Digia Browser

User Manual

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Intended use   Use this product only for the purpose it was designed for; refer to the data sheet and user documentation. For the latest product information, contact your local supplier or visit us online at *www.gesecurity.com*.

FCC compliance   This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

EMC directive   The European Union directive on electromagnetic compatibility (2004/108/EC) requires non-European manufacturers to designate an authorized representative in the Community. Our European representative is GE Security, Kelvinstraat 7, 6003 DH Weert, Nederland.

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Regulatory   CE   ISO 9001 Certified

Contents

Preface

This is the GE *Digia Browser User Manual*. This document includes an overview of the product and detailed instructions explaining:

- how to connect to a Digia II; and
- how to customize the interface.

There is also information describing how to contact technical support if you have questions or concerns.

To use this document effectively, you should have the following minimum qualifications:

- a basic knowledge of Windows operating systems; and
- a basic knowledge of networking architecture.

Read these instructions and all ancillary documentation entirely <u>before</u> installing or operating this product. The most current versions of this and related documentation may be found on our website. Refer to *Online publication library* on page 35 for instructions on accessing our online publication library.

Note: A qualified service person, complying with all applicable codes, should perform all required hardware installation.

Conventions used in this document

The following conventions are used in this document:

Bold	Menu items and buttons.
Italic	Emphasis of an instruction or point; special terms.
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
Blue italic	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.
Monospace	Text that displays on the computer screen.
	Programming or coding sequences.

Safety terms and symbols

These terms may appear in this manual:

CAUTION: *Cautions* identify conditions or practices that may result in damage to the equipment or other property.

WARNING: *Warnings* identify conditions or practices that could result in equipment damage or serious personal injury.

Chapter 1 Introduction

This chapter provides an overview of the Digia Browser so you can connect remotely, through the Internet.

In this chapter:

Network overview

Before you begin you should have a general understanding of network functionality so you can connect your digital video recorder (DVR) to your network correctly.

Transmission control protocol/Internet protocol (TCP/IP)

TCP/IP is the suite of communication protocols used by the Internet and most local area networks (LANs) throughout the world. In TCP/IP, every host (computer or other communication device) that is connected to the network has a unique IP address, similar to your own home address and includes a set of four groups of digits in the format, *xxx.xxx.xxx.xxx*.

Each group is separated by decimal points and contains up to three numbers that range from 0 to 255. The first three groups are the same for all computers on the same LAN, for example, 192.168.1. The last group of numbers identifies a specific computer on the LAN. For example, if you want to identify the 253rd computer on the 192.183.1 LAN, the address would be 192.183.1.253. This address is unique and cannot be duplicated. For this reason, do not give two or more computers the same IP address with a range of IP addresses that are already reserved for private, local area networks.

Subnet masks

Each host in a LAN has a subnet mask which subdivides a larger network into smaller networks or subnets. This eliminates many topological and organizational problems, including hardware and distance issues. If a subnet mask is used in your organization, contact your network administrator to obtain the subnet mask.

Gateway address

Each host in a LAN has a gateway that uniquely identifies a host or computer on the LAN; this host assigns the IP addresses and routes the data. Data is routed through paths or hops, for gateways that are not connected.

When you access a web page on the Internet, you are not directly connected to the page's server. You are connected through a gateway from your Internet service provider (ISP), which in turn, is connected to the gateways required to access the page you are viewing.

Contact your network administrator if you do not know your gateway address.

Virtual ports

A virtual port is not a real port but a channel on your computer which ensures that each application on a computer has an exclusive channel or port number. The term *port numbers* usually appears in network and socket programming. For the address, http://www.gesecurity.com:8100/ the number *8100* is the port number the browser uses to connect to the web server.

You normally do not see the port number and it is not required to be included with the URL. In an IP network, port numbers can range from 0 to 65535, although network applications usually use port numbers toward the low end of the range, for example, 80 for HTTP.

Note: Ports can refer to a physical connection point for peripheral devices, including serial, parallel, or USB ports. The term port also refers to certain Ethernet connection points, such as those on a hub, switch, or router.

Chapter 2 Installation

This chapter describes how to install the Digia Browser on your PC.

In this chapter:

DVR installation preparation

To ensure your configuration goes smoothly, contact your ISP and do the following:

- Verify you have a minimum upload speed of 256 Kbps.
- If you are connecting your camera to either a router or LAN, get the following: the Static IP address, in the format xxx.xxx.xxx.xxx, the Subnet mask, in the format xxx.xxx.xxx.xxx, and the Default gateway, in the format, xxx.xxx.xxx.xxx.

Network connections

You can connect your network through a *one to one connection* or a *router* or *LAN connection*.

One to one connection

This is the most basic network connection. To connect your PC to the DVR, do the following:

1. Plug the crossover Ethernet cable from the LAN port, on the back of the recorder, to the network card on the back of the computer.
2. Log on to the Digia II menu, with the buttons on the front panel. For more information, see the *Digia II User Manual*.
3. Assign an IP address of 192.168.001.003 to your DVR.
4. Assign a subnet mask of 255.255.255.
5. Assign the default gateway of 192.168.

Set the static IP address

This step ensures your computer can communicate with the network, and requires administrator access to Windows. To assign a static IP address in Windows 2000/XP, do the following:

1. Open your *Control Panel*, either select **Start** > **Control panel** or **Start** > **Settings**.
2. Double-click the **Network Connections** and click the **Dial-up Connections** icon.
3. Right-click on **Local area connections**. The *Local area connection* dialog box appears.
4. Click **Properties**.
5. Select **Internet Protocol** (**TCP/IP**) so the name is highlighted.
6. Click **Properties**.
7. Input your IP address, one that is in the same range as your network (192.168.1.xxx), and subnet mask.
8. Click **OK** and restart both the computer and the digital recorder.
9. Open Internet Explorer and type *http://192.168.1.3* in the address bar to access the DVR.

Router or LAN connection

A local area network connection requires either a router or a preexisting LAN connection and is the most common type of connection. A router allows multiple computers and DVRs to access each other, as well as the Internet. It assigns different internal IP addresses to the computers. When you connect your DVR your Internet service provider can block port 80. When this happens use a different port through the DVR's Network Menu Setup to access the DVR. To connect your DVR, do the following:

1. Plug a standard Ethernet cable from the LAN port, on the back of the recorder, to the router.

2. Log on to the Digia II menu and open the *Network Setting* menu. For more information, see the *Digia II User Manual*.

Preexisting LAN

If you have a preexisting LAN, do the following:

1. Go to a computer on the preexisting network.

2. Select **Start** > **Run**.

3. Type *cmd.*

4. Click **OK**.

5. Press **Enter**.

6. Type *ipconfig*.

7. Press **Enter**. See *Figure 1* for the IP address information.

Figure 1.   Ipconfig


```
Ethernet adapter Local:

        Connection-specific DNS Suffix   . :
        IP Address. . . . . . . . . . . : 192.168.1.101
        Subnet Mask . . . . . . . . . . : 255.255.0.0
        Default Gateway . . . . . . . . :
```

8. Assign an IP address that does not already exist, to your Digia II according to what your PC's address is. For example, if your PC returns 192.168.2.101, assign the DVR's IP address as 192.168.2.xxx.

9. Copy the subnet mask and default gateway information (*Figure 1*) to the DVR.

   Note: Verify the modem is in bridge mode. If your ISP is BellSouth, disable the built-in router on your Westtell modem.

10. Use your manufacturer's documentation to open the following ports on your router.

    Note: If your ISP blocks port 80, you can use a different port using the DVR's Network Menu Setup to access the DVR, for example,: 80, 1600, 37260, 37261, 37262, or 37263.

11. For multiple users, log on to the DVR and open a range for the control and data ports on your router. For example, if you want four users to connect to the DVR, open 1600 and 37260 to 37263.

12. To access the DVR from a computer, open Internet Explorer and type *http:// <static_IP_address>* in the address bar, where <static_ip_address> is the address provided by your ISP.

Access Digia Browser

You can now access the Digia Browser from any PC that has Internet access, by doing the following:

1. Open Internet Explorer and type the IP address assigned to the Digia II.

2. Select your login name.

3. Enter the passcode according to the access you require:

    - Default user passcode is 1234.
    - Default admin passcode is 4444.
    - Default network passcode is 11111111.

4. Click **Login** to access the unit, or click **Cancel** to exit.

Chapter 3   Interface

This chapter provides an overview of the Digia Browser interface.

In this chapter:

Live video access

The Digia Browser lets you view, record, and playback video from any Internet location, with intuitive controls that reduce clutter and give you quick access to the functions you require. To download the Digia Browser, refer to the Digia II User Manual for download instructions. After you have configured the Digia Browser to a network access the Digia Browser, by doing the following:

1. Open Internet Explorer and type the IP address assigned to the Digia II. The *Login* screen (*Figure 2*) opens.

    Note: The language defaults to English, but you can click the *Language* dropdown to select another language.

Figure 2.   Login screen
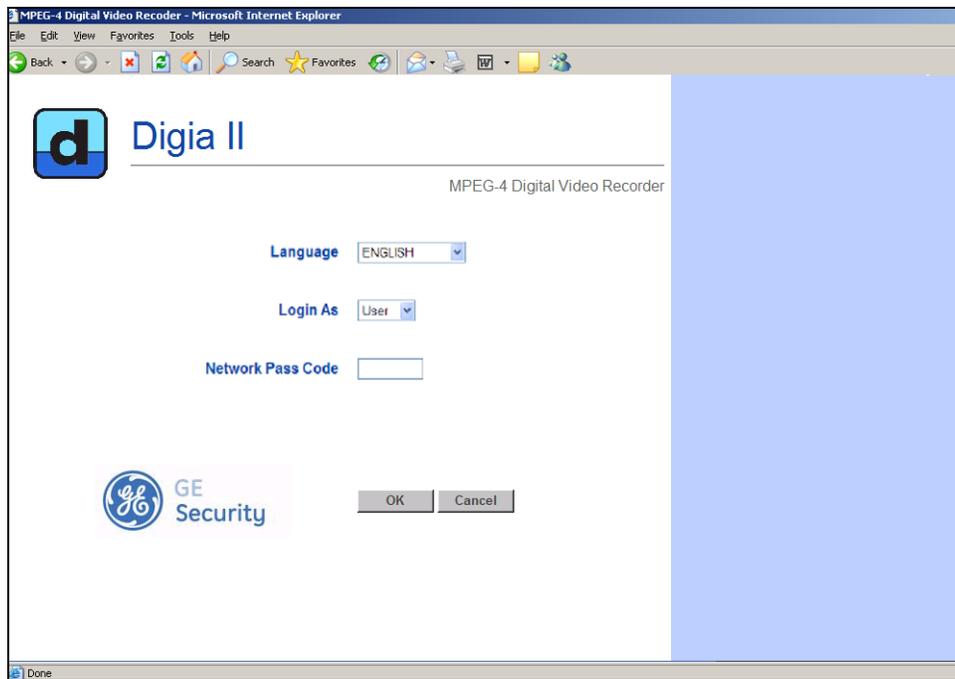
2. Click the **Login as** dropdown to select your login type.

3. Enter the passcodes according to the access you require:
    - Default user passcode is 1234.
    - Default admin passcode is 4444.
    - Default network passcode is 11111111.

4. Click **Login** to access the unit, or click **Cancel** to exit.

Digia Browser layout

The Digia Browser layout (*Figure 3*) consists of the following:

Video display. Where you view video.

Video configuration bar. Where you control the browser's video output functions. See *Configuration bar* on page 10.

Control panel. Where you select your live, playback, or configuration options. See *Control panel overview* on page 10.

Figure 3.   Live Video screen

Video display

The video display section of the browser displays the configuration you select (*Figure 3*). The system defaults to a full screen when you first open Digia Browser.

Configuration bar

Table 1 describes all button icons and functions related to configuration.

Table 1. *Video configuration bar*

Icon	Description
	Full screen. Displays one full-screen video feed on the video display.
	2x2 layout. Displays four video feeds on the video display.
	3x3 layout. Displays nine video feeds on the video display.
	4x4 layout. Displays 16 video feeds on the video display.
	Search. Lets you search for a video.
	Screenshot. Captures a screenshot of your video.
	Export. Exports and saves a video clip to a USB storage device.
	Onscreen display. Toggles the OSD information on and off.
	Volume. Lets you adjust and mute the volume.
	2-way audio. Activates 2-way audio.

Control panel overview

The panel on the right side of the browser includes the following tabs:

Live. The default tab which displays the status of your camera feeds.

Playback. This tab includes all search options and playback controls.

Configuration. This tab includes all the customization options.

Live tab

Use the *Live* tab (*Figure 4*) to monitor your live video feeds.

Figure 4.   Live video tab
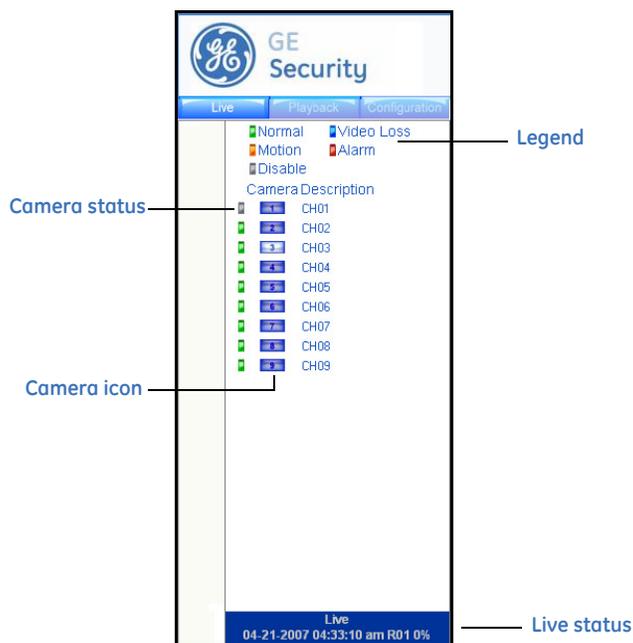
The *Live* tab includes the following functions:

Camera status.   You can quickly view the status of your cameras through the status indicators, which are defined in the *legend* and provide you with all of your camera's operations, which include the following:

- Normal. Green indicates the camera is operating normally.
- Video loss. Blue indicates the video loss alarm was triggered.
- Motion. Orange indicates the camera is set to detect motion.
- Alarm. Red indicates an alarm has been triggered.
- Disable. Grey indicates the camera is disabled.
- CH*nn*. Displays the channel status indicators.

Camera.   To view a channel click on the corresponding camera icon. A blue camera icon indicates the camera is inactive. A white camera icon indicates that channel is active.

Description.   Lists the corresponding channels for each camera.

Live status.   Displays the date and time of your recording.

Playback tab
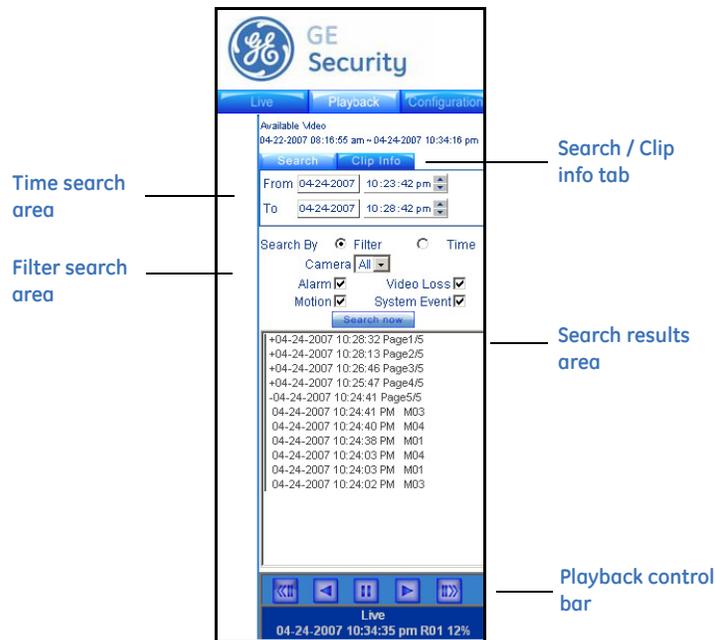
Use the *Playback* tab (*Figure 5*) to locate and play your recorded video. You view your search results in the *Search results* area and play your video from the *Playback control bar.*

Figure 5.   Playback screen

The *Playback* tab provides:

Video display. Displays the live, playback, or recording video.

Available video. Displays the date and time you began to record and resets after you fill your hard drive.

Search tab. Displays parameters, which you can use to search for recorded video.

Clip info tab. Displays recorded video information and is where you export video.

From and to date. Set the date you want to search from and to.

From and to time. Set the time you want to search from and to.

Filter/ Time option. To search on filter options select *Filter*, otherwise the system defaults to the time option, which searches on the search and date time fields above.

Camera. Select to filter results by camera.

Alarm. Select to filter results that were triggered by an alarm.

Motion. Select to filter results that were triggered by motion.

Video loss. Select to filter results that were triggered from video loss.

Search now button. Click to start a search.

Date and time of recorded video. Displays the date and time of the recorded video.

Search results pane. Search results display in this area. Your search results include a letter that identifies the type of trigger that caused the system to record the video (see *Table 2*.)

Table 2.   Search results legend

Icon	Description
A	**Alarm.** The video started was triggered by an alarm.
LU	**Local user.** The video was recorded by a local user..
M	**Motion.** Motion triggered the video.
RU	**Remote user.** The video was recorded by a remote user.
T	**Time.** The video was a scheduled recording.
V	**Video.** The video was triggered by video loss.

Playback controls. Use the *Playback* controls described in *Table 3*, to playback your video.

Table 3.   Playback controls

Icon	Description
	Fast rewind. For each repeated click the system rewinds in 2x, 4x, 8x, 16x, 32x, and 300x increments.
	Play in reverse. Click to play the video in reverse, during playback.
	Pause. Click to pause playback.
	Play. Playback the video.
	Fast forward. For each repeated click the system fast forwards in 2x, 4x, 8x, 16x, 32x, and 300x increments.

Configuration tab

Use the *Configuration* tab (*Figure 6*) to customize the Digia Browser. *Table 4* describes the configuration options. Click the icon to access the related configuration screen.

Figure 6. Configuration tab

Configuration menus
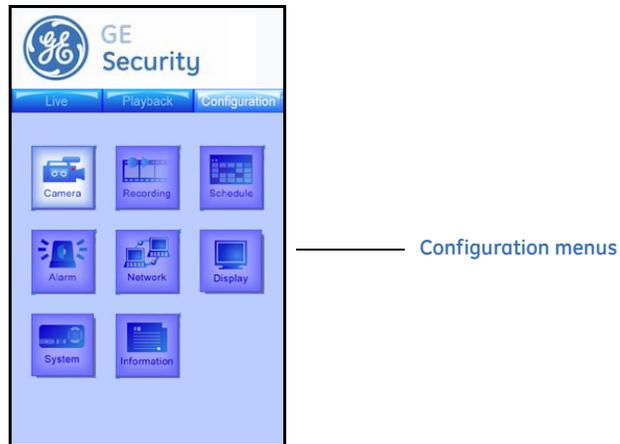
Table 4. Configuration options

Icon	Description
	Camera. Displays the camera configuration options for your Digia II.
	Recording. Displays the recording options for your Digia II.
	Schedule. Displays the schedule options for time periods or cameras for your Digia II.
	Alarm. Displays the alarm triggers options for your camera.
	Network. Displays the network options so you can configure your Digia II to your network.
	Display. Displays options for our view onscreen.
	System. Displays general system options for your Digia II.
	Information. Displays general information about your Digia II.

Camera configuration screen

Use the *Camera configuration* screen (*Figure 7*) to set options related to your camera's operation.

Figure 7.   Camera configuration
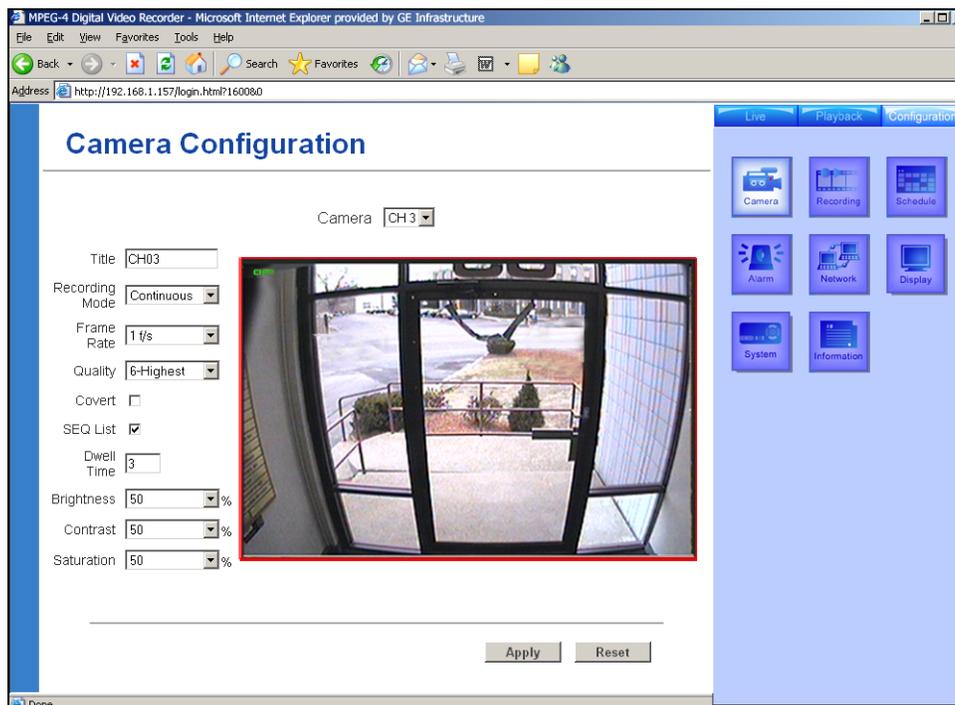
The *camera* configuration options include:

Camera channel. Select the camera you want to configure.

Camera title. Enter the name of your camera.

Recording mode. Select from *Disable*, *Continuous*, *Alarms*, and *Schedule*.

Frame rate. Select the recording frame rate. Enter a number between 1 and 30 frames per second (fps).

Quality level. Select from 1 (lowest) to 6 (highest).

Covert checkbox. Click to have the channel appear disabled but actually record.

SEQ list. Select to include the channel in a sequence list.

SEQ-dwell time. Enter the length of time for the camera to stay in view when it comes up in sequence.

Brightness level. Click to adjust the brightness level.

Contrast level. Click to adjust the contrast level.

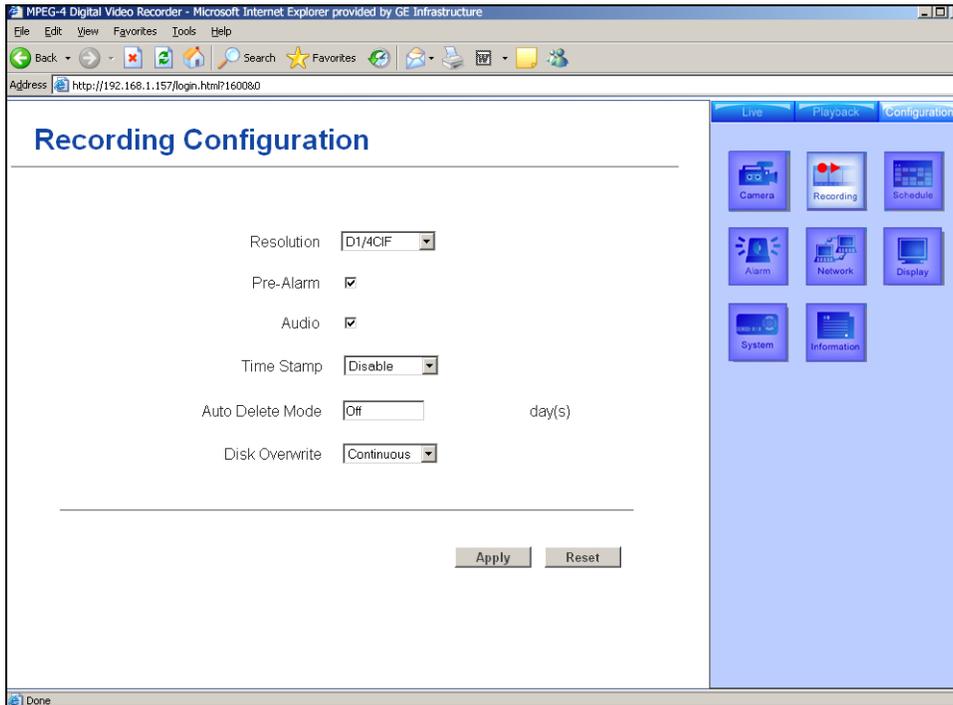**Saturation level.** Click to adjust the saturation level.

Apply button. Click to apply your settings.

Reset button. Click to cancel any changes you've made.

Recording configuration screen

Use the *Recording configuration* screen (*Figure 8*) to set your recording options for your camera.

Figure 8.   Recording configuration

The *Recording* configuration options include:

Resolution. Click to select the recording resolution. Select from *CIF*, *2CIF*, and *D1/4CIF*.

Prealarm checkbox. Click to include time before the alarm is triggered in the recorded video.

Audio checkbox. Click to include audio in the recording.

TimeStamp. Click to display the time stamp, and if so where. Select from *Disable*, *Top*, or *Bottom*.

Autodelete mode. Enter how many days you want to keep your recordings before the system removes them. Select a number between 1 and 255.

Disk overwrite. Click to have the system overwrite recordings. Select from *No Overwrite* and *Continous*.

Apply. Click to apply your settings.

Reset. Click to cancel any changes you've made.

Schedule configuration screen

The *Schedule configuration* screen includes two scheduling screens: the *Time Periods* screen and the *Camera* screen.

Click either *Set time periods* or *Set camera schedule*.

Set time periods

Use *the Set time periods* screen (*Figure 9*) to schedule your camera's operations for a specific time period.

Figure 9.   Schedule configuration - set time periods
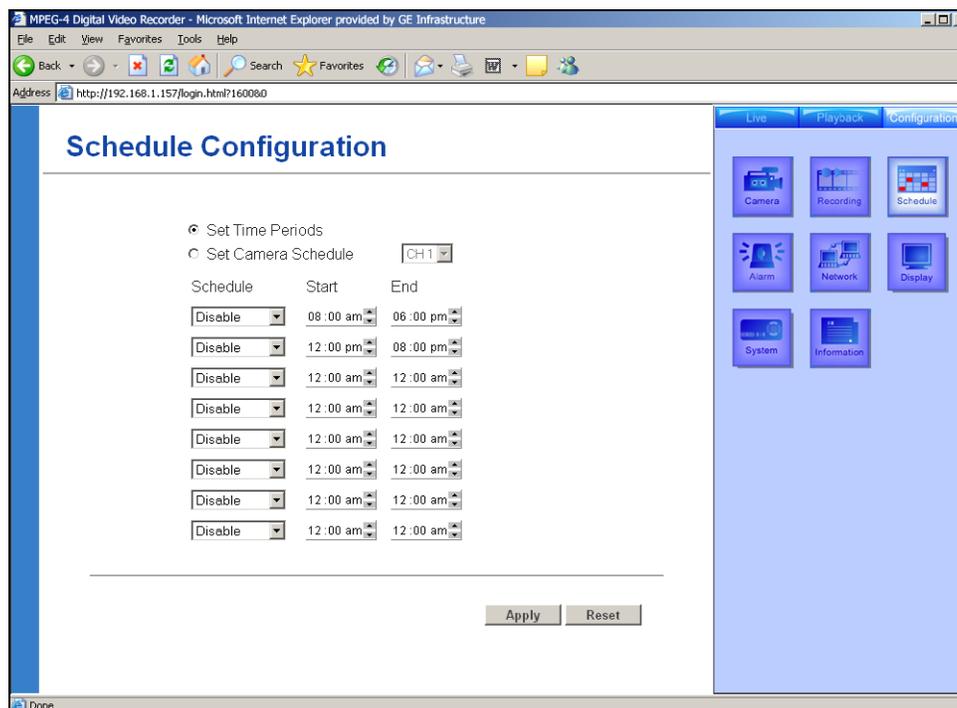
The *Schedule* configuration options include:

Schedule. Select the frequency for the schedule. Select from *Disable*, *Weekday*, *Weekend*, *Daily*, *Monday*, *Tuesday*, *Wednesday*, *Thursday*, and *Friday*.

Start. Set the time you want the schedule to start.

End. Set the time you want the schedule to end.

Apply. Click to apply your settings.

Reset. Click to cancel any changes you've made.

Set camera schedule

Use the *Set camera schedule* screen (*Figure 10*) to schedule camera operations for specific cameras.

Figure 10. Schedule configuration - set camera schedule
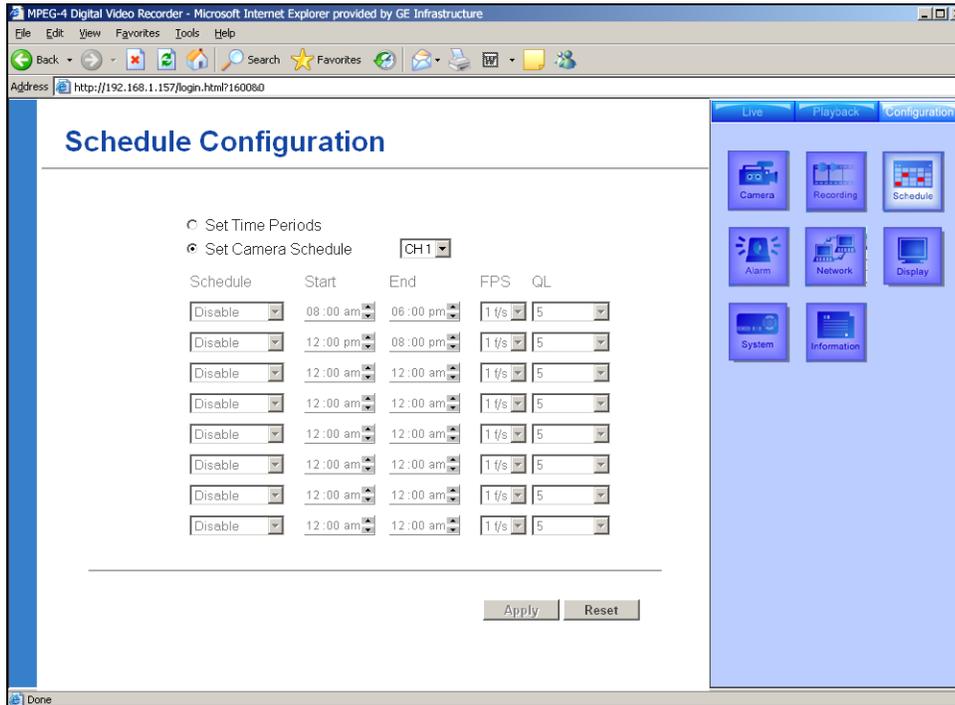
The *Set camera schedule* configuration options include:

Schedule. Select the frequency for the schedule. Select from *Disable*, *Weekday*, *Weekend*, *Daily*, *Monday*, *Tuesday*, *Wednesday*, *Thursday*, and *Friday.*

Start. Set the time you want the schedule to start.

End. Set the time you want the schedule to end.

> **Note:** The camera must be set to Schedule recording mode to edit fps and QL.

FPS. Set the number of frames per second (fps) to record.

QL. Set the quality level to record. Select from 1 (lowest) to 6 (highest).
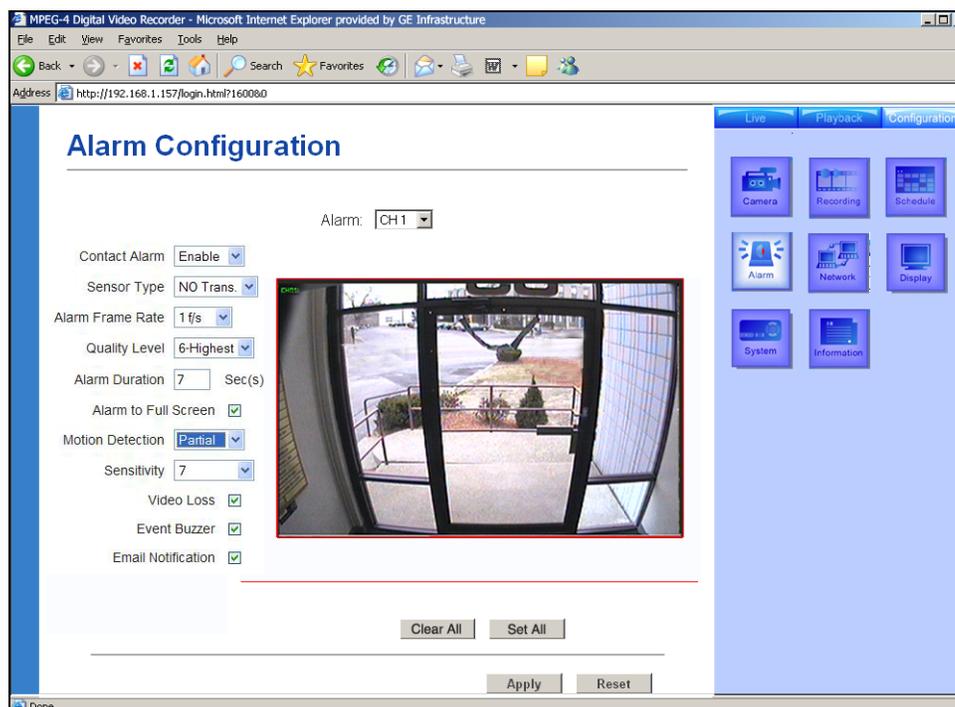
Apply. Click to apply your settings.

Reset. Click to cancel any changes you've made.

Alarm configuration screen

Use the *Alarm configuration* screen (*Figure 11*) to set alarm triggers.

Figure 11. Alarm configuration

The *Alarm* configuration options include:

Alarm.   Select the alarm you want to configure.

Contact alarm.   Select whether you want to enable, disable, or make the alarm global.

Alarm frame rate.   Enter the frame rate to use during an alarm. Select between 1 and 30 fps.

Quality level. Select the quality level of the video. Select between 1 (lowest) to 6 (highest).

Alarm duration. Set the alarm duration in seconds. Select between 1 and 60.

Sensor type. Select how the type of trigger. Select between *None*, *NC*, *NO*, *NC Trans*, and *NO Trans*.

Event buzzer. Select whether or not you want sound when the alarm is triggered.

Alarm to full screen. The video can go to full screen during a motion, video loss, or external alarm.

E-mail notification. Select whether or not you want an e-mail to be sent when the alarm is triggered.

Video loss. Select whether or not you want the alarm to trigger when the video is lost.

Motion detection. Set the level of motion detection.

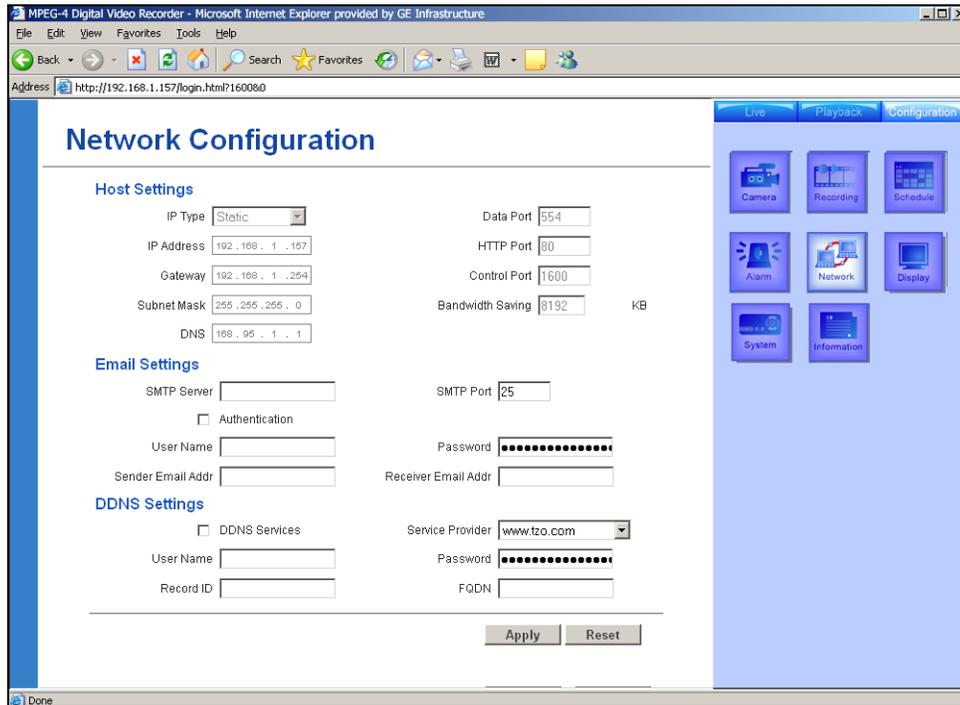**Sensitivity.** Set the level of motion sensitivity.

Apply. Click to apply your settings.

Reset. Click to cancel any changes you've made.

Network configuration screen

Use the *Network configuration* screen (*Figure 12*) to configure the Digia II to your network.

Figure 12. Network configuration

The *Network* configuration options include:

Host settings

IP type. Select whether you want the system to use DHCP or static when assigning IP addresses.

IP Address. For static, enter the IP address. For DHCP, your address displays.

Gateway. For static, enter the IP address of the Digia II's gateway to the internet. In DHCP, your gateway's assigned IP address displays.

Subnet mask. For static, enter the subnet mask. In DHCP, your assigned subnet mask displays.

DNS. For static, enter the IP address for the DNS server. In DHCP, your assigned DNS server displays.

Data port. Enter the data port. Default is 554.

HTTP port. Enter the HTTP port. Default is 80.

Control port. Enter the control port. Default is 1600.

Bandwidth saving. Default is 8192 KB.

E-mail settings

SMTP server. Enter your e-mail SMTP server.

SMTP port. Enter the SMTP port. Default is 25.

Authentication. Select if your SMTP server requires authentication.

User name. For authentication, enter the user name for the e-mail account.

Password. For authentication, enter the password for the e-mail account.

Sender e-mail. Enter the e-mail address you want the e-mail to be sent from.

Receiver e-mail. Enter the e-mail address you want the e-mail to be sent to.

Dynamic domain name system (DDNS) settings

DDNS services. Select to enable DDNS service in the Digia II.

Service provider. Select between *www.sitelutions.com*, *www.dyndns.org*, and *www.tzo.com*.

User name. Enter the user name for the DDNS account.

Password. Enter the password for the DDNS account.

RecordID. Enter the record ID, if any.

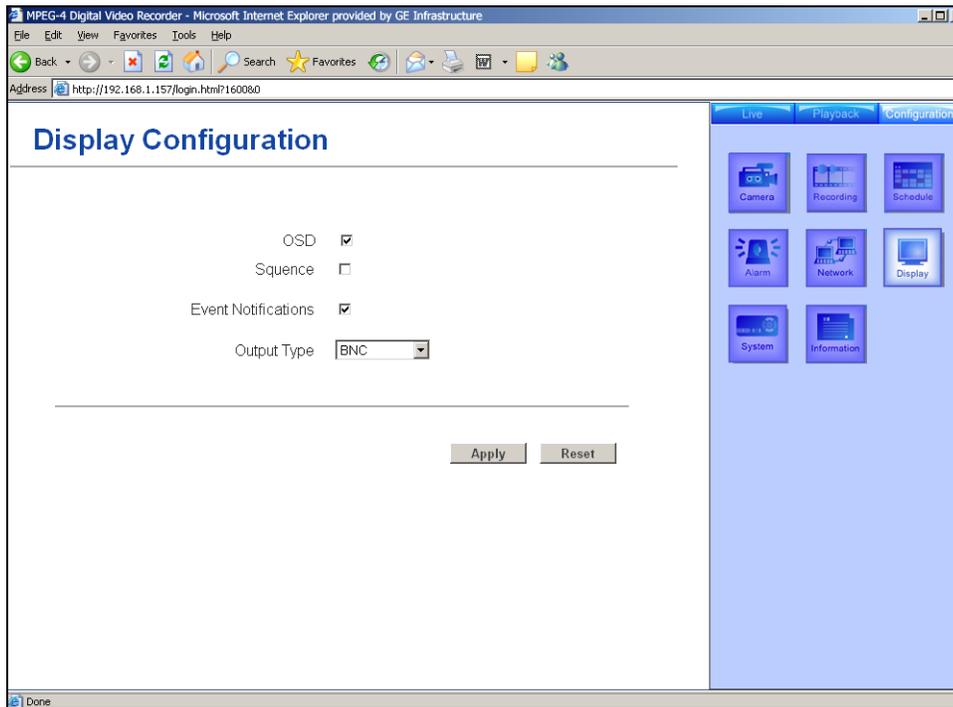**FGDN.** Enter your fully qualified domain name.

Apply. Click to apply your settings.

Reset. Click to cancel any changes you've made.

Display configuration screen

Use the *Display configuration* screen (*Figure 13*) to set your display options.

Figure 13. *Display configuration*

The *Display* configuration options include:

OSD. Click to display channel information.

Sequence. Select when you use full screen mode, to cycle all cameras through one feed.

Event notification. Select whether or not you want to display alarm data in the display's status bar.

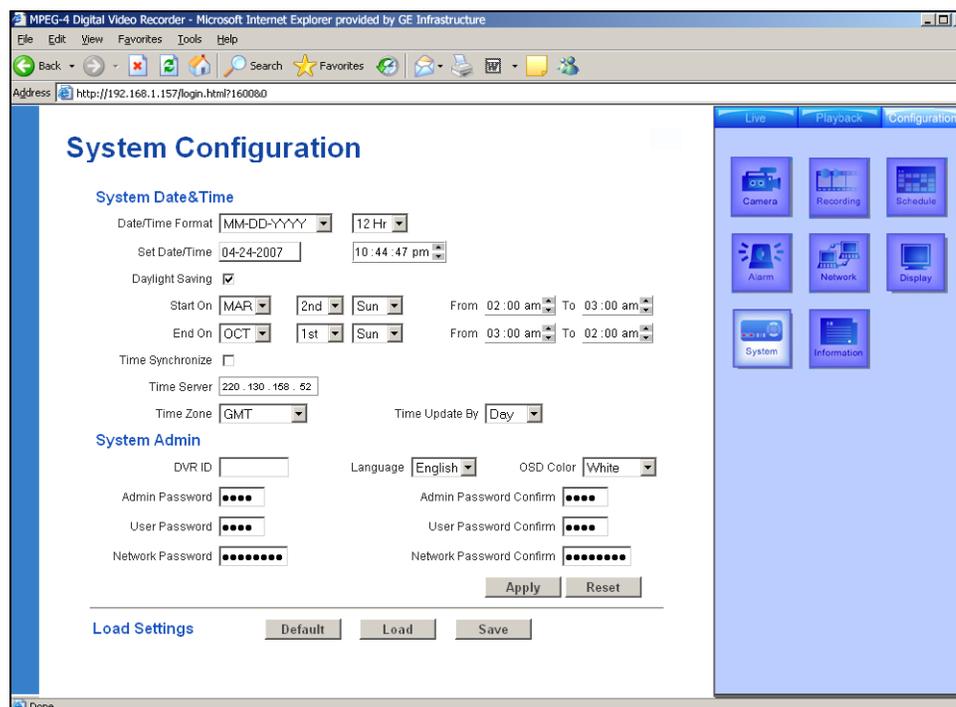**Output Type.** Choose *VGA* for computer monitors or *BNC* for TV monitors.

Apply. Click to apply your settings.

Reset. Click this to cancel any changes you've made.

System configuration screen

Use the *System configuration* screen (*Figure 14*) to configure your Digia II.

Figure 14. System configuration

The *System* configuration options include:

System date and time

    Date/Time format. Select the format you want to use for date and time display. Select from MM-DD-YYYY, DD-MM-YYYY, and YYYY-MM-DD. For time, select between 12-hr and 24-hr.

    Date/Time. Set the current date and time.

    Daylight saving. Click to observe daylight saving time.

    Start on. Select the month, week, and day you want to begin daylight saving time.

- Select the time you want to begin daylight saving time.
- Select the time you want daylight saving to be.

    End on. Select the month, week, and day you want to end daylight saving time.

- Select the time you want to end daylight saving time.
- Select the time you want after daylight saving time is over.

    Time synchronize. Select whether or not you want to synchronize your time to an external server.

    Time server. For time synchronize, you must enter the IP address of the server.

Time zone.   Select your current time zone.

Time update by.   Select the frequency to synchronize the time. Select between *Day*, *Week*, and *Month*.

System Admin

DVR ID. Enter the DVR ID.

Language. Select the language to use for the interface. Default is English.

OSD code. Select the onscreen display color. Select from *Black*, *Red*, *Yellow*, *Magenta*, *Cyan*, or *White*.

Admin password. Enter the admin password.

Admin password confirm.   Confirm the admin password.

Password.   Enter the user password.

User password confirm. Confirm the user password.

Network password. Enter the network password.

Network password confirm. Confirm the network password.

Apply. Click to apply your settings.

Reset. Click to cancel any changes you've made.

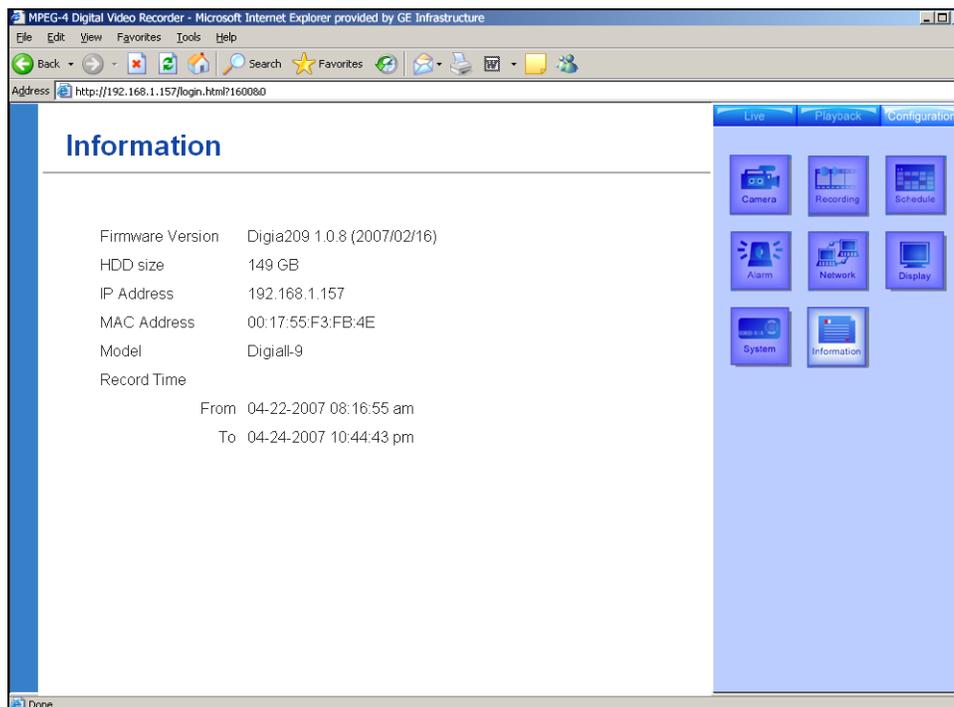**Default.** Click to load factory defaults.

Load. Click to load a set of saved settings.

Save. Click to save your settings.

Information screen

Use the *Information* screen (*Figure 15*) to view general system information of your unit.

Figure 15. Information

The *Information* configuration options include:

Firmware version. This displays the firmware version installed on the Digia II.

HDD size. This displays the size of the hard drive that is installed.

IP Address. This displays the IP address of the unit.

MAC Address. This displays the MAC address for the unit.

Model. This displays the model number of your Digia II.

Record time. Displays the date and time that the unit started recording, including the last recording.

Chapter 4   Video display

This chapter provides instructions on how to modify, search, and play live video.

In this chapter:

Customizing the live video screen

The Digia Browser allows you to configure the live video screen by video feed configuration,

Multiscreen configuration

To customize the feed locations, do the following:

1. Select the video display configuration you require and click the appropriate button (see *Table 1* on page 10). A configuration similar to the 2X2 configuration displays (*Figure 16*).

2. Click the video quadrant you want to change. The camera is now active; a red border displays around the video and the corresponding *camera* icon turns white.

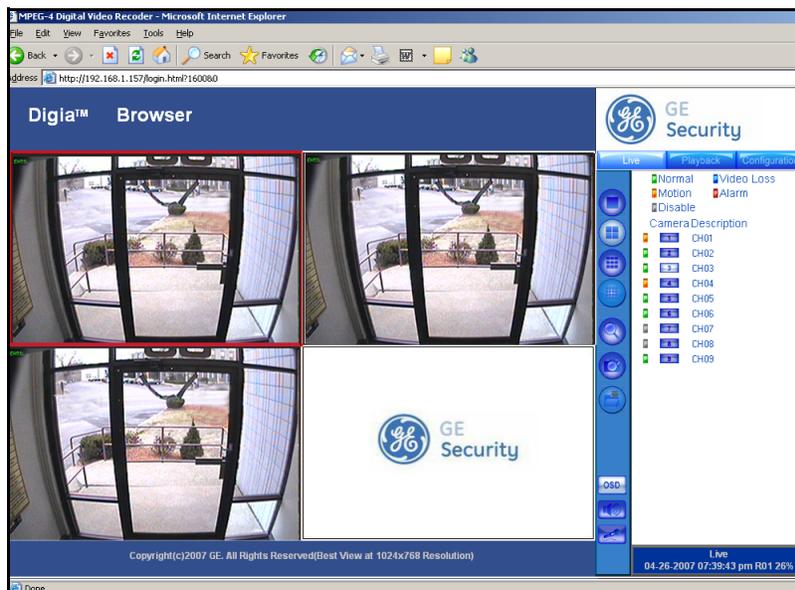*Figure 16. Video display configuration*

Note: When you select a quadrant, the corresponding camera's rectangle will turn from blue to white.

3. Click the corresponding channel's camera icon to display or right-click and select the camera you require (*Figure 17*). The video feed appears (*Figure 18*).

Figure 17. Video customization

Figure 18. Video displays

Full screen configuration

To increase a video size from a quadrant to full screen you can either use the *Full screen* button or your mouse. To use your mouse to increase the video size, do the following:

1. Double-click the video quadrant.

2. If you are at a configuration other than channel 1, your mouse operates in the following way:

    • The first double-click opens the selected camera to channel 1.
    • The second double-click extends the video to full screen.

3. Double-click the full screen, or press **Esc** to return to channel 1 in the regular live video screen.

Figure 19. Full screen
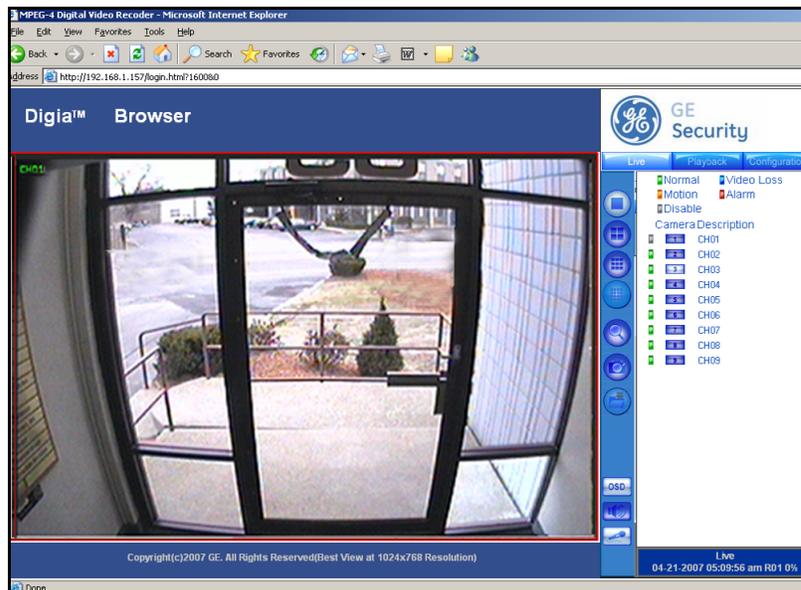
Playback

To playback video you will usually search through recorded video that is stored on the Digia II. This section provides instructions on searches so you can quickly find and playback your recorded video. See *Figure 5* on page 13 for reference.

View recorded video

To view recorded video, do the following:

1. Search for a video. See *Search by filter* on page 32.

2. For a filtered search, click on the video you want to play from the search results. A time-based search begins to play any recorded video immediately. See *Search by time* on page 32.

Figure 20. Event list

3. For a unfiltered search, use the playback controls at the bottom, or just double-click any result. See *Search by filter* on page 32

4. Click the **Stop** button to exit playback and return to live video.

Archive recorded video

To archive recorded video, do the following:

1. Play the clip you want.

2. Select the *Clip Info* tab.

3. Select the video quadrant you want to archive. It will highlight with a red square.

4. Click the **Archive** icon.

5. Name and save the file wherever you want to on your PC's hard drive.

Search by filter

To search for recorded video using filters, do the following:

1. Select the *Playback* tab, or click the **magnifying glass** icon to launch the search functionality.

2. Select the *Search* tab.

3. Click the **Filter** radio button.

4. Click inside the date box and select the date you want to search from. A window with a calendar opens.

5. Navigate to the month and day that you want to start.

6. Click **Apply**.

7. Click on the *Hour*, *Minute*, or *Second* dropdown and set the time you want to search from.

8. Select the date you want to search to.

9. Set the time you want to search to.

10. Select the events you want to search for.

11. Click **Search now** to begin the search. The search results display.

Search by time

To search for recorded video, do the following:

1. Select the *Playback* tab, or click the **magnifying glass** icon to launch the search functionality.

2. Select the *Search* tab.

3. Select the **Time** option.

4. Click inside the date box to open a calendar.

5. Navigate to the month a day that you want to start.

6. Click **Apply**.

7. Click on the appropriate *Hour*, *Minute*, or *Second* dropdown to set the time you want to search from.

8. Click **Search Now**. Any recorded video will begin playing when the search is completed.

Chapter 5   Troubleshooting

This chapter provides information to help you troubleshoot problems, perform simple preventive maintenance procedures, and contact technical support in case you need assistance with your GE equipment.

In this chapter:

Troubleshooting

This section provides information to help you diagnose and solve various problems that may arise while configuring or using your GE product and offers technical support contacts in case you need assistance. (See *Contacting technical support* on page 35.)

Troubleshooting your Digia Browser system

If you have difficulty operating your system, run through the following checklist to see if you can solve the problem.

- *I cannot connect to the recorder via the Internet*

  Verify that the client access is enabled in the *Network Configuration* menu.

  Verify that your cables are connected correctly.

  Ensure you are using the correct IP address to login.

  If you are using a router, make sure that the ports in your router are opened.

  Verify that the HTTP port, Control port, and Data ports are open.

  For Windows XP, update the Java virtual machine, at *http://java.sun.com* and download the *JavaVM* file.

  Verify that your Internet service provider isn't blocking any ports.

  If you have a Dynamic IP address from your Internet service provider, you could have conflicts when trying to connect to DVRs on a high speed Internet connection. DDNS allows you to overcome this problem. For more information on DDNS see (x-ref).

- *I get an error message that says my current security settings prohibit ActiveX controls on this page.*

  1. Open Internet Explorer.
  2. Select **Tools** > **Internet Options**.
  3. Select the *Security* tab.
  4. Verify *Internet* is selected in the Web content zone pane.
  5. Slide the security level to Low.

- *I get an error message that says I should check the PentaOcx.ocx installation to make sure it's correct.*

  This happens when your PentaOcx.ocx file is not installed or out of date.

  1. Select **Start** > **Search**.

     Note: In Windows 2000, you'll have to click Start > Search > For Files or Folders

  2. Search your computer for *pentaocx*.
  3. Delete any PentaOcx files that are found.

Contacting technical support

For assistance installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, you may contact technical support during normal business hours (Monday through Friday, excluding holidays, between 5 a.m. and 5 p.m. Pacific Time).

Table 5.   Service and support contact information

	Customer service	Technical support
Phone	**Toll-free:** 888.GESECURity (888.437.3287) in the US, including Alaska and Hawaii; Puerto Rico; Canada. Outside the toll-free area: 503.885.5700.	
E-mail	gesecurity.customerservice@ge.com	nstechsrv@ge.com
Fax	888.329.0331	888.329.0332

Note: Be ready at the equipment before calling for technical support.

Online publication library

Another great resource for assistance with your GE product is our online publication library. To access the library, go to our website at the following location:

http://www.gesecurity.com

In the **Customer Support** menu, select the *Resource Library* link. After you register and log on, you may search through our online library for the dcumentation you need.[1]

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1.   Many GE documents are provided as PDFs (portable document format). To read these documents, you will need Adobe Reader, which can be downloaded free from Adobe's website at www.adobe.com.