NAPCO iSeeVideo
ISEE-SCHGW
Installation Guide

WI1795.4 01/09

iSeeVideo™ NAPCO

ISEE-SCHGW
Single Channel Video Gateway

**VideoAlert.net
SERVER**
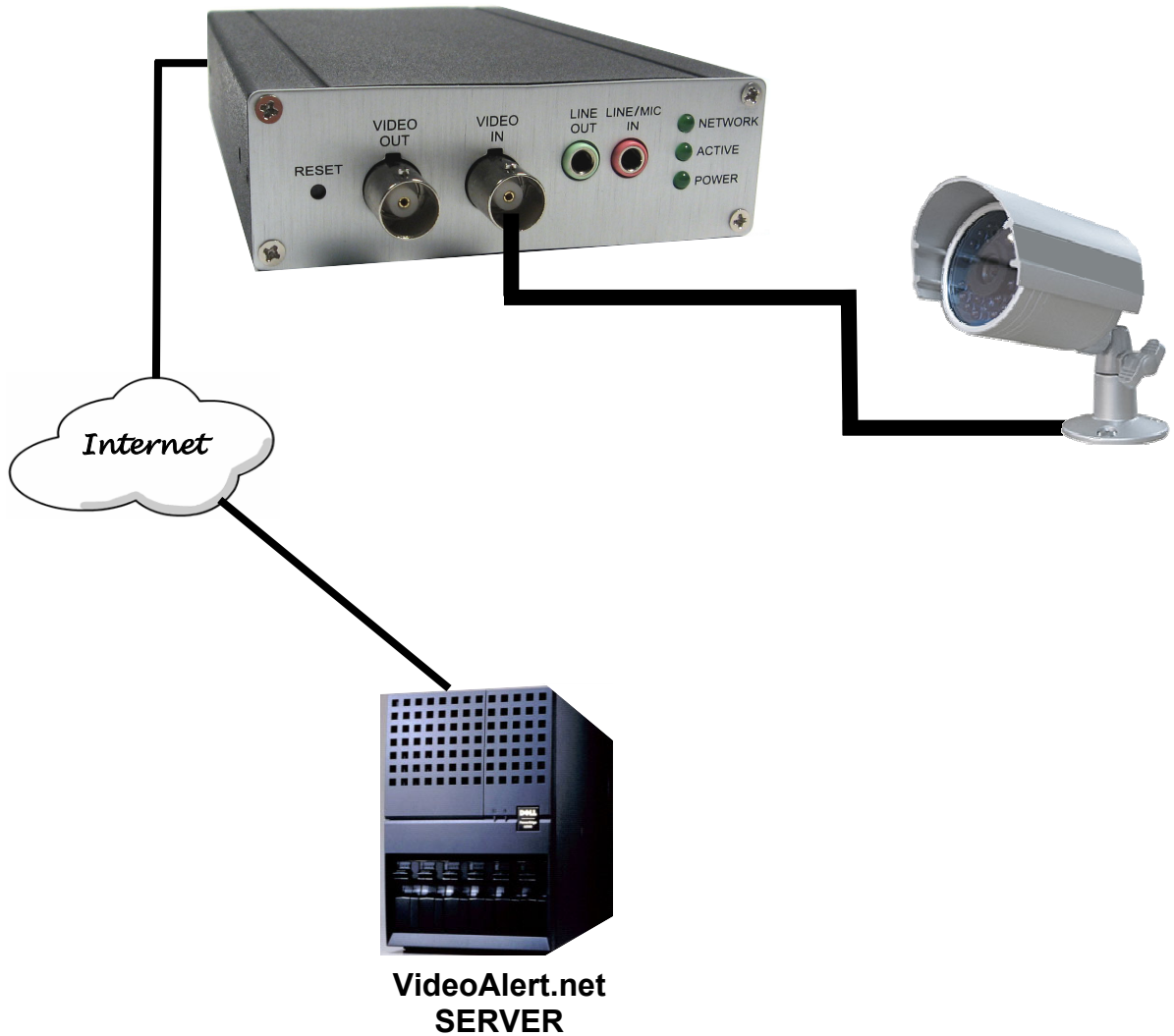
Designed exclusively for use with NAPCO iSeeVideo VideoAlert.net Server

COMPATIBLE

ISEE-SCHGW Specifications

- 1 Video Input, NTSC/ PAL auto detect
- 1 Video Output
- Video Compression: MPEG-4/ M-JPEG Dual Stream simultaneously
- Resolution: 4CIF, CIF, QCIF
    - Max: 704 x 480 (NTSC) / 704 x 576 (PAL)
    - Default: 352 x 240 (NTSC) / 352 x 288 (PAL)
    - Min: 176 x 120 (NTSC) / 176 x144 (PAL)
- Frame Rate: Up to 30 frame per second in all resolution
- Audio Compression G.726 ADPCM, G.711 PCM
- Video Trigger Input
- Motion Detection: 4 Detection Areas with individual sensitivity controls
- LAN: DM9102D, 10/100BaseT, Auto-MIDX
- LED Indicators: Ready, Active, Network
- Connectors:
    - Ethernet RJ-45, Power, Reset, Composite Video In, Composite Video out, Audio In, Audio Out
    - External Power Adapter: 12V/1A, 100~240 VAC, Switching
- Certification: CE/ FCC
- Dimensions: 90mm (W) x 30mm (H) x 140mm (L)
- Operation Environment
    - Temperature: 0-40 ºC
    - Humidity: 20-80% RH

Table of Contents

ISEE-SCHGW SPECIFICATIONS

Dimensions	1.2 x 3.55 x 5.5 (H x W x D), Inches
Input Voltage:	12VDC via 100-240VAC to 12VDC Transformer (supplied)
Current:	1,000mA (Transformer rating)

ISEE-EOP-MOD200 SPECIFICATIONS

Dimensions	5.5 x 4.0 x 2 (H x W x D), Inches
Input Voltage:	100-240V AC, 50-60 Hz

G-BOX SPECIFICATIONS

Dimensions	5 5/8 x 3 3/8 x 1 1/8 (H x W x D), Inches
Input Voltage:	9VAC via 120VAC to 9VAC Transformer (supplied)
Current:	180mA Max (all 4 LAN ports in use)

ORDERING INFORMATION

SCHGW -EOPKT/12   One Gateway Kit
  Includes:
  (1) ISEE-SCHGW , Power Adapter.
  (2) ISEE-EOP MOD200, 6' CAT5 cable.
  (12) months VideoAlert.net service.

SCHGW -EOP/12   Additional Gateway Kit
  Includes:
  (1) ISEE-SCHGW , Power Adapter.
  (1) ISEE-EOP MOD200, 6' CAT5 cable.
  (12) months VideoAlert.net service.

ISEE-SCHGW/12   Single Channel Gateway
  Includes:
  (1) ISEE-SCHGW , Power Adapter.
  (12) months VideoAlert.net service.

G-BOX   Internet Interface Module
  Includes:
  (1) G-BOX
  (1) Power Adapter.
  (1) 3' CAT5 Patch Cable

NAPCO Security Systems, Inc.
333 Bayview Avenue, Amityville, New York 11701
For Sales and Repair, call toll free: (800) 645-9445

For direct line to Technical Service,
call toll free: (800) 645-9440
Internet: http://www.napcosecurity.com

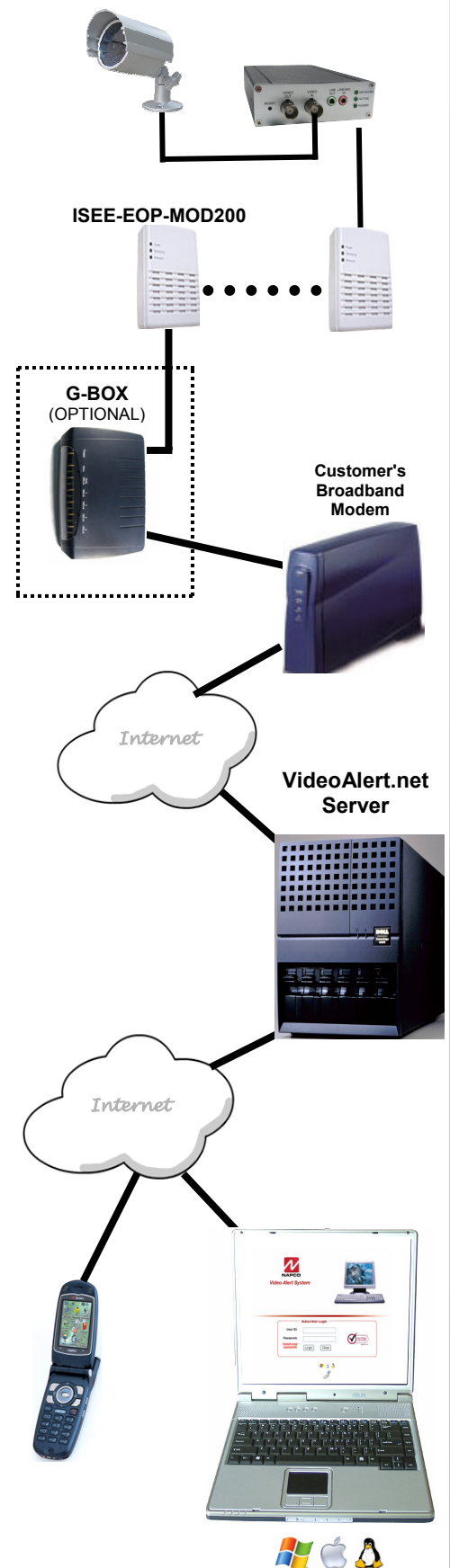# Overview of the iSeeVideo VideoAlert.net System

The **NAPCO iSeeVideo VideoAlert.net** system allows remote video internet monitoring of residential and light commercial properties. Its unique subscription-based account system provides the opportunity to realize recurring revenue from typical CCTV video installations.

The iSeeVideo **ISEE-SCHGW** is a Single Channel Video Gateway that converts any analog CCTV camera into internet ready IP camera. Using MPEG4 compression, it provides video images with a maximum of 704 x 480 lines of resolution that can be viewed through the iSeeVideo VideoAlert server on virtually any computer in the world at up to 30 frames per second. The Gateway provides an input trigger that when activated, will prompt the transmission of video clips to the VideoAlert.net server. It also has a local video output that provides a local video signal for connection to a monitor or for local distribution using a video modulator. The Gateway provides (at no additional service charge) dynamic IP support through the NAPCO iSeeVideo DNS server - every 16 seconds the Gateway checks in with its DNS server to insure that the DHCP IP address is always kept current.

The **ISEE-EOP-MOD200** is an optional Ethernet-Over-Power module that allows the transmission of video signals over the existing power lines of a home or business. The simple Plug-n-Play installation allows the **iSeeVideo** devices to connect to the **G-BOX** or Customer's router by simply connecting the devices to their respective EOP modules and then into the electrical outlets. The modules create a *powerline network* ideal for the transmission of video signals at up to 200 megabits per second. The EOP modules are fully capable of transmitting data across the phases of typical residential multiphase power systems.

The **G-BOX** (Patented) is an optional Internet Video accessory that allows optimum performance on cable broadband service installations by establishing a point to point connection between the video gateway and the PC. The G-BOX is designed to be placed between the broadband modem and router, and also functions as a router for cases where the customer's PC is the only device connected to the broadband modem. The G-BOX will also function as a switch if devices are plugged into the LAN ports. provides 4 auto-sensing LAN ports for connection to the **ISEE-SCHGW** and to the customer's PC, router or other equipment. The G-BOX functions as both a DHCP client and server, to fit seamlessly into all typical DHCP environments. The G-BOX also functions as a switch in cases where additional port expansion is required.

The NAPCO **VideoAlert.net** server maintains VideoAlert accounts and allows subscribers to view their **ISEE-SCHGW** gateway from any personal computer or web enabled cell phone. It is compatible with computers running the Microsoft Windows®, Apple® and Linux® operating systems and is also compatible with any WAP enabled cell phone or mobile video device. The server also automatically notifies the subscriber by email upon receipt of triggered video events and archives them for viewing at a later time. Each subscriber account provides 50Mb of storage, allowing the archiving of about (75) 10 second video clips (adjustable 5 sec pre-alarm and 5 sec post-alarm). The server is designed to allow the customer to have complete control of their account in regard to passwords, email addresses and other personal information.

ISEE-EOP-MOD200

G-BOX
(OPTIONAL)

Customer's Broadband Modem

Internet

VideoAlert.net Server

Internet

INSTALLING, ACTIVATING AND CONFIGURING THE ISEE-SCHGW

The installation and activation of the VideoAlert system has been designed to be "plug and play", requiring no special training or tools and no knowledge of TCP/IP or networking for typical installations. The primary installation steps depicted below are covered in detail on the following pages:

1 Install the ISEE-SCHGW gateways and cameras, (page 5)
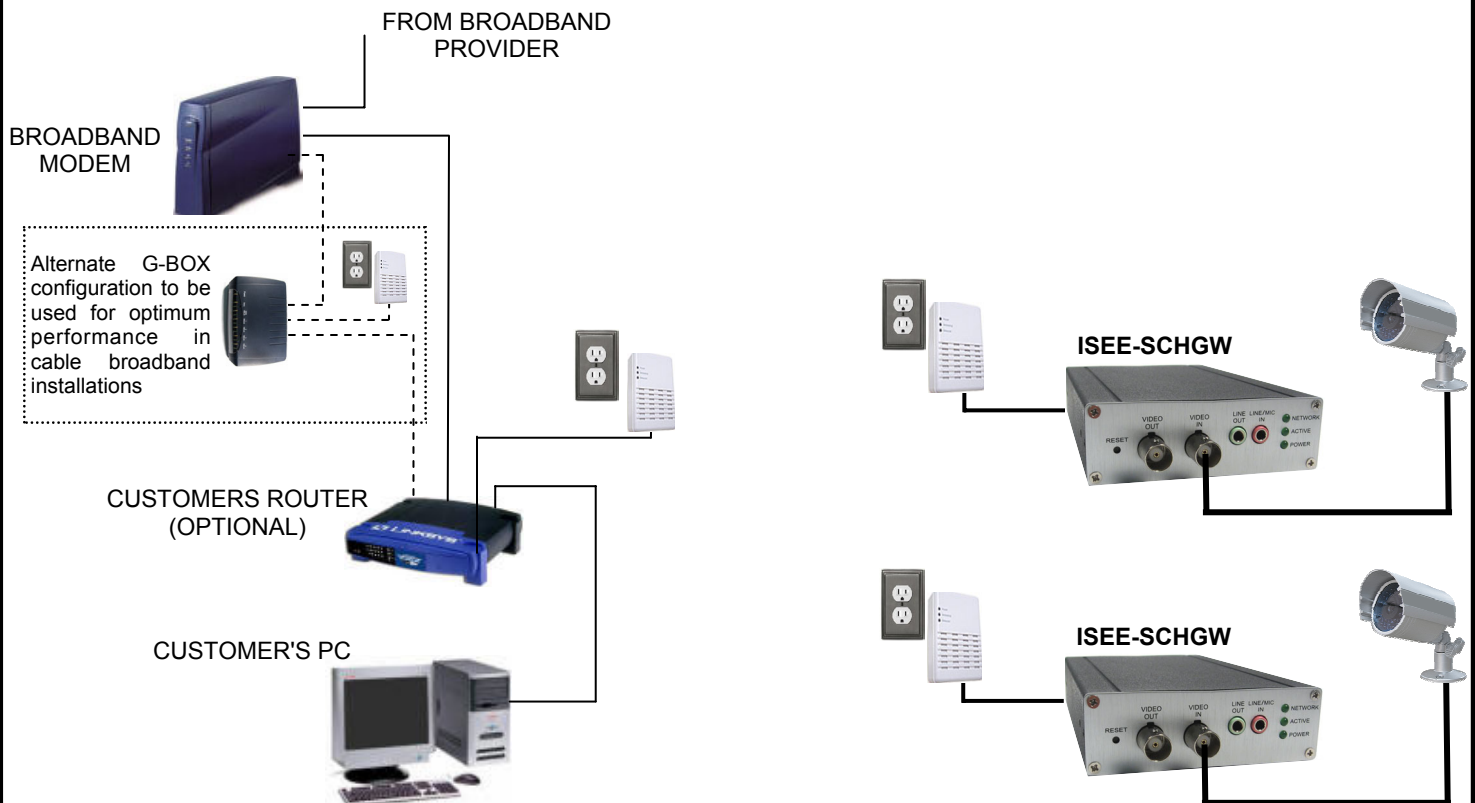
2 Wire The Network Connection. (page 6)

3 Activate the new ISEE-SCHGW account on the VideoAlert server. **(page 7)**

4 Configure the gateway for motion detection triggering (Optional) (Page 12).
   (Optional) The gateway may be configured for motion detection on-line by simply going to www.VideoAlert.net, and entering the gateway security code number printed on the sticker on the bottom of the gateway.

OVERVIEW OF TYPICAL ISEE-SCHGW INSTALLATION
(Power connections not shown)

FROM BROADBAND PROVIDER

BROADBAND MODEM

Alternate G-BOX configuration to be used for optimum performance in cable broadband installations

ISEE-SCHGW

CUSTOMERS ROUTER (OPTIONAL)

ISEE-SCHGW

CUSTOMER'S PC

1 INSTALL AND WIRE THE ISEE-SCHGW

Descriptions of Terminals and Connections and Indicators
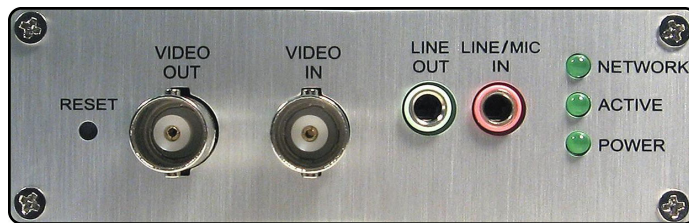
VIDEO IN
   Connect BNC connector from the analog camera to the Video IN connector.
VIDEO OUT (Optional)
   To provide a video signal to local monitor or video distribution system, connect to video out terminal.
Audio LINE / MIC IN (Optional)
   Connect a standard PC compatible microphone to the 3.5mm LINE/MIC Input for 2 way audio operation.
Audio LINE OUT (Optional)
   Connect a powered speaker to the 3.5mm LINE OUT jack for 2 way audio operation.
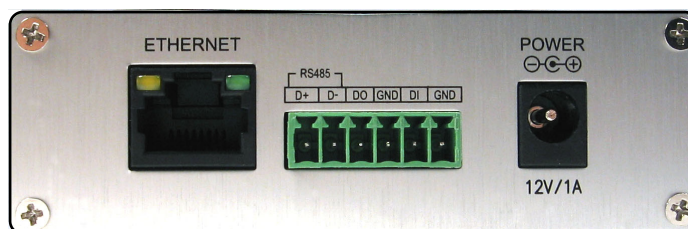**NETWORK LED**
   Flashes to indicate an active network connection
ACTIVE LED
   Flashes to indicate that video device is being accessed (viewed).
POWER
   Lights to indicate that module power is present


ETHERNET
   Connect CAT5 cable from broadband modem or network to RJ-45 terminal.
POWER
   Connect to supplied 12VDC power adaptor.

TRIGGER INPUT TERMINALS
   To initiate transmission of video to the VideoAlert.net server, wire a normally closed relay across the DO and DI terminals. A momentary open across this connection will trigger video. The trigger input feature must be activated in Advanced Features (page 14).
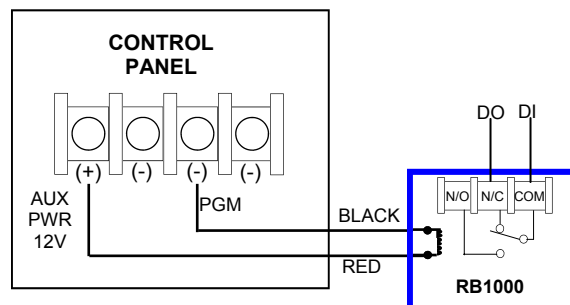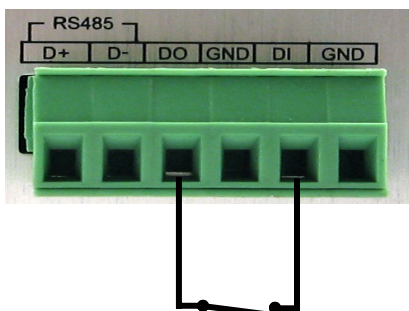
Typical connection to control panel PGM Output using NAPCO RB1000 form "C" relay

2 WIRE THE NETWORK CONNECTION

Cable Modem Service Installation

The use of the optional G-BOX in Cable Broadband service applications is highly recommended to provide optimum frame rate and resolution performance. Follow the installation and connection steps below:

NOTE: If no G-BOX is available, the Cable installation may be wired in same configuration as DSL Modem, below.

1 Power down Cable Modem and Router

2 Wire G-BOX in standard configuration as shown (G-BOX WAN to Modem WAN)

3 Wait 15 minutes and power up Cable Modem.

4 Wait 1 minute and power up G-BOX, then Customer's Router.

5 Test local PC for Internet connectivity (open internet browser and browse internet).

6 Go to www.VideoAlert.net and click NEW ACTIVATION to activate account.
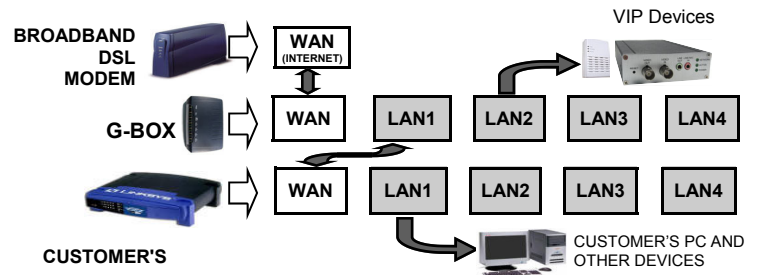
ⓘ Some ISP providers lock onto the MAC address of the first device after the modem. Powering down the modem for 15 minutes will force the ISP to recognize the new MAC address of the G-BOX upon power up.

DSL Broadband Modem Installation

1 Power down DSL Modem and Router.

2 Wire as shown

3 Wait 15 minutes and power up Modem.

4 Wait 1 minute and power up VIP Devices and then Customer's Router.

5 Go to www.VideoAlert.net and click NEW ACTIVATION to activate account.
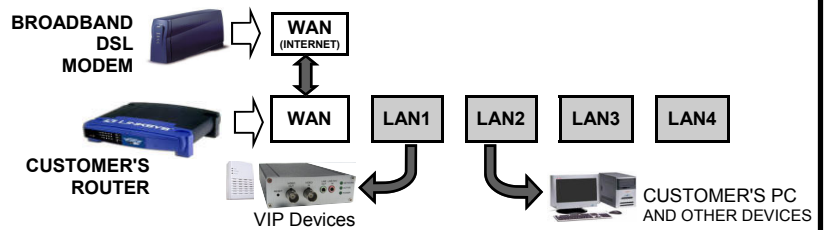
ISP Type cannot be identified

In some commercial applications, it may not be possible to identify the type of ISP, or identify the modem or routers that may be in front of the internet connection provided by the subscriber. In these cases, wire as shown below.

1 Connect the VIP devices directly into the network connection as shown (typically an network RJ45 jack connected to a router) This corresponding port on the router must provide access to the internet.

2 Power up the VIP Device.

3 Go to www.VideoAlert.net and click NEW ACTIVATION to activate account.
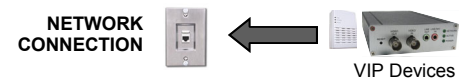
ⓘ This configuration will work for most commercial installations. If there is no Internet connectivity, there may be an enterprise class router and firewall between the network jack and the outside internet connection. This connection can be completed by asking the IT professional to open this port to the outside world.

NOTE: If additional ports are required, the G-BOX may be used as a switch

1 Power down all devices to be connected to the G-BOX

2 Connect the devices to the G-BOX LAN ports as shown.

3 Power up all devices, wait one minute, power down and then up again to ensure proper switch operation.
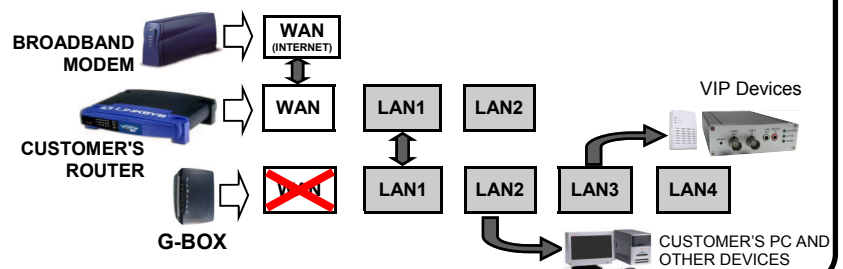
3 ACTIVATE THE VideoAlert.net ACCOUNT

Once the ISEE-SCHGW and G-BOX have been completely wired and powered up, the VideoAlert.net account is ready to be activated. These activation steps, include the branding of the gateway to your Company's personalized VideoAlert.net web page, registration of the gateway and the adding of Users to the account.

NEW ACTIVATION

1. To activate your new *Video* account, simply type the following Internet address in your Web browser:

   https://www.videoalert.net/

   ...and the following webpage appears:

   Click the **NEW ACTIVATION** button

   The New Activation screen will appear. Enter the 8 character Security Code printed on the label on the bottom of the gateway.

   S C _ _ _ _ _ _

   Click **Next ➔**

2. The Dealer Branding screen will appear. Enter your Company Dealer Admin ID and Password and click **Next ➔**

When Dealer Branding is successful, a screen offering the following options will appear:

Create Subscriber Account Now

Click to create a new Subscriber account with this gateway and enter the Subscriber details (see below).
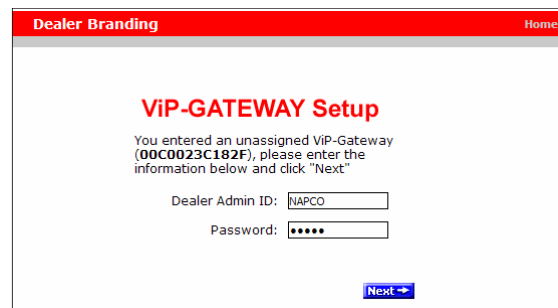
ADD or REPLACE a VIP Device

To add or replace a gateway to the account click here. See Adding additional gateways to an existing account for more details.
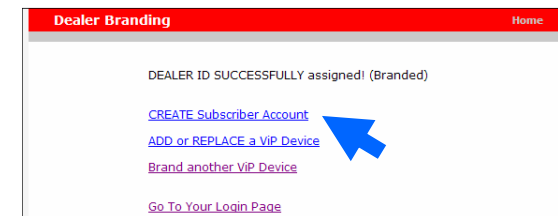
Brand Another VIP Device

If there are multiple gateways to be installed, click here to brand these devices.

Go to Login Page

Click here to go directly into your gateway log-in screen.

For a single gateway system, click **CREATE Subscriber Account**

ISEE-SCHGW Security Code	S C _ _ _ _ _ _

3. Create Subscriber Account Now

Click to bring up the Subscriber Details screen, where the basic account information is entered.

Enter your name, address, telephone number and other information in the appropriate fields as shown in the image at right.

The User ID and Password entered at this step will become the Master User of the account and will be the only User to have administrative privileges (the ability to program Advanced Settings and add Users to the account).

NOTE: All field descriptions marked with an asterisk (*) **must** be completed.

! **IMPORTANT** - Change your Password

Click **Next** ➔

4. Confirmation

The "**Confirmation**" section verifies all information entered above.

Be sure to check the accuracy of the information displayed, and if changes are required, click the **Prev** button to edit any previously entered information.

When you are sure the information displayed is correct, click the **Update** button to complete your new account activation procedure.

☞ If you forgot your password, click the "**Forgot Your Password?**" link on the **Subscriber Login** screen and an email with your password will be sent to the email address listed.

5. Login Screen

The iSeeVideo login screen will appear. Test the account by logging in with the new User ID and Password.

6. Welcome screen

If login is successful, the Welcome screen will appear. This is the User's "Home" screen, and will allow them to manage their account, view gateways and stored video.

7. My Account

Click My Account to view account information. From this screen, you can update your account information (My Information), and add Users to the account.

To add a new User to the account, click Add a New User.

8. Adding additional Users. To add User to the account, click Add a New User and the **User Details** screen opens, allowing you to add new users in the fields shown. **Note:** All fields are required.

Enable (check) **Authorize Live Video Review** if to allow the user to view live video sat any time.

By default, **Auto-detect "Best Video Viewer**..." should always be enabled.

Click **Update** to add the new user and return to the previous screen, or click **Prev** to cancel and return to the previous screen.

The system supports a maximum of 5 Users, including the Primary User.

9. Click **Email Alert Settings** to enter the Email address of those Users you wish to be notified via email when a triggered motion detection event occurs. The email message will include a link to the account and will allow them to review stored video. The system supports a maximum of 5 Users, including the Primary User.

You may also enter the subject you would like the User to see on the subject line of the email, as well as text in the message body.

To activate the video motion detection feature, see page 13.

Adding or Replacing a gateway on an existing account.

Once the gateway has been registered and the account has been created, additional gateways, if any may be added to the account through the following steps:

1. **Return to the www.videoalert.net** login screen and click the **NEW ACTIVATION** button.
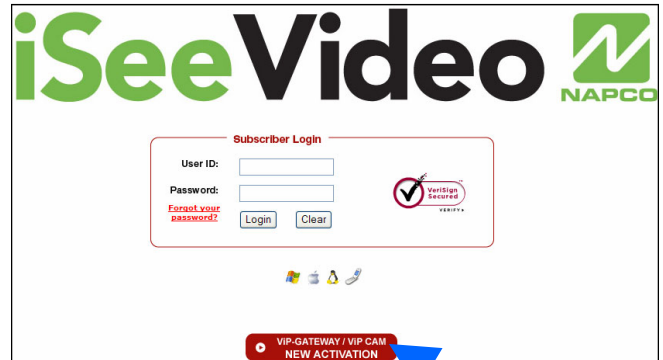
The New Activation screen will appear. Enter the 8 character Security Code printed on the label on the back of the gateway to be added.

S C _ _ _ _ _ _

Click **Next →**

2. The Dealer Branding screen will appear. Enter your Company Dealer Admin ID and Password and click **Next →**

3. After Dealer Branding is complete, click Add or Replace a VIP Device.

4. The next screen that appear will allow the registration of the gateway to the correct account. A pull-down menu will appear, listing all accounts assigned to the Dealer ID entered in the branding screen.

Select the correct account from the list by clicking it and then click **Next ➔** to continue.
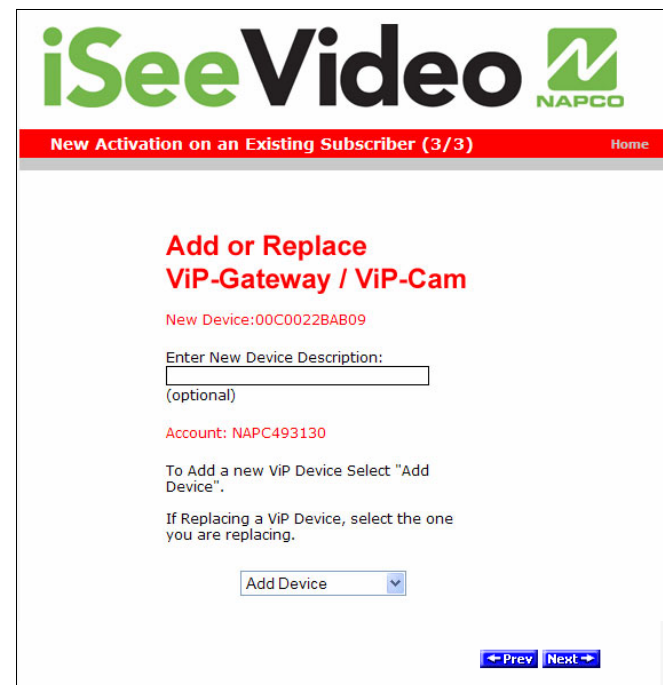
5. The following screen allows the entry of the gateway description in the Enter New Device Description field.
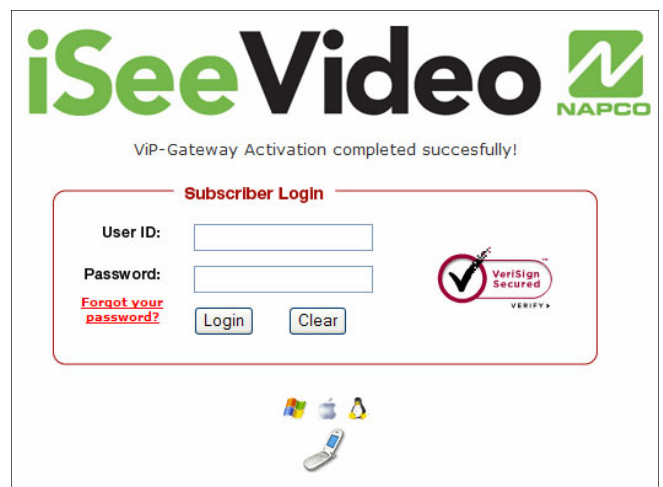
Click the pull-down menu and select Add Device to complete the addition of the new gateway to the account.

NOTE: If replacing a VIP Device assigned to the account, select from the pull-down menu the device you wish to replace.

Click **Next ➔** to continue.

6. When the activation is complete, the log in screen will appear, with the message "VIP Activation completed successfully!"

4 Configuring the ISEE-SCHGW for Motion Detection (Optional)

Once the ISEE-SCHGW and G-BOX have been completely wired and powered up, and the account has been activated, the ISEE-SCHGW may be configured. The next several pages will guide you through the on-line configuration process.

Note: If the ISEE-SCHGW is only to be used for live viewing and there are no plans to trigger video motion events to the VideoAlert.net server, configuration is not required.

CONFIGURATION

1. To configure the new **ISEE-SCHGW** , simply enter the following Internet address in the Web browser:

   http://www.VideoAlert.net

   ...and the following webpage appears:

   Log in to your account, type your Username and Password.
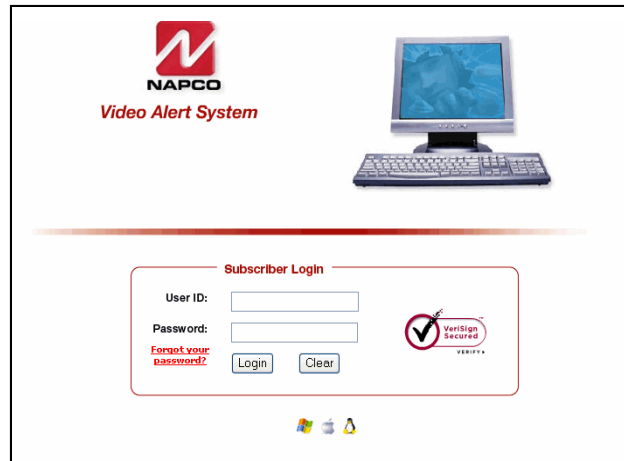
2. Click on **My Cameras** and a **Live** image from the **ISEE-SCHGW** appears.

Video On Demand Button

To initiate the recording of a video clip while the ISEE-SCHGW camera is being viewed, simply clip the Video On Demand button. A 10 second video clip will be recorded and stored in the My Videos

ADVANCED FEATURES (OPTIONAL)

The ISEE-SCHGW supports pixel-based motion detection which allows the gateway to send motion triggered video clips to the VideoAlert.net video server upon motion in a selected area.

Video Motion Settings
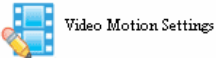
To configure the gateway for motion detection, enter Video Motion Settings mode my clicking the Video Motion icon and the screen Video Motion Settings screen will appear.

Click the Active box to enable pixel-based motion detection. To set a motion detection window, click the colored box on the right and drag the window into the live image.

Simply drag the window to a specific section of the live view screen and size it appropriately by pressing SHIFT and dragging and dragging a side of the window. Once the window is properly positioned and sized, the sensitivity threshold can be set by dragging the corresponding threshold slider to the left for less sensitivity and to the right for more.

The gateway has the ability to store video recorded before the actual sensing of motion. Use the PRE and POST slider control to adjust the Pre-Capture Length and Post-Capture Length setting, with Pre-Capture Length being the length of video captured *before* the actual sensing of motion and the Post-Capture Length being the length of the video *after* the sensing of motion.

Use the slider control for each respective Area box to adjust the sensitivity of the pixel based motion detection, with 100% being the highest sensitivity and 0% being the lowest.

When settings are complete, click the Apply/Save and then click the gateway name above the live view to exit.

Note: Motion detection analyzes the video and detects changes in the pixel properties. It is important that the detection windows enabled be limited to only areas of anticipated activity. If using motion detection outdoors, changes in pixels may be caused by blowing tree branches, shrubs, sun / shade changes caused by changing cloud cover, etc. To avoid nuisance triggers, exclude these areas of concern from the enabled detection area.

Programming Motion Detection Schedules

If desired, the Motion Detection feature may be controlled by schedule, allowing the user to set a specific time and day for motion detection and email triggering. This will prompt the system to capture video clips and send email notifications only if motion detection is sensed during the scheduled time period.
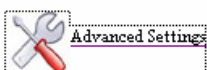
Advanced Settings

To program schedules, go to the live viewer and click the Advanced Settings icon and the advanced features screen will appear
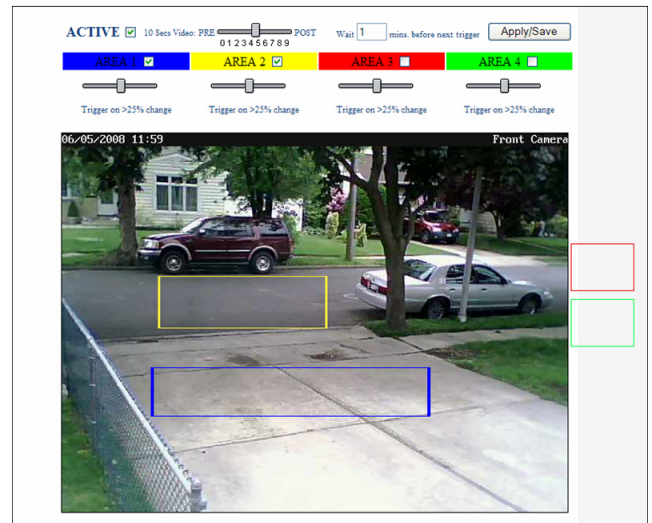
Camera Time & Date

    Use drop down menu to set the time zone of the gateway. The time and date is automatically set by the NTP server.

Enable Time Stamp

    To enable a time and date stamp on the live and saved images, click the check box next to Enable Time Stamp.

Enable Text Display

    To display a Camera Name, click the check box next to Enable Text Display and enter in the name you would like to see on the screen.

Event Schedule

    To enable a time schedule for motion detection triggering, select the desired day(s) in the Effective Time Frame window. Click Start Time and End Time to select the start and end time of the motion detection schedule.

    As schedules are programmed, they will appear in the Event Schedule window.

Audio   Enable Microphone
           Enable Speaker

    To enable audio operation, click the appropriate box. Note: microphone and speaker optional.

HW Trigger Input

    Select to enable the normally closed trigger input to trigger video clip transmission to the VideoAlert.net server, when momentarily opened. For wiring instructions, see TRIGGER INPUT TERMINALS on page 5.

When done, click Save to save changes.

Viewing of Stored Video

    To view stored video clips, click on the My Videos link and the My Videos page will appear.

    For each video, a thumbnail image will appear, along with a time and date stamp indicating the time and date of the creation of the file.

    The file can be deleted by clicking **Delete** adjacent to the file.

    The file can also be saved on the hard drive of the computer being used to view the file by clicking **Download** adjacent to the file.

    Once the number of video clips stored in the account reaches the maximum allotted size for the account, each new file stored will result in the automatic deletion of the oldest file.

Adv. Settings

Baby Room (PT) (00C0022C55E8)   ✳ VIP HI Def (00C0022C5FB4)

Camera Time Zone   (GMT-05:00) Eastern Time (US & Canada)

(The time/date is automatically adjusted via an NTP server)

Options
☑ Enable Time Stamp
☑ Enable Text Display   Pool (East)

Event Schedule   Weekdays,08:00,12:00

Triggers will be enabled during these period(s). Note: Video Motion must be Configured and Active.

[Delete]

New Schedule

Effective Time Frame: Every day
Start Time: 00 : 00 (hh:mm)
End Time: 00 : 00 (hh:mm)
[Add] [Clear]

Audio   ☐ Enable Microphone
           ☐ Enable Speaker

HW Trigger Input   ☐ Enable (Normally Closed)

[Save] [Cancel] [Help]

My Home
My Cameras
● My Videos
My Account
My Alerts

Logout

My Videos

Storage Used: 2.65Mb of 15Mb (18%)

3/13/2008 8:27:48 AM   Delete Download

3/12/2008 1:17:08 PM   Delete Download

3/11/2008 8:50:02 PM   Delete Download

3/11/2008 1:50:26 PM   Delete Download

SETTING UP THE EOP MODULES

Setup

1 Connect the CAT5 cable from an EOP module to the gateway and plug into AC wall socket.
2 Connect the CAT5 cable from an EOP module to the G-BOX and plug into AC wall socket.
3 Wait a minute for startup to be completed, and then check the LEDs

• The *Power* LED should be ON.
• The *PLC Link* LED will be ON if the other EOP modules are detected,
  otherwise it will be OFF.
• The *Ethernet* LED should be ON.

Controls and Indicators

The ISEE-EOP MOD200 has three LED indicators that display the EOP status.

LED	COLOR	STATE	STATUS
Power		Off	No power
	Blue	On	Normal operation
PLC link	Blue	On	EOP network active - at least one other device detected
	Blue	Flashing	Data receive rate greater than 80Mbps
	Pink	Flashing	Data receive rate between 50 Mbps and 80Mbps
	Red	Flashing	Data receive rate less than 50 Mbps
		Off	EOP network not available - no other devices detected
Ethernet		Off	No Ethernet connection detected
	Blue	On	Ethernet connection is active
	Blue	Flashing	Data is being transmitted or received via the Ethernet Port
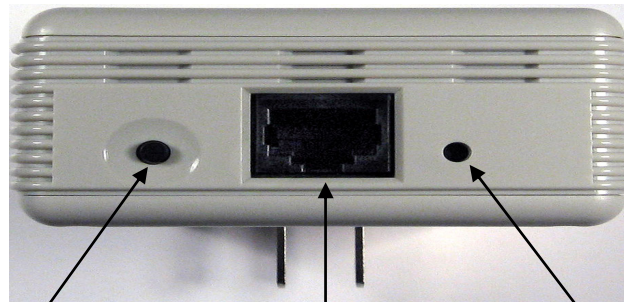
SECURITY BUTTON   **LAN PORT**   **RESET BUTTON**

EOP module must be plugged directly into wall outlet

Note: If AC power-strips are required due to un-available AC outlets, non surge protected or noise filtered power-strips must be used. Many AC power-strips utilize internal surge protection that may pre-vent the EOP modules from operating.

Security Button
Press the Security Button to activate the AES encryption and create a secure network. Please refer to **Creating a secure EOP network** section for more details.

LAN Port
Connect the device to the EOP module using provided RJ45 terminated CAT5 cable.

Reset Button
Press and hold the Reset Button to clear all data and restore settings to the factory default values.

Creating a secure EOP network (optional)

The EOP modules are designed for plug and play installation - once two or more modules are plugged in they will begin communicating as indicated by the flashing PLC Link LED. However, this network is not yet secure. The following steps must be followed in order to activate the AES encryption and ensure that a secure network has been created.

Creating a secure network between two EOP modules

	Action	Indicator
1	Hold-down the SECURITY button on one EOP module for 3 seconds	EOP Power LED flashes
2	Hold-down the SECURITY button on other EOP module for 3 seconds	EOP Power LED flashes
3		After a few seconds, the Power and PLC link LED's should be on. The configuration is successful.
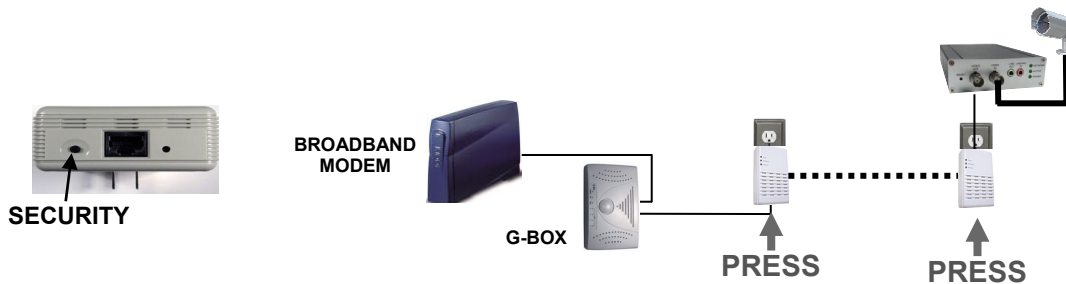
Adding a new EOP module to an existing secure network

	Action	Indicator
1	Hold-down the SECURITY button on one of the EOP modules in secure network for 3 seconds	EOP Power LED flashes
2	Hold-down the SECURITY button on EOP module to be added to network for 3 seconds	EOP Power LED flashes
3		After a few seconds, the Power and PLC link LED's should be on. The configuration is successful.
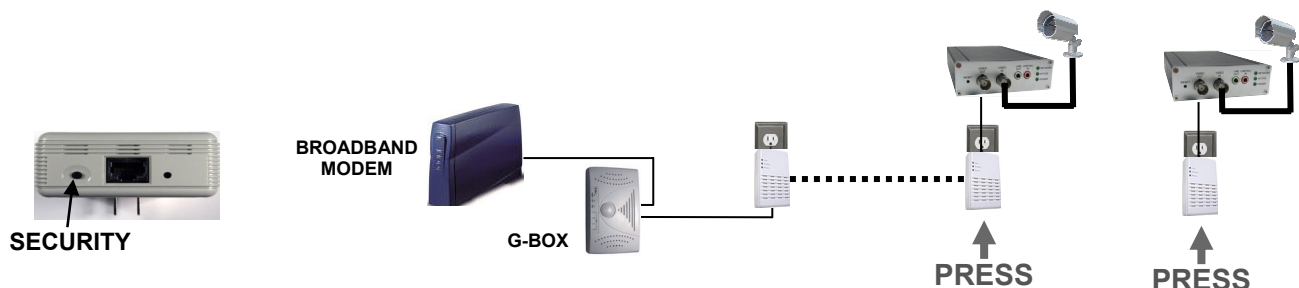
NAPCO iSeeVideo Frequently Asked Questions

1. **Do I have to install any special software in order to view live video on a Mobile phone or PDA?**

    iSeeVideo VideoAlert.net has built-in support for WML and HTML on mobile devices. Any "data" enabled wireless device with a web browser is automatically re-directed to the proper login page. Most PDA's (i.e. Blackberry) require that JavaScript and Image display be enabled. (Many times already available as a default setting)

    No additional software or applets are needed.

2. **What separates the iSeeVideo ISEE-SCHGW from other systems on the market?**

    The ISEE-SCHGW is far and away the easiest to install, easiest to use and the most cost effective product of its kind in the marketplace today. It allows the installation company to economically provide high–end internet video in a residential or light commercial setting and realize recurring video from their own secure, branded web site.

3. **How does the pixel based video motion detection work?**

    The video motion detector provides 4 user programmable motion detection zones, which allow specific areas to be selected for motion detection. It also has an adjustable sensitivity setting per motion zone and a programmable global arming schedule.

4. **What does this G-BOX actually do?**

    The NAPCO G-BOX (Patented, is an optional Internet Video accessory that allows optimum performance on cable broadband service installations by establishing a point to point connection between the video gateway and the PC. The G-BOX, designed to be placed between the cable broadband modem and router, segments the network, *automatically detects* and properly forwards the data intended for the ISEE-SCHGW or to the customer's computer/ router, as required.

5. **Can the ISEE-SCHGW be set up as an off-premises Digital Video Recorder to record full time video?**

    No, the system is not set up for full time recording. It is designed to send 10 second video clips to the iSeeVideo VideoAlert.net server that are the result of triggered events that are transmitted by an event such as an alarm, the opening of a protected door, disarming of the system, etc.

6. **I have a wireless router connected to my broadband modem. How can I keep my network settings after the G-BOX is installed?**

    Upon installation, the G-BOX becomes your primary router. You can connect any PC or other device to an unused G-BOX port (including your wireless router or VoIP adapter).

7. **Do I still need a router to share my Internet connection after the ISEE-SCHGW and G-BOX are installed?**

    You can connect your PC or other network device to any open port on the G-BOX. You do not need to use another router unless you have a wireless router or need additional LAN port connections.

8. **Is it necessary to keep the customers PC turned on all the time in order to view the video?**

    No, there is no need for a PC at the site at all; all that is required is an internet connection.

9. **Can I view stored video clips on a cell phone?**

    Stored video clips can only be viewed on a personal computer. A cell phone can be used to view live video frames.

10. **My PC is connected to the modem via a USB connection. How do I connect the G-BOX to the modem?**

    Modems that have a USB connection typically have an RJ-45 port, but typically only one of them is allowed to be used and grant Internet connectivity.

    First connect the G-BOX to the RJ-45 socket on the modem. Connect the PC to the G-BOX using a USB to Ethernet adapter (if the PC does not have an RJ-45 network connection) and power cycle the modem, G-BOX and PC.

11. **Where are the disks, programs or software?**

    No software is provided, all the required applications are web enabled via www.VideoAlert.net. Internet Explorer with ActiveX enabled (default security settings) is required to access the full featured *Live Viewer*.

12. **Does the ISEE-SCHGW module support Pre and Post Alarm?**

    The ISEE-SCHGW transmits a 10 second video clip to the server upon trigger, with a pre-alarm (before trigger) and post-alarm (after trigger) periods that are programmable from 1 to 10 seconds.

13. **What is the exact sequence of events that occur upon a trigger?**

    1. Video motion is detected or an open occurs on the trigger input of the device ISEE-SCHGW.
    2. The device freezes the pre-alarm buffered video frames.
    3. A connection to the ISeeVideo VideoAlert server (VideoAlert.net) is established.
    4. The device sends a 10 video clip the server that includes the pre-alarm video.

5. An email is sent to the subscriber, notifying them that a "video alert" event has occurred.

    Note: The email recipients can be selected or de selected from the list of users by the subscriber.

6. The customer clicks the a link in the email message to view the video clip. If the customer would also like to view live video, they can simply click on the Live Viewer link.

14. Do I have to install any special software on the customer's computer or cell phone so they can view video?

No, the customer can view their video through any computer running a Windows, MAC OS (Apple) or Linux-based operating system using a standard web browser. They can also view video on any cell phone that has a built-in web browser, without the need to install any special applications.

15. What is required at the premises in order the install as ISEE-SCHGW?

The premises must have a broadband internet service, preferably an always-on service, such as DSL or cable modem with an active internet account.

16. How does the customer view archived video?

The customer can access their account from a PC at any time to view archived video. Simply go to www.VideoAlert.net, enter the User ID and Password to view thumbnail previews of video clips along with the by time and date created. To view any stored video, just click it. The customer also has the option of deleting each video clip, or downloading it to their local hard drive.

17. Does the ISEE-SCHGW require a Static IP Addresses?

The ISEE-SCHGW does not require a static IP address. It is designed to operate on a *DHCP* enabled network. When the system senses that the DHCP IP address have changed, the ISEE-SCHGW reports to a network of Dynamic Domain Name Servers *(DDNS)* and identifies itself by a unique ID to the server to update the IP address.

Static IP Address - An IP address whose value does not change.

DHCP - Dynamic Host Configuration Protocol, a protocol for assigning dynamic IP addresses to devices on a network. With dynamic addressing, a device can have a different IP address every time it connects to the network. DHCP also supports a mix of static and dynamic IP addresses.

DDNS – Dynamic Domain Name Server system. An Internet service that translates domain names into IP addresses. Because domain names are alphanumeric, they are easier to remember. The Internet however, is really based on IP addresses. Every time you use a domain name, therefore, a DNS service must translate the name into the corresponding IP address.

18. Can an ISEE-SCHGW be registered to another user in cases where the User cancels or moves?

Yes – the Dealer has complete control over the account – The Dealer can terminate one user and re-program the ISEE-SCHGW to a new user.

NAPCO iSeeVideo Troubleshooting

19. I have Cable Internet service. When I install the G-BOX, I lose my Internet connection.

Typically, cable modems lock themselves to the MAC address of the router or PC that is connected to them. To unlock the modem and allow a new device to access the Internet, you typically need to reset the cable modem. To reset the modem, you must power it down for 15 minutes (depending on the ISP/Modem). After this, power up the G-BOX and then the gateway to allow the complete system to reinitialize.

The ISeeVideo VideoAlert Server has an overflow signal processing policy: *If more than 10 signals (videos) are received from the same IP address in any 10-minute period, the ISEE-SCHGW is temporarily disabled by the server to prevent a runaway condition.*

Approximately every 2 hours a new cycle starts, resetting any previously denied ISEE-SCHGW's.

20. What is the G-BOX DHCP default range of IP addresses?

The G-BOX is factory programmed to serve IP addresses in the range of 192.168.8.201, to 192.168.8.216.

NAPCO LIMITED WARRANTY

NAPCO SECURITY SYSTEMS, INC. (NAPCO) warrants its products to be free from manufacturing defects in materials and workmanship for *twelve months* following the date of manufacture. NAPCO will, within said period, at its option, repair or replace any product failing to operate correctly without charge to the original purchaser or user.

This warranty shall not apply to any equipment, or any part thereof, which has been repaired by others, improperly installed, improperly used, abused, altered, damaged, subjected to acts of God, or on which any serial numbers have been altered, defaced or removed. Seller will not be responsible for any dismantling or reinstallation charges.

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Any action for breach of warranty, including but not limited to any implied warranty of merchantability, must be brought within the six months following the end of the warranty period.

IN NO CASE SHALL NAPCO BE LIABLE TO ANYONE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, EVEN IF THE LOSS OR DAMAGE IS CAUSED BY THE SELLER'S OWN NEGLIGENCE OR FAULT.

In case of defect, contact the security professional who installed and maintains your security system. In order to exercise the warranty, the product must be returned by the security professional, shipping costs prepaid and insured to NAPCO. After repair or replacement, NAPCO assumes the cost of returning products under warranty. NAPCO shall have no obligation under this warranty, or otherwise, if the product has been repaired by others, improperly installed, improperly used, abused, altered, damaged, subjected to accident, nuisance, flood, fire or acts of God, or on which any serial numbers have been altered, defaced or removed. NAPCO will not be responsible for any dismantling, reassembly or reinstallation charges.

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In no event shall NAPCO be liable for an amount in excess of NAPCO's original selling price of the product, for any loss or damage, whether direct, indirect, incidental, consequential, or otherwise arising out of any failure of the product. Seller's warranty, as hereinabove set forth, shall not be enlarged, diminished or affected by and no obligation or liability shall arise or grow out of Seller's rendering of technical advice or service in connection with Buyer's order of the goods furnished hereunder.

NAPCO RECOMMENDS THAT THE ENTIRE SYSTEM BE COMPLETELY TESTED WEEKLY.

Warning: Despite frequent testing, and due to, but not limited to, any or all of the following; criminal tampering, electrical or communications disruption, it is possible for the system to fail to perform as expected. NAPCO does not represent that the product/system may not be compromised or circumvented; or that the product or system will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; nor that the product or system will in all cases provide adequate warning or protection. A properly installed and maintained alarm may only reduce risk of burglary, robbery, fire or otherwise but it is not insurance or a guarantee that these events will not occur. CONSEQUENTLY, SELLER SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE, OR OTHER LOSS BASED ON A CLAIM THE PRODUCT FAILED TO GIVE WARNING. Therefore, the installer should in turn advise the consumer to take any and all precautions for his or her safety including, but not limited to, fleeing the premises and calling police or fire department, in order to mitigate the possibilities of harm and/or damage.

NAPCO is not an insurer of either the property or safety of the user's family or employees, and limits its liability for any loss or damage including incidental or consequential damages to NAPCO's original selling price of the product regardless of the cause of such loss or damage.

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