
TECHNICAL SUPPORT / FREQUENTLY ASKED QUESTIONS

DIGITAL MONITORING SYTM (DM111 & DM1440)**GENERAL QUESTIONS**

Q: What are the differences between DM111 (Single Port) and DM1440 (Four Port)?

A: The major difference between DM111 and DM1440 is viewing options. DM1440 allows you to view up to four camera locations simultaneously on your PC. You simply insert a 4 – port PCI video card into the computer's motherboard and connect four cameras to view the different camera locations.

DM111 allows you to view one camera on your PC. You simply connect the Video Grabber device to your PC's USB port; the other end to a video camera to view the picture.

Q: What are the main features and benefits of Digital Monitoring System?

A: Digital Monitoring System turns your PC into a video security system and provides digital recording and remote security monitoring. Key features and benefits of Digital Monitoring System include:

Remote Security Monitoring By Computer - lets you monitor and protect your business and home from across the hall or around the world;

Digital Recording – allows you to record video images to your PC. Digital Recording allows you to quickly access and search for a specific time segment instantaneously;

Set of Individual Security Alarm Features – allows you to set individual security alarm features including motion sensor, time, alarm and record features. When motion is detected at the camera, for example, Digital Monitoring System can record the image to the PC and call your cell phone, pager or telephone.

Calls Cell Phone, Pager or Telephone – allows you to have Digital Monitoring System contact you in an emergency with a personalized message

Password Protection: provides you the option to protect your system against unauthorized use.

Q: Is Digital Monitoring System difficult to install and operate?

A: Absolutely not. The installation of the DMRS software and operation of the program is very easy. The DMRS software will guide you through the software installation, while the users manual will show you how to easily operate this program. If you have any problems or questions, a toll-free customer service line is available for the first 90 days to assist you with questions or problems that you may have.

Q: What are the minimum system (PC) requirements to run DMRS?

A: Digital Monitoring System can operate on most PC's. The minimum system requirements to run Digital Monitoring System are:

- At least Pentium II 350MHz processor or faster.
- 64MB RAM memory
- Windows 98 or ME operating system.
- 6 bit or higher VGA card

- 36,000bps or faster voice modem
- 800 x 600 high color display
- 8 bit or higher PCI sound card
- CD Rom Drive to run the software CD.

Q: Will DMRS Single Port (DM111) work on a Laptop?

A: Digital Monitoring System (DM111) will work on any computer, including a laptop, as long as the computer has a built-in USB (Universal Serial Bus) port.
Note: Four Port (DM1440) will not work on a Laptop; however you can use a notebook to view your system from a remote site

Q: What are the three main applications in Digital Monitoring System?

A: DMRS Main: This is the principle module used in the Digital Monitoring System. It is used to view camera locally such as viewing different camera locations in an office, warehouse, or home. DMRS Main allows you to set each individual camera features. For example, an alarm can sound, record the picture to the computer's hard drive and telephone you when movement is detected at the back door entrance

DMRS Client: This module allows the user to remotely view the camera location using standard dial up or network connection. You can then keep in touch with your office, business or home from across the hall or around the world.

DMRS Viewer: This module allows the user to view a recorded picture saved to the computer's hard disk during alarm recording or normal recording. You can also digitally freeze and two times zoom in on a location

Q: I will be traveling on business and would like to monitor my home or business establishment from a remote site. How do I do this?

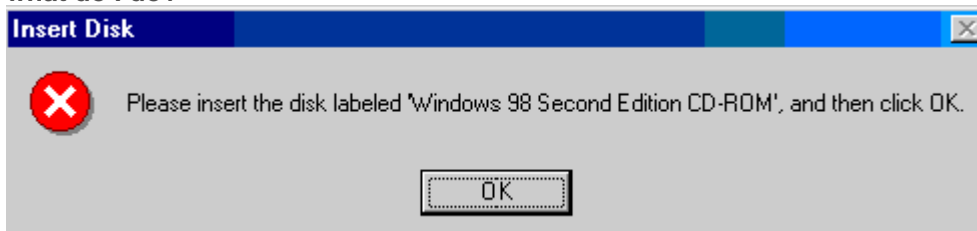
A: You need to ensure that your computer at your home or business is ON and set to DMRS Main. Next, ensure the 'Open remote control function' box is checked ON on your home or office computer. Finally, dial into the home or office computer using standard dial up or internet (TCP/IP) connection.

Q: Can I monitor my house without a telephone line?

A: This is possible only when your home computer and the remote computer are connected with a high-speed cable connection (high speed internet).

INSTALLATION QUESTIONS**Q: From the program configuration tab, when I click capture device, I am getting two devices in the list. Which one should I choose?**

A: Select Winbond W9967 PC camera (VFW) and click OK to proceed further.

Q: I have selected the device as you mentioned, but I get a message like this what do I do?

A: Insert the WIN 98 CD into the CD Rom drive and select Win98 and click OK to complete windows driver installation. You are getting this message because you are installing a new device for the first time in your PC.

Q: I have installed the software and hardware to my computer, but I am not getting any picture?

A: This is a connection problem. Please make sure you check the following: -
Ensure Video Grabber is connected to your computer's USB port.
- Ensure the camera is connected to video grabber, and power is connected to the camera.
- Ensure you have restarted the computer after completing the hardware installation.
- Ensure your camera is working properly.

APPLICATION QUESTIONS

Q: I would like DMRS program to start automatically when I start my computer. Is it possible?

A: Press the Hammer sign from the main screen and check the "program auto running" box. Digital Monitoring System will now automatically start every time the computer is turned ON.

Q: I am using a telephone line connected to my computer, and am unable to communicate with my home computer using DMRS Client.

A: Please check the following:
- Ensure the 'Open remote function' button has been checked and the modem option has to be selected under "device selected".
- Ensure the modem in your home computer is not in use by other applications (e.g. Internet Explorer or Netscape).
- Check the area code and the telephone number field.

Q: Can I save the configuration setting that I have created?

A: Yes. You can create any number of configurations that you want by saving them as different file names. You can then load the different configurations by opening the specific file.

Q: I have selected an area for alarm detection, but I cannot make it work. Why?

A: Remember to always to click the Add and Apply button after you select an area for detection. Alarm detection will not work if the user forgets to click the Add and Apply buttons.

Q: Can I personalize my emergency alarm message?

A: Yes. You can record any number of personalized messages.

Q: What is the video compression system that DMRS uses?

A: JPEG format.

Q: I have set DMRS for an alarm recording but cannot make it record

A: Please ensure the following settings are done:
- Ensure you select the area to be protected, followed by clicking the Add and Apply buttons.
- Ensure the 'Record video' option under the 'Alarm 1' tab is selected, and select a

location on your hard drive. Click the Add and Apply buttons.

Q: I want to set up DMRS to call my pager or my telephone. I notice however that this option in the set up procedure is in grey, and therefore I cannot access these options.

A: Your computer must be equipped with a Voice Modem in order to access this feature

Q: Can I record events in a specific day or specific time?

A: Yes. You can specify weekly or daily recording options.

Q: What is the hard drive space requirement needed to record continuously for 24 hours.

A: You will need approximately 1 GB space in your hard drive for each 24 hours of recording

Q: Can I print the recorded events?


A: Yes. This can be done if you have captured the events and saved them on your PC. Simply start DMRS viewer and select the recorded file and press play button on the remote control. When you find the picture that you want to print, press the "Pause" button, followed by pressing the "Print" button.


HIGH SPEED INTERNET USERS

Q: What is the use of "Network" under "open remote function"?

A: This is for users who have high-speed Internet cable connection. Select "Network" in the home computer under "Open remote function" to monitor the computer from a remote site. When you have a high-speed Internet cable connection at home, you have two ways to monitor your home.

a) If the remote computer is connected to a high-speed Internet connection or if you are using Intranet in your office, do the following.

1. Find out the IP (Internet Protocol) address of your home computer.
2. Start Client program in your remote computer.
3. Click the Hammer icon from the main screen and select  to enter the

IP Address. Click OK and press the connect button . In few seconds you will get connected to your home computer.

b) If your remote computer is connected to the modem line, simply dial your ISP (internet service provider) and minimize the dialup box and start DMRS Client program and follow Step 3 above.