

# TruVision Device Manager User Manual

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# Description

The TruVision® Device Manager is standalone software that can discover Interlogix IP devices on a network such as IP cameras, DVRs, NVRs, encoders, decoders, IFS switches, TruPortal access panels, and intrusion panels.

This manual explains how to use the TruVision Device Manager to find and configure network-related settings of TruVision devices.

# Installation prerequisites

**For each Windows computer running Microsoft Windows 7 or later operating systems:**

- Download the latest operating system service pack from the Microsoft Download Center.
- Check for Windows updates at <http://update.microsoft.com>.
- Download the latest video driver.

# Device Manager capabilities

The following Device Manager features are compatible with the following Interlogix device types. Go to [www.interlogix.com](http://www.interlogix.com) or [www.firesecurityproducts.com](http://www.firesecurityproducts.com) for information about specific model compatibility.

Device Type	Device Discovery	Change IP Address	Change Password	Firmware Upgrade	Change Date & Time	Device Config Backup & Restore	Upload IP Camera Information	Reset Password
Recorders	YES	YES	YES	YES	YES	YES	YES	YES
Cameras	YES	YES	YES	YES	YES	YES	N/A	YES
Encoders/Decoders	YES	YES	YES	YES	YES	YES	N/A	YES
IFS	YES	YES	NO	NO	NO	NO	N/A	NO
TruPortal	YES	YES	NO	NO	YES	NO	N/A	NO
Intrusion panels	YES	NO	NO	NO	NO	NO	N/A	NO

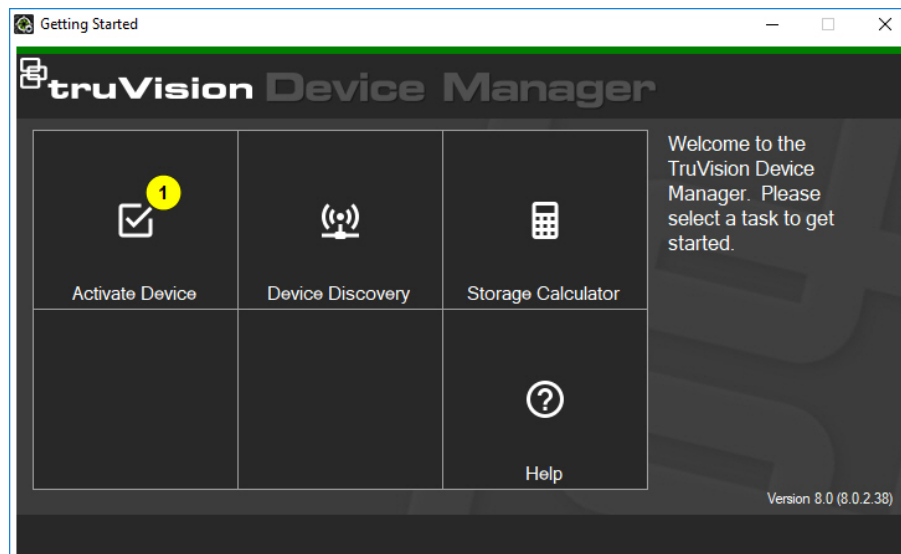
# Installation

## To install TruVision Device Manager:

1. Double-click the TruVision Device Manager Setup.exe installer to begin the installation.
2. If necessary, click **Yes** in the User Account Control window to make changes to the computer.
3. The End User License Agreement window appears. Select the **I Accept these terms and conditions** check box and then click **Next** to continue.
4. The Installation Folder window appears. Accept the default installation folder or click ... to select a different location and then click the **Install** button.
5. Click **Close** to complete the installation.

# Getting started

After launching Device Manager, the Getting Started window appears.



Click on a button in the Getting Started window to perform Device Manager tasks:

- **Activate Device** – Activate one or more inactive devices as shown in the button. See “Activate an inactive device” on page 4.
- **Device Discovery** – Launch the Device Manager main window and discover devices on the local network. See “Device discovery” on page 5.
- **Storage Calculator** – Create a storage capacity requirement report. See “Storage calculator” on page 12.
- **Help** – Open the Device Manager user manual.

# Activate an inactive device

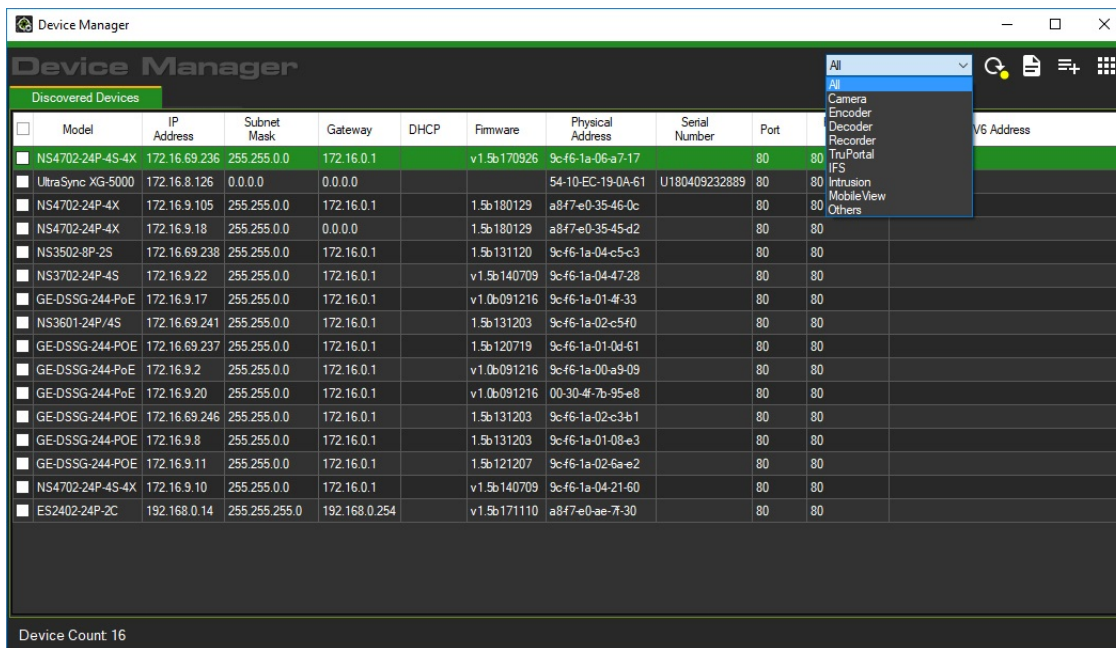
After launching Device Manager, the number of inactive TruVision devices (devices recently connected to the network) appears in the **Activate Device** button.

**IMPORTANT:** A wired network connection is required to activate an inactive device. Do not use a Wi-Fi network connection when following these steps.

## To activate an inactive device:



1. Launch Device Manager and click **Activate Device** in the Getting Started window. A list of inactive devices appears in the Device Activation/Change IP Address screen.
2. Follow the steps under “Change IP address” on page 6.
3. An activate device success message appears.

## Device Manager window



The Device Manager window contains the **Discovered Devices** tab along with the following buttons:

Button icon	Name	Description
	Refresh	Refresh the list of discovered devices. See “Device discovery” on page 5.
	Export to CSV	Export the list of discovered devices to the CSV file format.

Button icon	Name	Description
	Add Device	Add a device manually. See “Add device” below.
	Device Manager Tools	Tools for Device Manager configuration. See “Device Manager tools” on page 6.

## Device discovery

Device Manager searches for online devices within the local network and displays network information for the devices. It automatically searches every 15 seconds for the online devices in the computer’s local network and then displays the information for the found devices.

**IMPORTANT:** A wired network connection is required for device discovery. Do not use a Wi-Fi network connection when following these steps.


**Note:** Unmanaged devices do not support the discovery feature.

### Search for active devices online

After launching Device Manager, click the **Device Discovery** button in the Getting Started window. The Device Manager window appears.

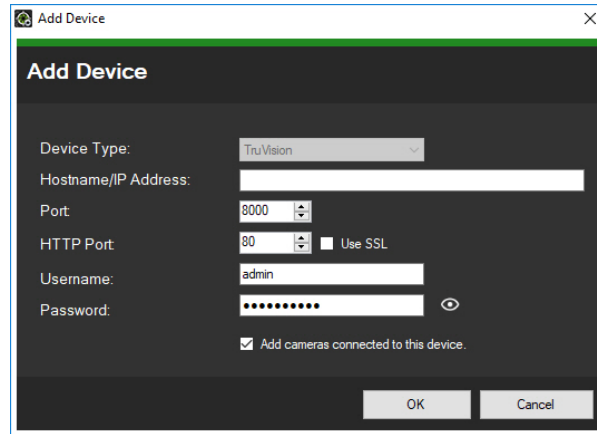
The device information that appears in the **Discovered Devices** tab includes the device type, IP address, port number, gateway, firmware version, serial number, MAC address, etc. Discovery results can be filtered by making a selection from the device filter drop-down list (**Camera, Recorder, TruPortal, etc.**)

#### Notes:

- Click the **Refresh** button to perform a new search for online devices. When the **Refresh** button appears with a yellow dot, it indicates that new devices have been added in the background. Click  to add the newly found devices to the list.
- Click on a column heading button to sort the information.

### Add device

If a TruVision IP device connected to the network does not appear in the Device Manager’s list of discovered devices, it can added by clicking the **Add Device** button.

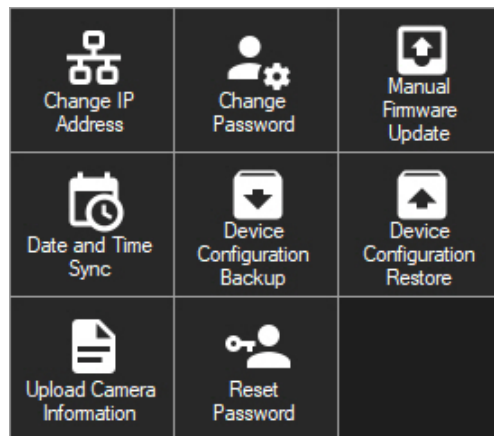


Type in the appropriate device location information along with the device's user name and password. Select **Use SSL** if required by the server. Click **OK**.

Select the **Add cameras connected to this device** check box to add cameras under a recorder in the Navigator panel. Type the user name and password for each camera, or select **Use this credential for all devices** in the Credentials Required window.

## Device Manager tools

Click the **Device Manager Tools** button in the Device Manager window to access the tools.



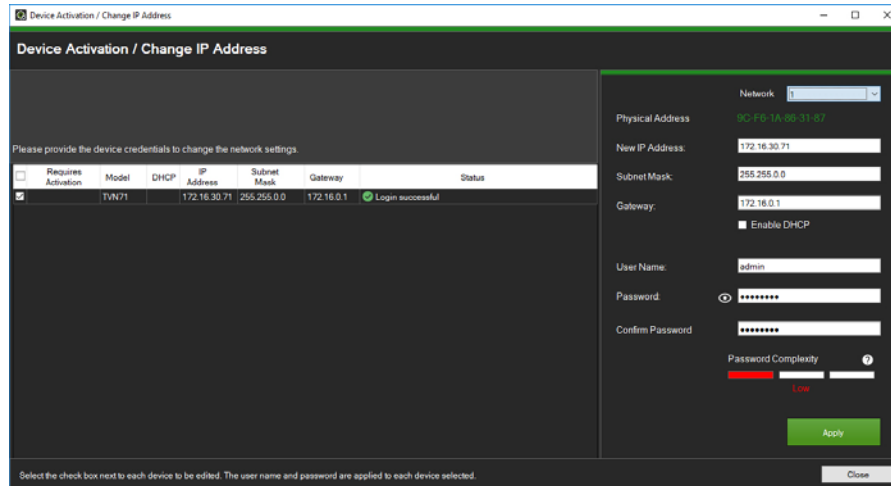
### Change IP address

1. Click the **Change IP Address** tool button to bring up the Device Activation / Change IP Address window.
2. Select one or more devices to continue with setup. If multiple devices are selected, IP addresses are automatically assigned in sequence (in this case, all devices must have the same password). Select individual devices to assign specific IP addresses to each. If a device has one or more Network Interface Cards (NICs) to share the network load when using a number of HD cameras, an IP address can be assigned to each by selecting the



corresponding number of the NIC from the **Network** drop-down list. Type in a new IP address, subnet, and gateway manually or click on an IP address to use default settings.

**Note:** Credentials must be entered before assigning an IP address to a NIC card.



3. Click **Test**
4. If the IP addresses were recognized as available, click **Apply**.
5. Click **Yes** to change the IP address for the selected devices.

## Change password

1. Select one or more devices the main Device Manager window (if multiple devices are selected, all must have the same password), click **Device Manager Tools**, and then click the **Change Password** tool button.
2. Type the correct information in the **Old Password**, **New Password**, and **Confirm Password** fields. Select the **Include cameras connected to this recorder** check box to change the password(s) for connected cameras.
3. Click **Apply**.

## Manual firmware update

Before following these instructions, ensure that the firmware update file has already been downloaded to the local computer.

### To perform a manual firmware update:

1. Select one or more devices for firmware update in the main Device Manager window.
2. Click **Device Manager Tools**, and then click the **Manual Firmware Update** tool button. The Firmware Upgrade window appears.

3. Click **Browse** to locate the firmware file, and then type in the user name and password for the highlighted device in the Device List.
4. Click **Add** to add the highlighted device to the Tasks Summary list, or click **Add All** to add all the devices in the Device List to the Tasks Summary list.
5. Click **Apply**, and then click **Yes** to start the firmware upgrade process.
6. Firmware upgrade progress appears in the Firmware Upgrade window. When upgrading is complete, the updated version information of the device(s) appear in the device list.

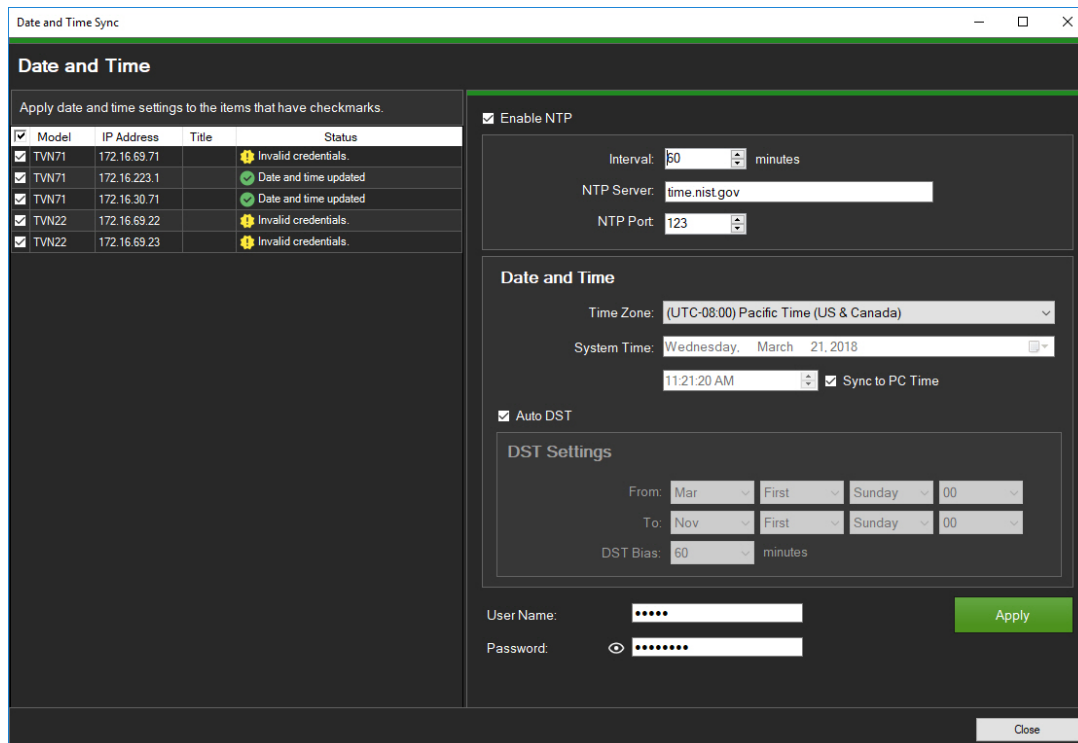
## Date and time sync

Use this tool to set the time and date across multiple devices.

Network Time Protocol (NTP) is a protocol for synchronizing the clocks of network devices such as IP cameras and computers. Connecting network devices to a dedicated NTP time server ensures that they are all synchronized.

### To perform date and time sync:

1. Select one or more devices for date and time sync in the main Device Manager window.
2. Click **Device Manager Tools**, and then click the **Date and Time Sync** tool button. The Date and Time Sync window appears.



3. Select **Enable NTP** and then type in an address in the **NTP Server** field, a time interval in the **Interval** field, and an NTP Port number in the **NTP Port** field as necessary.

4. From the **Time Zone** drop-down menu, select the time zone that corresponds to the device's location.

**Note:** You can also select the **Sync to PC Time** check box to synchronize the time of the device with the time of the computer.

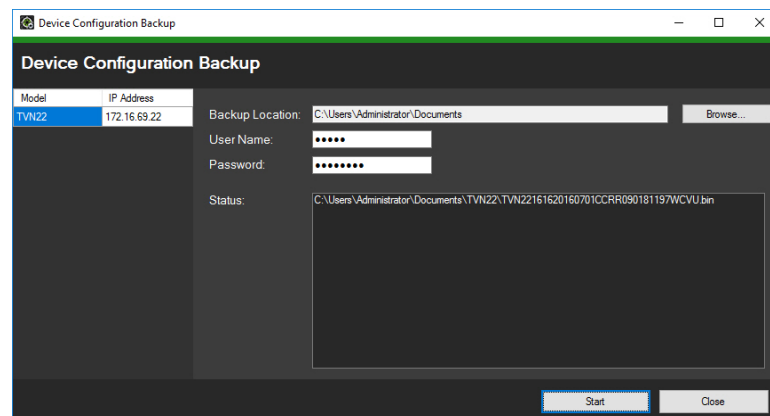
5. Type in the **User Name** and **Password** credentials for each device or for multiple devices, and then click **Apply** after the credentials are accepted for all the devices in the list.

## Device configuration backup and restore

Use these tools to backup and restore device configurations.

### To back up a device configuration:

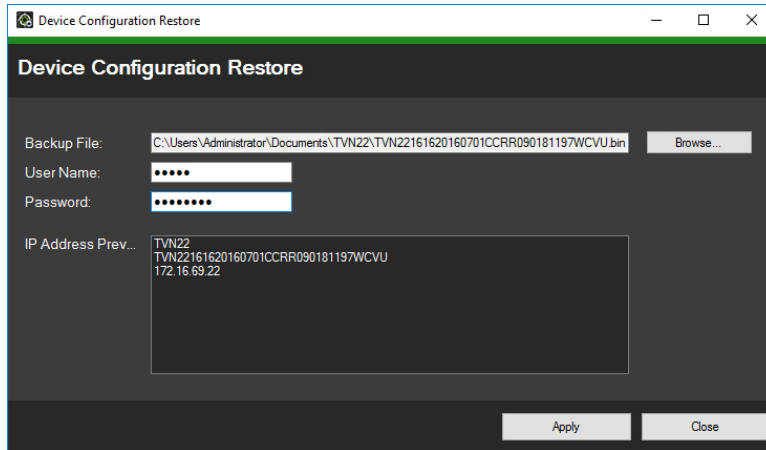
1. Select a device in the main Device Manager window, click **Device Manager Tools**, and then click the **Device Configuration Backup** tool button.
2. If required, click **Browse** to select a new backup location.
3. Enter the device user name and password and select **Start** to begin the backup process.



4. Click **Close** when backup is complete.

### To restore a device configuration:

1. Select a device in the main Device Manager window, click **Device Manager Tools**, and then click the **Device Configuration Restore** tool button.
2. If required, click **Browse** to select the location of the backup file.
3. Enter the device user name and password and click **Apply**.



4. Click **Yes** to restore the device configuration.

## Upload camera information

Use this tool to restore the device configuration for cameras only.

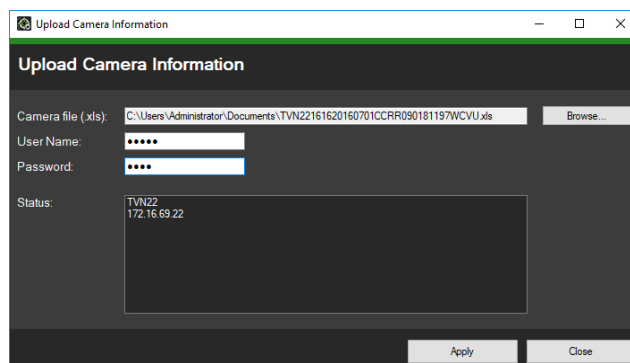
**Note:** Not all cameras support this feature.

The list of recorders that can upload camera information is as follows:

- TVN11
- TVN21
- TVN22
- TVN70
- TVN71
- TVR15HD
- TVR45HD

### To upload camera information:

1. Select a supported recorder in the main Device Manager window, click **Device Manager Tools**, and then click the **Upload Camera Information** tool button.
2. Click **Browse** to select the location of the configuration file.
3. Type in the recorder user name and password and click **Apply**.



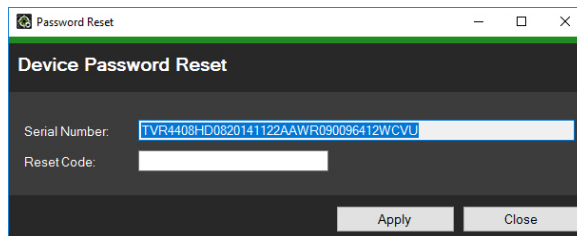
4. Click **Yes** to upload the camera information.

## Reset password

If an admin (not a specific user) device password is lost, contact Technical Support to restore the password. There are two ways to restore the password. The method to be used depends on the device and its currently installed firmware.

### To restore the default password (method 1):

1. Select the device for password reset in the main Device Manager window.
2. Click **Device Manager Tools**, and then click the **Reset Password** tool button.
3. Copy the serial number from the **Device Serial No.** field in the Device information panel and paste it into an email to send to Technical Support. Technical Support will provide a security key by email.

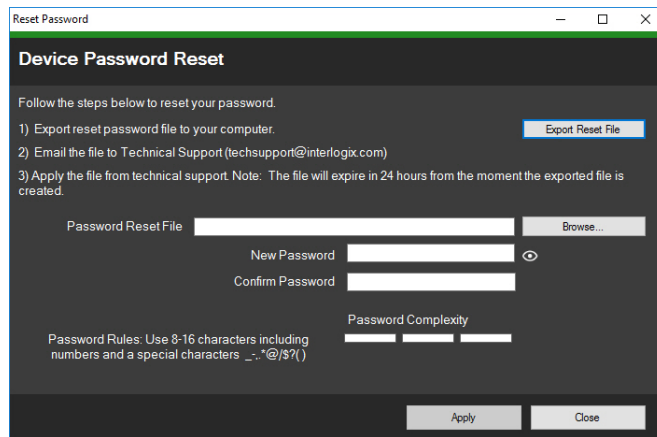


4. Enter the security key received from Technical Support in the **Security Code** field and click **OK** to restore the default password. The default password is **1234**.

**Note:** The security key provided is related to the date the serial number was sent to Technical Support and expires the day it was created. If the current date was not specified in the request, Technical Support provides a security key valid for three days following the date of the request.

### To set a new password using an XML file (method 2):

1. Select the device for password reset in the main Device Manager window.
2. Click **Device Manager Tools**, and then click the **Reset Password** tool button.
3. Click the **Reset Password** button.



4. Click **Export Reset File** in the Reset Password window to save the XML file, and then email the file to Technical Support. Technical Support will provide a new XML file.
5. Save the XML file received from Technical Support on the computer, click **Browse**, and select the new XML password file.
6. Type a new password and then confirm it in the **New Password** and **Confirm Password** fields. Click **Apply**.

**Note:** Do not restart the device after the password recovery XML file has been exported, otherwise the steps above must be repeated. The password recovery XML file expires after 48 hours.

## Storage calculator

Storage calculator is a tool that permits the creation of a storage capacity requirement report for TruVision recorders that can be printed or exported to Microsoft Excel (XLS file format).

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**IMPORTANT:** Storage requirement calculations provided by the calculator are only an estimation based on medium quality video settings. More storage capacity could be needed depending on the scene complexity of images captured by the cameras.

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**Note:** Storage calculator only supports the TruVision recorders listed in the **Recorder** drop-down list in the TruVision Storage Calculator window.

### To generate a storage calculator report:

1. After launching Device Manager, click the **Storage Calculator** button in the Getting Started window.
2. Type a value into the **Project Name** field.
3. Select the recorder model from the **Recorder** drop-down list.
4. Select the number of camera channels in the **Channels** drop-down list.

- Type camera names into the Camera Name fields as necessary and enter values for each camera in the Main Stream and Substream (if applicable) sections. Use the **Copy Channel 1 Settings**, **From Channel**, and **Range** fields to copy values between cameras.
- The Storage per day (GB) columns and the **Total Storage per Day** and **Total Storage Capacity** fields populate with storage requirement calculations. When finished configuring the storage calculator project, click the **Print Report** or **Export to Excel** button to generate a storage calculator report for future reference.

The screenshot displays a configuration interface for a storage calculator. It is divided into two main sections: **Main Stream** and **Substream**.

Image	Input channel	Camera Name	P Address	Port	Username	Password	Video Encoding	Resolution	Frame Rate	Bitrates Mbps	Motion %	Quality	Video Encoding	Resolution	Frame Rate	Bitrates Mbps	Storage per day(GB)
	Channel 1	TVB-5532	172.16.55.6	3000	admin	*****	H264	3648*2160	15	3216	100	Medium	H264	362*240 (CIF)	15	154	101.196
	Channel 2	TVQ-8101	172.16.55.7	3000	admin	*****	H264	1920*1080 (1080P)	15	2458	100	Medium	H264	352*240 (CIF)	25	205	28.760

Below the table, there are summary statistics:

- Total Storage per Day: 129.956 GB
- Days to Store: 30
- Total Storage Capacity: 3.899 TB
- Total Bandwidth Usage: 12 Mbps (with a progress bar)
- 256 Mbps

A note at the bottom states: "Note: The results are only an estimate, actual results may differ based on scene variables."

On the right side, there is a **Copy Channel 1 Settings** panel with a list of channels (1-14) and a **From Channel** dropdown set to 1. Below it is a **Range** dropdown set to 1-14, and buttons for **Copy**, **Clear All Data**, **Print Report**, and **Export To Excel**.