

Qvis Remote Monitoring CCTV Connection Guide

The following information is provided as a guide to connecting Remote CCTV systems to Qvis Monitoring. Please keep this document for future reference.

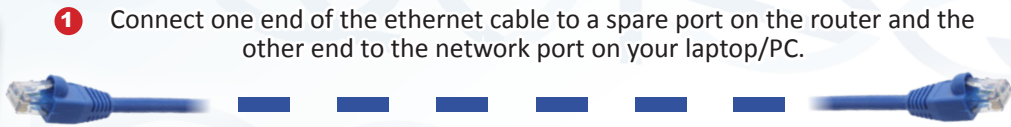
- 1** Download the CCTV Monitoring Application Form from our website (qvismonitoring.co.uk/forms)
- 2** Please fully complete the Application Form including a site sketch to show the locations of all cameras and cameras number.
Send the complete form using the "Email to button" this is located on the bottom of the form. Or email to the admin team at sarahchesters@adata.co.uk
- 3** Where possible we require 24hours notice and for BS8418 systems we require 7days notice for the Application Form to be processed prior to the walk test and connection to Qvis Monitoring.
Please contact your account manager or Hannah to book your connection appointment.
- 4** At the time of your appointment a member of our technical team 02392 488302 will call prior to connection with the arc, you will need to have a laptop with TeamViewer installed also with remote log in details for the router (WAN IP/ PORT NUMBER/ USER NAME & PASSWORD/MAKE /MODEL /FIRMWARE VERSION OF YOUR UNIT) for technical to be able assist with configuration.
- 5** Once this has been completed your connection form will be processed in the arc and we will proceed to complete the walk test and connection. The connection will then go through a 14 day soak period where any technical or maintenance issues will be reported and need to be resolved.



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STEP 1: ROUTER MODEM SETUP

At this stage you will need to connect a laptop or computer in to your router modem via a RJ45 Ethernet cable.



- 1 Connect one end of the ethernet cable to a spare port on the router and the other end to the network port on your laptop/PC.

- 2 If you are unsure how to access your router's configuration menu please visit:

www.portforward.com

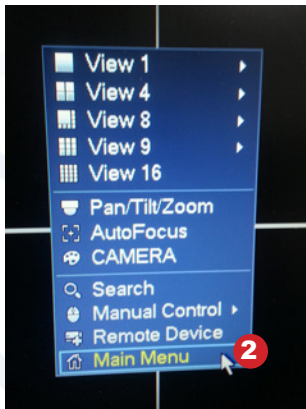


This website provides step-by-steps guides for nearly every router being used at the moment. Follow these steps:

- 3 Click on the '1 Follow a guide located here' or click on the left hand list link 'Port forwarding guides' and follow the instructions choose which ever router model you have eg. 'Netgear'
- 4 Ignore advert and Click close at the top of advert.
- 5 Choose the correct model number eg. 'CG814G'
- 6 Choose DVR model from A-Z list 'Qvis Apollo DVR' (All iRange DVRs/ NVRs) and follow the instructions.
- 7 Use the 'TCP Port', 'UDP Port' & 'HTTP Port' (for the i-Range DVR/NVRs) and IP address details. (normally TCP=37777, UDP= 37778, http = 80)
- 8 Once you have completed the port forwarding process on the router you will need to double check to see if the port is open on your network's IP address.
- 9 Visit **WWW.PING.EU**, click on 'Port Check', and input the IP address & port number found on your TCP/IP network setting on your DVR/NVR.

STEP 2: i-RANGE DVR / NVR DDNS SETUP

- 1 If you have not got a static IP address for your network (you can buy a static IP address if you own a registered company), and instead a dynamic IP address, you need to go to **www.dyndns.com** and register so that it can help keep track of your ever changing dynamic IP address.



- 2 Right click on screen, the mini menu will appear, select 'MAIN MENU'.



- 3 Select/Click on: 'NETWORK' under the 'SETTING' section.



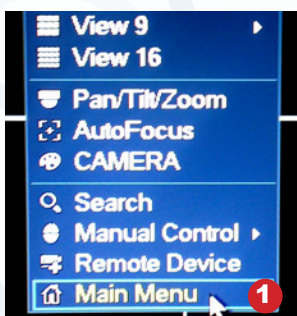
- 4 Click 'DDNS' on the left hand side of the menu Input the details from your dyndns.com account:

- 5
 - DDNS Type
 - Domain Name
 - Password
 - Server IP
 - User Name

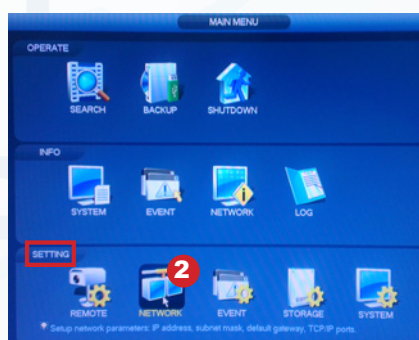
Once this has been completed you will not have to worry about continuously updating you IP address details in the 'TCP/IP' section to the 'NETWORK' menu.

STEP 3: i-RANGE DVR/NVR SETUP

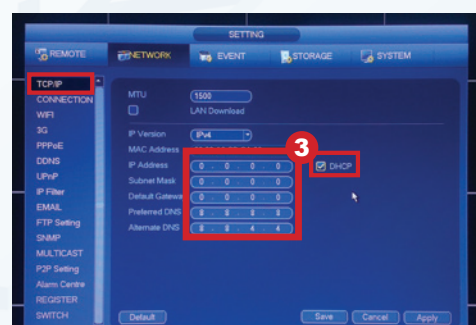
How to configure the network settings of the DVR/NVR to open up a network connection. To do this follow the instructions below:



- 1 Right click on screen, the mini menu will appear, select 'MAIN MENU'.

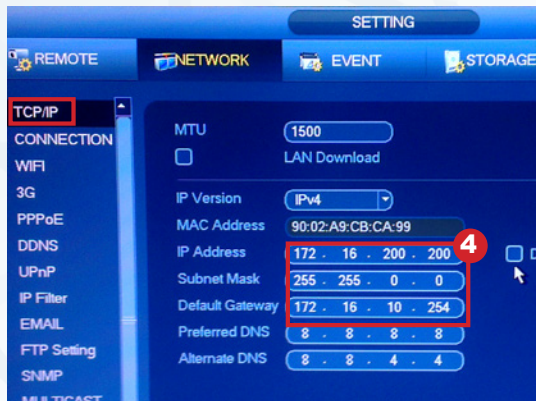


- 2 Select/Click on: 'NETWORK' under the 'SETTING' section.

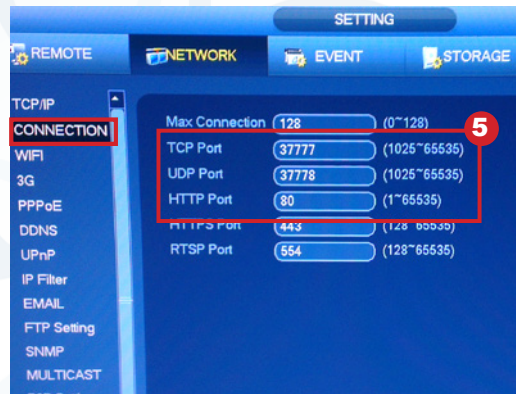


- 3 Click 'TCP/IP' on the left hand side of the menu and tick the 'DHCP' box. This will reset the 'IP ADDRESS, SUBNET MASK' and 'DEFAULT GATEWAY' values to zero.

STEP 3: i-RANGE DVR/NVR SETUP CONTINUED.....



4 Then restart the DVR/NVR. When you return to the 'TCP/IP' section in the **NETWORK** menu, you will see that the DVR/NVR has automatically detected the network's address details.



5 Click 'CONNECTION' on the left hand side of the menu, and note down the values in the 'TCP Port', 'UDP Port' & 'HTTP Port' fields, go to step 4.

PORTS: TCP:
Used for PC Client
(PSS/Phone App)

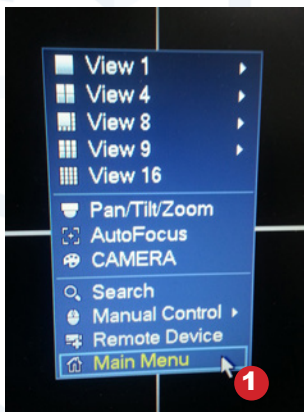
HTTP:
For web browser
connection.

**IF YOU MAKE AN ERROR
OR NEED TO GO BACK A
SCREEN CLICK OUTSIDE
THE MENU SCREEN**

Setup By Step Guide To Connect A Qvis Recorder to Our Arc

Please follow these step-by-step instructions to setup your DVR correctly:

STEP 4: IPC EXT ALARM SETUP



1 Right click on screen, the mini menu will appear, select 'MAIN MENU'.

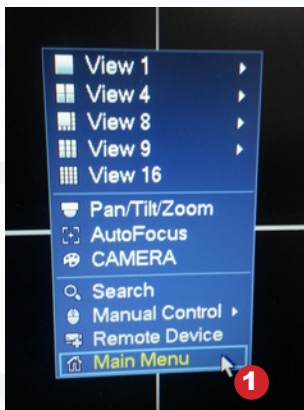


2 Select/Click on: 'EVENTS' under the 'SETTING' section.



3 Click 'ALARM' on the left hand side of the menu.
4 Select the required channel.
5 Tick the 'ENABLE' box.
6 Tick the 'ALARM UPLOAD' box.
7 Click 'APPLY' and go to step 5.

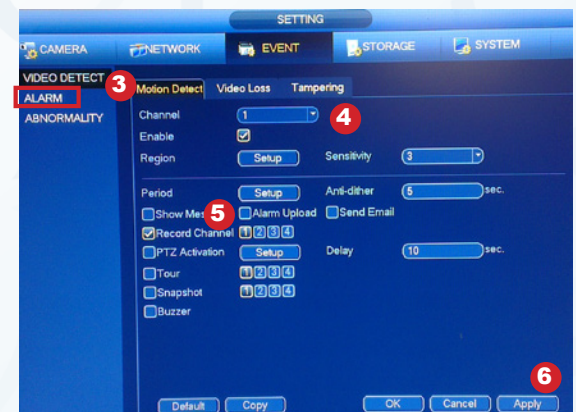
STEP 5: MOTION DETECT SETUP



1 Right click on screen, the mini menu will appear, select 'MAIN MENU'.

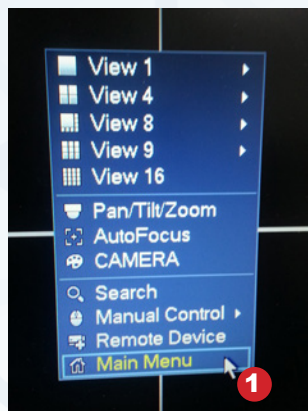


2 Select/Click on: 'EVENTS' under the 'SETTING' section.



3 Click 'VIDEO DETECT/DETECT' on the left hand side of the menu & 'MOTION DETECT TAB'
4 Select the required channel.
5 Untick 'ALARM UPLOAD'
6 Click 'APPLY' and go to step 6.

STEP 6: ALARM SCHEDULE SETUP



1 Right click on screen, the mini menu will appear, select 'MAIN MENU'.



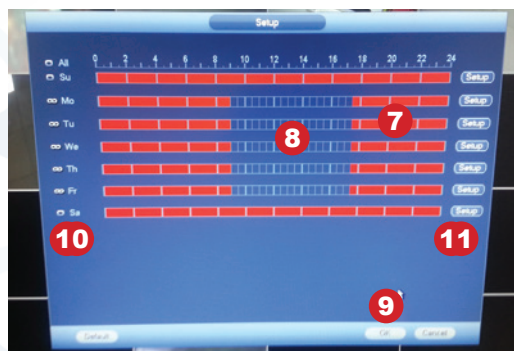
2 Select/Click on: 'EVENTS' under the 'SETTING' section.



- 3** Click 'ALARM' and 'IPC EXT ALARM' tab.
- 4** Choose a channel.
- 5** Check the Enable box is ticked.
- 6** Click Period 'SETUP' and the setup screen will appear.

Example of Alarm setup:

The below alarm is setup to record alarms for when a office is closed. From 5.30pm-9am, Monday to Friday and all day Saturday and Sunday.



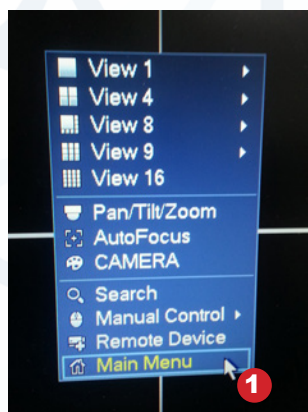
IF YOU MAKE AN ERROR OR NEED TO GO BACK A SCREEN CLICK OUTSIDE THE MENU SCREEN

- 7** As a default all alarms will be 24hrs, so all will be filled in red.
- 8** Click and drag to select areas of time you would like the 'ALARM OFF' Alarm on = RED, Alarm off = Blank
- 9** Once you have selected your time period press 'OK'.
- 10** Click and link days so you can select time zones all at once.
- 11** Alternatively click 'SETUP' to add up to 6 periods.



- 12** Click to change time period.
- 13** Tick box to enable.
- 14** Tick all box to select/deselect all periods.
- 15** Tick box to select days.
- 16** Press save.

STEP 7: ALARM CENTRE SETUP



1 Right click on screen, the mini menu will appear, select 'MAIN MENU'.



2 Select/Click on: 'NETWORK' under the 'SETTING' section.



- 3** Click 'ALARM CENTRE' on the left hand side of the menu.
- 4** Insert these setting into the 'ALARM CENTRE'.
- 5** Tick the 'ENABLE' box.
- 6** Click 'APPLY', to confirm settings.