Frequently Asked Questions

Central Station

Hardware

Q: *Can the ADEMCO V4000 Remote Video System be used to transmit video to a central station?*
A: Yes.

Q: *What are the minimum system requirements for the central station receiver?*
A: A 2 GHz or higher CPU, 512 MB of RAM (at least 64 MB per modem), Windows 2000 or XP family of operating system, an Ethernet connection, a 33.6/56K modem (US Robotics modems are not currently supported), Internet Explorer version 5.0 or higher, Outlook Express 5.0, 6.0 or Outlook 2000, and a dedicated phone line.

Q: *How do I configure the server to communicate to automation for RS232?*
A: Connect the video receiver to automation using a null modem cable. Open OzVision's CS1000 video receiver software, right-click on **Event Processor** and left-click on **Setup**. Click the **General** tab and select **Communication type RS232**. Set your baud rate to communicate to automation and assign a **Receiver Number**. The receiver number has to be confirmed by automation as well.

Q: *How can my customer adjust the ring count on his/her V4000?*
A: Dial in to the unit using the control center software and (from the task bar), click on the **Tuning** icon, (screwdriver icon). The **Remote Setup** dialog box is displayed. Click on **Unit Power-on Parameters** and then select the **Modem** tab. In the lower left-hand corner of the screen, you can change the ring count by entering a number in the **Answer after # Rings** field. Click **Upload** to save changes.

Q: *How does the central station back up the video receiver database and restore a site?*
A: A central station operator will open the CS1000 software application, right-click on the blue bar (at the top of the screen), click on **Profile Maintenance** and select **Backup Profile to ini**. To restore the profile, follow the same procedure, except select **Restore Profile from ini** in the last step.

Q: *Can one contact be associated with more than one camera?*
A: No, but you can associate multiple contacts to one camera.

Q: *Is it possible to disable the monthly maintenance feature?*
A: There is no way to disable the monthly maintenance feature, although you can adjust the time of day when the unit will reboot.

Q: *How is video transmitted from the V4000 to the central station?*
A: The V4000 is connected directly to an alarm panel. When the control panel detects an alarm, the event is transmitted (after the communication delay) over the communication data bus and triggers one of the video inputs on the V4000. This allows the V4000 to capture pre- and post-alarm images. At the same time, the control panel seizes the phone line and sends an alarm report to the central station. When communication is complete, the control panel releases the phone line and sends a verify signal to the V4000, allowing the video report to be sent. While the V4000 is sending reports, it closes Output Contact No. 4. The control panel buffers any additional alarms until the V4000 completes reporting.

Q: *Can V4000 units transmit via cellular?*
A: Yes, the V4000 can transmit via the RS232 using a serial cable plugged into a cell phone. The cell phone must be on a CDMA or GSM circuit switch network.

Q: *Which PDAs does the V4000 support?*
A: V4000 software will only run on a Windows CE device using the Windows Mobile 2003 or 2003 SE operating system. *Note:* Not all PDAs have been tested for validity.

Q: *Which modems work best with the video receiver?*
A: You can use any modem except US Robotics. The chip set in the US Robotics model will not establish the *handshake* with the V4000.

Software

Q: *What is required for the central station to accept signals from the V4000?*
A: The central station must be running OzVision's CS1000 central station receiver software version 2.8044, which can be purchased from OzVision.

Q: *Can the OzVision software integrate with my automation software?*
A: OzVision is already integrated with Bold, MAS, DICE, ABM, IBS, Micro Key, SIS, SIMS, and proprietary software platforms. If your automation provider is not on the list, or if you are using proprietary software that is not OzVision compatible, please contact Honeywell's Technical Support.

Q: *How can my central station become OzVision compatible?*
A: Please contact Honeywell's Technical Support for that information. Before you call, be sure to know which automation provider your central station uses.

Q: *How do I program event codes?*
A: To complete the process of integration, you must contact Honeywell's Technical Support and obtain a list of event codes that must be implemented in their automation. These event codes are entered just as any other event codes would be.

Q: *How do I set up an email address in OzMail?*
A: Right-click the mail utility on the task bar and then click on **Site Setup**. From the **Update your site list** select the site that you wish to define from the drop down menu. Select **Event** and make sure to select **Event on Alarm**. For each sensor, select from the drop down and enter the proper email address in the **To** field. (You can also enter email addresses in the **CC** field.) After you have defined the email addresses, make sure to check the camcorder and envelope icon at the bottom of the screen, and click on the floppy disk icon to save these changes.

Q: *What is the character limit for OzMail?*
A: OzMail's character limit is about 70. If there is an issue with this, you can create an email group (using Outlook 2000 only) to work around this limitation.

Q: *Can I view more than one camera at a time?*
A: Live video can only be viewed with the selected camera.

Q: *Can the central station adjust the length of pre- and post-event video clips?*
A: Yes, dial in to the unit using the CS1000 software, and (from the task bar) click on the **Tuning** icon (screwdriver icon). The **Remote Setup** dialog box is displayed. Click on **Unit Power-on Parameters**, select the **Advanced** tab and adjust the pre- and post-event video. Once you have finished, click **Upload** to save the changes. This change is a global setting for all inputs.
    Note: OzVision recommends setting the pre-event at 5 and the post-event at 10. However, every application differs, so these are merely guidelines.

Q: *Why is the time stamp on incoming video clips wrong?*
A: The time shown on the video clip is based on the time that is programmed into the video receiver. Make sure the time is correct on the receiver. There is a playback time zone offset option to account for different time zones.

Q: *Why am I receiving a TAPI Line not found message on my Windows XP computer?*
A: You may need to set up communication between modems. Go to **Control Panel**, and double-click on the **Phone and Modem Options** icon. The **Phone and Modem Options** dialog box is displayed. Select the **Modems** tab and from the list of modems, highlight **Communications cable between two computers** and click on the **Properties** button. The **Communications cable between two computers Properties** dialog box is displayed. Select the **Advanced** tab and enter **E1** in the **Extra Initialization Command** field, click **OK**.

Q: *Why does a unit keep transmitting alarms?*
A: There are a number of possibilities for this. First verify that the contact is a dry momentary contact. If the contact is latching from the installation side, the unit will continually transmit runaway signals to the central station. Also, verify that the alarm input on your alarm panel is wired correctly.

Q: *How do I know which camera is associated with which sensor?*
A: The installer will have a bank of sensors and each will be associated to a particular camera. He or she will then call in to the central station and tell you which zone/sensor is associated with which camera. The programming of the sensors should be done at the central station.

Q: *How do I associate sensors with particular cameras?*
A: After the installer has verified which sensors are associated with which cameras, open the control center software and (from the task bar), click on the **Tuning** icon, (screwdriver icon). The **Remote Setup** dialog box is displayed. Click on **Unit Power-on Parameters** and the **Remote Setup Parameters for Site – 'Ozvision'** dialog box is displayed. Select the **Sensors** tab and click on each **Camera** number to see which sensor is connected with which camera. If you make any changes be sure to click **Upload** to save.
Note: Only zone definitions that produce an alarm event can be used to trigger camera transmissions.

Q: *How do I set up a standalone video system in a central station?*
A: The process is essentially done in the same way as setting up full integration. The only difference is that the full integration communicates to the automation server.

Q: *How do I add another line to the video receiver?*
A: Open the CS1000 software, right-click on **Event Processor**, (found in the system tray), and left-click **Setup**. Click the **Line** tab, and then click **Add**. From the system settings tab, select the modem you want to add and click **OK**.

Q: *How does the central station program a callback number for an alarm event?*
A: A central station operator will dial in to the unit using the control center software, and (from the task bar), click on the **Tuning** icon, (screwdriver icon). The **Remote Setup** dialog box is displayed. They will then click on **Unit Power-on Parameters** and the **Remote Setup Parameters for Site – 'Ozvision'** dialog box is displayed. They will select the **General** tab and enter the V4000 receiver's phone number in the **Alarm Phone Num #1** field and **Alarm Phone Num #2** field; and click **Upload**. Upon an alarm event, if the unit does not call back to the receiver, verify that the system is armed.

Q: *Can the central station dial in to the V4000 to view video after an alarm signal comes in?*
A: Central stations are fast-paced places. Operators handle an alarm signal and then quickly move to the next one. Having operators dial in to the unit to view live video is not the business model for central stations. That's why the V4000 provides approximately 15 seconds of pre- and post-video. The dial-in feature is intended for end users and, if the end user desires, a central station supervisor.

Q: *Can more than one signal be tripped on a V4000 at one time?*
A: No, you can only trip one signal at a time.

Q: *How long does it take to download from the V4000's buffer?*
A: It all depends on the phone line and frame rate. Auto download takes more time if the buffer size is set too high.

Q: *How does the central station perform a self-test?*
A: A self-test is performed by pressing **F12** or **Shift+F12** on the keyboard, which will send a signal to automation.

Q: *Why doesn't the video window pop up on an operator's workstation using SIMS automation?*
A: You must allocate at least 115k of virtual memory to run both SIMS and the V4000 Software.

Q: *Why isn't video coming through on an operator's workstation?*
A: You must install phase 3 of the CS1000 software to the proper path on the operator's workstation. Complete instructions can be found in the Installation and Setup Guide.

Q: *What should a dispatcher do if they receive an audio error when prompting the video on an alarm event?*
A: When the error message appears on the screen, click **OK** and the video will then pop up. Right-click the blue bar at the top of the window, left-click **Player Settings** and deselect **Disable Playback of Sound**.

Q: *Why does the picture look distorted on my screen?*
A: You may need to set the screen resolution and color quality. Right-click on your **Desktop** and click on **Properties**. The **Display Properties** dialog box is displayed. Click on the **Settings** tab and set the **Screen resolution** to 1024 x 768. Set the **Color quality** to **24-bit** true color or higher.

Q: *How can I get a better resolution?*
A: Each V4000 provides four options for resolution with 512 x 200 being the highest and 128 x 100 the lowest. The slower the refresh rate, the better the resolution. If your V4000 is set at 512 x 200 and you are still receiving poor resolution, the color setting on your PC is probably incorrect. The correct setting (on your PC) should be at least **24-bit** true color and large fonts.

Q: *Can I get better picture quality on the full screen?*
A: No, the more you stretch the image, the more the picture will pixelate and distort.

Q: *Can the central station receive a good enough resolution to identify a criminal?*
A: The resolution depends on the correct setting of the V4000 unit and the computer. Make sure the computer display is set for **24-bit** true color and the V4000 unit is set for 512 x 200. This will give you a very clear picture. You should also have a high-resolution camera (400 lines or better). The V4000 is not necessarily intended to identify a criminal but to verify that a criminal is on-site.

Q: *Can the V4000 unit transmit in JPEG format?*
A: Yes, the V4000 unit provides an option for transmitting in JPEG format or in the V4000's proprietary ME-JPEG for fast up-date transmission only.

Q: *Can more than one user dial in to a site?*
A: Multiple users may dial in to a site, but only one user can be connected at any time.

Q: *While I'm programming the unit, why does my connection to the V4000 drop after a few minutes?*
A: There may be static on the line. Changing the phone line should resolve the problem. If this does not work, make sure you have the correct power to the unit and verify that you are not using demo software, which disconnects after five minutes of use.

Q: *What are the system requirements for a workstation to use V4000?*
A: All that is required is a Windows-based PC with a Pentium III or higher processor. Currently, OzVision's CS1000 automation software and OzMail software function with all current versions of Windows, from Windows 2000 to Windows XP.

Q: *How do I remotely verify that the V4000 is in an armed state?*
A: Open the CS1000 software, dial in to the unit and connect to see live video. Once connected, you will see a dark blue icon with a yellow key in the center. If the icon is dark blue, the unit is armed. If it is light blue, it is not armed. Make sure the unit is always in an armed state.

Q: *My customer has lost the control center software. Can they get another copy?*
A: Contact Honeywell's Technical Support and they will send your customer a replacement copy of the software.

Q: *What is the most recent version of the software?*
A: The latest version is 2.8044.125

Q: *What if my customer has forgotten his or her password?*
A: Please contact Honeywell's Technical Support.

Q: *Where can I get another copy of the OzPlayer Software?*
A: You can download the OzPlayer Software from www.ozvision.com.

For Technical Support, please call toll-free 1-800-645-7492.

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