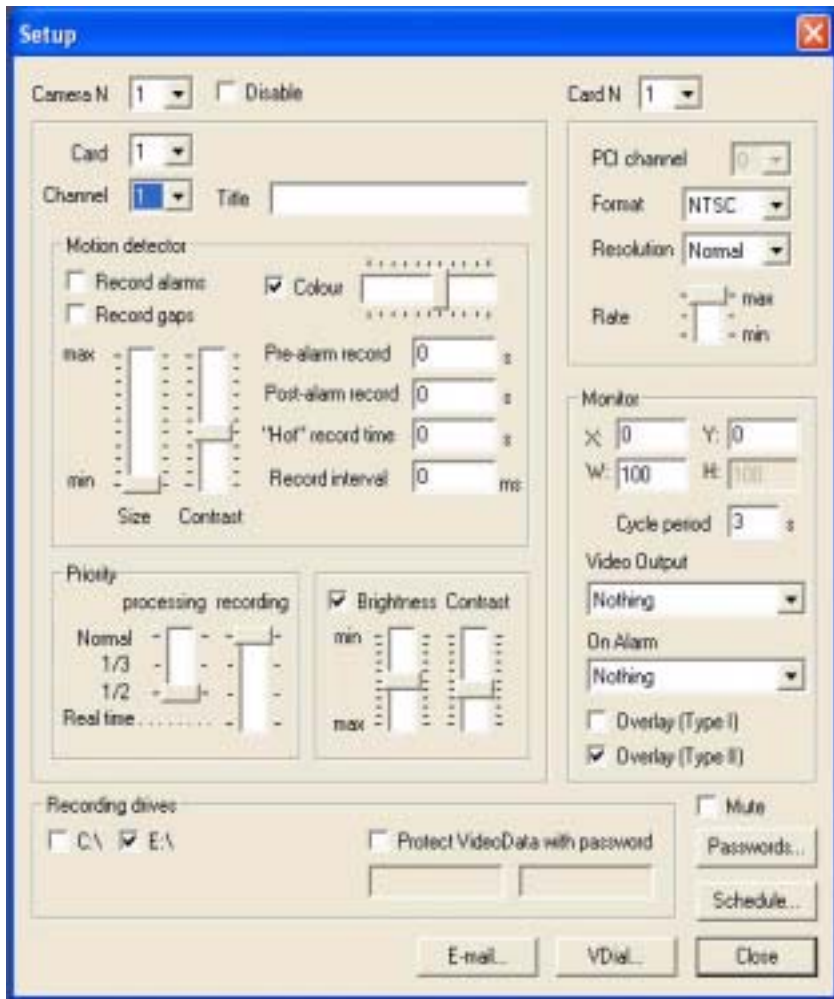
Stored video files can be played through the software or through the Video Playback Media Player. See picture below.

You will find this player in your start menu as one of the choices listed in DigiVue. It works by camera, date, and time and has the same easy to use VCR like controls as the DigiVue software. You must first select a date, time, and camera number. Then click the play icon.



# ADVANCED SETUP

Clicking on the Tools button,  will bring you to the advanced setup area shown below.



# Multiboard Software Setup

Up to 4 DigiVue cards or 1 DigiVue HS card may be installed into one computer using the multiboard software. Each card has a 30fps maximum, shared between the cameras connected to the card. Allowing up to 16 cameras and a total of 120fps.

<b>4 channel card</b> 30 fps ÷ 4 cameras = <b>4 inputs @</b> aprox 7fps per input	<b>9 channel card</b> 30 fps ÷ 9 cameras = <b>9 inputs @</b> aprox 3fps per input	<b>16 channel card</b> 30 fps ÷ 16 cameras = <b>16 inputs @</b> aprox 1.6fps per input
--	--	---

**OR**

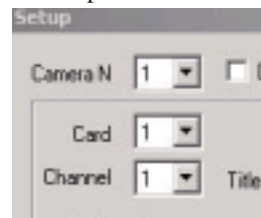
**4pcs of 4 channel card**  
**120 fps ÷ 16 cameras =**  
**16 inputs @ aprox 7fps per input**

The first area to be addressed is the top right corner of the screen (see below). There is a dropdown menu that reads: Card N. You must change the format of each card from PAL to NTSC. Select the card number you are adjusting by pulling this dropdown menu marked format and making the change for each card. You can run pal cameras on individual cards if you wish.

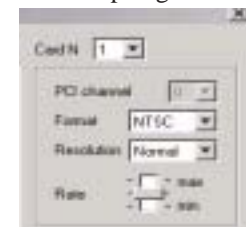
Now in the top left corner you will see 3 dropdowns which will configure the system.

- Camera N - Choose which box or pane you want image to be shown in.
- Card - Choose which DigiVue card this camera is connected to.
- Channel - Choose which wire number on the DigiVue harness the specified camera is connected to.

Top Left



Top Right



(Example) On a three card system, (4 channel boards), what should be showing in box or pane # 6 is the camera hooked up to the second wire on board # 2. So you would choose:

- CameraN 6
- Card 2
- Channel 2

# Voice Dial Feature

One of the many functions of DigiVue is Voice Dial Notification. DigiVue can dial out to any given phone number to alert of an alarm condition. Alarm condition options are signal loss, motion detection, or both. You can create your own wav files to customize your alarm notifications. Sample files are included in the directory C:\DIGIV\WAV.

\* IMPORTANT: A good quality 2 way voice modem is required to utilize this feature.

1. Open the advanced setup of your DigiVue software
2. Click the V-DIAL button towards the bottom of the screen
3. Put a check in the first available box (to activate that first line).
4. Select a camera from the dropdown menu
5. Select (from the dropdown menu) what event you would like to be notified about.
6. Type in the phone number to be called
7. Type in the FULL path of the file you would like to be played.  
(eg C:\DIGIV\Wav\cam\_alarm\_1.wav)

When an alarm is detected in that frame DigiVue will dial the specified phone number. You will not hear the file immediately when you answer the phone. You must press the pound (#) button on your phone to start playing the file.

For the motion detection portion of this feature to operate, you must arm the desired frame by clicking the lens of the camera icon in that frame, or by setting up an arm/disarm schedule in the advanced setup menu. Signal loss does not require scheduling or activation once voice dial is setup and signal loss is selected in the setup.

- Camera N**
- select camera to be controlled. Controls of selected camera are below:
  - Disable* • selecting the checkbox allows you to disable a camera.
  - Card* • assign DigiVue card (list of 1 through 4).
  - Channel* • assign video channel of selected DigiVue card.
  - Title* • the title of selected camera to be displayed on the screen.

**Motion Detector** (section of Camera parameters)

- Record Alarms* • enables video recording when motion is detected and cameras are armed.
- Record GAPS* • records movement whether camera is armed or not..
- Color* • adjustment of color.
- Size* • adjustment of size trigger.
- Contrast* • adjustment of contrast trigger.
- Pre-alarm Record* • time of video recording prior to detected motion.
- Post-alarm Record* • time of video recording after motion is detected .
- Record Period* • setup of the Pre- and Post- alarm recording.

**Priority**

- Processing* • allows you to give either 1/2 or 1/3 of the cards frame rate priority to an individual camera.
- Recording* • allows you to give recording priority to an individual camera.
- Brightness* • image brightness setup per channel.
- Contrast* • image contrast setup per channel.

**Card N** • DigiVue card number to be controlled. Controls of selected DigiVue cards are below:

- Format* • video format selector (PAL or NTSC).
- Resolution* • video resolution selector (Normal, High or Full).
- Rate* • scanning rate setup.

**Monitor**

- X Y* • x/y-coordinates of the video monitor.
- W H* • Width and Height sizes of the video monitor.
- Cycle Period* • period of auto-rotate camera view.
- Video Output* • control of DigiVue spot monitor.
- On Alarm* • specifies function of monitor when alarm occurs.
- Overlay Mode* • The quality of your video graphics card will determine which overlay type you should use. Please try each mode and decide which one best suits your viewing.
- Mute* • not used.

**Recording Drive**

- choose which drive(s) to record on to. Remember to partition your drives (see hardware and software installation).
- Protect Video Data* • there is a check box and two input fields. If you select the checkbox, the two input fields will be enabled. Type the same password into both fields. You will then need that password to access the archived video.

**Schedule** • allows you to create a schedule to arm/disarm, or start/stop recording on an individual or on all cameras

**Close** • the button to close Setup dialog and save changes

# Toolbar Controls



Chooses which camera to view in the selected pane. Also chooses group for switching when cycling



Allows you to choose how many camera screens you wish to view.



Allows you to view next or previous cameras when in full screen mode. You can also activate the automatic cycle feature by holding either of the buttons for a few seconds.

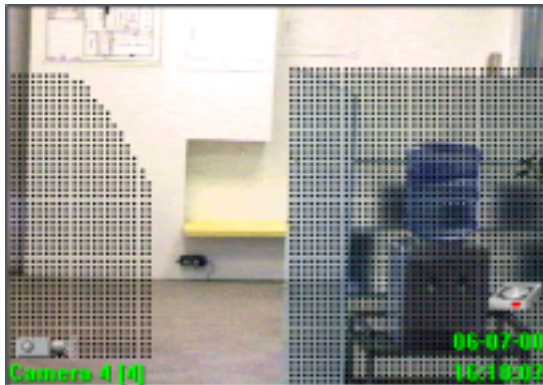


This button provides digital Zoom-in (left button of mouse) or Zoom-out (right button of mouse) commands for selected camera pane.



This button allows you to mask out a selected area of any pane. See below.

Click the left mouse button, hold and drag to mask the area that you do not want the DigiVue system to see as motion. Click the right mouse button, hold and drag to remove any or all of the mask. When finished click the mask icon to hide the mask.



## Quick and Easy AVI's:

Allows viewing of video  
on all windows based computers

**A:** DigiVue video is recorded in a motion wavelet format. You can copy video files and view them with DigiVue software on another computer.

**B:** You can create and export a video as an Avi for viewing on any windows based computer. To create and export video recorded by DigiVue, follow these instructions. After you have recorded video through DigiVue, and you have familiarized yourself with the playback you should create an Avi as a test run.

**You may locate the video through the DigiVue software or the video playback player. Once located you must use the DigiVue software to create the avi using the virtual vcr playback of an individual camera pane.**

1. Locate the point of video you want to be the starting point of your avi file, and press stop.
2. Make sure that none of the virtual-vcr buttons are pushed. Playback must be in "stop" mode.
3. Push the icon on the top toolbar with the picture of the 3 ½ floppy disk on it.

**The icon will remain highlighted, and the video will begin playing.**

4. When the video reaches the desired end, press the highlighted 3 ½ floppy icon again to stop encoding.

That's it. The video is now ready to play. Just double-click on the icon, and Windows will open your media player and run the video. You may now burn this video to cd, or email it if desired.

The video is located in **C:DIGIV/export**

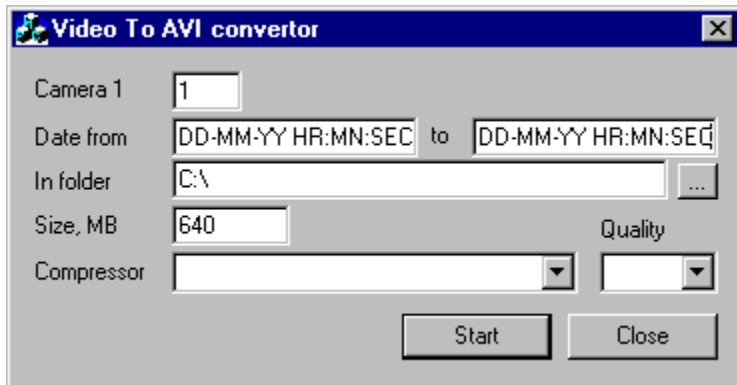
It will be named by time and date, with the file extension **.avi**

# Video to AVI Converter

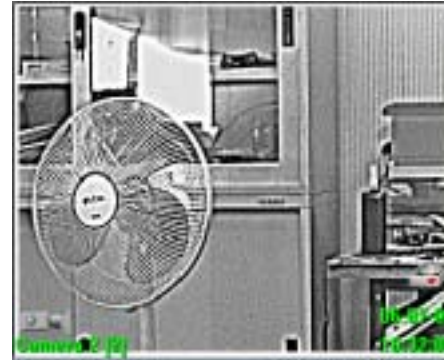
From the Start menu under DigiVue you can select AVI and MPEG4 Backup.

This program allows you to create an AVI “movie” from your saved files. Select the camera, month, day, year, time, folder name, directory, format (several formats are listed and more will be available in the future\*), and picture quality (1000-lowest-to-10000-highest).

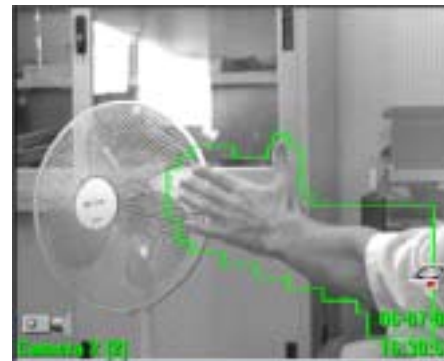
\* Note that MPEG-4 Support is now available. Please see our website: [www.digivuecctv.com](http://www.digivuecctv.com) for this download.



Clicking this button allows you to show any image in enhanced mode. This can be used possibly to help read a license plate that may not be visible without the image enhancement. Enhanced images have more definition. See below.




Clicking this button will frame any motion detected in the selected camera. See below.




Clicking this icon (located under the date and time) will bring up motion detection and compression controls.




Setting this to 10 will make the cameras the most sensitive to motion. Setting it to 1 will make the cameras the least sensitive.

 Pushing this button sends the current frame from the selected camera pane for printing. When playing back a video, you must press the pause button before clicking the print icon.


 Pushing this button creates a jpeg file of the selected camera pane. It can later be accessed in the following directory: C:\DIGIV\export.

 Pushing this button opens the Advanced Setup area (see pg 8).

 There are two functions for this button. If you click this button the program will be minimized to the system tray. Holding this button for a few seconds will exit the program.

## Controls Within Each Camera Pane

Selecting a camera pane will activate icons in that pane. Only one camera pane can be selected at a time. Here is a brief explanation of the function of each icon.


 Clicking this icon (located under the date and time) will bring up the motion detection and compression controls.




These 2 control wheels can be set by the user for each camera pane.

The first wheel sets the motion sensitivity. Setting this to 10 will make the cameras the most sensitive to motion. Setting it to 1 will make the cameras the least sensitive.

The second wheel is for compression. This will decide how large your recorded file will be. If hard drive space is a consideration, you can use the compression levels 2, 3, or 4. For the best quality video, for the purpose of broadcasting and recording the cleanest possible video, we suggest setting this to 1.

 Shows the date and time of video

 Relaxed camera in the Disarm mode

 Record in the Disarm mode

 Arm mode

 Recorded camera in the Arm mode

 Detached camera

 Shows hard drive in live mode. Clicking this icon will bring the selected pane into playback mode.

The Playback Mode functions are similar to VCR controls. See below.

