

Frequently Asked Questions

End User

Hardware

Q: *What is the V4000?*

A: The ADEMCO V4000 Remote Video System is a cost-effective and reliable video transmission system with four video inputs that offers visual verification of events at the central station, video email on events, and real-time remote viewing. The module connects to Honeywell's ADEMCO Vista Series alarm systems and transmits high-quality remote video images over standard telephone lines, as well as cellular.

Q: *Do I need a computer?*

A: You will need a computer if you want to dial in to view live video or receive email notification from the central station. In that case, either a PC or a mobile device that supports the Windows CE operating system is needed (For PDAs or cell phones – please verify compatibility with your alarm dealer). V4000 units consist of hardware (mounted in the protected facility), coupled with software on the receiving end. This makes it easier for you to check in on your location(s) (using your computer or mobile device) while you're traveling.

Q: *Other than a Windows-based PC, do I need any other hardware?*

A: No, once the control center software is installed on your PC, you will be able to connect and view live video.

Q: *Does the V4000 come with a power supply?*

A: Yes, it comes with an AD12612 power supply and 1361 transformer.

Q: *What are the power requirements for a V4000 unit?*

A: 12VDC, .5 amps to 1 amp.

Q: *Can a V4000 share a phone line with the ADEMCO Vista Series control panel?*

A: Yes, you will be able to receive video verification and notification services, as well as view live video. If you dial in and an alarm is triggered, the panel will seize the line and send the signal to the central station.

Q: *Can the V4000 share a phone line with an answering machine?*

A: Yes, but you will not be able to dial in and view live video.

Q: *Can the V4000 be connected via DSL?*

A: Yes, your alarm installer will need to use an analog filter to change the signal from digital to analog to establish a dial-up connection.

Note: The DSL modem must support protocol V120.

Q: *How do I adjust the ring count on my V4000 unit?*

A: Your alarm installer will need to dial in to the unit using the installer version of the control center software to adjust the ring count.

Q: *How many cameras can be used with the V4000 units?*

A: Up to four cameras can be connected to the V4000. However, you will only be able to see live video with one camera at a time.

Q: *Can my existing CCTV cameras be used for the installation?*

A: Yes, the V4000 connects to any camera with a coaxial connector.

Q: *Can the V4000 transmit to 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: Is the V4000 capable of color and/or black-and-white video?

A: Yes, but color and/or black-and-white video depends on the camera you are using, not the V4000.

Q: Why does the unit keep transmitting alarms?

A: There may be a number of technical problems, contact your alarm installer for assistance.

Software

Q: I lost my software due to a system crash. Can I get another copy?

A: Contact your alarm installer, and they will send you a replacement copy of the software.

Q: What is the most recent version of the control center software?

A: The latest version is 2.8044.

Q: Can I view video with any other software besides control center software?

A: No, the only way to view video from a V4000 is with the control center software.

Q: Can I disable a camera on my computer screen?

A: No, your alarm installer will need to dial in to the unit using the installer version of the control center software to disable a camera.

Q: How do I dial in to my location?

A: First, you must enter your site details in the control center software. If this is the first time dialing in to a new unit, you will need to enter and confirm your remote password. Open the control center software and (from the top menu bar), click on the **Site & System Setup** icon, (hammer and chisel icon). The **Remote Site List** dialog box is displayed. Click on **Edit** and select **New** from the drop down menu. The **Site Details** dialog box is displayed. Enter your site name and the telephone number (of the V4000 unit) at the location you wish to connect to and click **OK** and **Save**. Once you have entered your site details, click on the **Call a Site** icon (two monitors with a lightning bolt between them). The **Remote Site List** dialog box is displayed. Click on your site and click **Connect**. You will know it is dialing when (in the lower left-hand corner of the screen) you see the message **Dialing T** (telephone number). Within a few seconds, you will see the **Modem Connected** message and live video can be viewed.

Q: Why can't I connect to my unit?

A: There are a number of reasons why you can't connect to your unit. The problem may be with your PC's modem. It could also be a bad phone line or the unit could be underpowered.

Q: Why can't I see video?

A: Make sure you are running the latest version of the control center software to view video correctly. Also, verify that your BNC cable is plugged in correctly and that your cameras are working properly. If you are receiving video from Camera No. 1 but not Camera No. 2, switch the video inputs. This will help you determine whether the problem is a bad cable or a bad camera.

Q: What is the refresh rate?

A: The refresh rate will vary according to the communication speed, the quality of the video you set and the movement that occurs in the video. The V4000 will average 3-9 frames per second.

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 unit provides four resolution options, 512 x 200 being the highest and 128 x 100 the lowest. The slower the refresh rate, the better the resolution will be. 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 settings should be **24-bit** true color, with large fonts.

Q: Can I get better picture quality on the full screen?

A: No, the more you stretch the image, the more it will pixelate and distort.

Q: *Can more than one user dial in to a site?*

A: You can have multiple users dial in to a site, but only one user can be connected at any time. You can create multiple sites using the control center software.

Q: *What are the system requirements for a PC to work with the V4000?*

A: All that is required is a Windows-based PC with a 700 MHz processor and a 128 MB of RAM (or higher) processor running Windows 98 (second edition) or higher.

Q: *Will the units work with any other software besides control center software?*

A: No, the units are specifically designed to function only with control center software, which is included with every unit.

Q: *Why am I receiving a TAPI Line not found message on my Windows XP PC?*

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 **Modems** list, 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 the connection to my V4000 unit 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 the demo software, which disconnects after five minutes of use.

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

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