IDIS Center

Software Manual

Powered by Direct IP™

Before reading this manual

This Operation Manual provides instructions for using Remote Administration System (referred to as IDIS Center hereinafter), which is a remote control software for network cameras, network video servers, network video recorders (NVR) and digital video recorders (DVR).

The **IDIS Center System** described in this Operation Manual refers to the PC running **IDIS Center** program and **Devices** refer to network cameras, network video servers, network video recorders (NVR) and digital video recorders (DVR).

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Part 1 – Introduction

IDIS Center is software for monitoring live videos and playing recorded videos acquired from compatible devices. It provides the following features.

- Remote surveillance of live videos and remote playback of video recordings
- Real-time notification of detected events and remote monitoring of event videos
- Panic recording of live videos and playback of panic recordings
- Registration of up to 1,024 devices
- Remote software upgrade and remote system configuration
- Displays device's system logs
- Monitoring live video map
- H.264, MPEG-4, M-JPEG restoration algorithm support
- SSL support for security
- Authority settings by user groups for security
- Intuitive and user-oriented GUI

- This product contains software developed by OpenSSL Project for use in Open SSL Toolkit (http://www.openssl.org/).
- This product contains software that partially uses open-source content. Codes for the corresponding open-source content are available for download. For more details, refer to the software CD (OpenSourceGuide\OpenSourceGuide.pdf) or the open source guide accompanying this operation manual.

Part 2 - Installation

Accessories

- Operation Manual
- Software installation CD

System Requirements

	Recommended	Minimum
OS	Microsoft® Windows® 7 x86 (64bit) (Home Premium, Professional, Ultimate) Microsoft® Windows® 8 (Pro, Enterprise)	Microsoft® Windows® XP Home SP3
CPU	Intel CoreTM i5-2550 3.30GHz or better	Intel CoreTM 2 Duo E7200 2.53GHz or better
RAM	2GB or more	1.5GB or more
VGA	ATI RadeonTM HD 3650 or NVIDIA GeForce 8400GS or better (1280x1024, 32bpp or better), multiple monitors	ATI RadeonTM HD 2400 or NVIDIA GeForce FX5500 or better (1024x768, 24bpp or better)
HDD	6GB or more of available space	1GB or more of available space
LAN	Gigabit Ethernet or better	10/100 Mbps Ethernet or better

- IDIS Center program runs on 32-bit OS.
- On 64-bit versions of Microsoft® Windows® Vista or later, IDIS Center installs and runs in 32-bit compatibility mode.

Installation

Prior to installing the software, click on to the Windows **Start** menu, open **Control Panel**, click on **Power Management**, and set options for **Turn off monitor** and **Turn off hard disks** as **Never**.

1 Please enter the software installation CD into the PC.

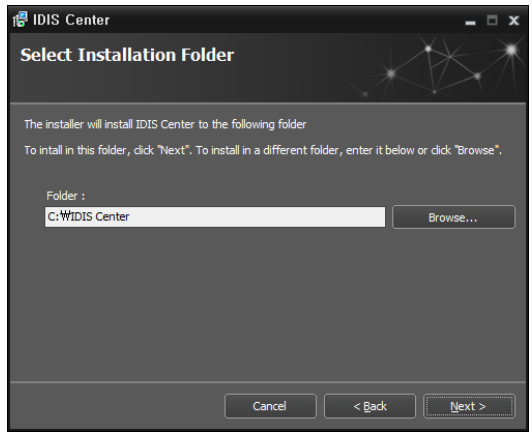
2 Browse to the **Setup** folder in the CD and run **setup.exe**.

> On **Microsoft® Windows® Vista** or better, **User Account Control** window may appears. Click **Allow** and follow the instructions in the installation window to proceed with the installation.

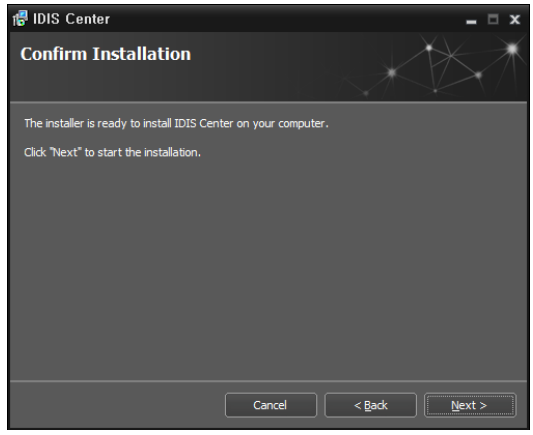
3 Select a desired language.

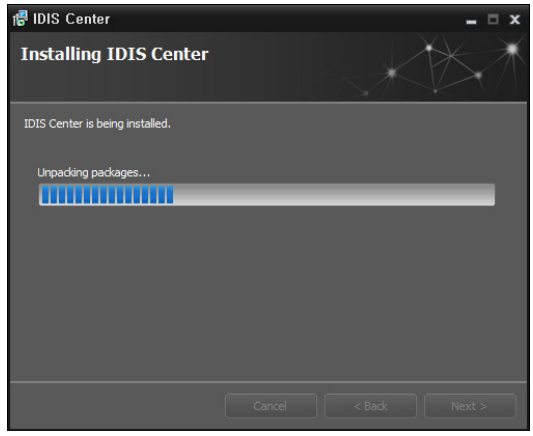
4 When the installation window appears, click **Next**.

5 Select an installation path for the program, and click **Next**.



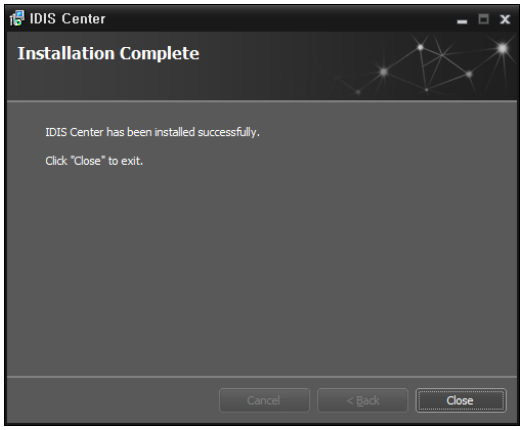
6 When the install confirmation window appears, click **Next**.





NET Framework and Visual C++ Runtime Libraries will be installed automatically, and it may take a few minutes. If NET Framework and Visual C++ Runtime Libraries are already installed on the system, this step will be skipped automatically.

7 When the Installation Complete window appears, click **Close** and finish the installation.



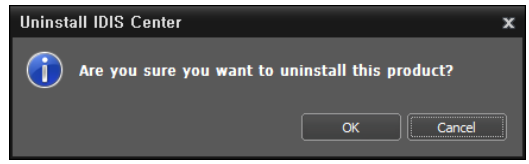
Uninstallation

1 Exit IDIS Center program if it is running.

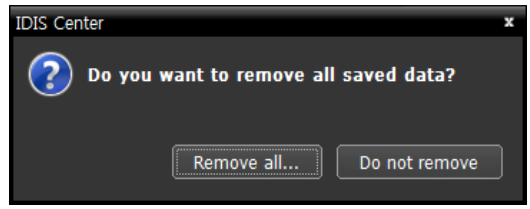
- The program may not be uninstalled correctly if you attempt to uninstall the software while running.
- If the installation folder is deleted by the user without using the Uninstallation Wizard, you will not be able to properly uninstall or reinstall the software. Please be sure to follow the uninstallation steps in this manual.

2 Select IDIS Center in **Windows Start** Menu and click **Uninstall IDIS Center** .

3 When the uninstall confirmation window appears, click **OK**.



4 A data delete confirmation window will appear. To delete all the data stored on the system, including panic recordings and existing settings, click **Remove all**. If you do not wish to delete the data, click **Do not remove**.



Deleted data cannot be recovered.

5 Click **Close** to finish uninstallation.

Part 3 - Getting Started

Start Program

When IDIS Center software is installed, **IDIS Center** and **IDIS Center Run as administrator** shortcut icons will be created on the desktop. Run IDIS Center program by double-clicking on **IDIS Center** or **IDIS Center Run as administrator** shortcut icon. If a removable eSATA HDD or SD (SDHC) memory card are connected to the IDIS Center system, you must double-click on **IDIS Center Run as administrator**.

Run as administrator

If not using an administrator account to run **IDIS Center**, the device's detachable HDD, eSATA HDD, and/or SD (SDHC) memory card will not be recognized. In this case, you will need to launch the program by double-clicking on the **Run as administrator** icon.

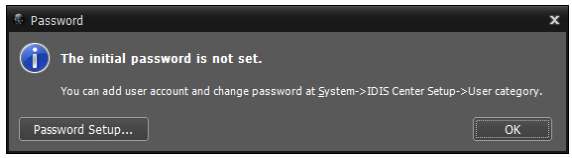
Once the program launches, enter the administrator information.

- **User ID:** Choose an administrator account or enter it manually.
- **Password:** Enter the account password.
- **No Password:** Check if there is no password for the account.
- **Save Account Information:** Saves the current account info for automatic login.

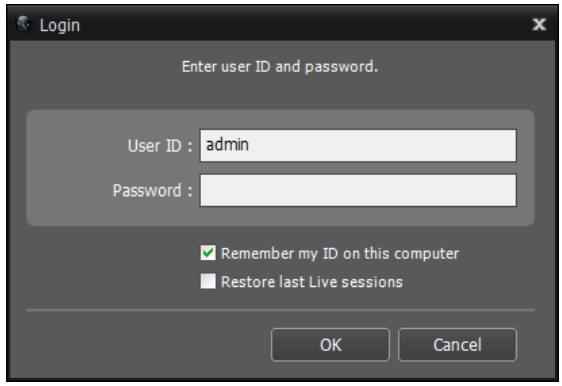
Login limitations may exist depending on the OS specifications or the user account settings of the computer running the IDIS Center program.

Login

This program does not have a password set by default. Leaving the admin account unassigned with a password poses a security risk. Please assign a **Password** at your earliest convenience.



Once the program is running, you must login.
Enter a User ID and Password.



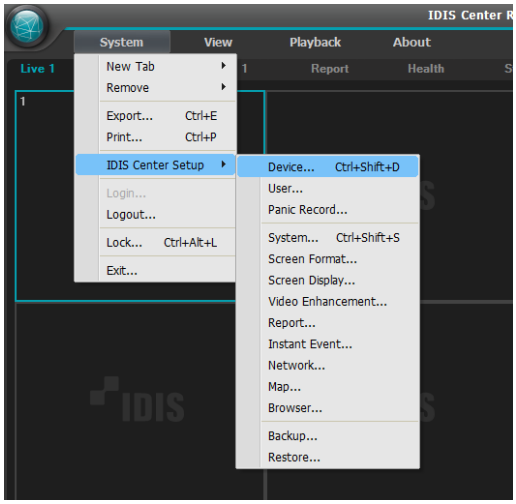
- **Remember my ID on this computer**: Remembers the ID used to login.
- **Restore last Live sessions**: Restores the previous Live session on the current Live panel.

- Default User ID is "admin" without a password.
- You can change User ID and Password in the User menu.
- For more details, refer to **User Management on page 25**.

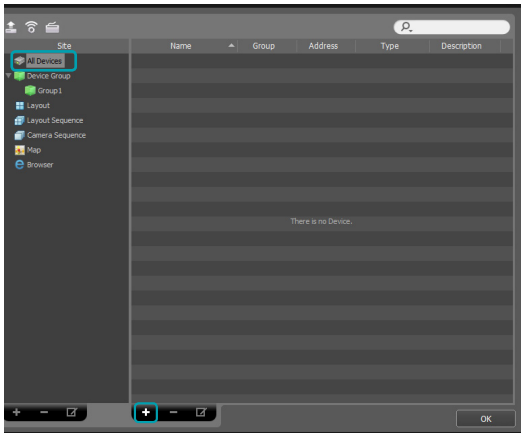
Device Registration

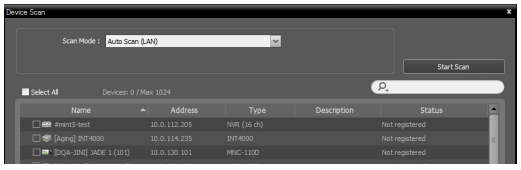
To use the functions provided by IDIS Center, you must first register a device and add the device to a device group.

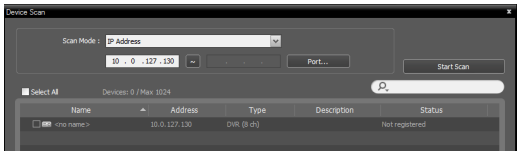
1 Select **System > IDIS Center Setup > Device** in the menu at the top of the screen.

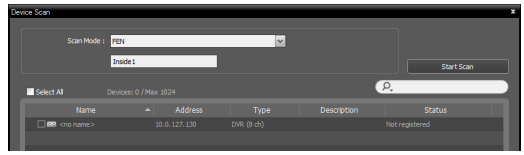


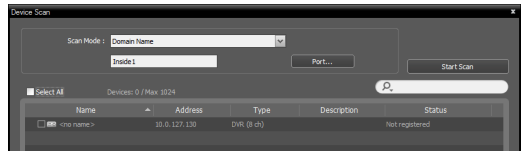
2 On the **Site** panel, click on **All Devices**, then click on the + button at the bottom of the Site List panel on the right. A **Device Scan** window will appear on the screen.







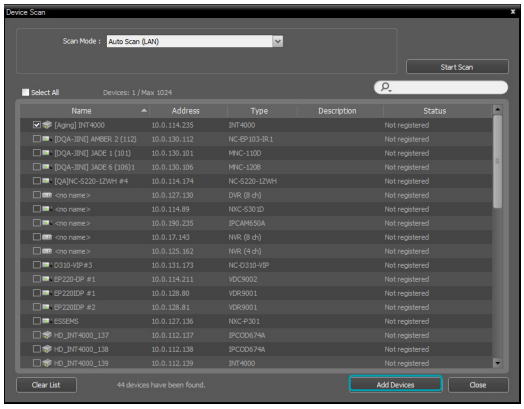


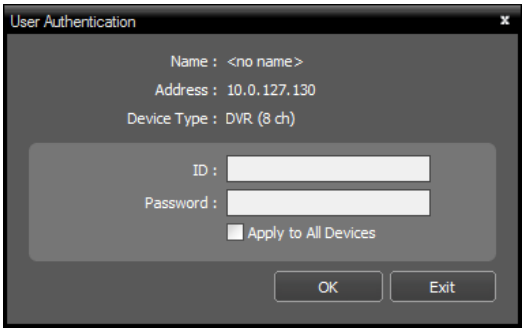


- **Scan Mode**: After selecting a scan mode, click on **Start Scan** button and the scan results will be displayed on the list. If the IP address range of the device is different from the one of IDIS Center System, the IP address of the device will be considered invalid by IDIS Center software. In this case, the device's IP address must be changed before registering it to the system.
  - **Auto Scan (LAN)**: Shows the list of devices within the LAN. (DVR is not supported.)
  - **IP Address**: Enter the device's IP address. When registering multiple devices, you can enter a range of IP addresses to scan for multiple devices at once. When setting up network connections on the device, it is recommended that you disable DHCP. If DHCP is enabled, changes in the WAN connection may cause the connection to the device to fail.
  - **FEN**: If the device uses FEN, enter the device name that is registered on the FEN server. Make sure that the device's FEN server information is entered correctly. (**System > IDIS Center Setup > Network Setup > FEN**) The device will not be detected if the FEN server information is incorrect.
  - **Domain Name**: If the device uses Domain Name Service (DNS), enter the device's domain name registered on the DNS server.
  - **Device Information File**: Loads an XML file containing device connection information and displays the corresponding devices on the list. For more information about XML files, contact your IDIS Center software retailer.

To select the devices to register, check on the box next to the names of each device on the list. Click **Select All** to select all the devices on the list at once.

3 Click **Add Devices** at the bottom of the **Device Scan** window.



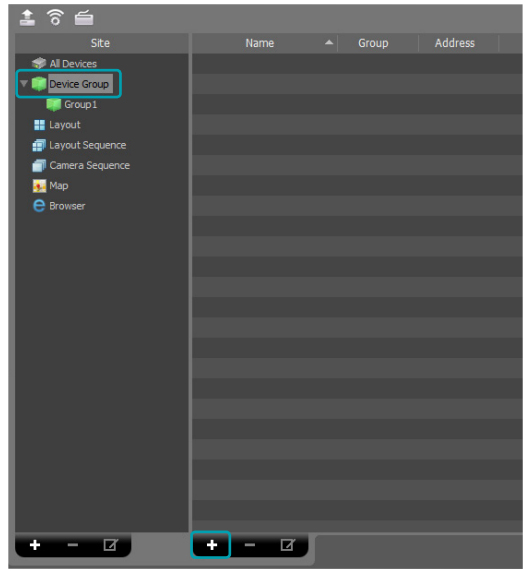


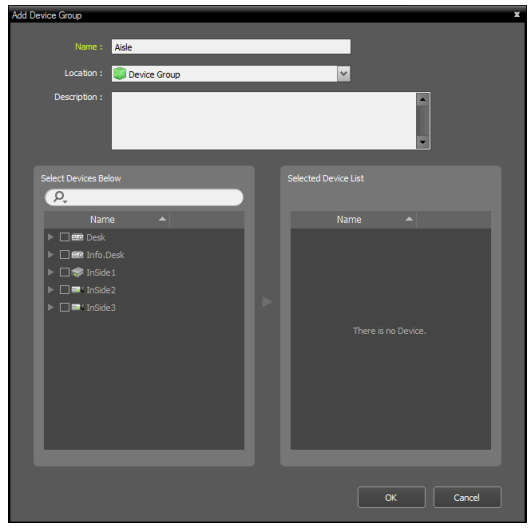
A user authentication window will appear.

- **Name / Address / Device Type**: Shows the name, IP address and type of the selected device. If **Sync Device Names** option was selected when setting up the device, the device name displayed will be automatically updated to the name entered in device's settings.
- **ID / Password**: Enter the User ID and Password set up on each device for remote access.
- **Apply to All Devices**: If multiple devices sharing the same User ID and password are selected, you can check this option to apply the same User ID and password to all selected devices.

- If the selected device is a DVR, entering port numbers may be required depending on the DVR's specification and version.
- If the selected device is a 4-channel network video server, all 4 cameras will be registered automatically regardless of whether the camera is enabled on the network video server.

4 Click **Device Group** on the **Site** panel and click + at the bottom. **Add Device Group** window will appear.

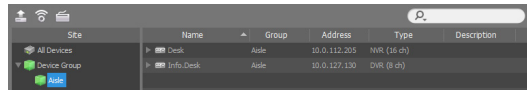




- **Name**: Enter a name for the device group.
- **Location**: Select a location for the device group.

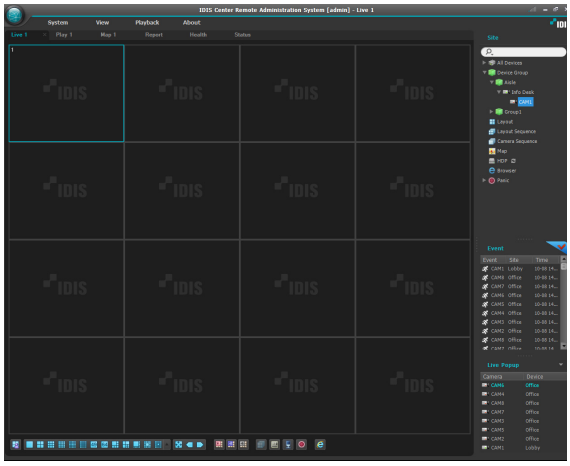
When you select a device from the device List on the left, it will be added to the **Selected Device List** on the right. Click **OK** to register the device group.

5 Make sure that the device has been added to the device group correctly. Click **Device Group** on the **Site** panel and click on ▶ next to **Device Group**. When you click on a registered device group, a list of devices added the selected device group will be displayed on the right.



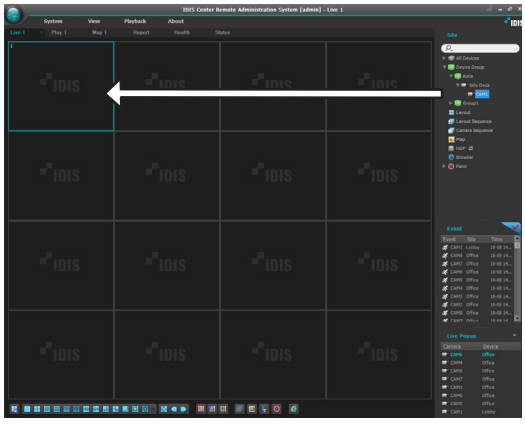
To modify a device group that has been registered, select a device group and click ☑ at the bottom of the **Site** panel. A **Modify Device Group** window will appear. You can modify the selected device group from this window. For more details, refer to **Devices Management on page 20**.

Live Video Mode

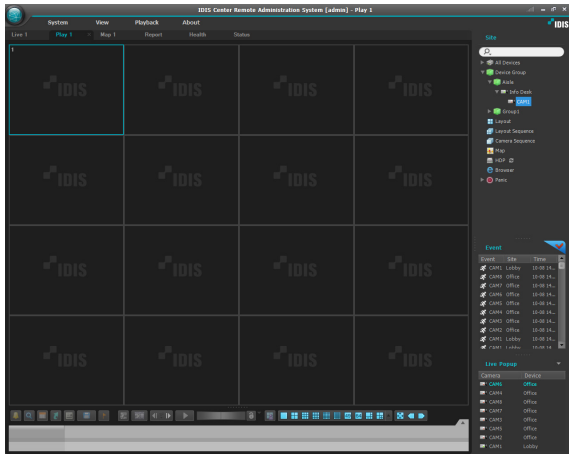


1 In the **Site** List, make sure that the device has been added to the device group.

2 In the panel tabs, click the **Live** tab. In the **Site** list, select a site you wish to connect to. Then, drag & drop the selected site on the Live screen using your mouse. The live video of the selected site will be displayed on the screen. For more information, refer to the **Live Video Mode on page 34**.

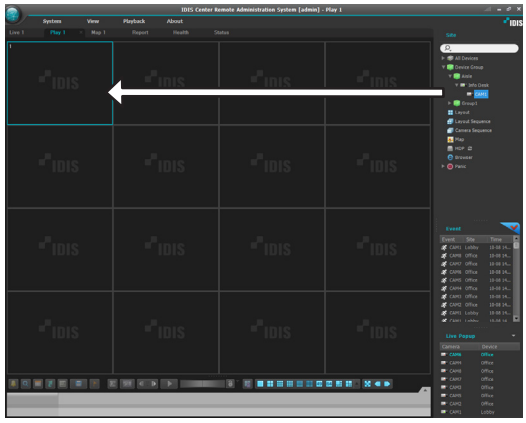


Recorded Video Playback

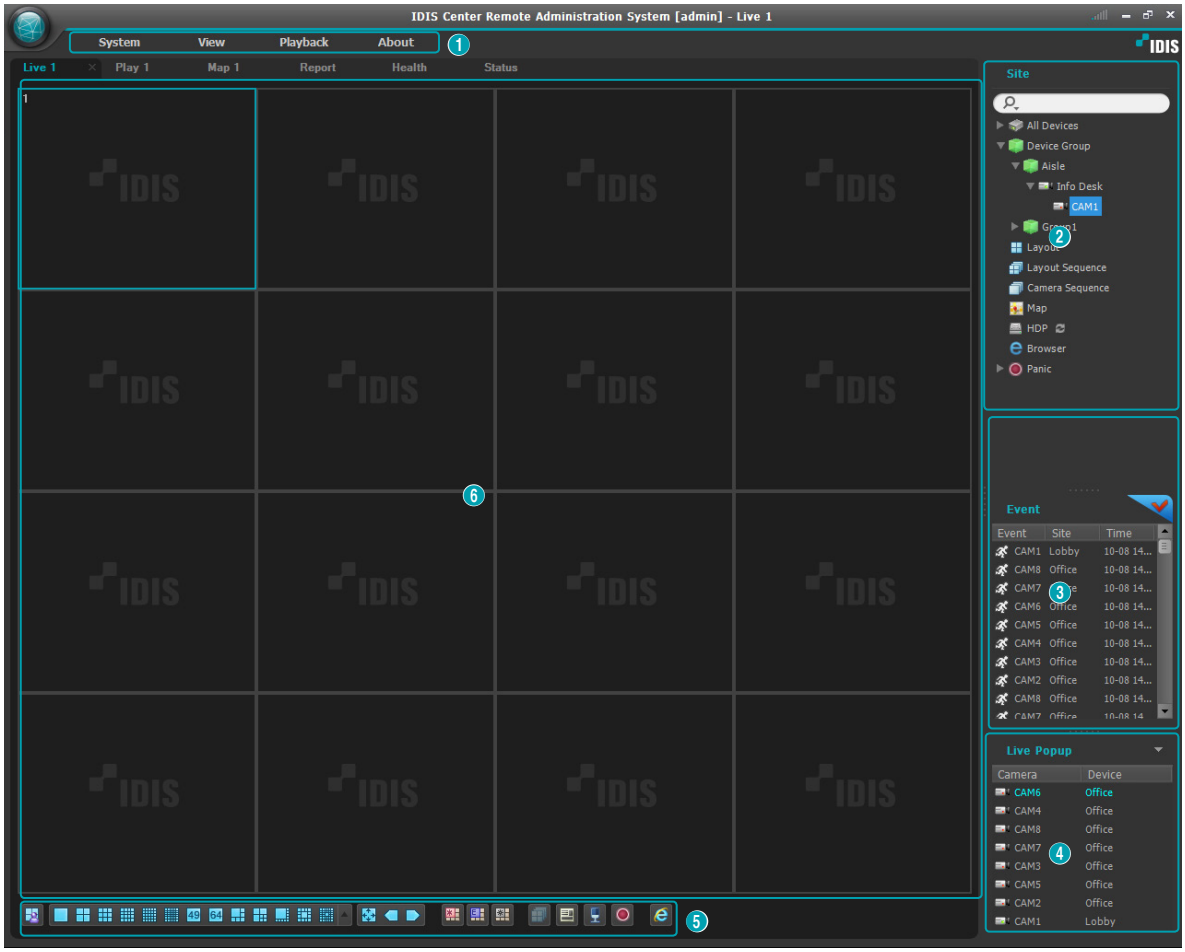


1 In the **Site** List, make sure that the device has been added to the device group.

2 In the panel tabs, click on the **Play** tab. In the **Site** list, select a site you wish to connect to. Then, drag & drop the selected site on the playback screen using your mouse. The recorded video of the selected site will be displayed on the screen. For more information, refer to the **Recorded Video Playback on page 52**.



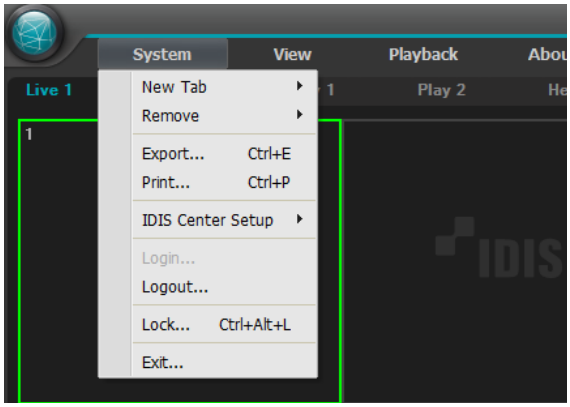
System Menu



❶	**Menu**	This is the menu bar. Refer to below for more details.
❷	**Site List**	Used to connect to a registered site using drag & drop.
❸	**Live Event List**	Shows instant events and callback events of registered devices. Click button and then **Emergency Event Panel** will be displayed. For more details, refer to **Event Handling on page 61**.
❹	**Live Popup List**	Shows the list of current popup screens on IDIS Center. For more details on live popups, refer to **Live Popups on page 49**.
❺	**Panel Toolbar / Timetable**	Shows toolbar or timetable depending on the panel. For more details, refer to **Camera Control on page 43** or **Recorded Video Playback on page 52**.
❻	**Panel**	Shows videos or list of the selected tab. For more details, refer to **Panel on page 17**.

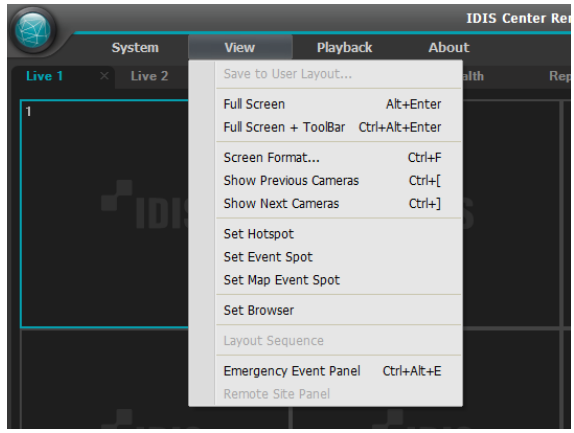
Menu

System



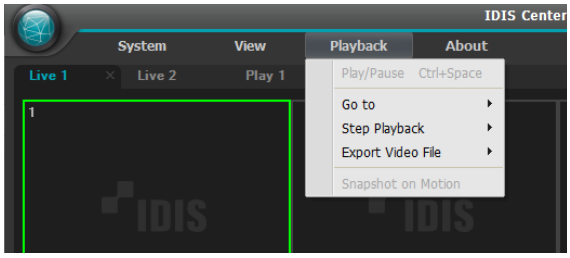
- **New Tab**: Create a new panel. Up to 8 panels can be created in total, including Live and Playback panels. Up to 2 Map panels and 1 Report, Operational Status and Device Status panel can be created, respectively.
- **Remove**: Removes selected device, camera or all cameras from the Live screen or Playback screen.
- **Export, Print**: Saves or prints the videos or list displayed on the panel of the selected tab. (Some panels are not supported.)
- **IDIS Center Setup**: Changes basic settings.
- **Login/Logout**: Logs in or out of the program.
- **Lock**: Locks IDIS Center Program. Once the program is locked, it will no longer be accessible and a password entry field will appear. Enter password to unlock.
- **Exit**: Exits the program.

View



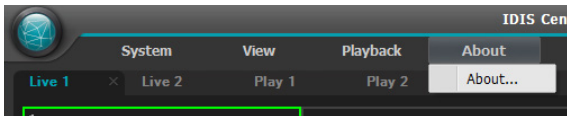
- **Save to User Layout**: Saves current screen layout.
- **Full Screen**: Shows the selected Live or Plays panel in full screen.
- **Full Screen + Toolbar**: Shows the selected Live or Plays panel with toolbar in full screen.
- **Screen Format**: Change screen layout.
- **Show Previous Cameras / Show Next Cameras**: Switch to previous or next camera group.
- **Set Hotspot**: Set the selected camera screen as hotspot screen.
- **Set Event Spot**: Set the selected camera screen as event spot screen.
- **Set Map Event Spot**: Set the selected camera screen as map event spot screen.
- **Set Browser**: Sets the selected screen as the browser screen.
- **Layout Sequence**: Starts or ends a layout sequence.
- **Emergency Event Panel**: Shows Emergency Event Panel.
- **Remote Site Panel**: Shows or hides Site List from floating panel or full screen. This function only supports certain panels.

Playback



- **Play/Pause**: Plays or pauses video recordings.
- **Go to**: Skips to the designated time.
- **Step Playback**: Skips to previous or next video by frame or time.
- **Export Video File**: Saves video recording as a proprietary viewer file(.exe) or an AVI file(.avi).
- **Snapshot on Motion**: Shows freeze-frame images of videos recorded during events (Event and pre-event) in the Play panel.

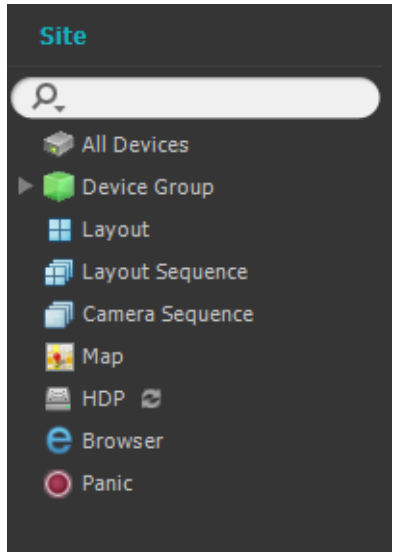
About



- **About**: Shows software version and copyright information.

Site List

Shows a list of registered sites.



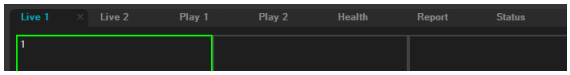
- : Search registered sites. When a search query is entered, matching results are shown as the query is typed.
- **All Devices**: Shows a list of registered devices. By clicking a device on the list and dragging it to the desired position on the screen, you can view live video from the camera connected to the device or the camera's video recordings.

  This function is only supported for users in Administrator group.

- **Device Group**: Shows a list of registered device groups. By clicking a device on the list and dragging it to the desired position on the screen, you can view live video from the camera connected to the device or the camera's video recordings.
- **Layout**: Shows a list of registered layouts. By clicking a layout on the list and dragging it to the screen, you can perform layout monitoring or playback.
- **Layout Sequence**: Shows a list of registered layout sequences. By clicking a layout sequence on the list and dragging it to the screen, you can perform layout sequence.
- **Camera Sequence**: Shows a list of registered camera sequences. By clicking a camera sequence on the list and dragging it to a desired position on the screen, you can perform camera sequence.

- **Map**: Shows a list of registered maps. By clicking a map on the list and dragging it to a desired position on the screen, you can monitor videos on a map.
- **HDP**: If a removable eSATA HDD or SD (SDHC) memory card is connected to the IDIS Center system, it shows the list of HDD or SD (SDHC) memory cards. Connecting the removable HDD of a device to the IDIS Center System requires a SATA ↔ USB 2.0 converter or an IDE ↔ USB 2.0 converter. Connecting an eSATA HDD requires an eSATA cable, and connecting an SD (SDHC) memory card requires an SD (SDHC) memory card reader. For more information, contact your IDIS Center software retailer. When you right-click on the list, the storage information of the selected HDD or SD (SDHC) memory card is displayed. Folder path, drive type, device model, recording range, and capacity are shown in the storage information.
- **Browser**: Shows a list of registered browsers. Clicking a browser on the list and dragging it to a desired position on the screen launches the browser.
- **Panic**: If there is a device that has created a panic recording, it shows the list of corresponding devices.

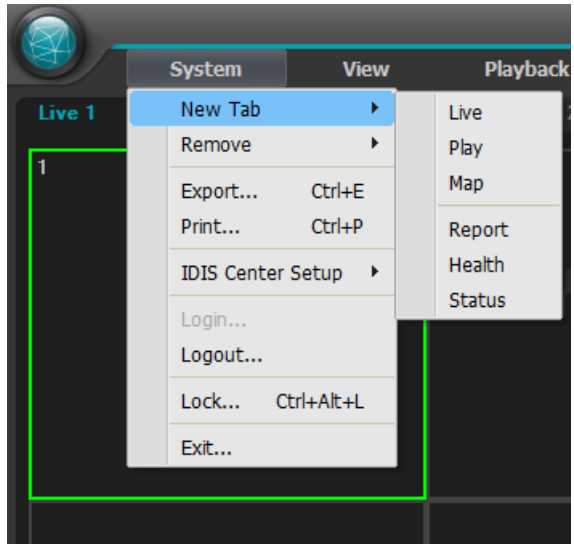
Panel



- **Live**: Shows live video.
- **Play**: Used to play video recordings stored on the device or panic recordings created by IDIS Center program.
- **Map**: Shows map.
- **Report**: Shows IDIS Center Program's log.
- **Health**: Checks the status of devices registered in the device group and shows the results.
- **Status**: Shows the status of selected device in real-time.

In the Panel tab, you can right-click to rename the tab.

Add or Delete Panels



To select a new tab click the **System** menu **> New Tab** .

To delete a panel, click ✖ next to each tab.

Floating & Attaching Panels

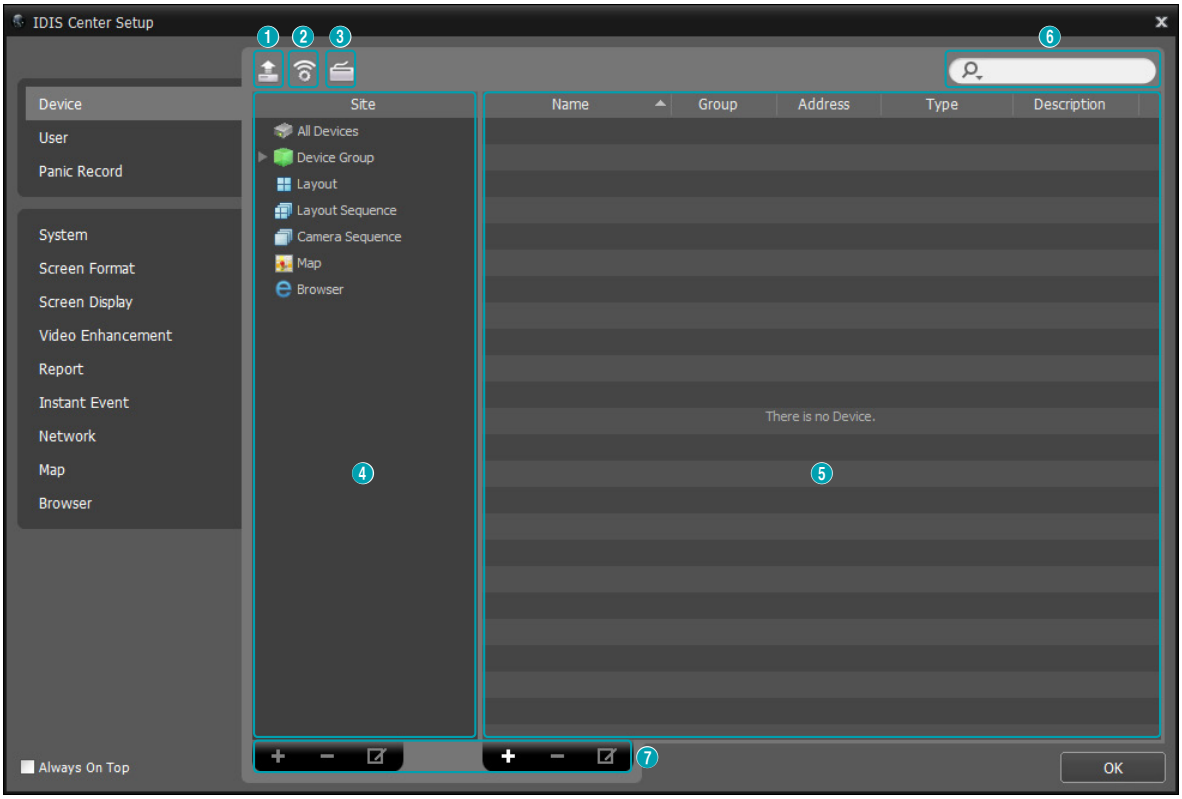
You can make a panel tab float on top of other windows by dragging the tab. You can click and drag the tab of the floating panel to their original position to attach it back. You can also use drag & drop to change the order of the Panel tabs.

- To maximize or restore panels, click on the Maximize/Restore buttons at the upper left corner of floating panels.
- Right click on the screen of the floating panel and select **Remote Site Panel** to show or hide Site list in the floating panel. Not every panel supports this function.

Part 4 - Configuration

Device

Configure the device-related settings.
Select **System Menu > IDIS Center Setup > Device**.



- **Always On Top**: Keeps the Setup window always displayed in the foreground.

❶	**Multiple Firmware Upgrade**	Upgrades the software of multiple devices at once.
❷	**Multiple Remote Setup**	Changes settings of multiple devices using settings file.
❸	**Network Keyboard Setup**	Register, delete or modify network keyboards. Network keyboard can be used to control IDIS Center program. For more details, refer to **Control Using Network keyboards on page 76**.
❹	**Site Panel**	Shows a list of site groups supported by IDIS Center program.
❺	**Site List Panel**	Shows the list of sites registered in each site group and related information. Click on the ▶ button next to the name of each device to view video inputs, alarm input/output and audio input/output details supported by the device.
❻	**Search**	Searches sites registered in each group. Select **Site Group** in **Site** panel and enter the search query. When there is a match to the search query within the selected group, matching results are shown as the query is typed.
❼	**Add, delete, modify**	Adds, deletes, or modifies a site. Right click on **Site** and use the menu to delete the site from the selected group or modify properties. If the selected site is a **device**, you can connect to the device and change device settings or upgrade device's software.

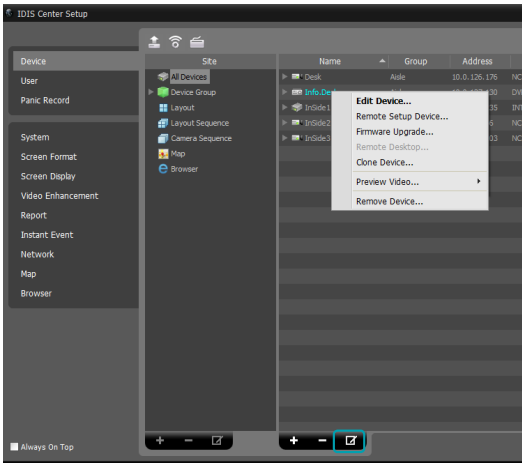
If a device is deleted from **All Devices**, then registered again, IDIS Center will consider it as a new device.

Devices Management

Modify properties or delete a device from the list. You can remotely change the device's settings or upgrade the device's software.

1 Select **Device Group** on the **Site** panel. Then, click **Device** on the Site List panel.

2 To bring up the **Device** menu, right-click on the device or click on the ☑ button at the bottom of the Site List panel.



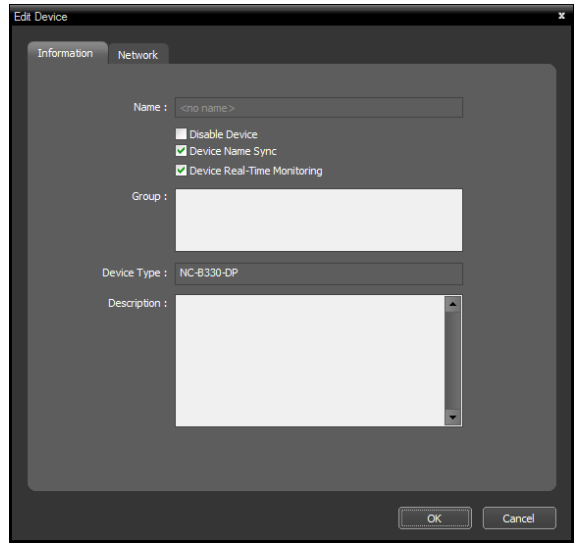
- **Edit Device**: Modifies device's connection details.
- **Remote Setup Device**: Changes device's settings remotely.
- **Firmware Upgrade**: Upgrades the device's software remotely.
- **Remote Desktop**: You can use VNC (Virtual Network Computing) to connect to the device.

  VNC must be enabled on the device to establish this connection. When registering a device on IDIS Center program, the port number and password for VNC remote connection must be registered. This function may not be supported depending on device's specifications and version.

- **Clone Device:** You can clone the registered device. Device information is cloned identically when cloning the device. You can change the device information by selecting **Edit Device** from the device menu of the cloned device. The device's authentication procedure, which is entering the user ID and password of the device, is not required when changing the device information. A clone icon ( ) is displayed at the device icon in the device list to distinguish the cloned device.
- **Preview Video**: Shows preview of video from the device.
- **Remove Device**: Removes the device from IDIS Center program.

Editing a Device: Information Tab

Click **Edit Device** on the device menu.
The device information can be modified.



- **Name**: Renames the device. Names used by other devices cannot be used.

Disable Device	The device is considered as not registered.
Device Name Sync	Automatically updates device name depending on the device's settings.

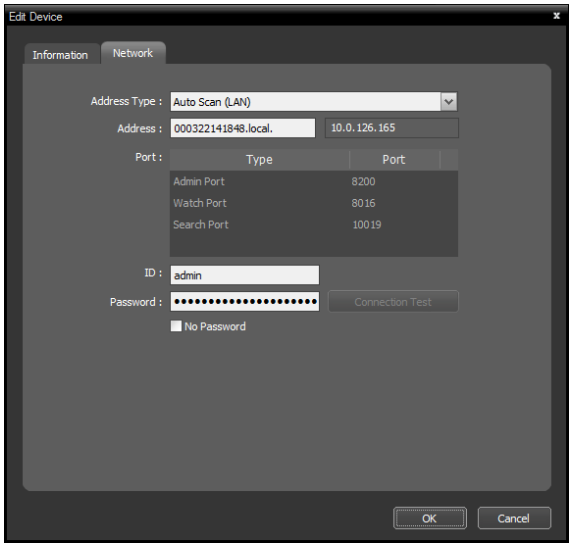
Device Real-Time Monitoring	Automatically updates event and device information displayed on IDIS Center program for all registered devices. When multiple IDIS Center systems attempt to connect to the device simultaneously, connection may fail depending on the number of simultaneous users supported by the device. If this option is not selected, event and device information of the device currently being monitored are updated automatically.

- **Group**: Shows the registered device group list.
- **Device Type**: Shows device type.

Editing a Device: Network Tab

Click **Edit Device** on the device menu.

The basic information for connecting to the device can be modified. The device's authentication procedure, which is entering the user ID and password of the device, is required.



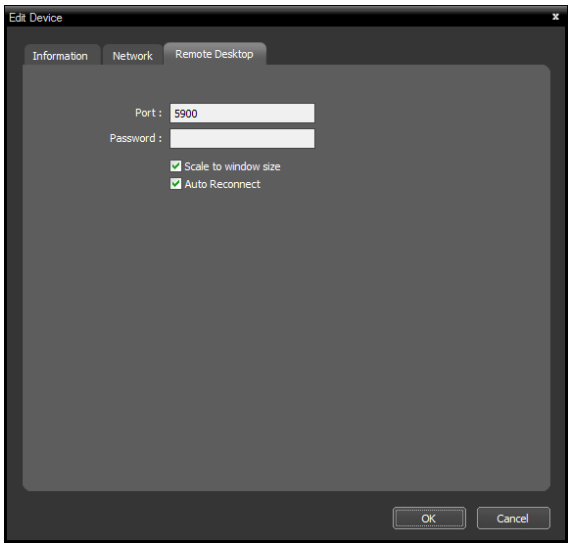
- **Address Type**: Choose device's address type.

Auto Scan (LAN):	The mDNS number can be entered when modifying device's address.
IP Address	The IP address can be entered when modifying device's address.
FEN	If the device uses FEN, a device name registered on FEN server can be entered when modifying device's address. The name entered must be identical to the name set in device's FEN settings.
Domain Name	If the device uses domain name service, a domain name registered on DNS server can be entered when modifying device's address.

- **Address**: The device's address can be modified depending on the address type chosen above.
- **Port**: Port number can be modified. The port number entered must be identical to the ports set for **Remote Access**(Admin), **Remote Watching**(Watch), **Recording**(Record) and **Two-way Audio**(Audio) on the device.
- **ID, Password, Connection Test**: The device's authentication procedure is required to change the information above. Enter the user ID and password of the device and click the **Connection Test** button. When the connection test succeeds, you can click the **OK** button to apply the changes.

Editing a Device: Remote Desktop Tab

You can register port number and password for VNC (Virtual Network Computing) remote access.

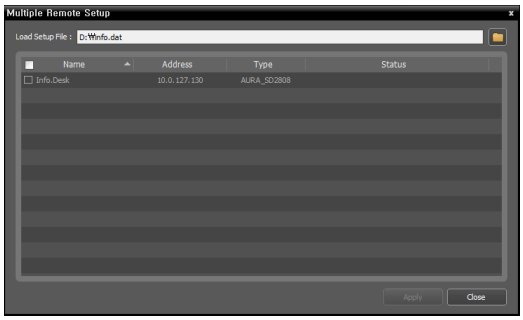


- **Port, Password**: Enter the port number and password for VNC remote access.
- **Scale to window size**: Resizes the VNC viewer screen to the window size.
- **Auto Reconnect**: Automatically reconnects when VNC remote access is lost.

Remote Setup Device

The device's settings can be changed remotely by selecting **Remote Setup Device** in the device menu. Certain settings items may not be supported by remote setup. For more information on device setup, refer to the device's operation manual. Settings of multiple devices can be changed using settings file.

1 Click on the (Multiple Remote Setup) button at the top of the Site panel.



2 Click on the button on the upper right corner and select a setup file. A list of devices applicable to the selected setup file will be displayed.

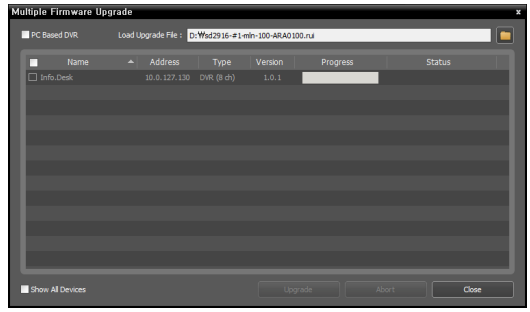
This feature may not be supported depending on the device model. Even if the setup file can be applied to the registered device, Remote Setup feature may not be supported. In such case, the device is not displayed on the list.

3 Select a device and click on **Apply** button to change the settings of the device.

Firmware Upgrade

The software of multiple devices can be upgraded remotely by selecting **Firmware Upgrade** in the device menu.

1 Click on the (Multiple Firmware Upgrade) button at the top of the Site panel.



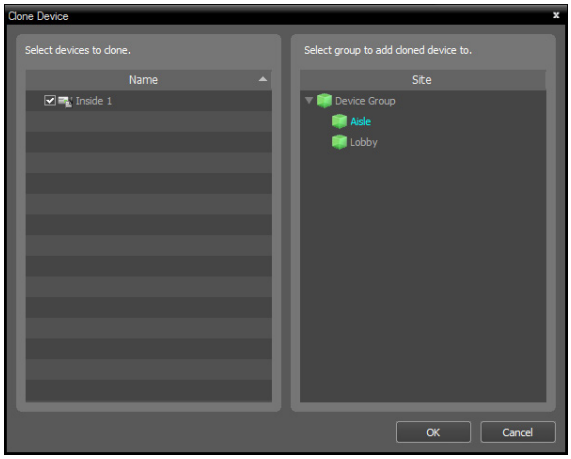
2 Click on the button on the upper right corner and select an upgrade file. If the device is a PC-based DVR, select **PC-Based DVR** and click .

3 A list of devices that can be upgraded using the selected file will be displayed. Click **Show All Devices**.

4 A list of all registered devices will be displayed. Select a device and click on **Upgrade** button at the bottom to upgrade the device.

Clone Device

The cloned device is listed in the left side. Select a device group in the right side to add the cloned device to the selected device group.

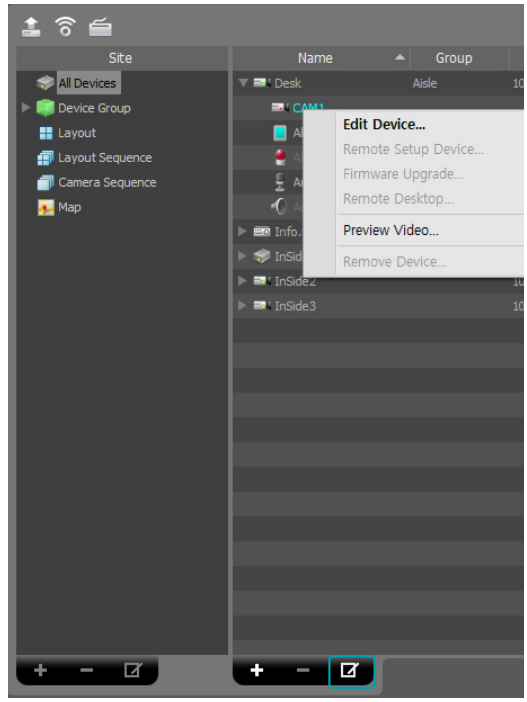


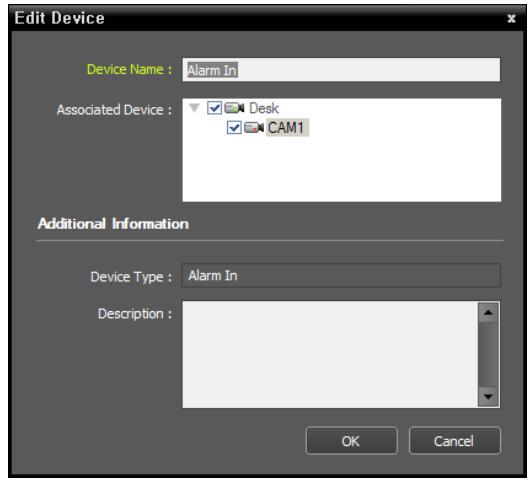
Edit Device's I/O Information

1. Select **All Devices** on the **Site** panel and click on the arrow button ▶ next to the device name on the Site List panel.

2. Select an I/O device on the list of **Video Input, Alarm Input/Output** and **Audio Input/Output** supported by the device.

3. To bring up the **Edit Device** window, click on the button at the bottom of the Site List panel or right click and select **Edit Device**.



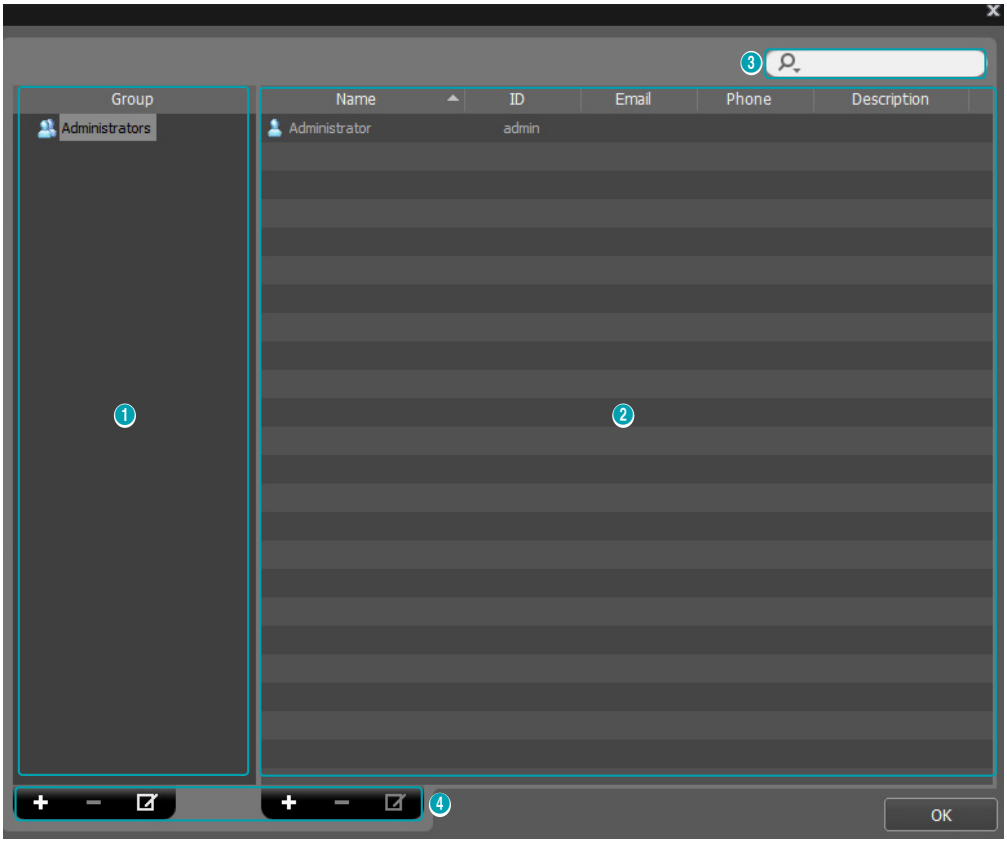


- **Device Name**: Renames an I/O device.
- **Associated Device**: Select the camera channel to display camera videos to the event spot screen by connecting it to the I/O device. When Alarm In, Detect Audio, or Detect Event are selected, the video of the selected camera channel will be displayed on the event spot screen.

- Names used by other I/O devices cannot be used. If the I/O device updates the name of the connected device, the changes are updated automatically.
- Only supported if the I/O device is an Alarm In or Audio Input device.

User

Registers and manages users or user groups.
Click on **System** Menu **> IDIS Center Setup > User**.

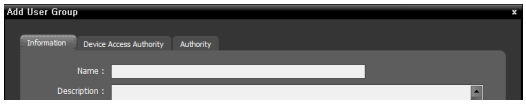


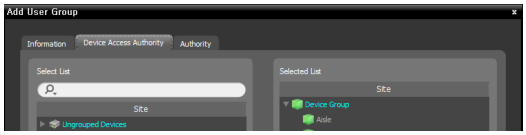
❶	**Group Panel**	Shows a list of registered device user groups.
❷	**User List Panel**	Shows the list of users registered in each user group and related information.
❸	**Search**	Searches users registered in each group. Select a user group in **Group Panel** and enter the search query.
❹	**Add, delete, modify**	Adds, deletes, or modifies user group or user.

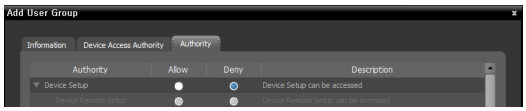
User Management

The authority for each function of IDIS Center can be set differently by each user.

1 When you click on the + button at the bottom of the User Group panel, an **Add User Group** window will appear.





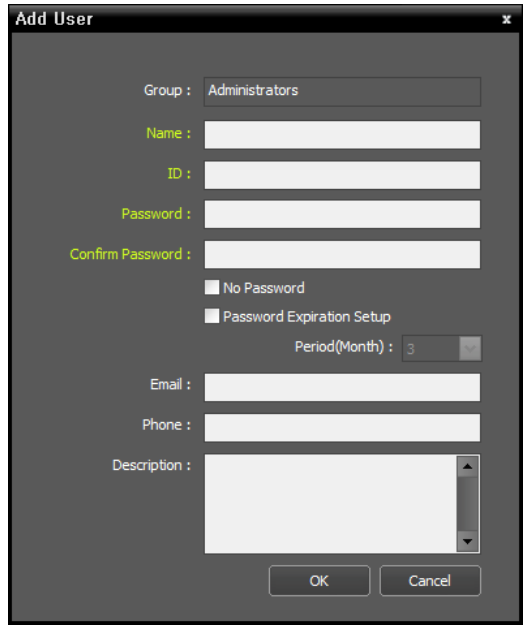


- **Information** Tab: Enter a name for the user group.
- **Device Access Authority** Tab: Grant or restrict access authority for each device.
- **Authority** Tab: Grant or restrict authority for each function.

2 Click **OK** to add the user group.

Administrators group is authorized to use all functions, and cannot be modified.

3 When you click on the new user group and click the + button at the bottom of the user group panel, an **Add User** window will appear.



- **Name**: Enter a name for the user.
- **ID, Password, Confirm Password**: Enter a unique user ID and password for running IDIS Center software.

Passwords can be set from 8 to 16 letters without spaces.

- **No Password**: Allows user to log in without a password when logging on to IDIS Center .
- **Password Expiration Setup**: Sets an expiration date for the password. The user is notified upon logging in if the password is expired.
- **Email**: Enter an email address. The email address must contain a "@".
- **Phone, Description**: Enter a phone number and description. Only digits and "–" can be entered in the phone number field.

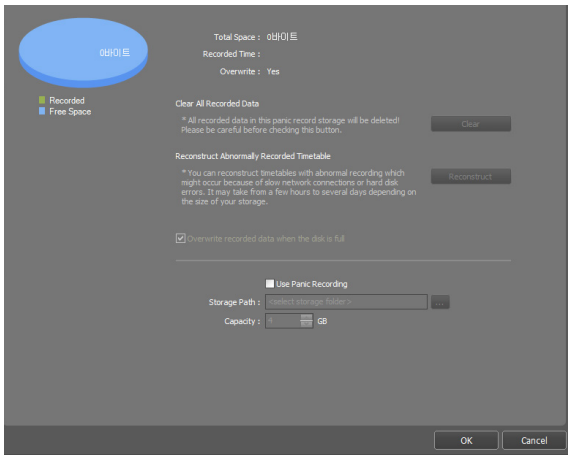
4 Click **OK**.

By selecting a registered user group or user and clicking the ☑ button, you can modify the information about the selected user group or user.

Panic Record

Allows user to manually start or stop a recording while monitoring live videos.

Click on **System** Menu **> IDIS Center Setup > Panic Record.**



- **Total Space**: Shows the total space and available space allocated for panic recordings.
- **Recorded Time**: Shows the total duration of panic recordings in the allocated storage space.
- **Overwrite**: Shows whether Recycle is enabled or not.
- **Clear All Recorded Data**: Deletes all panic recordings.
- **Reconstruct Abnormally Recorded Timetable**: If an error occurs while recording, the recorded data, and therefore timetable information may become out of sync and timetable in IDIS Center software may display incorrect information. You can click **Reconstruct** to restore the timetable information and view the correct recorded data.
- **Overwrite recorded data when the disk is full** : When the allocated storage space becomes full, the system overwrites existing data with new data, starting with the oldest first.
- **Use Panic Recording**: Enables Panic Recording.
- **Storage path**: Set folder path of the storage space for Panic Recordings.
- **Capacity**: Allocates storage space for panic recordings. From 4 GB to 64 GB can be selected.

A live video must be displayed on the screen to create a panic recording. If you switch to playback panel or another panel in the middle of a panic recording, the live video will no longer be displayed on the screen and panic recording will stop automatically.

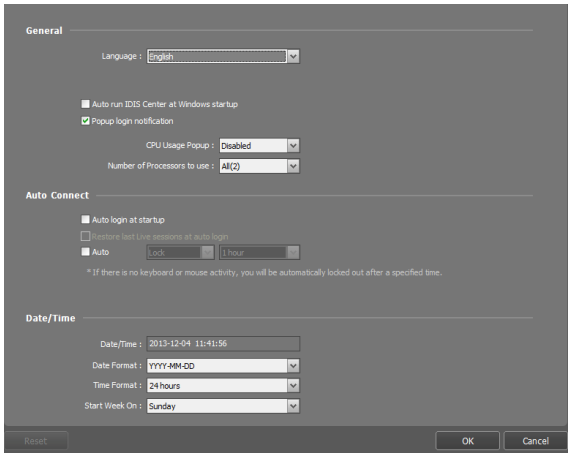
Panic Recording

1. On the Live screen, select a camera that shows the video you wish to record.
2. Click ◉ (Panic Record) button in the control toolbar on camera screen.
3. A Panic Record icon ◉ will be displayed on the upper right corner of the camera's image and recording will begin.
4. To stop recording, click ◉ (Panic Record) button again.

System

Configure the system language, automatic connection, date, and time.

Click on **System** Menu **> IDIS Center Setup > System.**

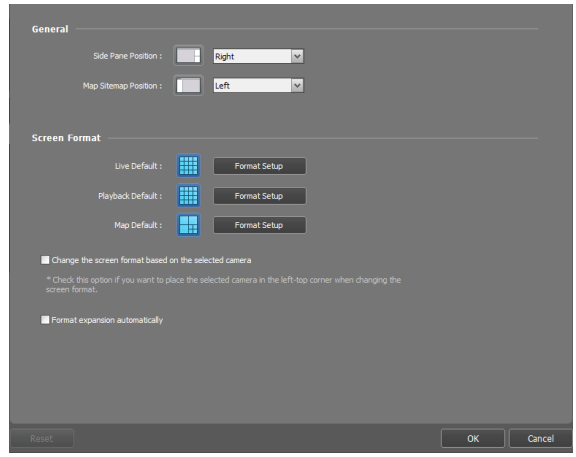


- **Language**: Select the language for IDIS Center. Changed settings will take effect when the program is restarted.
- **Auto run IDIS Center at Windows startup**: Runs IDIS Center automatically at Windows start-up.
- **Pop up login notification**: A message box will pop up notifying login when logging into the IDIS Center program.
- **CPU Usage Popup**: Shows a warning if the IDIS Center system's CPU usage exceeds a set value and notifies the user.
- **Number of Processors to use**: Set up the number of processors to use during the IDIS Center program running. It allows you to limit the CPU usage for the IDIS Center program running.
- **Auto login at startup**: Uses the previous login information to login automatically upon IDIS Center program startup. If **Restore last Live seesions at auto login** option is enabled, previous Live session is restored in the current Live panel.
- **Auto**: Automatically logs out of IDIS Center program or locks IDIS Center system if a mouse or keyboard input is not detected for a set period of time while logged in.
- **Date/Time**: Displays current date and time.
- **Date Format, Time Format**: Sets the format for displaying date and time.
- **Start Week On**: Sets the first day of the week.

Screen Format

Configure the camera screen and layout-related settings.

Click on **System** Menu **> IDIS Center Setup > Screen Format.**

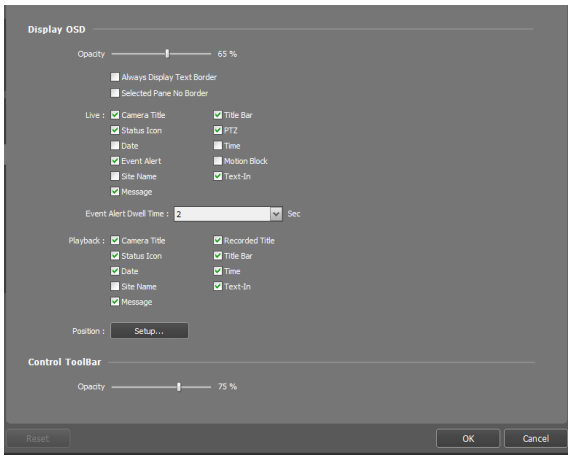


- **General**: Sets the position of side panel and position of root map list in the panel.
- **Screen Format** : Shows the basic layout of live screen, playback screen and map screen. The screen layout can be changed by clicking the **Format Setup** button.
- **Change the screen format based on the selected camera**: If enabled, the camera selected in the current screen is positioned at the first camera screen when the layout is changed.
- **Format expansion automatically**: Layout expands automatically depending on the number of devices to connect to.

Screen Display

Sets OSD(On Screen Display) display method on the camera screen and enables / disables OSD.

Click on **System** Menu **> IDIS Center Setup > Display OSD.**



- **Opacity**: Adjusts the opacity of OSD using a slider.
- **Always Display Text Border**: Displays outline of texts in the OSD such as camera name and date.
- **Selected Pane No Border**: Hides the border of the selected pane.
- **Live, Playback**: Configures OSD information displayed on the screen.
  - **Camera Title**: Displays the camera name set in IDIS Center program.
  - **Title bar**: Separates the title display area at the top of the camera screen.
  - **Recorded Title**: Displays the name of the camera configured during video recording.
  - **Status Icon**: Displays status OSD.

	Panic Record in progress
	PTZ
	Camera Sequence
	Zoom In
	Listen or talk

  - **PTZ**: Adjusts pan & tilt control buttons on the screen when controlling a PTZ.
  - **Date, Time**: Displays current date and time of IDIS Center system.
  - **Event Alert, Event Alert Dwell Time** Turns the title bar of a camera to red when an event occurs on the device. The event warning is displayed for the duration set for event warnings and disappears. If **Manual Off** is selected, event warning disappears when the user selects the camera screen.
  - **Motion Block**: If a motion detection event occurs on a device, the part of the screen where motion is detected is displayed as a red block. Only supports network video servers.
  - **Site Name**: Displays the name of the device. Displays only if camera name and device name are different.
  - **Text-In**: If a text-in event occurs on a device, text-in information is displayed on the screen. Only supports 1x1 layout.
  - **Message**: Displays message on the screen. For more information on screen messages, refer to the Network section on page **Network on page 32**
- **Position**: Used to adjust the OSD's position, text size, and margin.
- **Control ToolBar**: Adjusts the opacity of control toolbar on camera screen using the **Opacity** slider.

Camera title, Status icon, Date/Time

Event Alert

Motion Block

Control ToolBar

OSD on each camera screen in Live screen

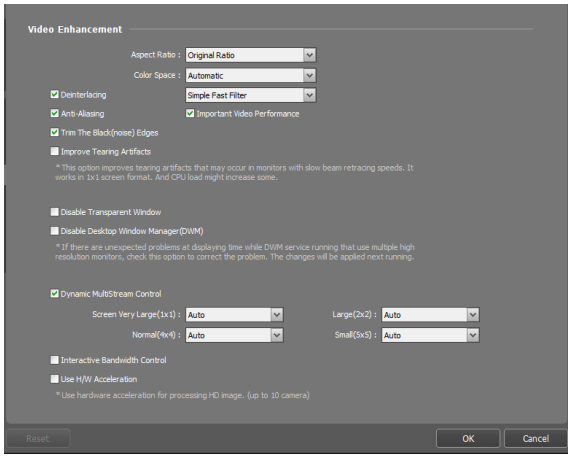
- **Camera Title**: Indicates the camera's title.
- (Listen or talk): Indicates that IDIS Center program is receiving audio from the device or sending audio to the device.
- (PTZ): Indicates that PTZ can be controlled.
- (Camera Sequence): Indicates that camera sequence is in progress.
- (Panic Record): Indicates that panic record is in progress by IDIS Center system.
- (Zoom): Indicates that the video is zoomed in.
- (Freeze-frame): Indicates that freeze-frame function is used on the live video when connecting to INK.
- (Color Control) : Indicates that color control is in use.
- (Image Effect): Indicates that image effect is in use.
- **Date, Time**: Displays current date and time of IDIS Center system.
- **Event Alert**: Indicates that an event has been detected.
- **Motion Block**: A block is displayed over the area of video in which motion event was detected.

Only supports network video servers.

Video Enhancement

Configure the video-related settings.

Click on **System** Menu **> IDIS Center Setup > Video Enhancement.**



- **Aspect Ratio**: Sets the aspect ratio of video output.
  - **Original Ratio**: Resizes camera screen to original aspect ratio of the video.
  - **Fit to Screen**: Resizes video to camera screen regardless of original aspect ratio.
  - **Fit to Screen(Aspect ratio)**: Resizes video to camera screen while maintaining original aspect ratio.

    Left and right part of the video may be cropped depending on size of camera screen. When using **Zoom, Hotspot, Event Spot, Show Motion Block** features, **Original Ratio** is applied instead of camera screen aspect ratios.

  - **Actual size (1x)**: Displays the video in actual size.
- **Color Space**: Choose the color space for video display on the screen. The overall color and display performance may vary depending on Color Space settings.
- **Deinterlacing**: If the video is encoded in interlaced mode, this option removes horizontal stripes or noise that may occur during movement to improve video output quality. Select the desired de-interlacing filter.
- **Anti-Aliasing**: Removes stair step (blocks) artifacts that are caused when zooming a video to improve overall quality of video output.
- **Important Video Performance**: Puts speed over quality of video output when displaying videos on the screen.
- **Trim The Black(noise) Edges**: Removes black borders (noise) around videos.
- **Improve Tearing Artifacts**: Improves tearing artifacts caused when the monitor's refresh rate is low.

  Only supports 1x1 layout. CPU usage may increase if this option is enabled.

- **Disable Transparent Window**: Disables transparent window style if flickering occurs in the transparent areas of a window. When this option is enabled, all windows, including the control toolbar, are displayed as solid windows. Changed settings will take effect when the program is restarted.
- **Disable Desktop Window Manager(DWM)**: Disables Desktop Windows Manager, which runs Windows Aero.

  Video may freeze when using multiple monitors. In this case, enabling this option is recommended.

- **Dynamic MultiStream Control**: IDIS Center can be set to use different streams depending on layout. If **Auto** is chosen, IDIS Center will automatically set the most appropriate stream for the layout.

  Only supports devices that use more than one stream.

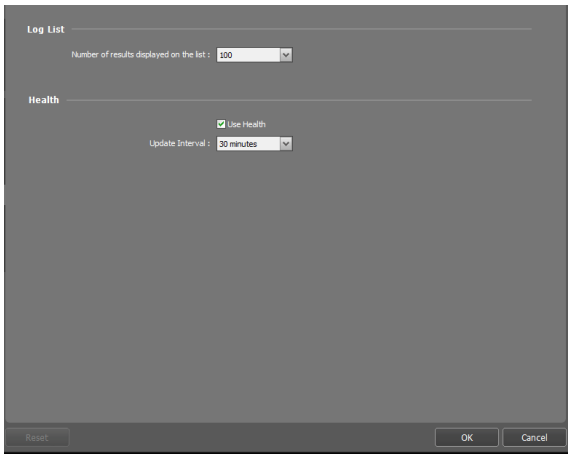
- **Interactive Bandwidth Control**: Changes resolution and frame rate of the device depending on layout to control network bandwidth. It allows more efficient use of network bandwidth and prevents performance drops in IDIS Center System caused by network overloads.
  - **1x1 layout**: Maximum resolution and frame rate supported by the device.
  - **Multiple layout**: Resolution and frame rate lowered to an appropriate level for each layout

  - This function must be supported by the device to operate properly.
  - This function only applies to Live videos.

- **Use H/W Acceleration**: Enables hardware acceleration for high-quality video processing. This option is only available if the user's PC supports hardware acceleration.

Report

Configure log output-related settings.
Click on **System** Menu **> IDIS Center Setup > Report**.



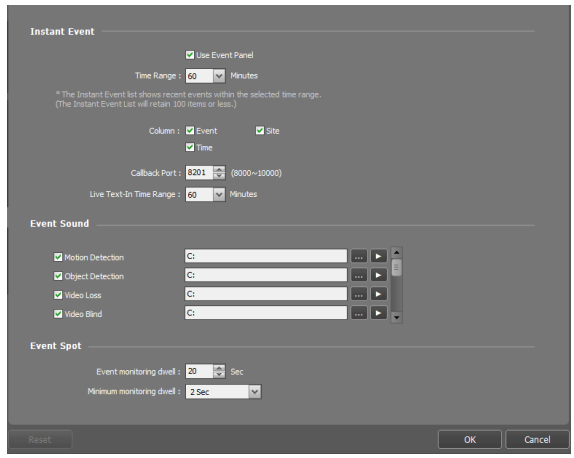
- **Number of results displayed on the list**: Set the number of logs to be displayed per page.

  For **Device Log,** default is 100 regardless of above settings.

- **Use Health**: Enable or disable device check.
- **Update Interval**: Configure the update interval of status displayed in the operational status panel.

Instant Event

Configure Live event-related settings.
Click on **System** Menu **> IDIS Center Setup > Instant Event**.



- **Use Event Panel**: Displays the Instant Event List panel. Unchecking the box hides the panel.
- **Time Range**: Sets the duration in which each event is displayed in the Instant Event list.

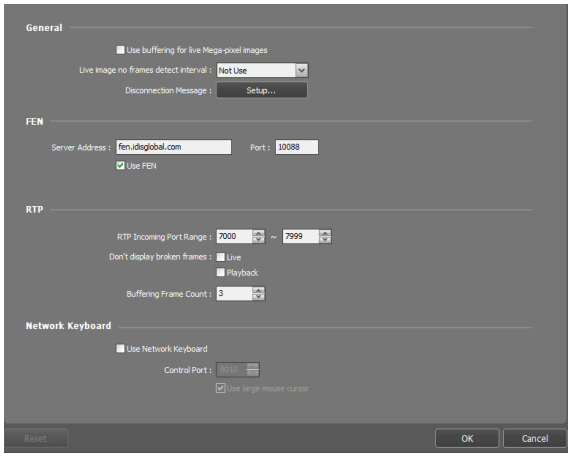
  If the event list is less than 100, event notification does not disappear from the live event list even if the duration passes.

- **Column**: Selects the information to be displayed on the live event list.
- **Callback Port**: Set the port number for receiving callback messages from the device. Port number must be identical to the port number set on the device for remote callbacks.
- **Live Text-In Time Range**: Set the duration in which text-in data is displayed when text-in event is detected. Text-in data can be checked in the text-in viewer window during the set duration after text-in event has occurred. For more details, refer to **Text-In Viewer on page 48**.
- **Event Sound**: Enable audio notification when an event occurs. Select the desired event, and click ... to set the audio file (.wav) to be played. You can preview the selected audio file by clicking ▶.

- **Event Spot**: Shows the camera video in which an event occurred on the event spot screen.
  - **Event monitoring dwell**: Set the duration in which video is displayed on the event spot screen.
  - **Minimum monitoring dwell**: Set the watch duration of current event when another event is detected while current event is being displayed. The camera video of the latter event is displayed after the set duration has passed.

Network

Configure network-related settings.
Click on **System** Menu **> IDIS Center Setup > Network**.



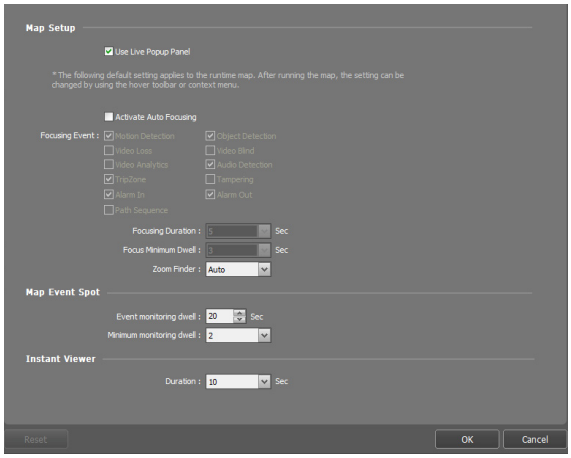
- **Use buffering for live Mega-pixel images**: When monitoring a megapixel video, buffering can be used to smoothen video playback. This function supports PCs with dual-core CPUs or better and up to 4 cameras per Live panel are supported. Buffering may be delayed or live video may be delayed depending on network conditions.
- **Live image no frames detect interval**: Set the interval for transmission of video frames. If a video frame is not transmitted to IDIS Center system for the set duration, a message is displayed on the corresponding camera screen.
- **Disconnection Message**: The on-screen messages for indicating lost connection to the device or camera status can be changed. Click **Setup...**, then check the boxes next to each message and change the message.
- **FEN**: If there is a device that uses FEN, enter the device name that is registered on the FEN server. If the device name entered is incorrect, system will not be able to register and connect to a device that uses FEN.
- **Use FEN**: Check **Use FEN** to use FEN.
- **RTP Incoming Port Range**: Set the inbound RTP port range if a device that transmits video using RTP protocol is registered.

  If network firewall or local area network only allows certain UDP/RTP ports, the RTP port range must be set to those ports allowed. Make sure that the port numbers do not overlap with general streaming programs. Overlapping port numbers may result in failure to monitor videos.

- **Don't display broken frames**: When using RTP protocol, frames may be corrupted or lost depending on network conditions. In such case, this option allows user to choose whether to display corrupted frames on Live or Playback panels.
- **Buffering Frame Count**: Set the number of buffered frames to be used in RTP protocol. Higher number will result in smoother video playback, but also causes a delay in the video.
- **Use Network Keyboard**: IDIS Center program can be controlled using network keyboards. Set the port to be used by IDIS Center program. Enabling **Use large mouse cursor** increases the size of the mouse cursor.

Map

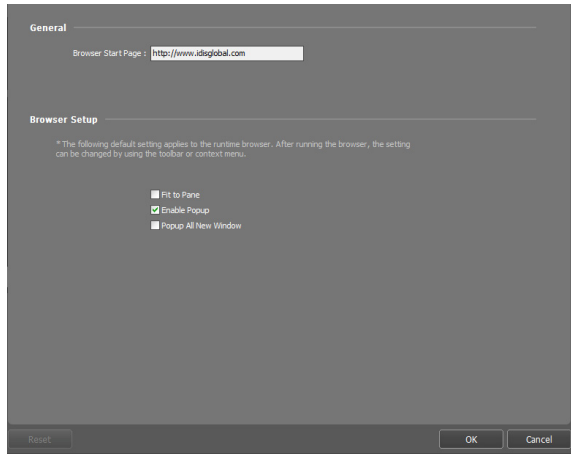
Configure map-related settings.
Click on **System** Menu **> IDIS Center Setup > Map**.



- **Use Live Popup Panel**: Displays the Live Popup List panel. Unchecking the box hides the panel.
- **Activate Auto Focusing**: Zooms in on the zone where the device is located on the map when a designated event occurs.
  - **Focusing Event**: Designate an event to auto-focus on.
  - **Focusing Duration**: Set the duration of auto-focus.
  - **Focus Minimum Dwell**: Set the minimum auto-focus duration for the first event when consecutive events are detected on different devices. The auto-focus will switch to latter event after the set duration has passed.
- **Zoom Finder**: Shows or hides PIP screen. The square of PIP screen displays the zoomed area. If **Auto** is selected, PIP screen is only displayed when canvas is zoomed in.
- **Map Event Spot**: Shows the camera video in which an event occurred on the map event spot screen.
  - **Event monitoring dwell**: Set the duration in which video is displayed on the map event spot screen.
  - **Minimum monitoring dwell**: Set the watch duration of current event when another event is detected while current event is being displayed. The camera video of the latter event is displayed after the set duration has passed.
- **Instant viewer**: Set the duration of instant viewer.

  Instant viewer is displayed when the camera is clicked on the map.

Browser



- **Browser Start Page**: Specify the browser's start page.
- **Fit to Pane:** Adjusts the web page to fit the size of the browser screen.
- **Enable Popup:** Allows popup pages.
- **Popup All New Window:** Displays the web page's popup screens as separate screens.

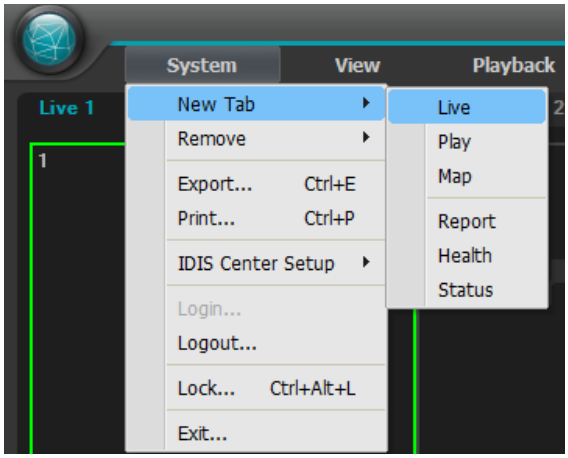
Backup/Restore

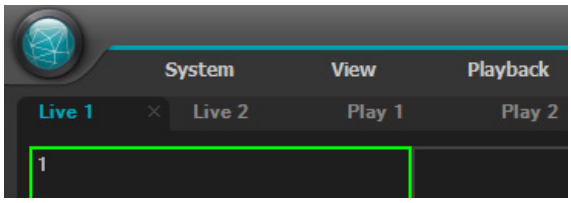
IDIS Center program's settings can be saved as ".iexp" file or saved settings can be imported and applied to current IDIS Center program.

Part 5 - Operation

Live Video Mode

Live videos of registered sites can be monitored. IDIS Center program receives videos according to the device's settings and displays live videos. Up to 4 Live panels are supported for monitoring live videos. If Live tab doesn't exist in the panel tabs, you can add it by clicking **New tab > Live** in **System** menu.





1 In the **Panel** tabs, click the **Live** tab.

2 In the **Site** list, select a site you wish to connect to. Then, drag & drop the selected site on the live screen using your mouse.

3 The live video of the selected site will be displayed on the screen.

- You can select and move a camera to a desired position on the Live screen without disconnecting by selecting the camera being monitored and moving it using drag & drop with your mouse.
- Monitoring or playing 2 or more camera videos with resolutions higher than 1280x720 may cause the performance of IDIS Center system to drop significantly.

Panel Toolbar

The Live panel can be controlled by using the panel toolbar at the bottom.

❶	**Save to User Layout**	Saves current screen layout.
❷	**Screen Format**	Change layout. Various layouts can be selected by clicking ▲ button. You can switch to previous or next camera group by clicking ◁ or ▷.
❸	**Hotspot**	Sets the selected screen as hotspot screen.
❹	**Event Spot**	Sets the selected screen as event spot screen.
❺	**Map Event Spot**	Sets the selected screen as map event spot screen.
❻	**Layout Sequence**	Starts or stops layout sequence.
❼	**Export / Print Image**	Save or print current image on the screen.
❽	**Audio Broadcast**	Broadcasts audio to all devices in the current Live tab.
❾	**Panic Recording**	Starts panic recording of videos from all devices in the current Live tab.
❿	**Browser**	Sets the selected screen as the browser screen.

Set hotspot

Hotspot is a camera screen designated by the user to be emphasized while monitoring a video. A hotspot screen is marked by red border.

1 Select a camera screen to set as hotspot screen from the screens currently being monitored.

2 Click at the bottom of the Live panel. Program will be connected to the selected camera screen and previous connection will be terminated. A hotspot screen is marked by red border.

3 When a camera is selected on the screen, the selected camera will be displayed in the hotspot screen and the selected camera can be controlled.

Set Event Spot

Event Spot is a camera screen designated to emphasize the videos in which events occur while monitoring a video. An event spot screen is marked by blue border.

1 Select a camera screen to set as event spot screen from the screens currently being monitored.

2 Click at the bottom of the Live panel. Program will be connected to the selected camera screen and previous connection will be terminated. An event spot screen is marked by blue border.

3 When an event occurs on the screen, the camera in which the event occurred will be displayed in the event spot screen.

Set Map Event Spot

Map Event Spot is a camera screen designated to emphasize the videos in which events occur on a map while monitoring a video. A map event spot screen is marked by gray border.

1 Select a camera screen to set as map event spot screen from the screens currently being monitored.

2 Click at the bottom of the Live panel. Program will be connected to the selected camera screen and previous connection will be terminated. A map event spot screen is marked by gray border.

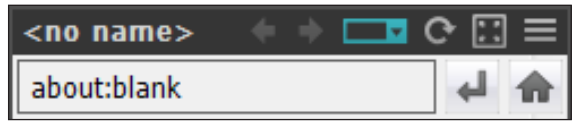
3 When an event occurs on the screen, the camera in which the event occurred will be displayed in the map event spot screen.

Browser Screen Settings

1 Select a camera screen to set as browser screen from the screens currently being monitored.

2 Click at the bottom of the Live panel. Program will be connected to the selected camera screen and previous connection will be terminated.

3 Web browser page appears on the browser screen.



- (Menu)**:** Displays the browser menu.
  - (Previous page, Next page)**:** Navigate to the previous/next page.
  - (URL entry)**:** Used to enter a URL (Uniform Resource Locator) address. Click on the right after entering an address to load the URL.
  - (Refresh/Stop)**:** Refreshes/stops the web page.
  - (Fit to Pane)**:** Adjusts the web page to fit the size of the browser screen.

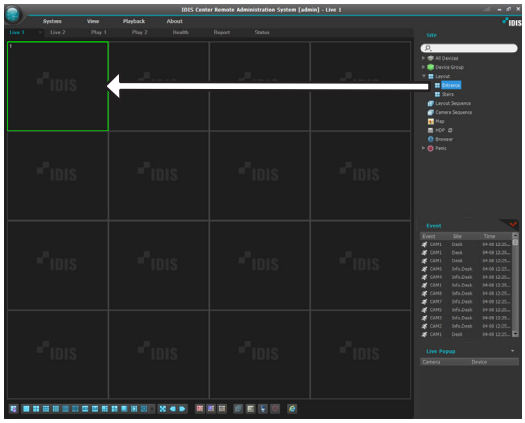
- **Enable Popup:** Allows popup pages.
- **Popup All New Window:** Displays the web page's popup screens as separate screens.
- **Print:** Prints current web page.
- **Remove**: Releases the setting of as browser screen.

Layout Monitoring

Videos from multiple cameras can be monitored using a predefined layout. A layout must be registered to use layout monitoring.

1 In the Layout list, select a layout you wish to to use. Then, drag & drop the selected layout on the live screen using your mouse.

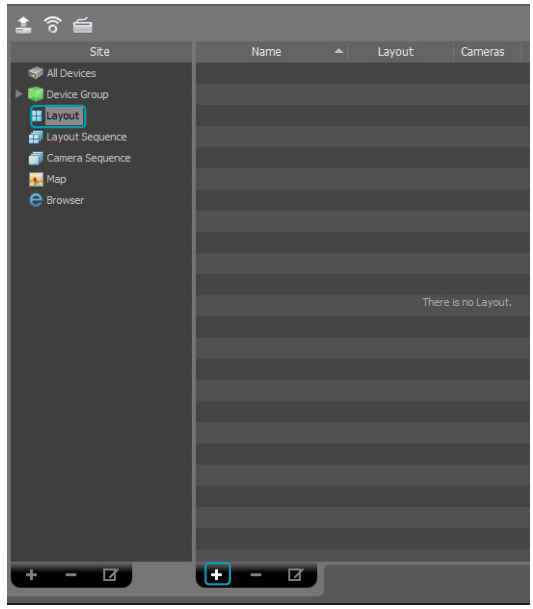
2 The camera videos added the layout will be displayed according to the predefined layout.

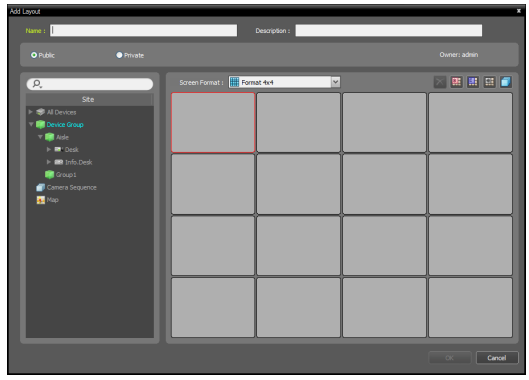


Registering a layout

1 Select **Settings** in **System** menu and select the **Device** menu.

2 On the **Site** panel, click on **Layout**, then click on the + button at the bottom of the Sites List panel on the right. An **Add Layout** window will appear on the screen.





- **Name**: Enter a name for the layout.
- **Site**: Shows the registered devices, cameras, camera sequences and map list. A registered device or camera sequence can be searched by entering a query in field.

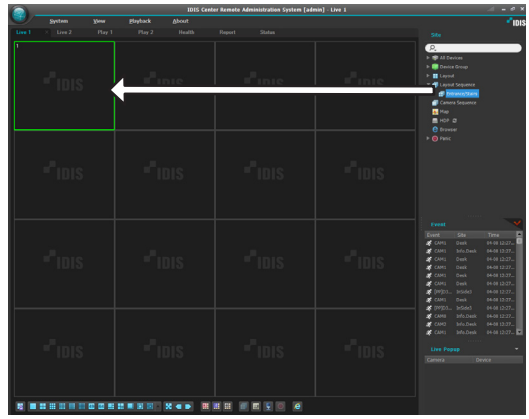
- **Public/Private**: Shares the layout to all users or only shows it to the current user. The **admin** users can see all layouts.
- **Owner**: Shows the user ID of the person who created the layout.
- **Screen Format**: Select the layout. In **Site** list, select the device, camera, or camera sequence you wish to allocate and drag & drop them to the desired position in the layout screen using your mouse.
- (Delete) : By selecting a specific screen in the layout and pressing the delete button, you can delete the camera allocated to the selected screen from the layout.
- (Hotspot) : By selecting a specific screen in the layout and pressing the hotspot button, you can set the selected screen as a hotspot.
- (Event Spot) : By selecting a specific screen in the layout and pressing the event spot button, you can set the selected screen as an event spot.
- (Map Event Spot) : By selecting a specific screen in the layout and pressing the map event spot button, you can set the selected screen as a map event spot screen.
- (Camera Sequence): By selecting a specific screen in the layout and pressing the camera sequence button, you can create a new camera sequence. The new camera sequence is allocated to the selected screen.

3 Click **OK** to finish adding a layout.

Layout Sequence

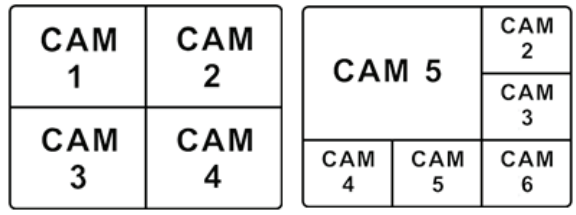
Videos from multiple cameras can be monitored sequentially using two or more predefined layouts. A layout sequence must be registered to use layout sequence function.

1 In the layout sequence list, select a layout sequence you wish to to use. Then, drag & drop the selected layout sequence on the live screen using your mouse. The camera videos added to the layout sequence will be displayed sequentially in each layout.

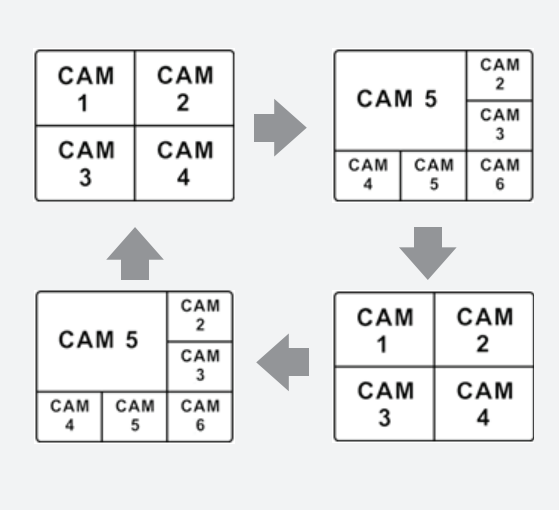


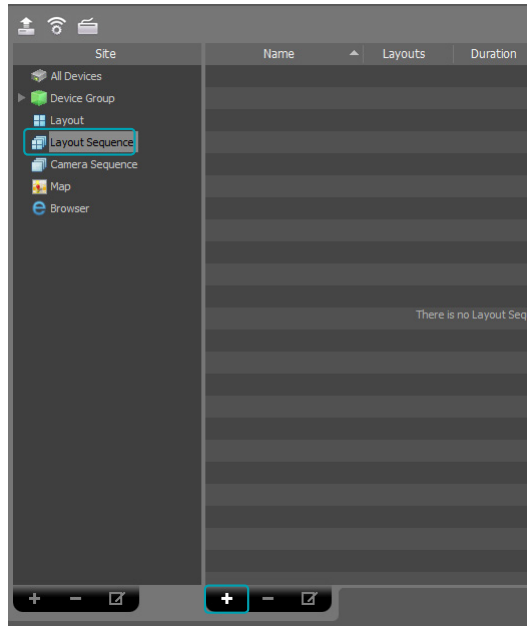
2 You can stop or resume a layout sequence by clicking in the toolbar at the bottom of the panel.

Example of layout sequence



Layout 1 Layout 2



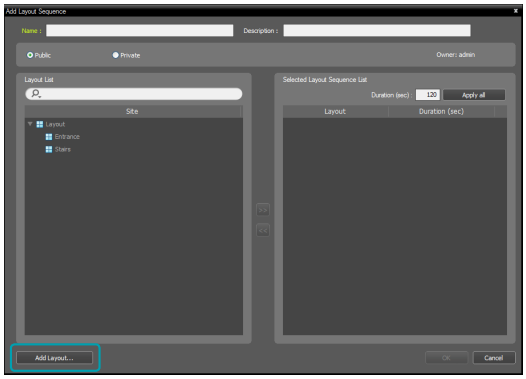


Registering layout sequence

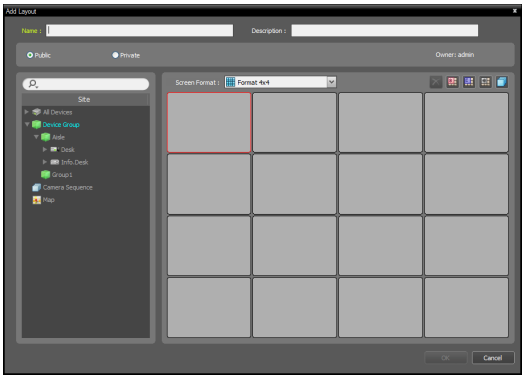
1. Select **Settings** in **System** menu and select the **Device** menu.

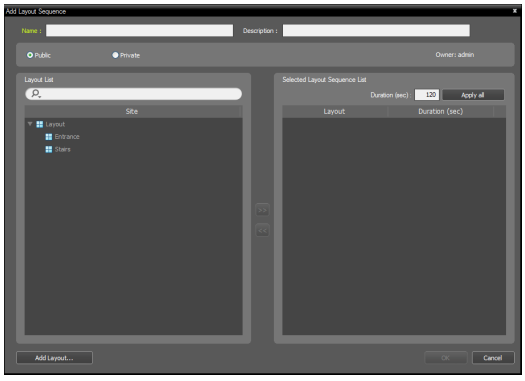
2. On the **Site** panel, click on **Layout Sequence**, then click on the + button at the bottom of the Site List panel on the right. An **Add Layout Sequence** window will appear on the screen.

3 If a layout for sequential monitoring is not registered, click **Add Layout**.



4 Click **Add Layout** and register layouts for sequential monitoring. Two or more layouts must be registered to use layout sequence.





- **Name**: Enter a name for the layout sequence.
- **Public/Private**: Shares the layout sequence to all users or only shows it to the current user. The **admin** users can see all layout sequences.
- **Owner**: Shows the User ID of the person who created the layout sequence.
- **Layout List**: Shows a list of registered layouts. Registered layouts can be searched by typing search query in the field.
- **Selected Layout Sequence List**: Shows a list of layouts registered for layout sequence.
- **Duration (sec)**: Shows the display duration for each layout. Double clicking the number will allow you to change the duration time for this specific layout. The set duration can be applied to all layouts by clicking **Apply all**.

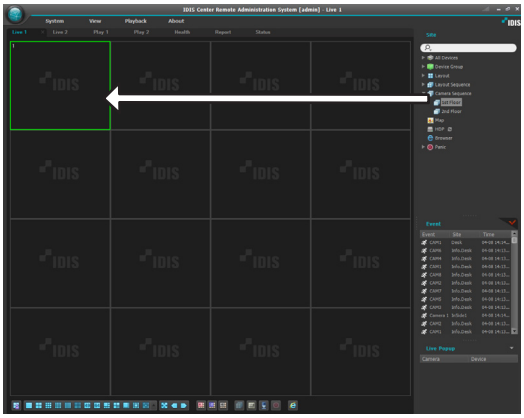
5 Select a layout from the **Layout List** and click >> to add the selected layout to **Selected Layout Sequence List.**

6 Click **OK** to finish adding a layout sequence.

Camera Sequence

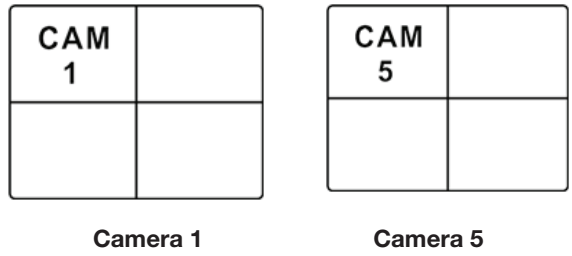
Videos from multiple cameras can be monitored sequentially on the same camera screen. A camera sequence must be registered to use camera sequence function.

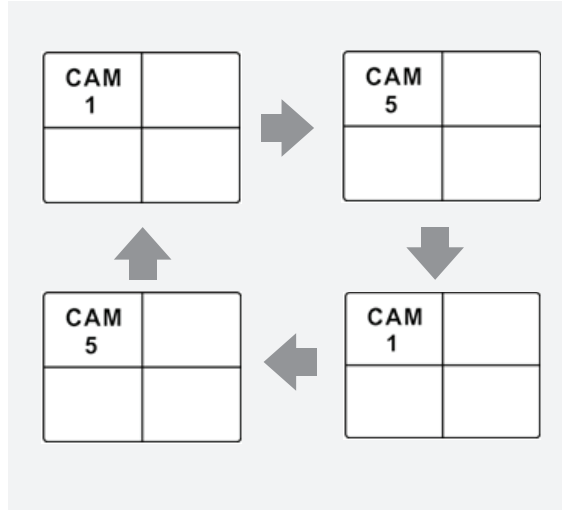
1 In the camera sequence list, select a camera sequence you wish to use. Then, drag & drop the selected camera sequence on the live screen using your mouse. The video from cameras added to the camera sequence will be displayed on the screen sequentially.



2 You can stop or resume a camera sequence by clicking in the control toolbar at the bottom of the camera screen.

Example of camera sequence

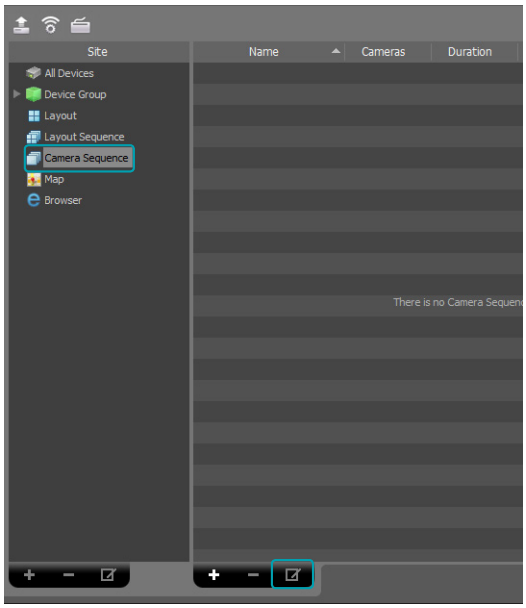


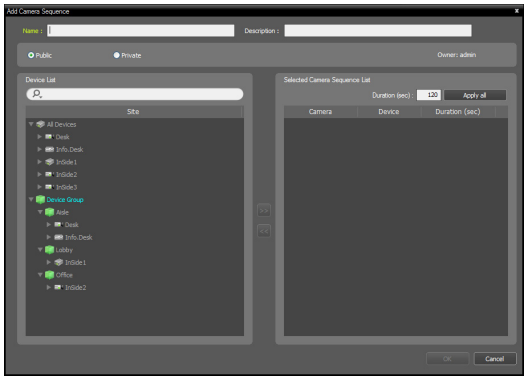


Registering a camera sequence

1 Select **Settings** in **System** menu and select the **Device** menu.

2 On the **Site** panel, click on **Camera Sequence**, then click on the + button at the bottom of the Sites List panel on the right. An **Add Camera Sequence** window will appear on the screen.





- **Name**: Enter a name for the camera sequence.
- **Public/Private**: Shares the camera sequence to all users or only shows it to the current user. The **admin** users can see all camera sequences.
- **Owner**: Shows the User ID of the person who created the camera sequence.
- **Device list**: Shows a list of registered devices. Registered devices can be searched by typing search query in the 🔍 field.
- **Selected Camera Sequence List**: Shows a list of camera registered for camera sequence.
- **Duration (sec)**: Shows the duration in which video from each camera is displayed on the screen. Double clicking the number will allow you to change the duration time for this specific camera. The set duration can be applied to all cameras by clicking **Apply all**.

Select a camera from the device list and click >> to add the selected camera to **Selected Camera Sequence List.**

3 Click **OK** to finish adding a camera sequence.

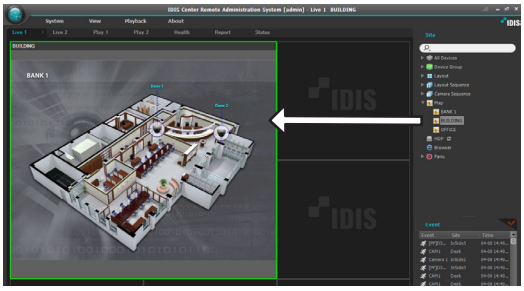
Map Monitoring

The camera videos of registered devices, events, and status of connection I/O devices can be monitored on a map.

For more details on map registration, refer to **Map Editor on page 71**.

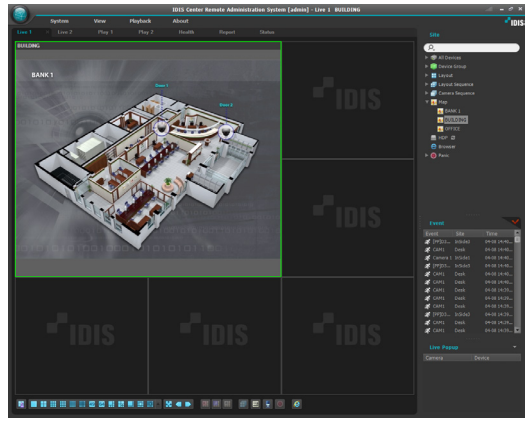
- A map must be registered to use map monitoring.
- Map monitoring supports up to 4 **Live** panels and **Map** panels.
- If a Live tab or Map tab doesn't exist in the panel tabs, you can add them by selecting **New Tab** in the **System** menu and clicking **Live** or **Map**.

1 In the **Map** list, select a map you wish to to use. Then, drag & drop the selected layout on the live screen using your mouse.



2 The selected map will be displayed on the screen.

- You can select and move a map to a desired position on the Live screen without disconnecting by selecting the map being monitored and moving it using drag & drop with your mouse.
- Select **I/O Device** from the map and drag & drop the subject device to the **Live screen, Play panel** or **Device Status Panel** to view live or recorded videos from the subject device, or monitor the device's status.



Place the mouse cursor over the I/O device on the map to view the event detection and status of the I/O device. If an event has been detected on the I/O device or if the device is not operating properly, it will be indicated by the following icons.

	Disconnected		Not configured
	Abnormal operations		Motion detected
	Video blind		Video loss
	Museum search		Video-analytic detection
	Trip zone		Tampering
	Alarm-in		Alarm-out

- Up to 4 icons may be displayed at once.
- Certain event icons may not be supported depending on device's specifications and version.
- **Event Detection** icons will be displayed depending on the event detection settings of the device in which I/O device is connected to.
- **Abnormal Operation** icons will be displayed depending on the system check settings of the device in which I/O device is connected to.
- If a status color was set when registering the map, events and statuses will be displayed by the corresponding colors.
- When two or more events or status changes occur simultaneously, the colors that correspond to each event or status will be displayed one after the other.

Path sequence

When using Map monitoring, videos from multiple cameras registered to the map can be monitored sequentially on the same camera screen. A sequence route must be registered to use route sequence. For more information, refer to the **Path Sequence on page 75**.

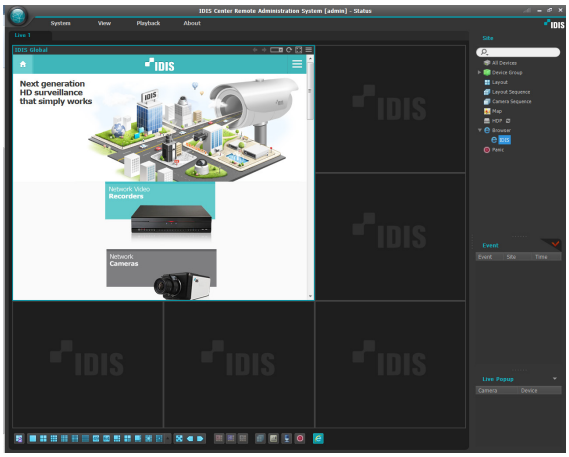
1. On the map, select a sequence route you wish to to use. Then, drag & drop the selected sequence route on the live screen using your mouse.

2. Videos from cameras in the route sequence will be displayed sequentially on the screen for the set duration.

Launching Browser

It's possible to launch registered browsers. It must first be registered to the administration service to launch a browser. For more details on browser registration, refer to the following section.

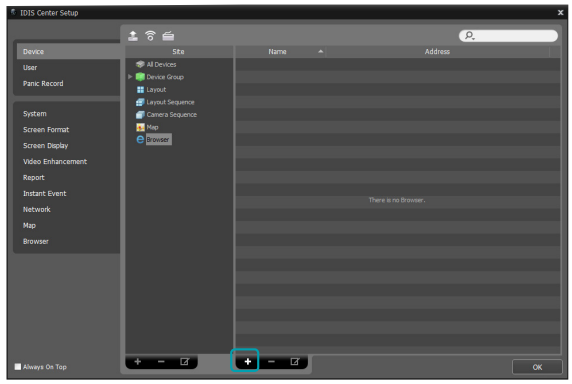
In the Browser list, select a browser you wish to launch. Then, drag & drop the selected browser on the live screen using your mouse. This launches the selected browser.

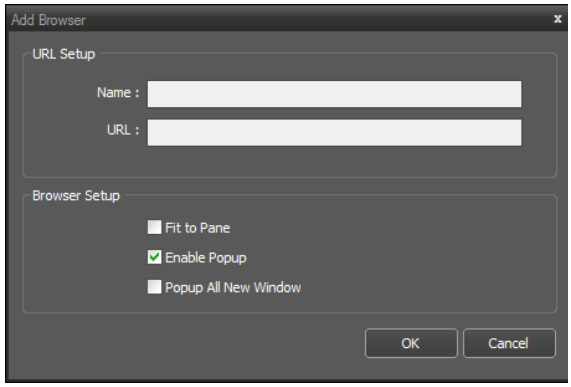


Browser Registration

1. Select **Settings** in the **System** menu and select the **Devices** menu.

2. On the **Site** panel, click on **Browser**, then click on the + button at the bottom of the Site List panel on the right. **Add Browser** window will be shown.





- **URL Setup**: Enter the name and address of a URL (Uniform Resource Locator).
- **Fit to Pane**: Adjusts the web page to fit the size of the browser screen.
- **Enable Popup**: Allows popup pages.
- **Popup All New Window**: Displays the web page's popup screens as separate screens.

Camera Control

Controls the camera using the control toolbar and screen menus.

Control toolbar

Select a camera screen and place the cursor over the camera screen to bring up control toolbar. The control toolbar can be used to control the selected camera. Place the cursor over each button to view tooltips for the button.

- (PTZ Control): If the camera supports PTZ control, the camera's PTZ can be controlled.
- (Color Control) : Adjust the brightness, contrast, saturation and color of the current video. Click to reset all changes and restore the image to original settings.

  This setting can be applied to the videos in IDIS Center program as well as videos of devices.

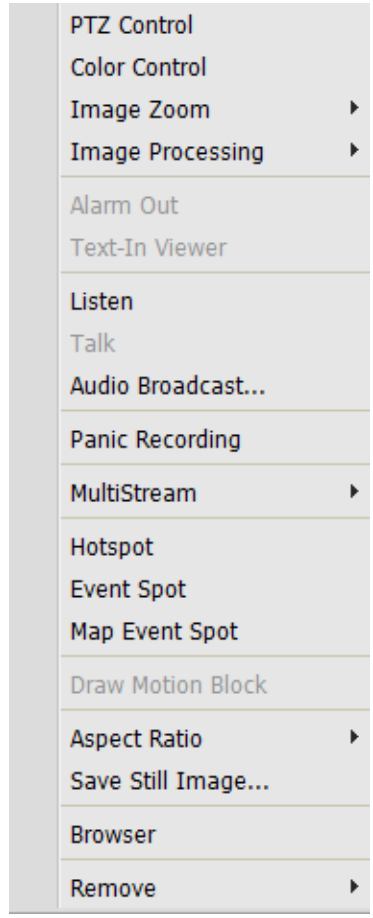
- (Image Effect): Applies image effects.
- (Zoom): Zooms the video.
- (Camera Sequence): Starts or stops layout sequence.
- / (Listen / Talk): Receives audio from the device or sends audio to the device (Not all devices support audio).
- (Text-in Viewer): Brings up text-in viewer window. Turns the title bar of a camera to blue when a text-in event is detected.

  Only supported when text-in event is detected.

- (Panic Recording): Starts or stops panic recording. When panic recording is in progress, a panic recording icon will be displayed on the upper right corner of the camera screen.
- (Google Maps): This feature is only supported with vehicular DVRs/NVRs.
- (Speed Graph): This feature is only supported with vehicular DVRs/NVRs.
- (Vehicle Info): This feature is only supported with vehicular DVRs/NVRs.

Live Screen Menu

Select a camera screen and right-click to bring up the screen menu. The screen menu can be used to control the selected camera.



- **PTZ Control, Color Control, Image Zoom, Listen, Talk, Panic Recording**: Functions identically to the corresponding buttons in control toolbar.
- **Image Processing**: Applies image effects.
- **Alarm Out**: Activates or deactivates alarm output.
- **Text-In Viewer**: Brings up text-in viewer window. Turns the title bar of a camera to blue when a text-in event is detected.

  Only supports when text-in event is detected.

- **Audio Broadcast**: Broadcast audio to all devices in the current Live tab.
- **MultiStream**: Desired stream can be selected if multi-stream mode is enabled for the live video of the device.
- **Hotspot**: Set the selected camera screen as hotspot screen.
- **Event Spot**: Set the selected camera screen as event spot screen.
- **Map Event Spot**: Sets the selected screen as map event spot screen.
- **Draw Motion Block**: If a motion detection event occurs on the selected camera, the part of the screen where motion is detected is displayed as a red block.

  Only supports network video servers.

- **Aspect Ratio**: Sets the aspect ratio of video output.
  - **Fit to Screen**: Resizes video to camera screen regardless of original aspect ratio.
  - **Fit to Screen(Aspect ratio)**: Resizes video to camera screen while maintaining original aspect ratio.
  - **Original Ratio**: Resizes camera screen to original aspect ratio of the video.
  - **Half Size (x0.5) - 4 Times Bigger (x4)**: Displays the camera videos in the selected size based on the original size of the video.

  The menu is activated only when there is sufficient space to display the camera video in the selected size.

  Up, down, left, and right part of the video may be cropped depending on size of camera screen. When using Zoom, Hotspot, Event Spot, Show Motion Block features, aspect ratio of camera screen does not apply and original ratio is applied.

- **Save Still Image**: Saves the current frame of the video on the screen as an image file in actual size.
- **Browser**: Sets the selected screen as the browser screen.
- **Remove**: Terminates current connection.

PTZ Control

Click on (PTZ Control) button in the control toolbar to bring up PTZ control toolbar. The buttons on the PTZ toolbar can be used to control PTZ. Some features may not be supported depending on the PTZ camera model.

- (Directional control): Shows or hides (Directional control panel). Click on the arrow keys in the Directional Control Panel or drag the camera screen to control the directional movement of PTZ camera.
- (Zoom in/out): Zoom in and out of current video.
- (Focus far/near): Adjust camera focus to far or near.
-

- (Open/close aperture) Open or close aperture of camera lens.
- (Set Preset/ View Preset): Set or view presets.
- (Auto-focus): When the camera loses the focus after zooming in or out, click the auto-focus button to adjust autofocus.

  Only certain network camera models are supported.

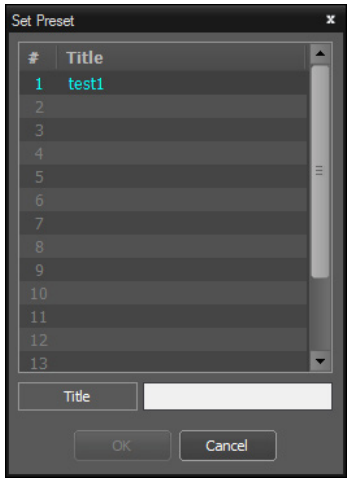
- (Advanced menu): Controls the advanced features supported by the camera. For more details on advanced features, refer to the PTZ camera's operation manual.
- (Close): Closes PTZ mode and returns to control toolbar.

PTZ Preset Control

Sets the current camera position as a **Preset** to quickly move the camera to the preset position.

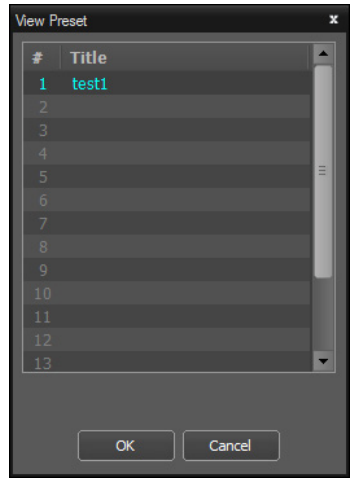
1 On the camera screen, move the PTZ camera to the desired direction.

2 Click (Set Preset) on the PTZ toolbar to bring up **Set Preset** window. Enter a name for the preset and click **OK** to save the current position as the name just entered.



3

4 Click (View Preset) on the PTZ toolbar to bring up **View Preset** window. Select the desired preset to move the PTZ camera to the preset position.



Zoom In

Press (Zoom in) in the control toolbar to zoom in on the current video.

- (Slider): Adjust magnification. Magnification can also be adjusted using the mouse scroll wheel.
-

- (Actual Size Zoom): Enters Actual Size Zoom mode. In Actual Size Zoom mode, the video is zoomed in based on actual size of the video regardless of the size of camera screen or magnification.
- (Zoom Finder): Shows or hides PIP screen. The square of PIP screen displays the zoomed area.

PIP stands for Picture in Picture, and it refers to the small screen displayed within the bigger screen.

Image effect

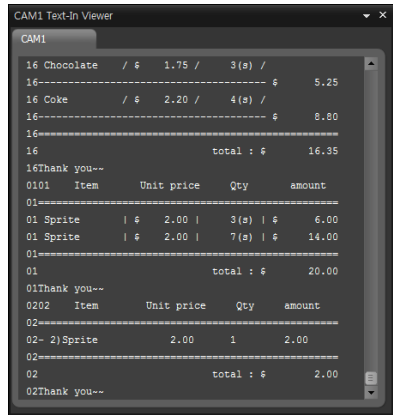
Click on (Image effect) on the control toolbar to bring up image effect control toolbar.

- (Blur): Softens the image.
- (Sharpen): Sharpens the image.
- (High-Boost): Enhance image clarity by increasing brightness and sharpness.
- (Histogram Equalization) : Makes image more natural by adjusting brightness.
- (Edge Detection): Detect outline in the image.
- (Revert): Cancel all changes and restore image to original.

These settings are only applicable to images of IDIS Center program and do not apply to images of devices.

Text-In Viewer

Shows text-in data live.
Click (Text-In Viewer) in the Control Toolbar to bring up **Text-In Viewer** window.
Turns the title bar of a camera to blue when a text-in event is detected.



Click on the title bar of the **Text-In Viewer** window to bring up text-in popup menu.

- **All Attach**: Gathers Text-in Viewer windows into one panel.
- **Save As...**: Saves text-in data as a text file(.txt).
- **Time Range**: Set the duration in which text-in data is displayed when text-in event is detected. Text-in data can be checked in the text-in viewer window during the set duration after text-in event has occurred.

Only supported when text-in event is detected.

Google Maps

Click (Google Maps) on the Control Toolbar to load the Google Maps panel as a popup.

This feature is only supported with vehicular DVRs/NVRs.

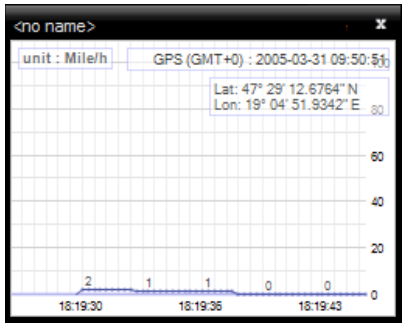
If the video contains GPS info, the vehicle's location ( ) and direction of travel ( ) are shown on the map. “Map” and "Satellite" (Terrain On/Off) are Google Maps' display modes.

When checking the vehicle's location and direction of travel, the vehicle's speed is shown on the Speed Graph panel.

Speed Graph

Click (Speed Graph) on the Control Toolbar to load the Speed Graph panel as a popup.

This feature is only supported with vehicular DVRs/NVRs.



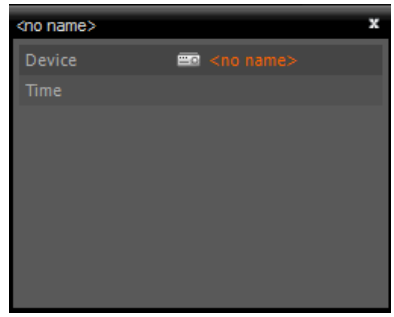
If the video contains GPS data, the vehicle's speed is shown on the Speed Graph. The speed is shown in the middle of the graph. The red, vertical line in the middle indicates the vehicle's current location.
Right-click on the Speed Graph panel to configure graph type, graph unit, GPS info display, and HD output settings.

When checking the vehicle's speed, the vehicle's location and direction of travel are shown on the Google Maps panel.

Vehicle Info

Click (Vehicle Info) on the Control Toolbar to load the Vehicle Info panel as a popup.

This feature is only supported with vehicular DVRs/NVRs.



Vehicle information is shown if contained in the video file.

Map Control

Controls the map using the control toolbar and screen menus.

Control toolbar

Select a map and place the cursor over the map to bring up control toolbar. The control toolbar can be used to control the selected map. Place the cursor over each button to view tooltips for the button.

- (Previous Map, Next Map): Go to previous or next map after going to another map by a link or connecting to another map by selecting a map in the map list and dragging & dropping to the current map screen.
- AF (Auto Focusing): Zooms in on the zone where the device is located on the map when an event occurs. For more details on auto focusing settings, refer to **Map on page 33**.

  When events occur simultaneously on multiple devices, the canvas is expanded so that all the devices are displayed. If events are detected sequentially in different devices, the auto-focus will switch to latter event after the set duration has passed.

- (Focusing Event): Designate an event to auto-focus on.
- (Actual size): Shows the map in actual size of canvas.
- (Zoom Finder): Shows or hides PIP screen. The square of PIP screen displays the zoomed area. If **Auto** is selected, PIP screen is only displayed when canvas is zoomed in.
- (Zoom slider): Changes magnification of the canvas.

Example of magnification finder settings

- If set as **Off**;

Map Monitoring

Event Detected

Auto Focusing

- If set as **Auto** or **On**;

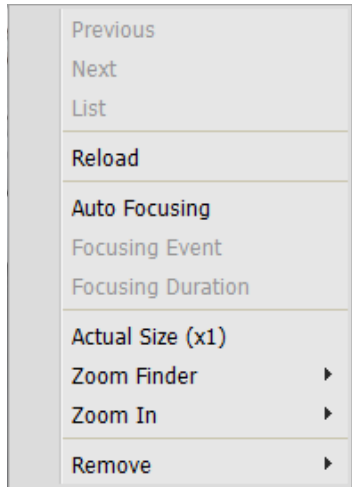
Map Monitoring

Event Detected

Auto Focusing

Map screen menu

Select a map screen and right-click to bring up the screen menu. The screen menu can be used to control the selected map.



- **Previous, Next, Auto Focusing, Actual Size (x1), Zoom Finder, Zoom In**: Functions identically to the corresponding buttons in control toolbar. For more details, refer to **Control toolbar on page 45**.
- **List**: Shows the list of maps connected previously or to connect to next. Select a map on the list to go to the selected map.
- **Reload**: Refreshes connection to the current map.
- **Focusing Event, Focusing Duration**: Set focus events and focus duration for auto-focus feature.
- **Remove**: Terminates current connection.

Live Popup

When an event is detected during map monitoring, a live screen is displayed as a popup according to the settings in **Map Editor**.

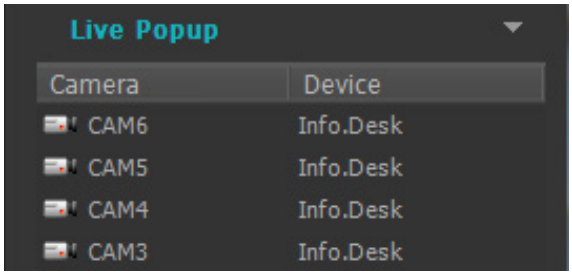
Live popup list displays the list of current popup screens on IDIS Center .

Popup screen

Select a screen and place the cursor over the screen to bring up control toolbar. The control toolbar can be used to control the camera. Place the cursor over each button to view tooltips for the button.

Right-click on the pop-up screen to bring up popup screen menu. The menu can be used to change popup screen settings or control the camera. Menus related to camera control have identical features as Live menu. For more information, refer to the **Live Screen Menu on page 45**.

Live popup list



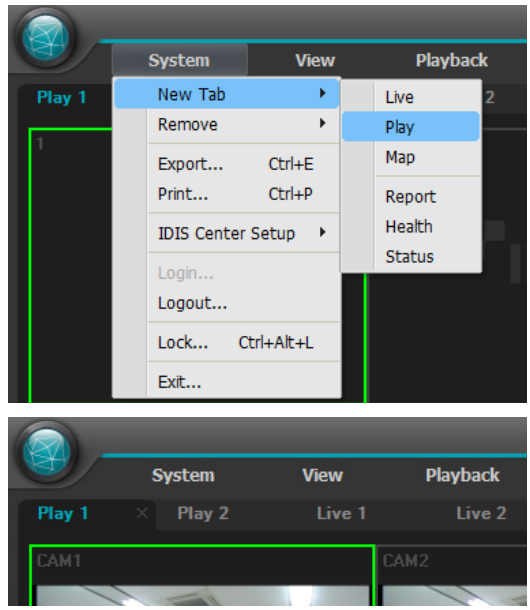
Click on the arrow button at the upper right corner to bring up live popup menu. The menu can be used to change popup screen settings.

- **Layout**: Changes layout of popup screen.
- **Monitor**: When using dual monitors, the monitor for displaying popup screen can be selected.
- **Ignore Live Popup**: When a duration is entered, live popup feature is suspended for the duration entered regardless of **Live Popup Duration** entered in event activities in **Map Editor.**
- **Disable Time Out**: Closes popup screen manually regardless of the defined popup screen duration.
- **Remove All**: Removes the entire list.

Recorded Video Playback

Recorded videos can be search and played.

1 Playback of videos recorded on the device and IDIS Center System are supported on up to 4 Play panels. If a Play tab doesn't exist in the panel tabs, you can add them by selecting **New Tab** in the **System** menu and clicking **Play**.



2 In the **Panel** tabs, click the **Play** tab.

3 In the **Site** list, select a site you wish to connect to. Then, drag & drop the selected site on the playback screen using your mouse.

4 The recorded video of the each camera will be displayed on the screen.

- You can select and move a camera playback to a desired position on the Play screen without pausing playback by selecting the camera being played and moving it using drag & drop with your mouse.
- If a layout is registered, you can select a desired layout from the Layout list and drag & drop on the Play screen to play videos using the selected layout.
- Monitoring or playing 2 or more camera videos with resolutions higher than 1280x720 may cause the performance of IDIS Center system to drop significantly.

5 Play recorded videos using Panel Toolbar, Timetable, Control Toolbar and Screen Menu.

Panel Toolbar

Video recording can be played and searched using the toolbar at the bottom of the panel.

Toolbar may vary depending on the model and version of the devices connected. Some features may not be supported.

- / (Event Search/Time-lapse Search): Switch search modes between Event Search and Time-lapse Search.
- (Search Filter): Sets search conditions for event search. For more information on search condition, refer to the devices's operation manual.
- (Calendar): Search videos from specific dates. When a date is selected, recorded data of the selected dates are displayed on the timetable. Dates that have video recordings are activated.
- (Move To): Search videos from a specific time.
  - **Go To**: When the time setting window appears, enter the desired time of the video recording to go to the entered time.
  - **Move First**: Go to the first video among the recording data on the timetable.
  - **Move Last**: Go to the last video among the recording data on the timetable.
- (Additional Menu): Show menu.
  - **Data Source**: Selects the data source to be searched.

Search on Local	Search video recordings in the primary storage device of DVR.
Search on Archive	Search video recordings in the backup storage device of DVR.
Search on Other	Search video recordings in the storage device that was used in other DVR. External Storage Search may not be supported depending on DVR's specifications and version.

  - **Select Segment**: If more than one video exists in the same timeframe due to time overlap caused by changing the time of the DVR, a desired segment can be selected.

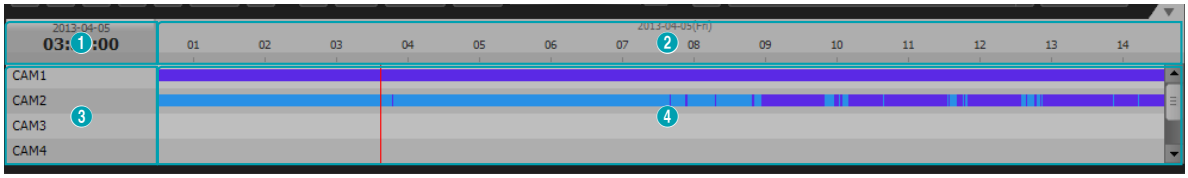
Only supports DVR that provides a hourly timetable.

- **Save Still Image**: Saves the current frame of the video on the screen as a image file in actual size.
- **Export Image/Print Image**: Save or print current image on the screen.
- **Export Panorama Screen**: Save the image currently shown on the screen.

- (Export Video File): Save video recording as a proprietary viewer file(.exe) or an AVI file(.avi).
- (Event on Play): If an event recording exists during a video recording playback, a list of events are shown. Double-click on the event on the Event List to play the event recording.
- (Snapshot on Motion Event): Shows still images of videos recorded during event and pre-event in the Play panel.
- (Step Playback): Skips to previous or next video by frame or time. Skip increments can be adjusted by pressing the arrow between and .
- / (Fast Backward/Fast Forward): Plays video recording in high-speed in reverse or normally.
- / (Stop/Play): Stops or plays video recording shown in the current screen.
- (Jog shuttle): Adjusts the playback method and speed. Jog shuttle's vertical indicator indicates the current playback direction and speed. Vertical indicator placement to the right of the center means the video is being played back in the forward direction. Placement to the left means the opposite. Farther away the vertical indicator from the center, faster the playback speed. Click and drag the vertical indicator to adjust the playback speed. Releasing the mouse button returns the vertical indicator to the center and stops video playback. Clicking the (Lock) button and dragging the vertical indicator fixates the vertical indicator in the new position.
- (Jog shuttle): Adjust the playback speed. Vertical indicators on the job shuttle indicates the current playback speed.
- (Save to User Layout): Saves current screen layout.
- (Layout): Changes layout. Various layouts can be selected by clicking button. You can switch to previous or next camera group by clicking or .

Timetable

In Time-lapse Search Mode, timetable at the bottom of the screen shows recording information of each camera. When the ▲ at the upper right corner of the timetable is clicked, recording information of all cameras on the screen are shown. If the ▼ is clicked, only the recording information of cameras selected in the Play screen are shown.



Timetable may vary depending on the model of the connected device.

❶	**Date/time of video playing**	Shows time and date of current playback on the timetable.
❷	**Recording Time**	Shows the date and timeframe of the video recording. To move to previous or following date and time, click anywhere and drag left or right. Timeframe can be magnified by moving the scroll wheel while holding down the Ctrl key on the keyboard.

<table>
<tr><td>❸</td><td>Camera Title</td><td>Shows the camera's title.</td></tr>
<tr><td>❹</td><td>Recorded data</td><td>
Shows the recording information in minutes or hours.

• Minute interval timetable (Applies to all devices, with exception of some DVR models)

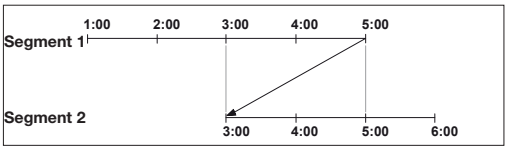
- Red vertical indicator: Shows time and date of current playback on the timetable. Click on a desired time, and the first video recording of the selected time is played.
- Yellow separator: Separates segment where time overlap has occurred. In this case, the data shown on the right-hand side of the timetable is newer data. Click the (Calendar) on the Play panel to go to a desired segment.
- Bar color: Shows the recording mode.

<table>
<tr><td>Blue</td><td>Time Lapse Recording</td></tr>
<tr><td>Purple</td><td>Event Recording</td></tr>
<tr><td>Yellow</td><td>Pre-Event Recording</td></tr>
<tr><td>Red</td><td>Panic record</td></tr>
<tr><td>Green</td><td>Faulty recording due to a temporary disruption in device connection.</td></tr>
</table>
• Hour interval timetable (Applies certain DVR models)

- Yellow bar: Shows time and date of current playback on the timetable.
- Pink bar/Gray bar: If time overlap has occurred, the video segment currently shown on the screen is indicated by a pink bar and the video segment not shown on the screen is indicated by a gray bar. Video segment indicated by a gray bar cannot be played. To change the segment to play on the screen, click (Other Menu) in Play panel.

</td></tr>
</table>

If the clock of the IDIS Center system or device is changed to a point in the past, overlapping recordings may be produced, which is where more than one recording exists at the same point in time. In this case, overlapped recordings have to be played as separate segments.



For example, making a recording from 1 o'clock to 5 o'clock, changing the system's clock at 5 o'clock to 3 o'clock, and then continuing to record until 6 o'clock produces two recordings that overlap between 3 o'clock and 5 o'clock. This results in two segments for the period between 3 and 5.

Event list

In Event Search Mode, event list is displayed at the bottom of the screen. When searching an SD (SDHC) memory card, only the events that occurred while SD (SDHC) memory card recording feature is enabled can be searched.

If there is an event recording, double-click on the event on the event list to play the event recording. To see the following matches, click at the upper right corner of the event list.

Control toolbar

Select a camera screen and place the cursor over the camera screen to bring up control toolbar. Place the cursor over each button to view tooltips for the button.

- (Object/Motion Search): Object or motion changes can be searched in the video recordings of devices or panic recordings of IDIS Center system.
- (Zoom): Magnifies the current video.
- (Color Control) : Adjust the brightness, contrast, saturation and color of the current video. Click to cancel all changes and restore image to original.

  These settings are only applicable to images of IDIS Center program and do not apply to images of devices.

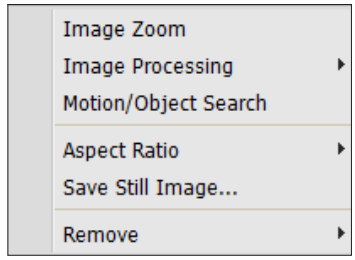
- (Image Effect): Applies image effects.
- (Audio playback): If audio is recorded, the recorded audio is played with the video upon playback.

  Only supports 1x1 layout.

- (Google Maps): This feature is only supported with vehicular DVRs/NVRs.
- (Speed Graph): This feature is only supported with vehicular DVRs/NVRs.
- (Vehicle Info): This feature is only supported with vehicular DVRs/NVRs.

Play screen menu

Select a camera screen and right-click to bring up the screen menu.



- **Image Zoom**: Functions identically clicking to the corresponding buttons in control toolbar.
- **Image Processing**: Applies image effects.
- **Motion/Object Search**: Object or motion changes can be searched in the video recordings of devices or panic recordings of IDIS Center system.
- **Aspect Ratio**: Sets the aspect ratio of video output.
  - **Fit to Screen**: Resizes video to camera screen regardless of original aspect ratio.
  - **Fit to Screen(Aspect ratio)**: Resizes video to camera screen while maintaining original aspect ratio.

    Up, down, left, and right parts of the video may be cropped depending on size of camera screen. When using Image Zoom, aspect ratio of camera screen does not apply and **Original Ratio** is applied.

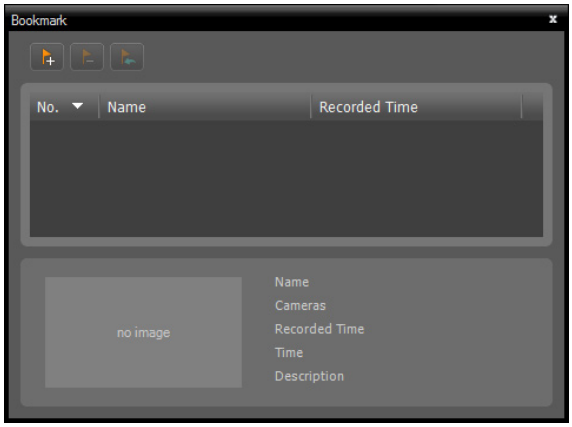
  - **Original Ratio**: Resizes camera screen to original aspect ratio of the video.
  - **Half Size (x0.5) - 4 Times Bigger (x4)**: Displays the camera videos in the selected size based on the original size of the video.

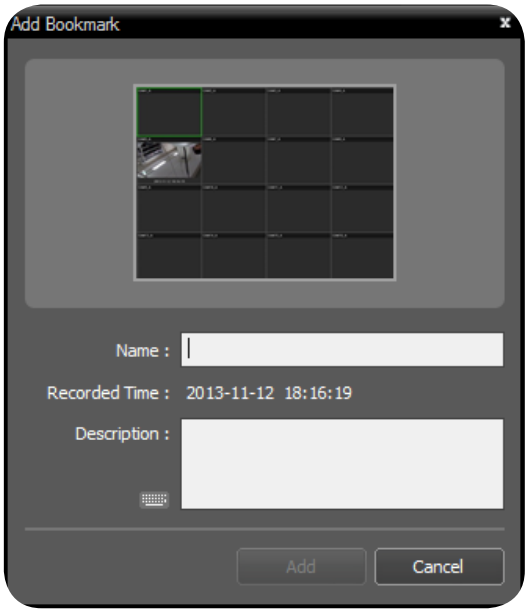
    The menu is activated only when there is sufficient space to display the camera video in the selected size.

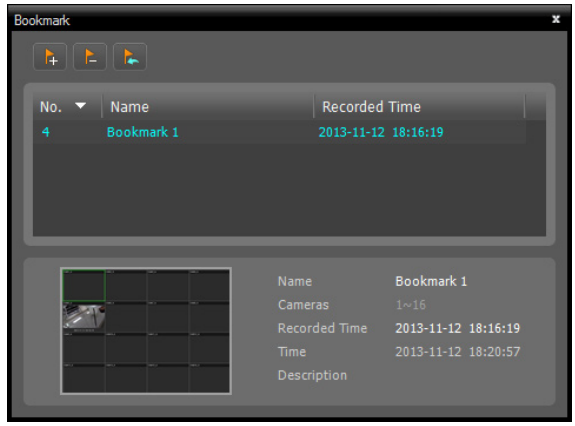
- **Save Still Image**: Saves the current frame of the video on the screen as an image file in actual size.
- **Remove**: Terminates connection.

Bookmark

Clicking the (Bookmark) button on the panel toolbar allows you to bookmark the selected recorded video.







1 Click the (Add Bookmark) button.

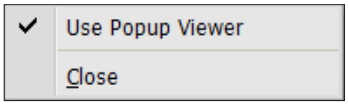
2 Enter the bookmark name and description. Clicking the **Add** button bookmark the recorded video.

3 Clicking a bookmark from the bookmark list displays the bookmark information at the bottom. Clicking the (Play Recorded Data) button displays the bookmarked video on the Play screen. Clicking the (Remove Bookmark) button deletes the bookmark.

Snapshot on Motion Event

When (Motion Event Freeze-frame) is clicked in the Panel Toolbar, still images of videos recorded during Event Record Dwell (Event and pre-event) are shown in the Play panel.

Recording information of the selected freeze-frame is displayed on the timetable. When user clicks anywhere on the recorded data on the time table, a freeze-frame image of the selected time is shown. Placing the mouse cursor over the freeze-frame brings up a popup viewer screen above the freeze-frame.



- **Use Popup Viewer**: Supports popup viewer screen.

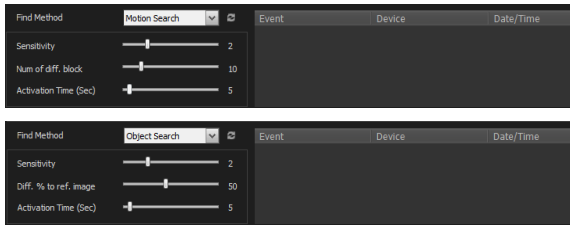
Motion/Object Search

Clicking the (Motion/Object Search) on the control toolbar brings up motion/object search panel at the bottom.

Object or motion changes can be searched in the video recordings of devices or panic recordings of IDIS Center system.

- (Draw Search Zone): The area of the camera screen for detecting object or motion changes can be set by dragging the mouse.
- (Erase Search Zone): Deletes the search area on the camera screen by dragging the mouse.
- (Set Ref. Image): Sets current image in the camera screen as a reference image for detecting object changes.
- (View Ref . Image): Shows or hides reference image as PIP screen.

Setting and viewing reference images only apply to object searches.



- **Find Method**: Choose a scan method.
  - **Motion Search**: Compares two consecutive video recordings and detects the recording that shows changes in the search area. (e.g.: if a motion is detected)
  - **Object Search**: Compares changes in the search area to the reference image and finds videos where the change occurs and maintains until activation time. (e.g.: if an object is missing)
- **Sensitivity**: Set the sensitivity for detecting changes. Higher values will result in more sensitive detection.
- **Num of diff. block**: Select the minimum block for detecting changes. The change must be bigger than the defined number of blocks to be considered as a change.

Only applies to motion search.

- **Diff. % to ref. image**: Select the minimum ratio for detecting changes. The change must be bigger than the defined change ratio to be considered as a change.

Only applies to object search.

- **Activation Time**: Set the duration that the change must persist to be considered as a valid change when detecting changes. A detections that do not last for the specified duration of time will not be considered as a change.

Image Zoom

Press (Image Zoom) in the control toolbar to zoom in on the current video.

- (Slider): Adjusts magnification. Magnification can also be adjusted using the mouse scroll wheel.
- (Actual Size Zoom): Enters Actual Size Zoom mode. In Actual Size Zoom mode, the video is zoomed in based on actual size of the video regardless of the size of camera screen or magnification.
- (Zoom Finder): Shows or hides PIP screen. The square of PIP screen displays the zoomed area.

PIP stands for Picture in Picture, and it refers to the small screen displayed within the bigger screen.

Image Effect

Click on (Image Effect) on the control toolbar to bring up image effect control toolbar.
Image effects to the image using each button.

These settings are only applicable to images of IDIS Center program and do not apply to images of devices.

- (Blur): Softens the image.
- (Sharpen): Sharpens the image.
- (High-Boost): Enhance image clarity by increasing brightness and sharpness.
- (Histogram Equalization) : Makes image more natural by adjusting brightness.
- (Edge Detection): Detect outline in the image.
- (Revert): Cancel all changes and restore image to original.

Google Maps

Click (Google Maps) on the Control Toolbar to load the Google Maps panel as a popup.

This feature is only supported with vehicular DVRs/ NVRs.

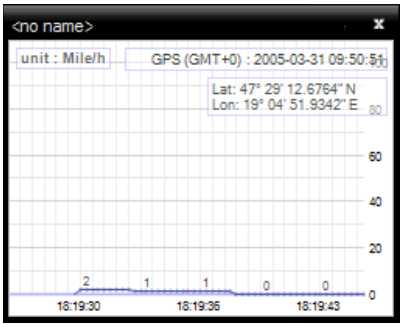
If the video contains GPS info, the vehicle's location (), direction of travel (), and route (red line –"HDP" site only) can be looked up. "Map" and "Satellite" (Terrain On/Off) are Google Maps' display modes.
From Google Maps, click on the vehicle's route (red line) or select the Vehicle Location () icon and then drag and drop to see the recorded images of the location on the screen. ("HDP" site only)

When checking the vehicle's location and direction of travel, the vehicle's speed is shown on the Speed Graph panel.

Speed Graph

Click (Speed Graph) on the Control Toolbar to load the Speed Graph panel as a popup.

This feature is only supported with vehicular DVRs/NVRs.



If the video contains GPS data, the vehicle's speed can be looked up on the Speed Graph. The speed is shown in the middle of the graph. The red, vertical line in the middle indicates the current playback location.

Right-click on the Speed Graph panel to configure graph type, graph unit, GPS info display, and HD output settings.

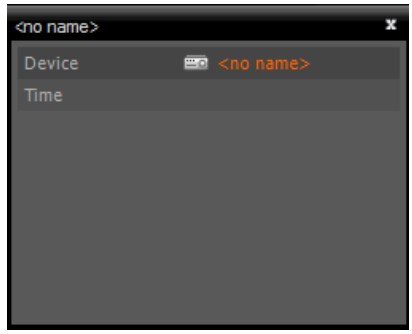
Click on the Speed Graph panel to see the recorded images of the location on the screen. (“HDP” site only)

When checking the vehicle's speed, the vehicle's location and direction of travel are shown on the Google Maps panel.

Vehicle Info

Click (Vehicle Info) on the Control Toolbar to load the Vehicle Info panel as a popup.

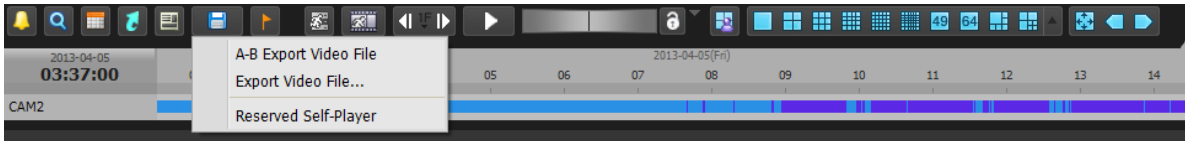
This feature is only supported with vehicular DVRs/NVRs.



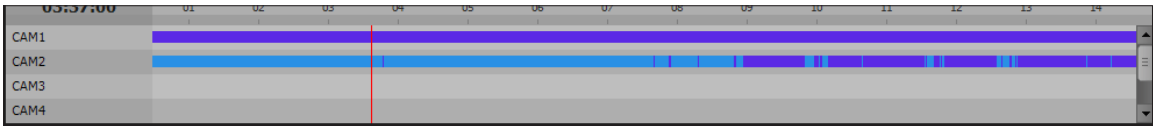
Vehicle information is shown if contained in the video file.

Export Video File

Recorded videos can be saved as a video file. Click on the (Export Video File) in the Toolbar at the bottom of the Play Panel to bring up Export Video File menu.



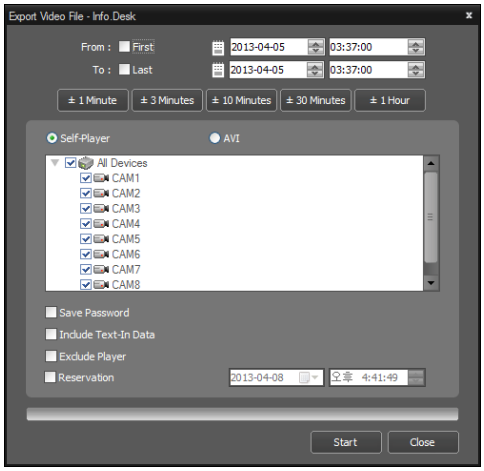
- **A-B Export Video File**: Set the section of the video you wish to save using the timetable. Select **A-B Export Video File** in the Export Video File menu. On the timetable, drag the mouse from the starting point to the end point of the section you wish to save. When **Export Video File** window appears, the video for the selected section can be saved as a proprietary view file (.exe) or an AVI file (.avi).



- **Export Video File:** Set the section of the video you wish to save by manually entering the start and end points. Select **Export Video File** in the Export Video File menu. When **Export Video File** window appears, the video for the selected section can be saved as a proprietary view file (.exe) or an AVI file (.avi).
- **Reserved Self-Player**: The status of reserved video save can be checked in real time. Select **Site** in the Reservation List and click **Instant Start, Delete** buttons to use this function. Status of reserved save as video tasks can be refreshed by clicking **Refresh**.

Save as a Self-Player File

Saves video recording as a self-player file (.exe).



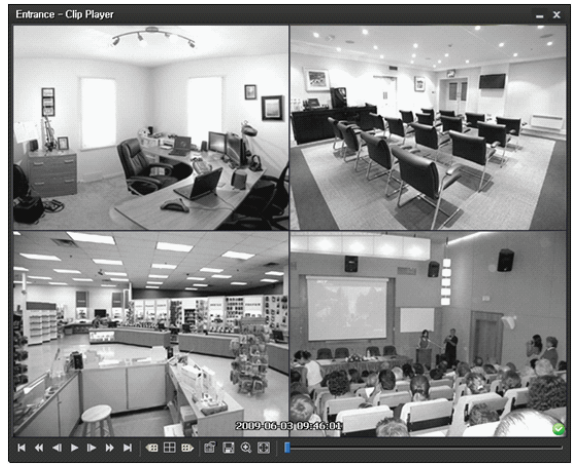
- **From, To**: Enter the date and time of the recording you wish to save as video.
  - **First**: Sets date and time of the first video as the start point.
  - **Last**: Sets date and time of the last video as the end point.
  - **±1 Minute, ±3 Minutes, ±10 Minutes, ±30 Minutes, ±1 Hour**: Adds or subtracts the amount of time from the time currently selected on the timetable.
- **Self-Player, AVI**: Select **Self-Player**.
- **Save Password**: Set a password for playing the video. When a password is set, the viewer program asks for password while running.
- **Include Text-In Data**: Enabling this option will save the video clip along with any available text-in data.
- **Exclude Player**: Saves only the video recording without proprietary viewer.

  - Not including the player reduces the file size and time to save a video. However, the proprietary viewer (IDIS player.exe) provided in IDIS Center software installation folder (\Client\ selfplayer) needs to be run to play the saved video.
  - This function may not be supported depending on device's specifications and version.

- **Reservation**: The save video function can be reserved. When a reservation period is set, the video is saved at the reserved time.

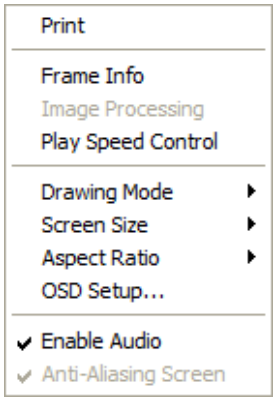
File playback using proprietary viewer

Because proprietary viewer files include its own player (Clip Player), there is no need to install additional software for playback. When the file is double-clicked, the player is ran automatically and the video is displayed on the screen. The scroll bar at the right bottom of the player can be used to jump to a specific point of time in the video. Click ✕ to exit the player.



	Go to beginning		Rewind
	Go to end		Play at normal speed
	Rewind by frame		Fast forward
	Play by frame		

- : If current layout includes a video stored in the previous camera group, the panel switches to the previous camera group.
- : Changes layout in the order of 4 → 8 → 9 → 16 → 20 → 25 → 1+32.
- : If current layout includes a video stored in the next camera group, the panel switches to the next camera group.
- : Properties of player can be set.



- **Print**: Prints current image.
- **Frame Info**: Shows information about the current image, including the screen number, camera title, time of recording, recording mode, file size and resolution.
- **Image Processing**: Adjust brightness or apply image filters such as soften or sharpen.

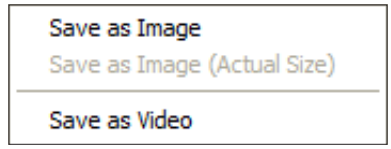
  Only supports 1x1 layout.

- **Play Speed Control**: Changes speed of **Play, Fast Forward** and **Rewind**.
- **Drawing Mode**: Select drawing mode. If the screen is not displayed correctly or not displayed at all, the problem can be resolved by changing Drawing Mode.
- **Screen Size**: Select screen size of the player.
- **Aspect Ratio**: Change the aspect ratio of the video displayed on the screen.
- **OSD Setup...**: Configures OSD displayed on the screen.
- **Enable Audio**: If audio was recorded with the video, enabling this option plays audio upon playback.

  Only supports playback in 1x1 layout.

- **Anti-Aliasing**: Removes stair step (block) artifacts in magnified videos upon playback. If the playback is slow due to insufficient processing power of the PC's CPU, disabling the Anti-Aliasing option can improve overall speed.

- : Save the current image.

  - **Save as Image**: Save current screen as image file.
  - **Save as Image (Actual Size)**: Save current screen as image file in actual size.

    Only supports 1x1 layout.

  - **Save as Video**: Save specific part of the video as AVI file(.avi).
- : Magnifies or shows screen in actual size. When magnified, you can click on the magnified screen and move the cursor to determine the position of the magnified screen.

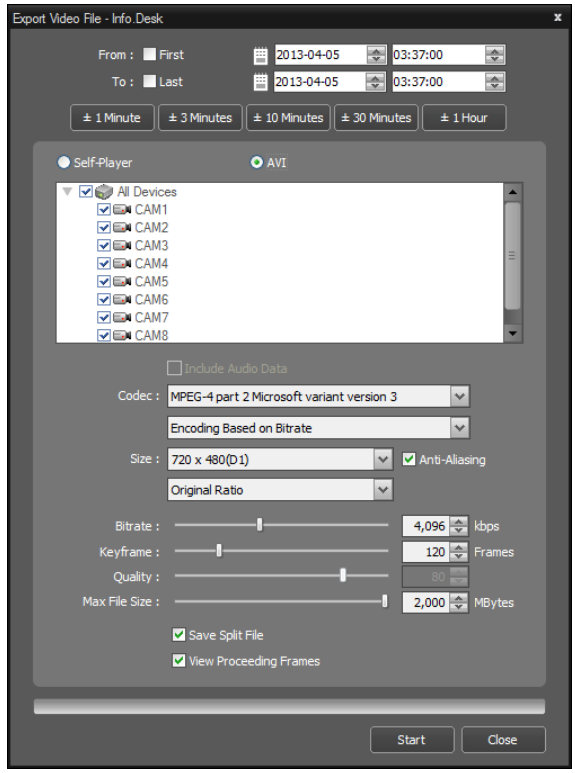
  Only supports 1x1 layout.

- : Shows screen in full screen.
- , : Displays at the lower right corner of the player. When it is confirmed that the video has not been altered, the icon is displayed. If the video has been altered, icon is displayed and playback is stopped.

- The minimum CPU requirement for running the player is 800MHz Pentium III (Intel Pentium Dual Core 2.2GHz recommended). If the CPU does not provide sufficient processing power, it may lower playback speed of high resolution recordings and high-speed recordings. Also, DirectX 9.0 or later is required for running the program and a VGA card with 16 MB or more VRAM is recommended.
- The video may not be displayed on the screen correctly depending on the PC's display settings. In such case, right-click on the desktop, go to **Display Properties** → **Settings** tab, select **32-bit** as **Color Quality**. Then, select **Advanced**, go to Troubleshooting tab, and set **Hardware Acceleration** as **Max.**. If the problem persists, click **Start** → **Run**, type in **dxdiag** and press Enter. In the DirectX diagnostics tool window, confirm that the DirectX version is 9.0 or higher. In the same window, go to Display tab and make sure that **DirectDraw Acceleration** is set as **On**. If running Microsoft® Windows® XP, test the settings by pressing the DirectDraw test button. Check the driver version of the VGA card. If it is not the latest version, update it with the latest version of the driver. If the problem persists after all of the attempts above, switching the PC's VGA card is recommended. VGA cards that use ATI chipsets are recommended for IDIS Center .
- If **Exclude proprietary viewer** option was selected when saving a recording, the proprietary viewer (IDIS player.exe) provided in IDIS Center software installation folder (\Client\ selfplayer) needs to be run to play the saved video.

Save as AVI File

Saves video recording as AVI file(.avi).



- **From, To**: Enter the date and time of the recording you wish to save as video.
  - **First**: Sets date and time of the first video as the start point.
  - **Last**: Sets date and time of the last video as the end point.
  - **±1 Minute, ±3 Minutes**, **±10 Minutes**, **±30 Minutes**, **±1 Hour**: Adds or subtracts the amount of time from the time currently selected on the timetable.
- **Self-Player, AVI**: Select **AVI**.
- **Include Audio Data**: Only a single channel is supported if the video was saved with audio.

If the video is recorded at a size smaller than 1ips, saving audio may not be successful.

- **Codec, Bitrate, Quality**: Set the appropriate value for video compression.
  - **Encoding Based on Bitrate**: Encodes video based on bitrate.
  - **Encoding Based on Video Quality**: Encodes video based on video quality.
- **Size**: Set the file size for the compressed video, then select aspect ratio.
  - **Original Ratio**: Resizes camera screen to original aspect ratio of the video.
  - **Fit to Screen**: Resizes video to camera screen regardless of original aspect ratio.
  - **Fit to Screen(Aspect ratio)**: Resizes video to camera screen while maintaining original aspect ratio.

  Up, down, left, and right parts of the video may be cropped depending on size of camera screen. When using Image Zoom, aspect ratio of camera screen does not apply and **Original Ratio** is applied.

- **Anti-Aliasing**: Removes stair step effect (blocks) that are caused when zooming a video to improve overall quality of video output.
- **Keyframe**: Set the interval of key frames for video compression.
- **Max File Size**: Set the maximum size of the file.
- **Save Split File**: If the file size of the saved recording exceeds **Max File Size**, the video is saved into multiple files while not exceeding the maximum file size.

  If Save Split File is not enabled, output file will be limited to the maximum file size.

- **View Proceeding Frames**: Shows the current frame being saved in a popup screen while saving.

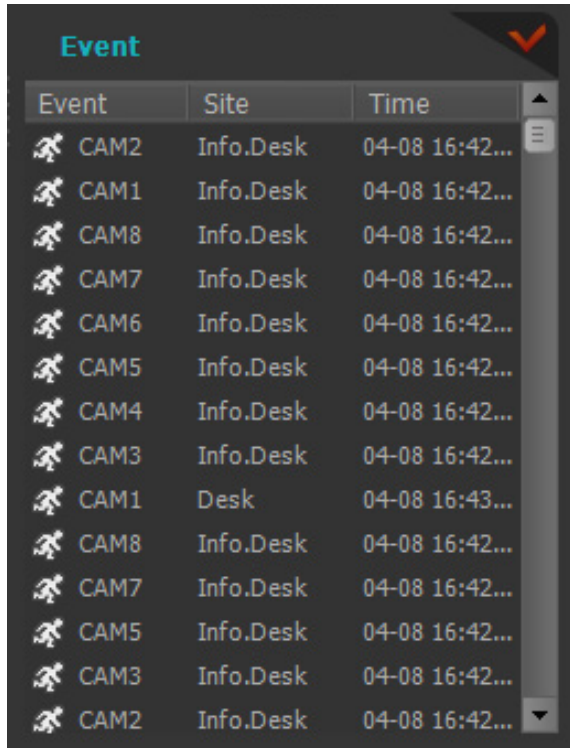
AVI File Playback

The AVI file can be played by using a video player.

If the codec for the compression method used to save the AVI is not installed on the PC, the codec must be installed manually.

Event Handling

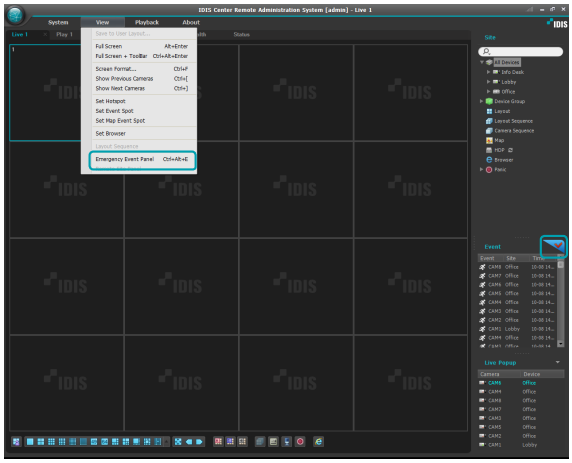
The video of the camera in which event is detected can be monitored live. If the event detection video is recorded, the video recording can be played.



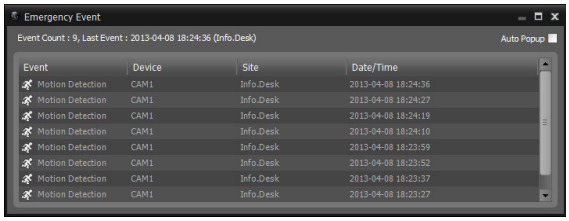
Events will be displayed on the list when Instant Event is detected on registered devices.

If Callback Event is detected on registered devices, **Emergency Event** Panel will be displayed automatically or bring up manually.

To bring up Emergency Event Panel manually, Click **View** -> **Emergency Event Panel** or Click button on Event list.



Emergency Event Panel will be displayed.



Emergency Event list will be displayed when Emergency Event is detected.

- **Auto Popup**: Emergency Event Panel will be displayed automatically when Emergency Event is detected on client system.
- **Event Count**: Shows the count of displayed event.
- **Last Event**: Shows the information of latest Emergency Event.

Callback events are only displayed if the callback feature is enabled on the device. Event list indication options can be changed in **Settings > Report**. For more details, refer to **Report on page 31**.

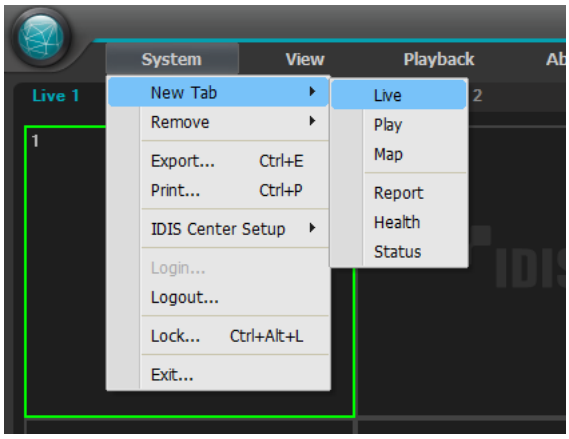
Event Icons Indicated on the Event list

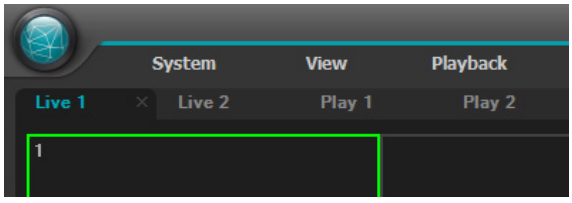
	Motion Detection		System Action
	Video blind		Restart
	Video loss		System shutdown
	Object detection		Malfunction in recording function
	Video-analytic detection		Disk full
	TripZone		Disk almost full
	Tampering		Bad sector on disk
	Text-in detection		Disk setting change
/	Activate/ Deactivate alarm-in detection		No error on S.M.A.R.T. diagnostics.
/	Alarm-in error/ no error		High disk temperature shown on S.M.A.R.T. diagnostics
/	External storage inserted/ removed	/	Start/end panic recording
/	Device Disconnection/ Device Connection Failure	/	Fan error / No fan error
	System boot		

Certain event icons may not be supported depending on device's specifications and version.

Live Video

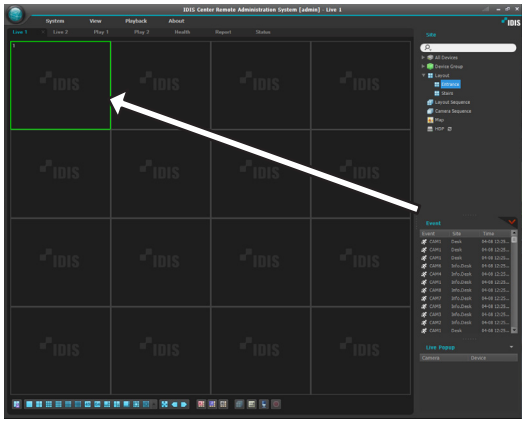
Monitoring live video from event detection cameras are supported on up to 4 Live panels. If a Live tab doesn't exist in the panel tabs, you can add them by selecting **New Tab** in the **System** menu and clicking **Live**.





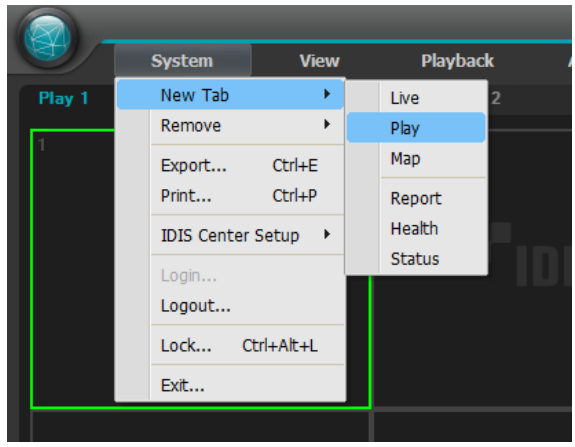
1 In the panel tabs, click the **Live** tab.

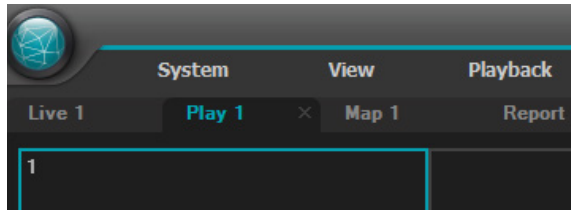
2 In the Live Event list, select an event you wish to monitor. Then, drag & drop the selected event on the Live screen using your mouse. The live video of the camera in which selected event was detected will be displayed on the screen.



Video Playback

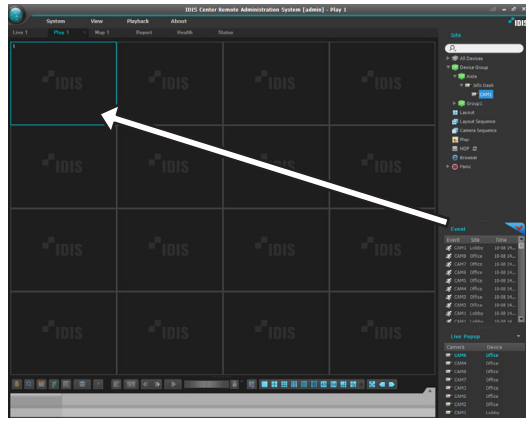
Playback of recorded event videos is supported in the Play panel. If a Play tab doesn't exist in the panel tabs, you can add them by selecting **New Tab** in the **System** menu and clicking **Play**.





1 In the panel tabs, click the **Play** tab.

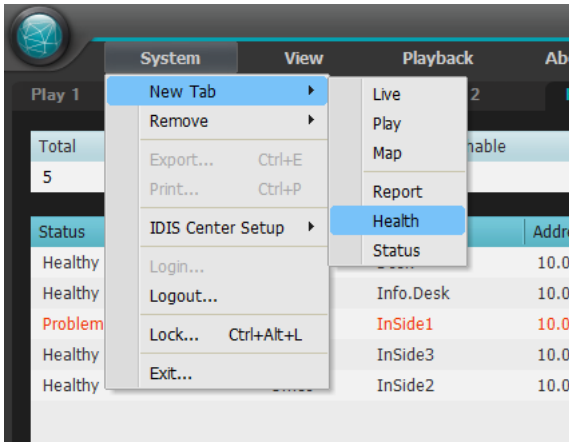
2 In the Live Event list, select an event you wish to monitor. Then, drag & drop the selected event on the Play screen using your mouse. The recorded video of the selected event will be displayed on the screen.

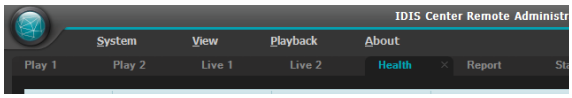


System Status Monitoring

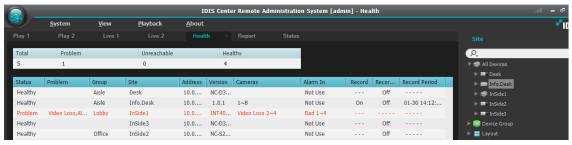
The system status of registered devices can be monitored live.

System status monitoring is supported in the Status panel. If a Status tab doesn't exist in the panel tabs, you can add them by selecting **New Tab** in the **System** menu and clicking **Health**.





Once **Health** tab is added, the health monitoring results are automatically displayed.



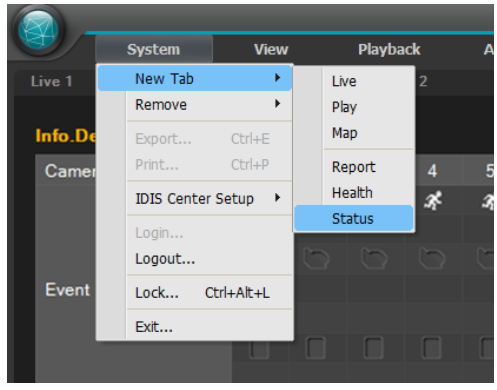
- **Summarized list**: Summarizes status of all devices added to the device group.
  - **Total**: Shows the total number of devices added to all device groups.
  - **Problem**: Snows the number of malfunctioning devices.
  - **Unreachable**: Snows the number of disconnected devices.
  - **Healthy**: Shows the number of devices that are operational without malfunctions.
- **Detailed list**: Shows the status of each device in detail.
  - **Status**: Shows status.

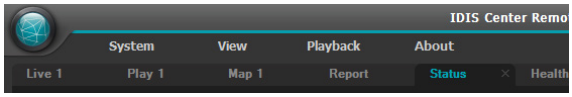
Healthy	No malfunctions have been detected.
Problem	Video loss, event detection, alarm-in device error, recording error
Unreachable	Device is not connected.

  - **Problem**: Shows the cause of the malfunction.
  - **Group**: Shows the device group in which the device is registered to.
  - **Site**: Shows name of the device.
  - **Version**: Shows device's software version.
  - **Cameras**: Shows status of the cameras used by the device.
  - **Alarm In**: Shows status of the alarm-in device used by the device.
  - **Record**: Shows recording status.
  - **Record Check**: Shows recording check status.
  - **Record Period**: Shows recording period.

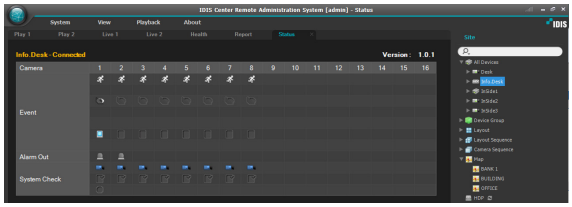
Device Status Monitoring

The device status of registered devices can be monitored live. Device status monitoring is supported in the Device Status Panel. If a Device Status tab doesn't exist in the panel tabs, you can add them by selecting **New Tab** in the **System** menu and clicking **Status**.





In the **Site** list, select a device you wish to monitor. Then, drag & drop the selected device on the Device Status Panel using your mouse. The status of the selected device will be displayed.



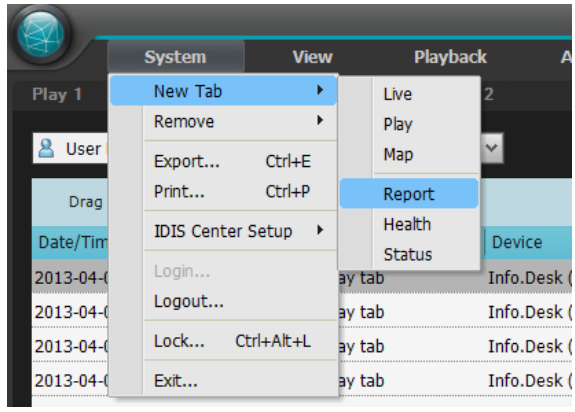
- **Status Indicator Window**: Shows the status using icons.
  - **Version**: Shows system version.
  - **Camera**: Shows camera number
  - **Event**: Shows event detection status. Colored event icon indicates that an event was detected. When the cursor is placed over the icon, the type of the event is shown in tooltips.
  - **Alarm Out**: Shows Alarm-out status.
  - **System Check**: Shows status of device and recording function.
- **Function buttons**
  - (Disconnect): Disconnects current connections in the Device Status Panel.
  - (Panic Recording): Remotely starts or stops panic recording of the device.

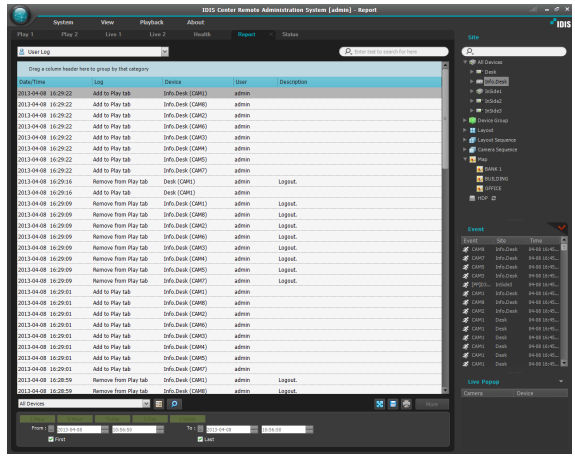
    Only supported for DVRs with panic recording support.

  - **Rec. From/Rec. To**: Shows recording period.
  - **Status**: Shows device's recording, playback, backup and clip copy statuses.
  - (Full Screen): Shows the Device Status Panel in full screen.

Log search

Searches the log of IDIS Center program and devices. Log search is supported in the Report Panel. If a Report tab doesn't exist in the panel tabs, you can add them by selecting **New Tab** in the **System** menu and clicking **Report**.



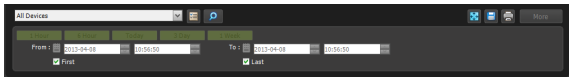


When a log list is displayed, you can right click on the column data to bring up a menu, which can be used to categorize the data to your preference.

- **Log type**: Select the type of log to search in the list.
  - **User Log**: Shows IDIS Center Program's log.
  - **Health Log**: Shows the system status log of registered devices.
  - **Device System Log**: Shows device's system log.
  - **Device Event Log**: Shows device's event log. If the device is a network camera or a network video server, only the events that occurred while SD (SDHC) Memory Card Recording feature is enabled can be searched.
  - **Admin Service Log**: Shows maintenance service log. For more information, contact your IDIS Center software retailer.
  - **Monitoring Service Log**: Shows monitoring service log. For more information, contact your IDIS Center software retailer.
- (Search): Search log.

Report toolbar

The specific logs can be searched by using the toolbar at the bottom of the panel.



- **From, To**: Set the date and time of the logs to search for. Enter a specific date and time or select **First** or **Last** options.

  - Click the **1 Hour, 6 Hour, Today, 3 Day,** or **7 Day** buttons to adjust the **From** and **To** by the amount of time that corresponds to each button.
  - Selecting the **First** or **Last** options will search every log from the oldest to the most recent.

- (Condition): Select the type of log to search for.
- (Search): Begin search according to the search criteria.
- (Full Screen): Shows the Report Panel in full screen.
- (Save): Saves the search results as as a text file(.txt) or a CSV file (.csv).

  System and service logs can be saved as password-protected HTML files (.html). Password must be entered to view HTML files.

- (Print): Print the search result.
- **More**: Shows next results.

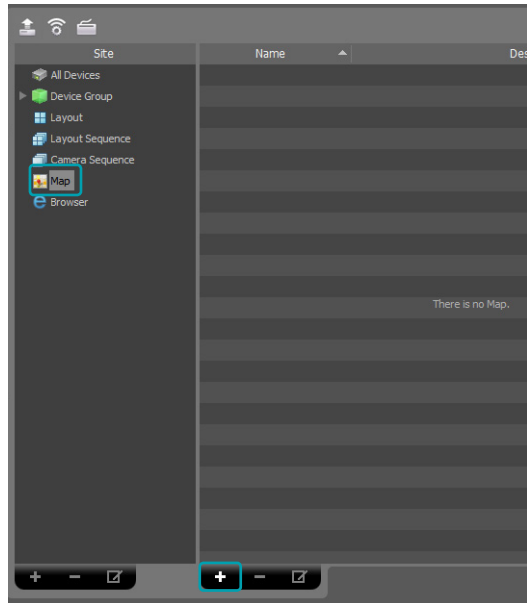
Map Editor

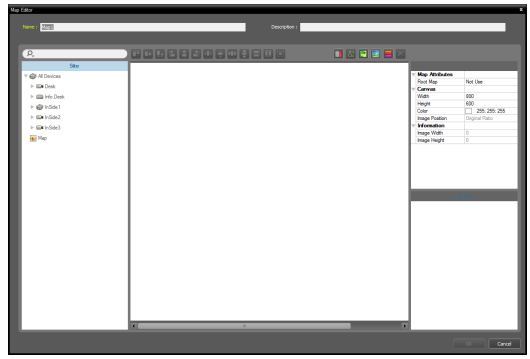
By registering a map, camera videos, events, and status of connected I/O devices can be monitored on a map.

Map Registration

1 Select **Setup** in **System** menu and select the **Device** menu.

2 On the **Site** panel, click on **Map**, then click on the + button at the bottom of the Sites List panel on the right. A **Map Editor** window will appear on the screen.



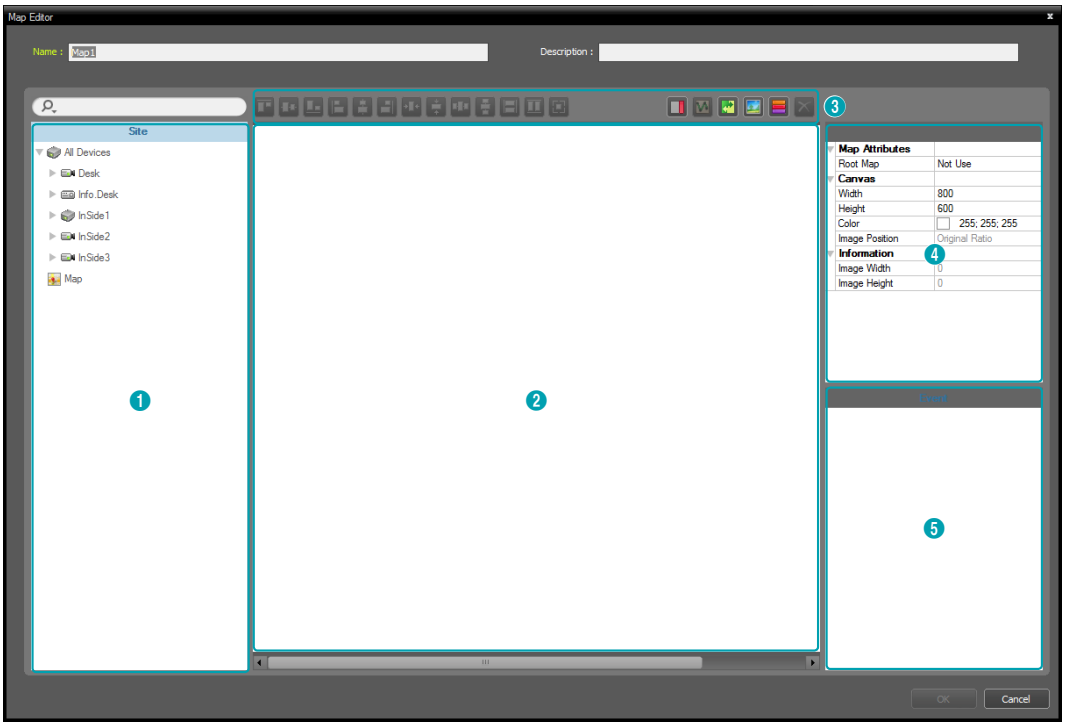


3 On the **Site** panel, select the I/O devices connected to the device and subordinate map. Then, drag & drop them to the desired position on the canvas.

4 Configure the map.

5 Enter a name for the map and click **OK** to complete map registration.

Map Settings



❶	**Site**	Shows a list of registered devices and maps. Registered devices and maps can be searched by typing search query in the field.
❷	**Canvas**	Create a map by inserting a background image and positioning desired I/O device icons and map links from the **Site** List.
❸	**Settings Buttons**	Configures the map. • **Alignment**: The I/O device icons or map links positioned on the canvas can be aligned to user's preference. • (Text box): Inserts a text-box for entering text. • (Route sequence): Sets route sequence. • (Map object name sync): Automatically syncs names of I/O devices depending on the devices' settings. • (Insert background image): Inserts a desired background image to the canvas. • (Status color): Designates colors to indicate event detection and I/O device status on the map. • (Delete): Select I/O device icons or map links you wish to delete from the canvas and click the **Delete** button to delete the selected I/O device icons or map links from the canvas.
❹	**Properties**	Sets the properties of map, the canvas of the map, and I/O device icons or map links positioned on the canvas.
❺	**Event Action**	Set the event action for the I/O device icons positioned on the canvas. When an event is detected on the map, the user is notified by the defined actions.

Icon Alignment

After selecting more than one I/O device icon or map link, you can click the Align buttons to modify their position on the canvas and size at once.

- / (Positioning): Aligns one or more icons to the horizontal / vertical center of the background image.
- / , / , / (Positioning): Aligns two or more icons based on the icon that was selected last.
- / (Spacing): Adjusts the spacing between three or more selected icons to be regular.
- / / (Resizing): Resizes the width / height / size of two or more selected icons to be the same. Only applies to same types of icons with different width and height ratios.

Properties

The properties of canvas, I/O device icons or map links on the canvas can be set. After selecting a canvas, an icon or a map link, select each property, and manually enter the desired value or select a desired value from the drop down menu.

Map Attributes	
Root Map	Not Use
Canvas	
Width	800
Height	600
Color	255; 255; 255
Image Position	Original Ratio
Information	
Image Width	0
Image Height	0

General	
Name	Alarm In
Icon	Alarm In
Ratio	50
X Coordinate	420
Y Coordinate	154
Width	32
Height	32
Associated Camera	
Halo effect	Not Use
Information	
Name	Alarm In
IP Address	10.0.126.176
Device Num	1

General	
Name	BANK 1
X Coordinate	83
Y Coordinate	196
Width	128
Height	32
Fill	Use
Text Color	255; 255; 255
Background Color	85; 110; 215
Opacity	80
Align Text	Left
Information	
Name	Map1

General	
Text	test
Font	Microsoft Sans Serif
Font Size	9
Text Color	0; 0; 0
Background Color	255; 255; 255
Align Text	Left, Top
Bold	Not Use
Italic	Not Use
Underline	Not Use
Strikethrough	Not Use
X Coordinate	305
Y Coordinate	90
Width	16
Height	16

- **Map Attributes**: Sets the map properties. When **Root Map** is set as **Use**, a list of devices registered to the map is displayed on the right-handside of the Map Panel when monitoring a map.

  Only applies to Map Panels.

- **Canvas**: Sets the properties of canvas or background image inserted to the canvas.
  - **Width, Height, Color**: Sets the width, height, and color of the canvas.
  - **Image Position**: Sets the position of background image inserted to the canvas.
  - **Information**: Shows the width and height of the background image inserted to the canvas.
- **Device**: Sets the properties of selected I/O device icon.
  - **Name**: Sets the name of the device icon.
  - **Icon, Ratio**: Sets the shape and ratio of the device icon.
  - **X Coordinate/Y Coordinate, Width/Height**: Sets the position and size of the device icon. These values can be adjusted by dragging the icon on the canvas with your mouse.
  - **Associated Camera**: Cameras can be connected to a device. When a camera is connected, the video from the connected camera can be watched when the event is detected.

    Only supports Alarm-in or Audio Input devices.

  - **Halo effect**: Sets background color of an icon for locating the icon easier on the map.
  - **Camera View**: Configure viewing angle, pan, and distance.

    Only supports camera devices.

  - **Information**: Shows the device information.
- **Map link**: Sets the properties of the selected map link.
  - **Name**: Sets the name of the map link. The name entered is displayed on the map link.
  - **X Coordinate/Y Coordinate, Width/Height**: Sets the position and size of the map link. These values can be adjusted by dragging the map link on the canvas with your mouse.
  - **Text Color, Background Color**: Sets the font color and background color of the map link.
  - **Opacity**: Sets the opacity of the background color of the map link.
  - **Align Text**: Aligns the text of the map link.
  - **Information**: Shows name of the map.
- **Text Box**: Sets the properties of the selected text box.
  - **Text**: Sets text. The set text is displayed on the map.
  - **Font, Font Size**: Sets font and font size.
  - **Text Color, Background Color**: Sets the font color of the text and background color of the text box.
  - **Align Text**: Aligns text.
  - **Bold, Italic, Underline, Strikethrough**: Applies bold, italics, underline or strike-out to the text.
  - **X Coordinate/Y Coordinate, Width/Height**: Sets the position and size of the text box. These values can be adjusted by dragging the text box on the canvas with your mouse.

Path Sequence

By setting a sequence route, videos from multiple cameras can be monitored sequentially on the same camera screen when using Map monitoring. A path sequence must be registered to each camera on the canvas to use.

1 Click the (Path Sequence) button.

2 On the canvas, click on the camera icons in the order you wish to monitor them.

3 Complete path selection by right-clicking your mouse. Once a path is set, select the path and set the properties.

General	
Name	Path Sequence 1
Color	50; 100; 255
Opacity	70
Width	5
Shape	Ellipse
Background Color	0; 0; 255
Opacity	63
Margin	4; 4; 4; 4
Reverse	
Associated Device	
CAM1	
Duration	10
CAM1	
Duration	10

- **Name**: Sets the name of the path.
- **Color/Opacity/Width**: Set the color/opacity/width of the path displayed on the map.
- **Shape**: Set the shape of the icon for identifying the camera when a video from a path sequence camera is displayed while monitoring a map.
- **Background Color/Opacity/Margin**: Set the color/opacity/margin of the icon displayed when a video from a path sequence camera is displayed while monitoring a map.
- **Reverse**: Changes direction of the path.
- **Associated Device**: Shows a list of cameras selected for path sequence. When monitoring a map, the path sequence will show the videos from each camera in the defined order for the **Dwell Time** value.

4 By selecting a camera from the list and clicking **Remove**, the camera can be removed from the path sequence.

Event Action

Sets the event actions to be performed when events are detected in the I/O devices positioned on the canvas. Select an icon, item, and select the desired value from the drop down menu.

Event	
Action	
Click	
Instant Viewer	Use
Motion Detection	
Live Popup	Not Use
Event Spot	Use
Event Sound	Not Use
Video Loss	
Live Popup	Not Use
Event Sound	Not Use
Video Blind	
Live Popup	Not Use
Event Spot	Use
Event Sound	Not Use

- **Click**: You can configure event actions so that clicking the device icon on the map brings up Instant Viewer window. If the device is an Alarm-Out device, you can configure it so that clicking the icon activates or deactivates the alarm.
- **Motion Detection, Object Detection, Video Loss, Video Blind, Alarm In, etc**: Set or cancel the actions to be performed when each event is detected.
- **Live Popup**: Pops up the video of the camera (a connected camera if the device is not a camera).
- **Event Spot**: Shows the video of the camera (a connected camera if the device is not a camera) on the Event Spot Screen.
- **Event Sound**: Plays audio if audio file(.wav) is selected.

- If the map is configured to ignore event actions of I/O devices, the event actions will not be performed regardless of the settings in this window.
- To change settings to ignore event actions, right-click on the Map I/O Device and select **Ignore Event Action**.

Control Using Network keyboards

IDIS Center program can be controlled using network keyboards which needs to be purchased separately.

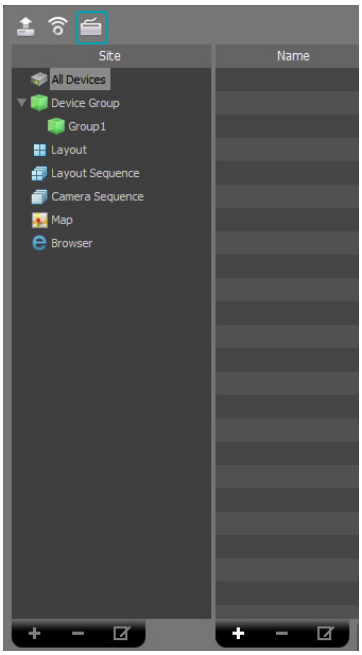
Only network keyboards of a certain model are supported.

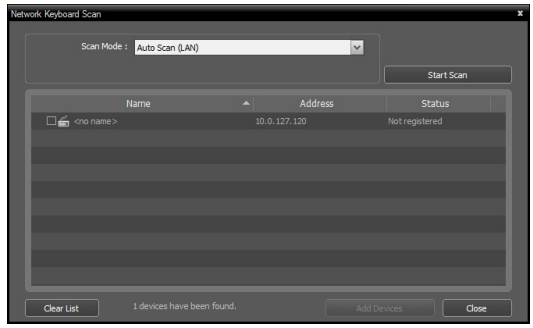
Registration

Register the network keyboard to IDIS Center program.

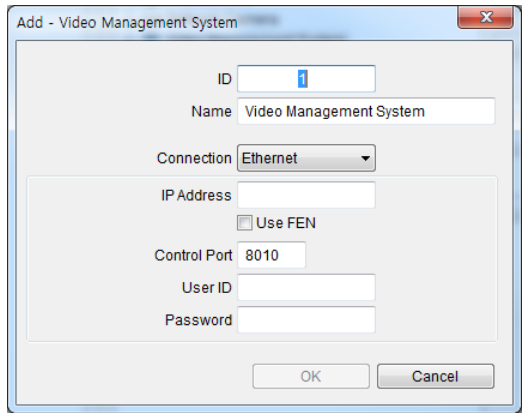
1 Select **Settings** in **System** menu and select the **Device** menu.

2 Press the (Network Keyboard Setup) button and **Network Keyboard Scan** window will appear. Registering a network keyboard is identical to registering devices. For more details, refer to **Device Registration on page 10**.





3 IDIS Center system can be registered on the network keyboard. For more details, refer to the network keyboard user manual.



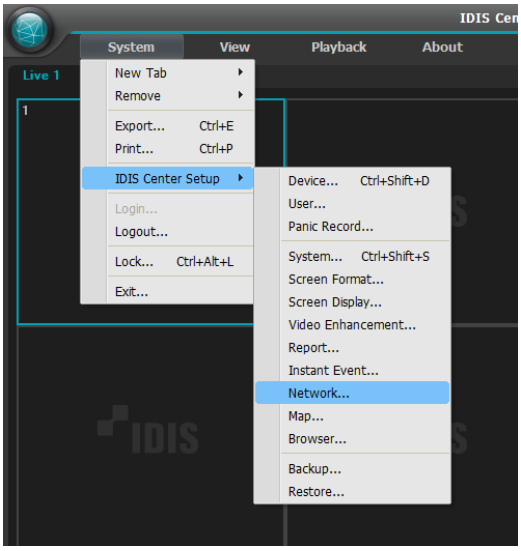
- **ID** (IDIS Center System ID): It is automatically assigned during IDIS Center System registration, and can be changed.

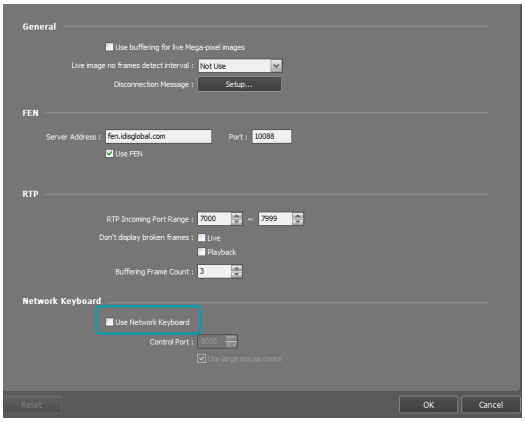
  The ID is used to identify the system from other IDIS Center Systems. Therefore, a unique ID must be set.

- **Name**: Set a name for the IDIS Center System for user convenience.
- **IP Address**: Enter the IDIS Center System's IP address. Do not select **Use FEN**.
- **Control Port**: Enter the Control Port set in IDIS Center System. Control Port settings can be checked in **System > Settings > Network > Network Keyboard**.
- **User ID, Password**: Enter the User ID and Password used to login to IDIS Center System.

4 In **System** menu, select **IDIS Center Settings**, and then select **Setup Network**.

5 Select **Use Network Keyboard** option to enable network keyboards on IDIS Center System.

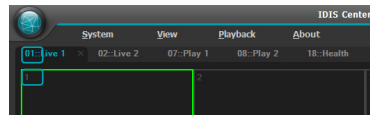




Connect

1 On the network keyboard, enter the **IDIS Center System ID**.

2 Press **DEV** button to connect the network keyboard to the IDIS Center System. If the connection is established, a unique ID will be displayed on each camera screen and Panel Tab as shown below.



3 You can terminate connection by pressing the **SHIFT** button and **DEV** button simultaneously.

Run

Live Video

1 On the network keyboard, enter Live Panel Tab ID.

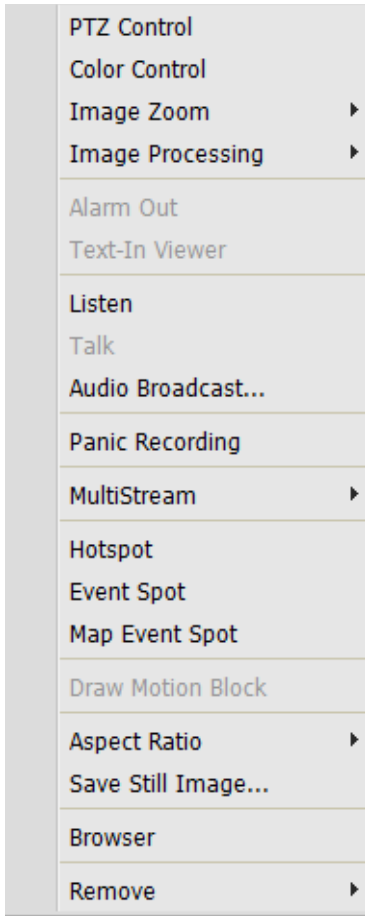
2 Press the **DEV** button.

3 Enter Camera Screen ID.

4 Press the **PANE** button.

5 In the **Site** list, select a site you wish to connect to using the mouse connected network keyboard. Then, drag & drop the selected site on the live screen using your mouse. The live video of the selected site will be displayed on the screen.

6 Pressing the (Menu) button will bring up Live Menu.



Navigate to the desired menu using the arrow buttons on the network keyboard and press Enter to select or deselect the menu. To leave the current menu, press the (Menu) button and deselect the menu.

Video Playback

1 On the network keyboard, enter Play Tab ID.

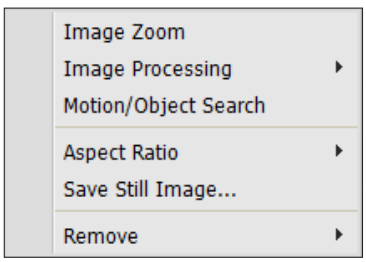
2 Press the **DEV** button.

3 Enter Camera Screen ID.

4 Press the **PANE** button.

5 In the **Site** list, select a site you wish to connect to using the mouse connected network keyboard. Then, drag & drop the selected site on the Play screen using your mouse. The recorded video of the selected site will be displayed on the screen.

6 Pressing the (Menu) button will bring up Play Menu.



Navigate to the desired menu using the arrow buttons on the network keyboard and press Enter to select or deselect the menu. To leave the current menu, press the (Menu) button and deselect the menu.

Network Keyboard Buttons

Followings are the network keyboard buttons used to control the IDIS Center System.

For more details on PTZ control-related buttons, refer to the network keyboard user manual.

Command Buttons

Button	Description	Action
1	Numbers (1-9)	ID → MON , PANE , DEV : Selects the monitor, camera screen, panel tab and IDIS Center system to control.
0	Number (0)	Not used as a command button.
SHIFT	Shift	SHIFT → Button: Runs the second function if the button has two functions.
ESC	Esc	ESC : Cancels a command while it is running.
DEV	Connect	IDIS Center System ID → DEV : Controls IDIS Center System.
	Disconnect	SHIFT & DEV : Disconnects from IDIS Center System.
	Panel Tab	Tab ID → DEV : Selects corresponding panel.
PANE	Camera Screen	Camera Screen ID → PANE : Selects corresponding camera screen.
MON	Monitor	Monitor ID → MON : Selects corresponding monitor.
-	–	- : Disconnects from the currently selected camera or device.
F1	Function (1-8)	• F1: Shows monitor ID if two or more monitors are used. • F7 (SHIFT & F3): Shows or hides **System** Menu → **Settings** window. • F8 (SHIFT & F4): Shows or hides IDIS Center program's software version.

IDIS Center System Control Buttons

Certain functions may not be supported depending on type and version of the connected device.

Button	Description	Action
	Panic Recording On	Camera Screen ID → : Begins panic recording of the camera screen.
	Panic Recording Off	Camera Screen ID → SHIFT & : Stops panic recording of the camera screen.
	Alarm Output On	• Camera Screen ID → : Activates No.1 alarm output of the device connected to the current camera screen. • **Alarm Output Device Number** → : Activates the selected alarm output.
	Alarm Output Off	• Camera Screen ID → SHIFT & : Deactivates No.1 alarm output of the device connected to the current camera screen. • **Alarm Output Device Number** → SHIFT & : Deactivates the selected alarm output.
	Layout	• : Changes screen layout. Select a layout by using the arrow keys and Enter button. • SHIFT & : Switches to 1x1 layout. Returns to previous layout if button is pressed again.
	Group	: Switches to next screen group.
	Freeze-frame	: Freezes Live screen.
	Zoom	SHIFT & : Magnifies certain area of the Live screen. Magnified area can be moved by using the arrow keys and Enter button.
	Full Screen	**Panel Tab ID** → : Shows the corresponding Panel Tab in full screen.
	Search/Monitor	• : Shows the Play Panel and can search or play recorded videos on the device connected to the camera screen selected on the Live Panel. • SHIFT & : Go back to previous Live Panel.
	Rewind	: Rewinds video recording.
	Rewind by frame	SHIFT & : Rewinds video recording by one frame at a time.
	Play/Pause	: Plays video recording. Pressing the button again while playing pauses the video.
	Fast Forward	: Fast forwards video recording.
	Fast Forward by frame	SHIFT & : Fast forwards video recording by one frame at a time.

	Menu	Shows the screen menu for the selected camera screen.
	Enter	• Selects the screen menu item of the selected camera screen. • Changes zoom ratio in Zoom Mode.
	Arrow Keys	• Navigates to screen menu item of the selected camera screen. • Moves magnified area in Zoom Mode. • Only operates in Play Mode. • Plays video by one frame at a time when the video is paused in Play Mode. Plays or rewinds video by rotating the jog dial clockwise or counter clockwise.
	Jog Dial	• Only operates in Play Mode. • Changes playback speed when playing video recordings of a device.
	Shuttle Ring	• Only operates in Play Mode. • Changes playback speed when playing video recordings of a device.

Part 6 - Appendix

Troubleshooting

Problem	Solution
Unable to monitor live video.	• Make sure that the device has been added to the device group. • Make sure you have Live monitoring authorization.
I keep losing connection while monitoring Live video and program continues to attempt to reconnect.	Check the device status and the network connection between the device and the IDIS Center System.
I cannot see Live videos.	• Check device's connection to the camera. • System or network overload may cause delays in the Live videos.
Event functions are not working.	Make sure that **Device Real-Time Monitoring** option is selected in **Edit Device** menu. If the option is not selected, event-related features are only supported in the device currently being monitored.
I cannot run IDIS Center program because I forgot my User ID and password.	Remove and re-install IDIS Center program. However, all data stored on the system will be deleted upon uninstallation. Deleted data cannot be recovered.

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