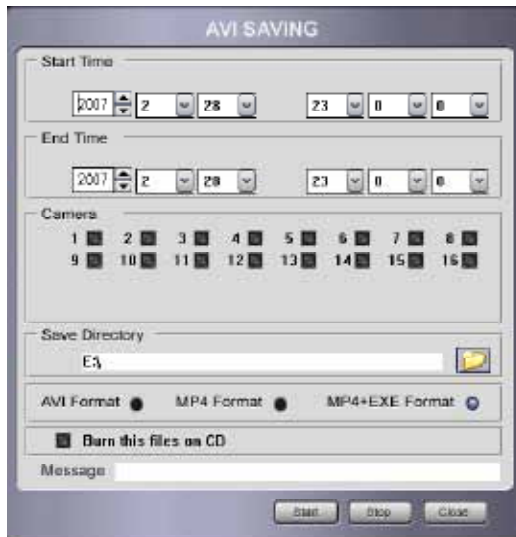




# Surveillance

## PREVENTIVE MAINTENANCE

To keep your Big Dog Surveillance System running efficiently, recorded video should be backed up and deleted from the temporary storage file by burning to CD or DVD.



Step 1 : From DVR Search Screen, click AVI Saving Button.

Step 2 : AVI screen opens. Select exact date start and end (year, month, date, minutes & seconds)

Step 3 : Select camera number.

Step 4 : Save directory - DO NOT MODIFY.

Step 5 Select format type: MP4+EXE Format (highest quality)

Step 6 : Click "Burn this files on CD"

Step 7 : Click Start button and wait for the message box to finish creating video (AVI Save END)

Step 8 : After step 7, the "CD Burning" window will open. Insert new CD-R or CD-RW in CD tray and click Reload.

Step 9 : Click BURN.



Access and Burn CD From Archive

Step 1 To access start menu, press the Windows Key on bottom left corner of keyboard.

Step 2 Click AVI Saving

Step 3 To burn, right click on the video file:

- Choose "SEND TO"
- Choose "CD" or "DVD DRIVE"

Step 4 On lower right corner of the screen, click the CD-ROM icon.

Step 5 Click "Write these file to CD" and follow the CD burn wizard.

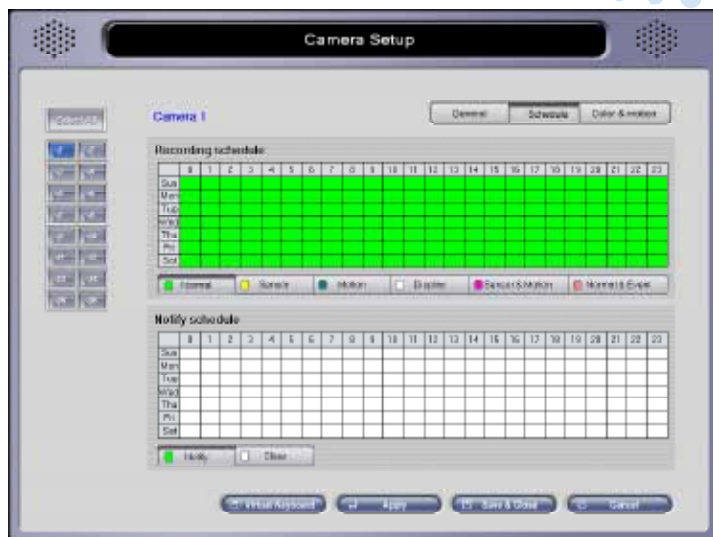
Adjust frame rates to control recording times. High frame rates will decrease storage capacity, while lower frame rates will extend recording for up to 90 days.

- Click "Cameras" from DVR Configuration screen
- Stay in "General" mode (1)
- For all cameras to record at the same speed, click Select All (3), Apply (4), Save & Close (5)
- Adjust camera frame rate (2) Default setting is 6 frames per each camera, apply (4), save and close (5)



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Enable motion recording to assist with storage capacity. Motion detection enables the DVR to record when activity is present and sleep when inactive. This feature can also increase the storage capacity up to 40%.



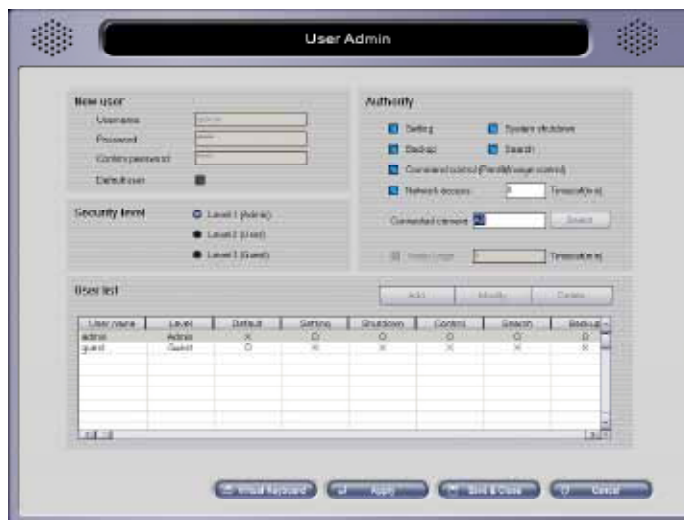
- Click "Schedule" (1)
- Click Motion (2)
- Click empty square (3) to select all, or on the exact day and hour desired.
- If you plan to have all the cameras record in the Motion mode, click Select All (4), Apply (5), Save & Close (6)

**NOTE:**

- 1 frame per second is the minimum frame rate recordable
- 6 frames per second is recommended. (No activity is lost at this setting)

Increase security measures by changing your password every 3 months and/or as employees with DVR access are terminated.

1. Add New User  
Enter the user name  
Enter the password  
Enter the same password again to confirm
2. Security Level:  
Set the Privileges level of each user



3. Authority:  
Mark allowed DVR areas for each user
4. Notify Login:  
Set duration of login time for remotely connected users
5. Click Add or Modify

6. Modify Existing User  
Select user from the user list, change desired options, and click "Modify" to apply changes.
7. Delete Existing User  
Select user from the user list, then click "Delete". All changes will be applied only if "Save & Close" or "Apply" buttons are clicked.



# Surveillance PREVENTIVE MAINTENANCE

Update the administrator password every 3 months also. It is a good practice to update both passwords at the same time.



**Step 1**  
Press the Windows key to access start menu (bottom left corner of keyboard)



**Step 2**  
Click "My Computer"

## Hard Disk Drives



**Step 3**  
Locate Local Disk (C:).  
Double click.



**Step 4**  
Double click "Program Files"



**Step 5**  
Double click "DVR System" or "Divis DVR"



**Step 6**  
Double click "Start"



**Step 7**  
New window will open. Enter current User Name and Password.

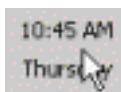


**Step 8**  
Enter new administrator User Name and Password. Confirm the password. Note: Don't change any other settings.

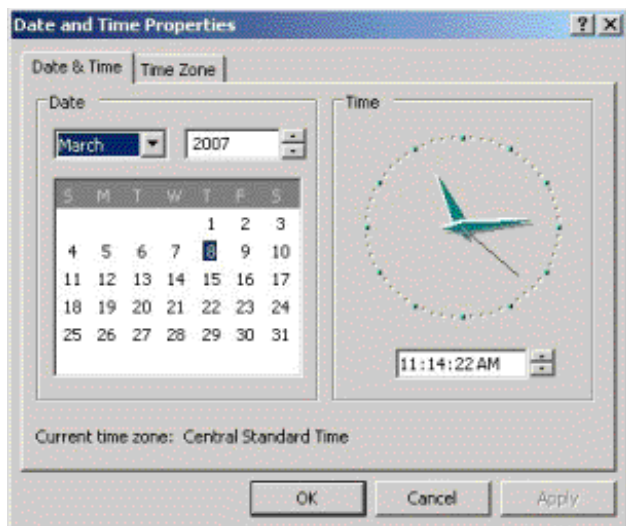
Adjust system times settings to account for daylight savings times that occur outside of normal adjustment times/dates.



**Step 1** Shut Down Surveillance Software  
Shut down DVR software by clicking the exit button in the lower right hand corner of DVR screen.



**Step 2** Time Change  
TIME DISPLAY  
Double click the time displayed in the lower right hand side of screen.



**Step 3** Changing Time  
Change time with "Date and Time Properties" box.

Click "OK" on the "Date and Time Properties" box. It will close and you will be back to the Windows desktop.



**DVR Main**

**Step 6** Start Your DVR Software  
Double click the DVR Main icon on the top left corner of the desktop.

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If you are experiencing problems with your DVR software, try re-installing the driver before re-installing the DVR software. Both discs are provided with your DVR shipment.

1. \*\*\*PLEASE DO THIS FIRST BEFORE INSTALLING OR UPDATING YOUR DVR SOFTWARE\*\*\*

2. First you will need to make sure that the short cut to allow your current DVR program to start when the system starts is removed. Go to the Start button, "All Programs", and then "Startup". Delete the short cut for DVR Main.



Installer.exe

Figure 1

3. Insert the CD-ROM with the new DVR drivers and software. Windows will prompt what to do with the CD-ROM. Choose "View in Windows Explorer". Go to the "Driver" folder and double left click on the installer file with the hammer and screwdriver icon. See Figure 1.

4. Follow the installation prompts and install the drivers. You will be asked several times if you should continue the install. Click "Continue Anyway" on all of these questions and then press "Reboot" after installation is complete.

5. Your driver installation is complete. Please follow the next set of instructions on installing or updating the DVR software.

After re-installing the DVR driver, it may be necessary to re-install the Big Dog Surveillance DVR software. Use the supplied software disc that accompanied your BD system.

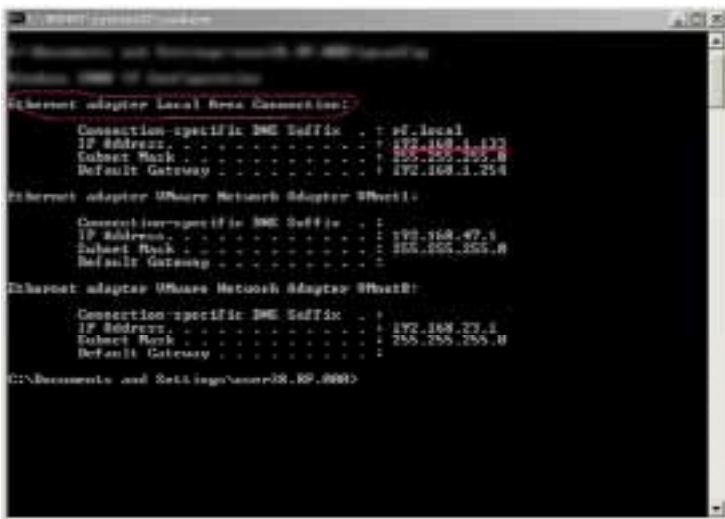
1. These instructions are given with the express intent of allowing the user to access the DVR from outside the network. R.F. Technologies, Inc. is not responsible for network access, maintenance, or trouble shooting of the customer's network or network equipment. Any issues with your network or network access should be addressed with the ISP or business that installed the network equipment.

2. First, you will need to know your DVR's LAN IP address. Access the DVR's keyboard and press the Windows key (Figure 1). This key is located on both the lower left and lower right of the keyboard in-between the Ctrl and Alt keys.



Figure 1

Figure 2



3. The Windows Start Menu will be displayed. Press "Run" on the right hand column and a the Run dialog box will display. In this box type "cmd" and press Enter or left mouse click "Ok".

4. A black "command prompt" box will open. Type in "ipconfig" and hit Enter. Your LAN IP address (Figure 2) will display. Write this down.

5. Put the LAN IP address in the "Port Forwarding" section of your router. If you do not know how to access this, you will need to contact your ISP or business that installed the network equipment.

6. These ports need to be forwarded to the LAN IP address of your DVR to allow outside access to view your unit. Both TCP and UDP ports 80, 3000, 3001, 3002, 3003, 3004, 3005, 3007, 4000, and 8800.

7. You should now be able to access your unit from outside your place of business. If not, please do the following check.

8. A simple test to make sure your DVR is allowing its cameras to be viewed via the network, is to try accessing it from another computer on the same local network as the DVR (using the same router). From the different computer, open Internet Explorer and in the address line type <http://192.168.1.xxx> where xxx is the number you found in step 4 above.

9. If you are able to view the cameras in Internet Explorer as described in Step 8, the trouble you are experiencing is not with the DVR but with your router or other issues on your network. In this case you will have to contact your ISP or business that installed the network equipment for further trouble shooting help and assistance.

24 Hour Customer Service  
& Technical Support

800.598.2370





# Surveillance

## PREVENTIVE MAINTENANCE

# Frequently Asked

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

A. Yes. Please read CD Burn Procedure.(page 4 of manual)

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

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.(page 7 of manual)

**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.(page 8 of manual)

**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 6.

2. You can also change your camera resolution. You have two resolutions available. 320 x 240 is the standard resolution and is approximately the same as a standard TV set. The other is 740 x 480 and is approximately equal to the first HD standard for digital TV. For longer recording time choose the lower resolution setting.

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

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# FAQ

**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's 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.

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