

FREQUENTLY ASKED QUESTIONS

Q. Can I make a CD of my recorded video and watch it away from my DVR?

A. Yes. Please read CD Burn Procedure.

Q. What type of disk should I use to record my videos on?

A. We recommend the CD-R disc because of wide availability, low cost and compatibility with other DVD players and computer systems. Your system can also use CD-RW disc media but there are extra steps that have to be accomplished prior to writing to the disc for the first time.

Q. Can I change my administrator password?

A. Yes. Keep in mind that if you change the password and forget it, you will not be able to access your recorded video. Also, technical support cannot retrieve your user name or password, therefore you will have to follow instructions on re-installing your DVR software or send the unit to See page 6.

Q. Can I change the time on the DVR?

A. Yes. It is as easy as changing the time on your home computer. Please read System Time Adjustment.

Q. What are the "Factory Default" settings for my DVR?

A. Each camera is set to 6 fps, 352 x 240 resolution, and record on motion only.

Q. Can I increase the length of time my DVR records?

A. Yes. Before sending your unit back, to have additional recording hard drive space added, you can work with three additional settings on your DVR.

1. You can decrease your fps. Keep in mind that the industry standard for security VCR's used in most banks is only 1 fps. To adjust your fps see page 5.

2. You can also change your cameras resolution. You have two resolutions available. 352 x 240 is the standard resolution and is approximately the same as a standard TV set. The other is 704 x 480 and is approximately equal to the first HD standard for digital TV. For longer recording time choose the lower resolution setting. To adjust your resolution see page 4.

3. Or you can set your unit to record on motion only. This captures video only when motion is detected by the camera.

Q. How do I find the LAN IP address of my DVR?

A. You will need to access the DVR's keyboard and press the Windows key. This key is located on both the lower left and lower right of the keyboard between the Ctrl and Alt keys. Once you press this button the Windows Start Menu will be displayed. Press "Run" on the right hand column and the Run dialog box will be displayed. In this box type "cmd" and press Enter or left mouse click "Ok". A black box labeled command prompt will then open. In this box type "ipconfig" and hit the Enter key. You will now see your LAN IP address.

Q. How do I view my DVR remotely if I do not have a static IP address?

A. There are several ways you can do this.

1. Have someone at the DVR location find the current IP address of the DVR and give it to you. Third party DNS forwarding services are available for free.

2. Several companies that offer this service are: NO-IP <<http://www.no-ip.com/>>, DynDNS <<http://www.dyndns.com/>>, and IPUpdater <<http://www.ipupdater.com/>>. We do not recommend any one of these providers over another and if you choose to use these services, software installation and setup are the user and DNS forwarding company's responsibility.

3. you can opt to upgrade your ISP service to static IP addressing so your IP address does not change.

Q. Who is responsible for connecting my DVR to the Internet and configuring my router?

A. Required DVR ports are listed in the User Manual. Configuring the router is the responsibility of the supplier, (most likely your ISP). Instructions by R.F. Technologies, Inc. are given with the express intent of allowing the user to access the DVR from outside the network but does not imply R.F. Technologies, Inc. is responsible for network access, maintenance, or trouble shooting of the customer's network or network equipment. Any issues with network setup, network internet access, or router configuration should be addressed with the ISP or business that installed the network equipment.