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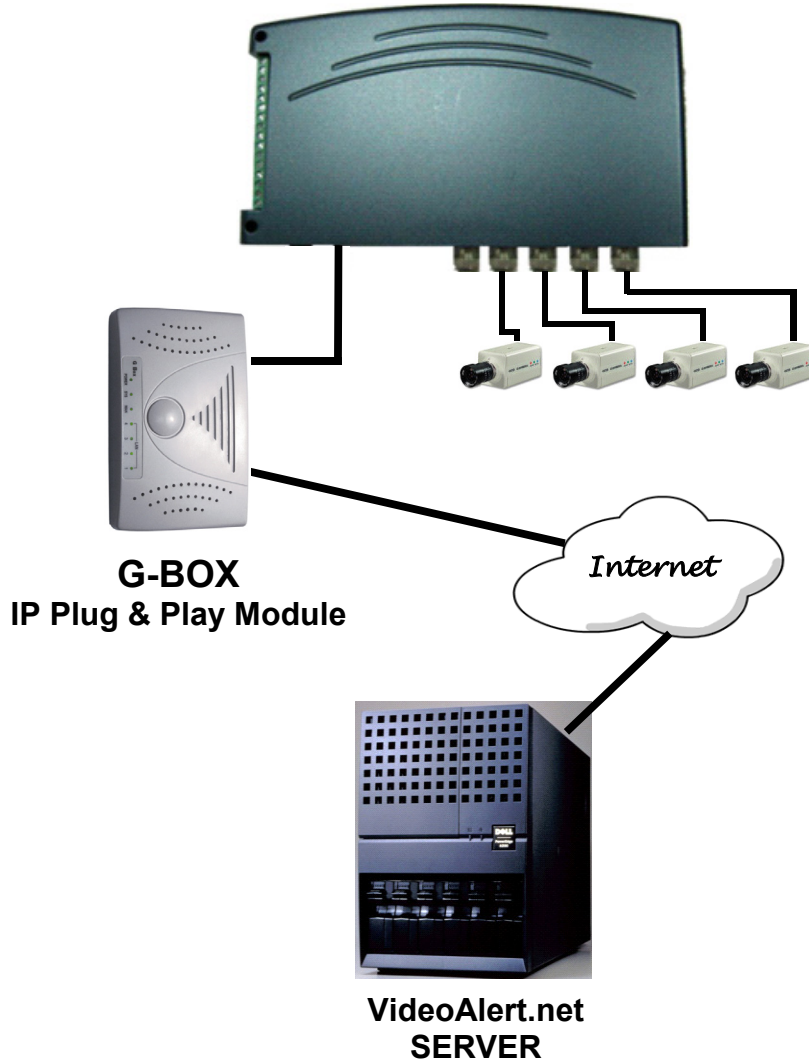
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NAPCO iSeeVideo VIP-Gateway Installation Guide

WI1436C 12/07

iSeeVideo™

VIP-Gateway 4 Camera IP Module



Designed exclusively for use with NAPCO iSeeVideo VideoAlert.net Server



COMPATIBLE



VIP-GATEWAY Features

- 4 video inputs, accepts any analog CCTV camera.
- 1 trigger input per camera channel for triggering transmission of video to VideoAlert.net server for archiving.
- Pixel based video motion detection with adjustable sensitivity and programmable 48 zone matrix masking capability per camera.
- 14 seconds of pre-alarm images per camera.
- Adjustable image size: 640x480, 320x240 and 160x120 Setup up through active-X server application.
- Dynamic IP support (without the need of 3rd party service) via iSeeVideo DDNS technology at no extra cost.
- NAPCO iSeeVideo proprietary “firewall buster” technology allows user to connect and view video behind even the tightest corporate firewall.
- Video out and video in 1 channel NTSC or PAL video output, can connect with PC and televisions, 4 channel.
- Video Input Programmable for NTSC or PAL.
- 1 Channel Local Video Output, NTSC or PAL with switching: Selectable “dwell time” via web interface for local viewing or distribution.
- Local Video Output Latching - Video from cameras 1-4 may be latched to the Video Output by shorting input triggers 1b - 4b respectively.
- Transmission Protocol: UDP. UDP Port used: Port 80 or any above 1000.
- Compatible with virtually all ISP connection types, including Cable Modem, DSL, PPPOe DSL, DSL/Router combos and satellite.

VIP-GATEWAY SPECIFICATIONS	
Dimensions	4 7/8 x 8 1/4 x 1 1/2 (H x W x D), Inches
Input Voltage:	5VDC via 120VAV to 5VDC Transformer (supplied)
Current:	600mA (Transformer rating)

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	
VIP-GatewayX:	Includes: VIP-Gateway internet CCTV adapter module Power Adapter 3' CAT5 cable.
G-BOX	Includes: G-BOX Internet Interface for VIP-Gateway. Power Adapter 3' CAT5 cable.
VIP-GatewayX/24:	Kit Includes: (1) VIP-GatewayX (1) G-BOX (24) month VideoAlert Server service



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Overview of the iSeeVideo VideoAlert.net System

The NAPCO iSeeVideo **VideoAlert** 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 system is comprised of the following three components:

The iSeeVideo **VIP-GATEWAY** is a module that converts any 4 analog CCTV cameras into internet ready IP cameras. It provides video images with a maximum of 640 x 480 lines of resolution that can be viewed through the VideoAlert server on virtually any computer in the world at up to 5 fps. The Gateway provides 4 input triggers 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 sequenced video output of the 4 cameras. There are additional 4 inputs that allow the user to lock in one of the cameras to the local output. 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 iSeeVideo **G-BOX** (Patents Pending), included in the VIP-GATEWAYX/24 kit, is an Internet Video accessory that allows the "Plug & Play" installation of the NAPCO VIP-GATEWAY. Many other devices that allow direct connection to the internet require re-configuration of the router, which involves the use of the customer's computer. The G-BOX eliminates the potential corporate liability and privacy issues associated with this installer's use of the consumer's personal computer as an installation tool. The G-BOX segments the network, *automatically detects* and properly forwards the data intended for the VIP-GATEWAY or to the customer's computer/router, as required. 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 provides 4 auto-sensing LAN ports for connection to the VIP-GATEWAY and to the customer's PC, router or other equipment. This revolutionary new device totally eliminates the need for TCP/IP and network trained professionals for typical VIP-GATEWAY installations, now allowing standard alarm personnel to quickly and easily install these IP devices. The G-BOX functions as both a DHCP client and server, to fit seamlessly into all typical DHCP environments.

The iSeeVideo **VideoAlert.net** server maintains VideoAlert accounts and allows subscribers to view cameras connected to their VIP-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 from *any* personal computer. Each subscriber account provides 10MB of storage, allowing the archiving of approximately (15) 30 second video clips (15 second pre-alarm and 15 second 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, freeing up the installation company from these routine maintenance procedures. The login and video inbox screens may be privately labeled for the security company with logos or other provided artwork.



INSTALLING, CONFIGURING AND ACTIVATING THE VIP-GATEWAY AND G-BOX

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:



Install and wire all cameras and power supplies (not included).

1 Install the VIP-Gateway and G-BOX, following the wiring instructions on page 7.

Optional:

- If you plan on triggering the transmission of events from a security system or other device, wire the Gateway trigger inputs as shown on page 6.
- If you wish to provide local video from the cameras to be viewed on a local monitor or be distributed throughout the premises using a video distribution modulator, refer to video output latching instructions on page 6.

2 Configure the VIP-Gateway on the VideoAlert server.

The Gateway must be configured online by simply going to www.VideoAlert.net and entering the MAC address number printed on the sticker on the bottom of the Gateway. If the customer plans to use the system only for remote viewing of the cameras, there are no further configuration steps required. If using optional features, these are all configured online:

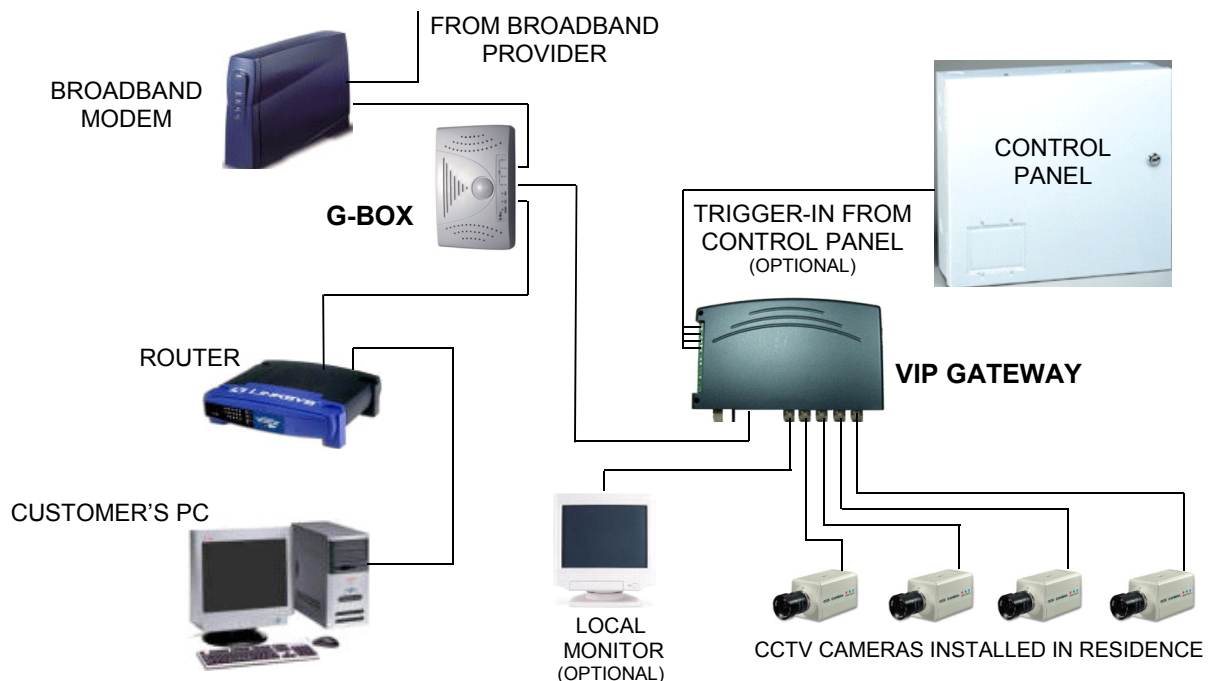
Optional:

- If triggering video events, referring to page 11, be sure to program the VideoAlert server IP address under the **Security** tab. Also, on page 10, under the **Channel** tab, change the trigger style from *normally open* to *normally closed*, if necessary.
- If using the local video output from the cameras to be viewed on a local monitor or to be distributed throughout the premises using a video distribution modulator, set the sequencer time on the **Advanced Settings** screen as described on page 9.

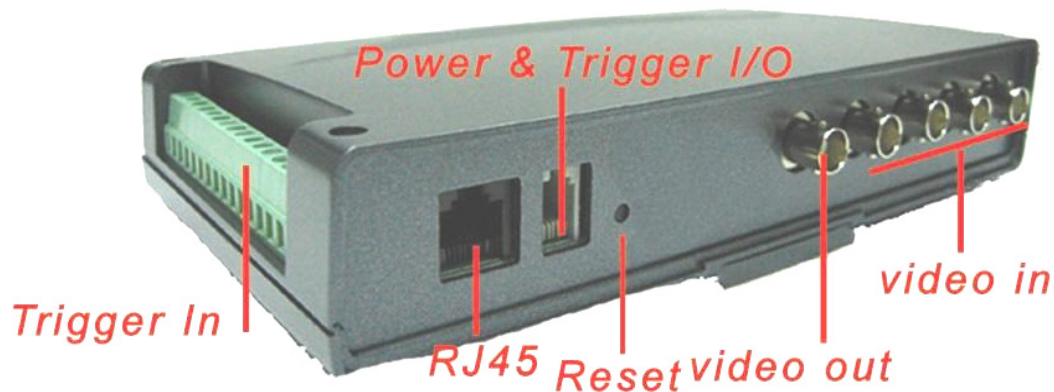
3 Activate the new VIP-Gateway account on the VideoAlert server.

Once the account is configured, it must be activated (personalized) for the customer. The system has been designed to allow the subscriber to have complete control of their account in regard to users, passwords, email addresses and other personal information. This self-administration is described on pages 12 through 15 and also in the User Guide, OI313 which should be given to the subscriber.

OVERVIEW OF TYPICAL VIP-GATEWAY / G-BOX RESIDENTIAL INSTALLATION



1 INSTALLING AND WIRING THE VIP-GATEWAY



Descriptions of Terminals and Connections.

Power & Trigger I/O

Connect the supplied power supply to a 120VAC outlet and plug RJ-14 style modular connector into *Power/Trigger* port. The power adapter also includes a trigger input (see Trigger Inputs).

Video In

Connect BNC connectors from cameras to *Video In* connectors 1-4.

RJ-45 Input

Connect CAT5 cable from broadband modem or network to RJ-45 terminal.

Video Out (Optional)

To provide a video signal to local monitor or video distribution system, connect to *Video Out* terminal. The *Video Out* provides a sequenced output with programmable dwell time, adjustable through **Advanced Settings** button online at VideoAlert.net. The video from the individual cameras 1-4 may be latched onto the *Video Out* output by activating *Trigger In* terminals 1b through 4b respectively. The Video format may be set in the VideoAlert.net **Advanced Settings** screen to either *PAL* or *NTSC*.

PAL - PAL (**P**hase **A**lternating **L**ine) is a video standard used in many countries around the world. Countries such as the United Kingdom, The Netherlands and more use PAL as their video standard. When a VHS, DVD or laserdisc is released with the PAL format, it can have a maximum resolution up to 625 lines with a vertical frequency of 50Hz. There are different types of PAL standards, one of which uses a vertical frequency of 60Hz instead of 50Hz.

NTSC - NTSC (**N**ational **T**elevision **S**ystem **C**ommittee) is another video standard also used in many countries around the world. While it is not technically superior to PAL, it is more widely used thanks to its use in the United States and a variety of other countries, such as Japan. When a VHS, DVD or laserdisc is released with the NTSC format, it can have a maximum resolution up to 525 lines with a vertical frequency of 60Hz.

Trigger In (Optional)

The *Trigger In* terminal provides two functions:

1. Trigger cameras 1-4 to transmit video clip to VideoAlert.net server.
2. Latch the video signal of cameras 1-4 to the video output.

Reset

Press the **Reset** button to set the VIP-GATEWAY back to its original factory default configuration. To operate, press and hold the **Reset** button while unplugging the power cable. Press and hold the **Reset** button, plug in the power cable and release the button after a few seconds.

WIRING THE VIP-GATEWAY TRIGGER INPUTS

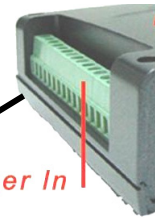
Wiring Trigger inputs for trigger for transmission of video to server:

Provide a momentary short on terminals 1a, 2a, 3a, 4a to initiate transmission of video to VideoAlert.net server.

Wiring Trigger inputs for latching of camera to Video Out output for local viewing / processing:

Provide a latching short on terminals 1b, 2b, 3b, 4b to latch video of cameras 1-4 respectively to the Video Output connector.

Trigger In

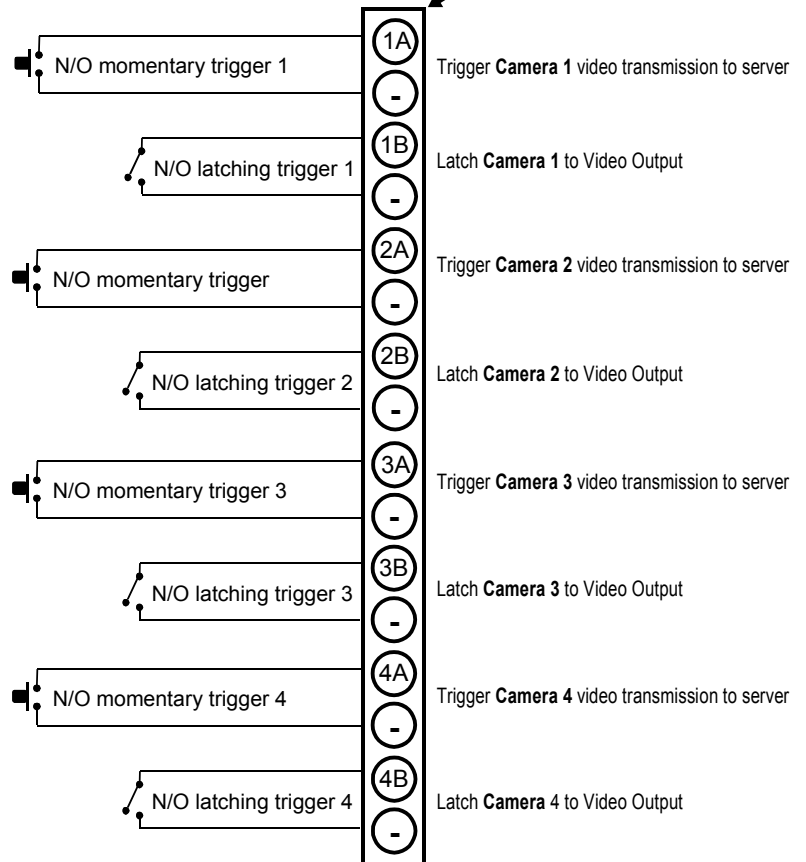


NOTE:

Each Trigger Channel must be enabled in the **Advanced Settings** screens of VideoAlert.net (see page 9).

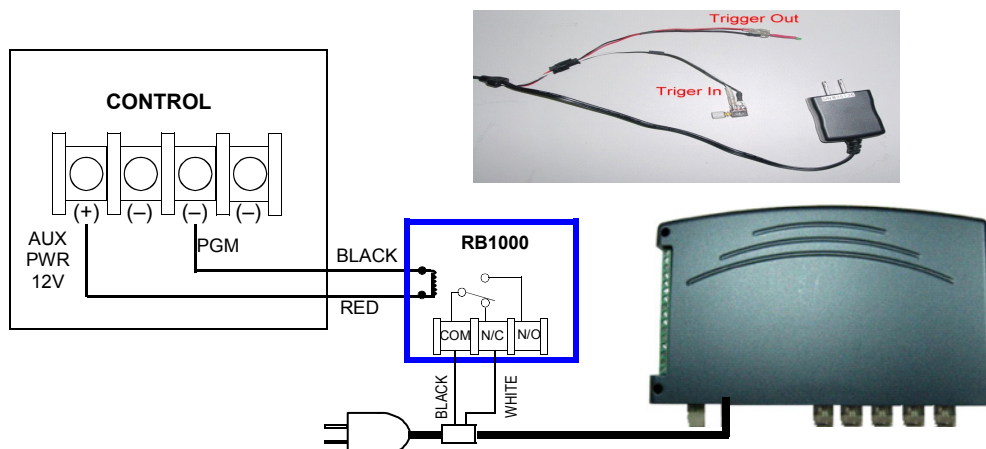
Trigger inputs may be switched from N/O to N/C in the **Advanced Settings** screens of VideoAlert.net. (see page 9).

If programming Triggers, you **MUST** program the VideoAlert server IP address under the **Security** tab (see page 10).



TRIGGERING ONLY WHEN ARMED

An armed input is provided that allows video triggering only when the input is open. To use, connect the Black and White wire inputs on the power transformer harness to a N/C armed panel output. When shorted, video triggering will be disabled. This input may be controlled by an RB1000 relay wired to a control panel as shown below.

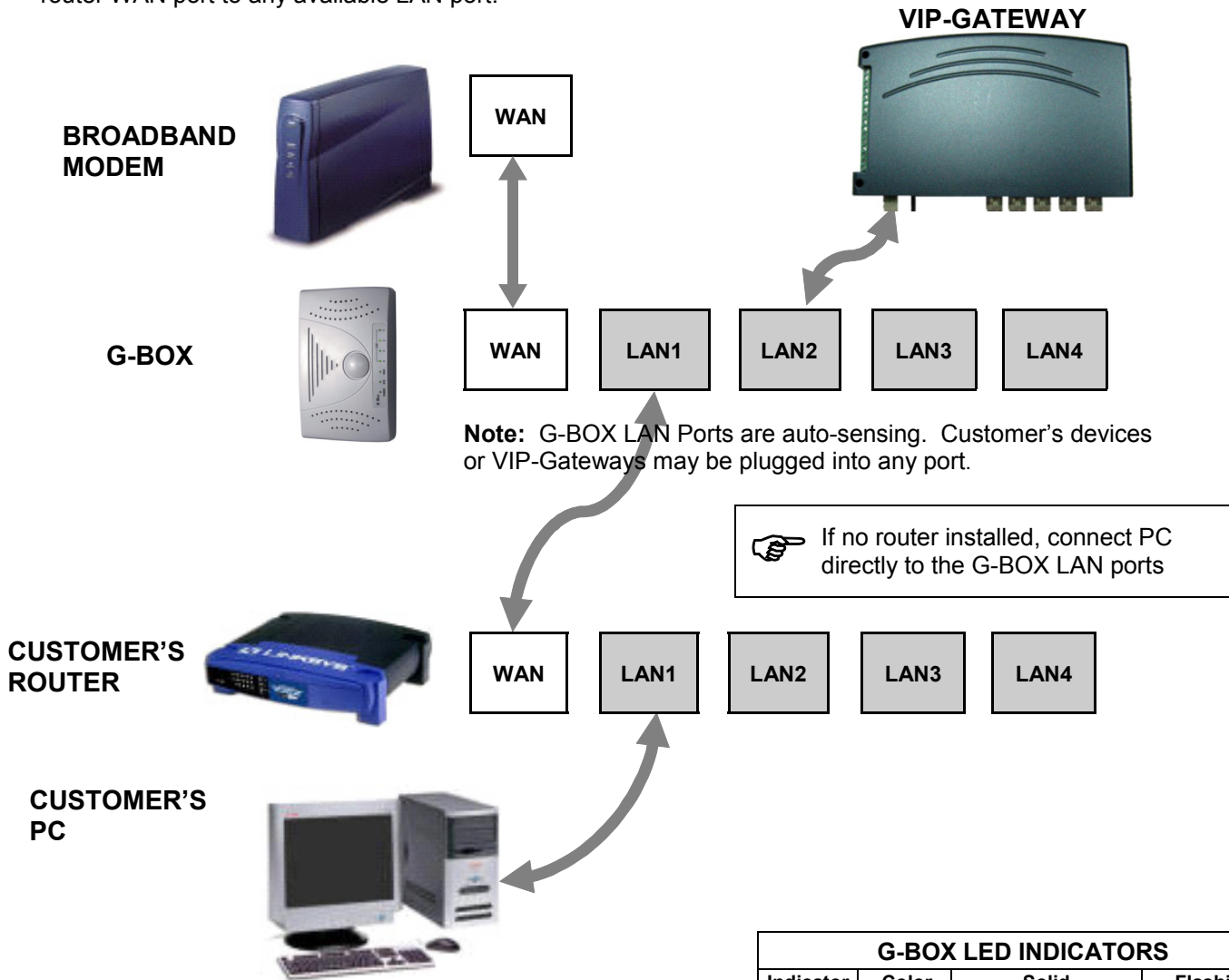


CONNECT THE CAMERAS


Install the analog video cameras and run the camera coaxial cable to the Video Gateway. Connect the camera cables to the BNC *Video-In* ports of VIP-Gateway.

CONNECT THE VIP-GATEWAY TO ROUTER

1. Power-down existing network devices (i.e. Cable Modem, Router, etc.).
2. Connect the Cable or DSL Modem to the G-Box WAN port.
3. Connect VIP-Gateway to any G-Box LAN port.
4. If necessary, you may connect existing PC to any available LAN port --OR-- if customer has a router, connect the router WAN port to any available LAN port.



5. Power up all the devices. Several minutes may be required for the DHCP sessions to take place.
6. Record the VIP-Gateway MAC Address (bottom label, example: 0009B5106763) which will be needed in the subsequent registration steps:

 Go to VIP-Gateway Configuration page 8.

G-BOX LED INDICATORS			
Indicator	Color	Solid	Flashing
Power	Green	Turns solid green when power is applied to device.	N/A.
SYS	Green	Normal	Initializing
WAN	Green	Connected and linked to a Cable/DSL Modem.	Receiving/Sending data
LAN 1 to LAN 4	Green	Turns green when linked to a local network.	Receiving/Sending data

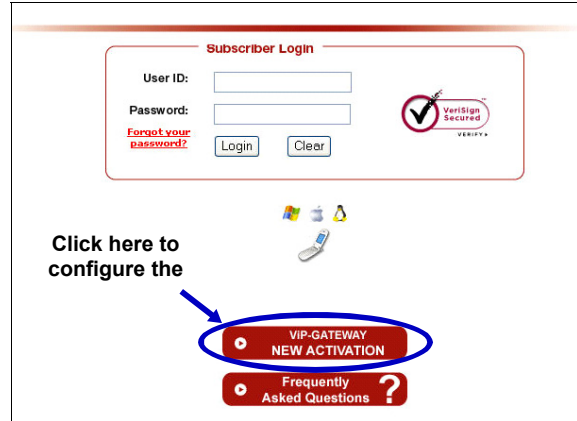
2 Configuring the VIP-Gateway

Once the VIP-Gateway and G-BOX have been completely wired and powered up, the Gateway must be configured and activated; both of which are performed on-line. If the Gateway is only to be used for live viewing and there are no plans to trigger video events to the VideoAlert.net server, the only step required is the registration of the MAC address described below. The next several pages will guide you through the on-line configuration and activation process.

CONFIGURATION


1. To configure your new **VIP Gateway**, go to: <https://www.videoalert.net/> ...and the following webpage appears:


Click on **Advanced Settings** to configure the Gateway.



2. Enter the **VIP-Gateway MAC Address Number** printed on the label on the bottom of the Gateway you wish to configure, then click the **Next** button.
3. If the MAC Address Number entered is valid, and currently unassigned, a screen requesting your dealer information displays. Enter your Dealer ID and password and click **Next** to continue.



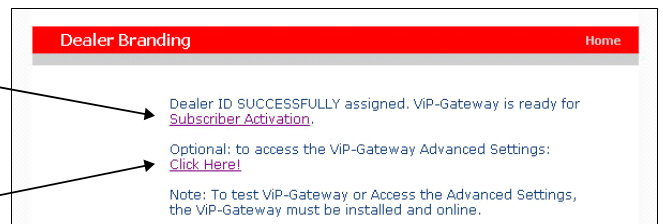
 The Dealer ID is a 7 character ID assigned upon Dealer registration ("ABC1234").

 If you are not yet registered as a VideoAlert.net Dealer, click on the *Dealer Registration* link, located at the bottom of the www.VideoAlert.net screen.




To go directly to **Subscriber Activation** (page 12), click here

Click Here! to check live image and ensure that the cameras are configured properly.

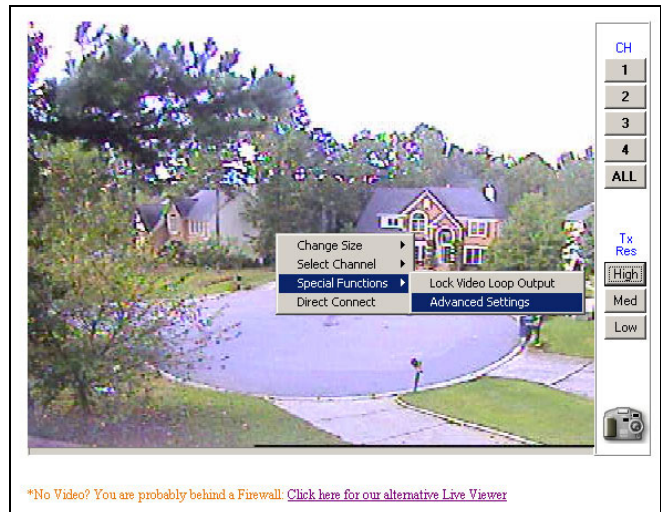


VIP Gateway MAC Address Number	0 0 0 9 B 5 _ _ _ _ _
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- The next screen that appears displays a **Live Viewer** image received from the **VIP Gateway MAC Address Number** specified in the previous screen.

 If the **VIP-Gateway** is only to be used for remote look-in, there are no additional configuration steps required.

Turn to page 12 for **Account Activation**



OPTIONAL: VIP-Gateway Advanced Settings

Right-click anywhere within the **Live Viewer** image window and a menu drop-down list appears.

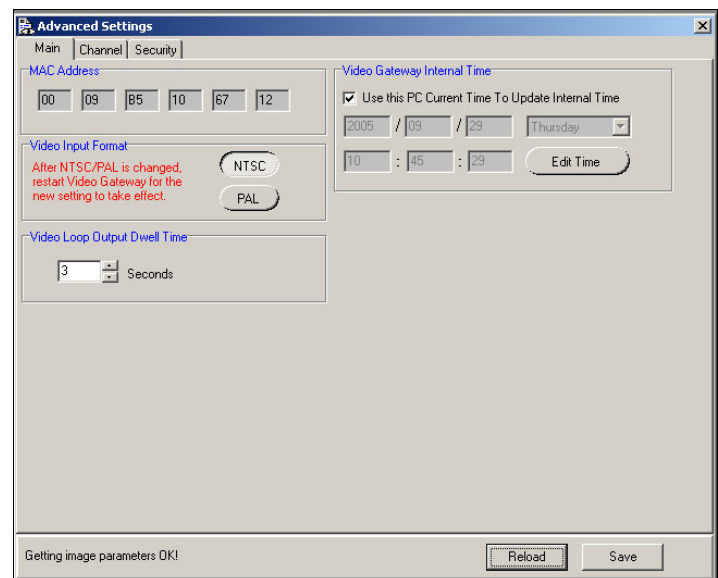
Click **Special Functions**, **Advanced Settings** and the **Advanced Settings** window opens:

 Advanced settings may *not* be accessed via the alternative Live Viewer.

- In the **Advanced Settings** window, **Main** tab, enter the following information:

MAC Address - Verify that the unique MAC Address taken from the previous screen and displayed here is correct.

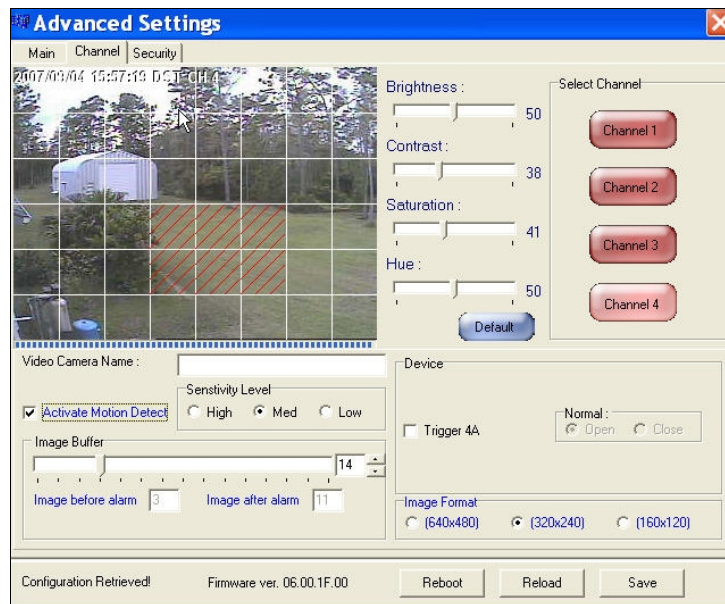
Video Input Format - Select **NTSC** (National TV Standards Committee) or **PAL** (Phase Alternating Line). **Note:** **NTSC** is the default value. Changing selections requires your PC be restarted before changes take effect.



Sequenced Video Output Dwell Time - Select a dwell time, in seconds, for the sequenced video output to display each one of the four camera inputs.

Video Gateway Internal Time - You can select what method the VIP-Gateway will use to update the day, date and time. To synchronize the VIP-Gateway with the existing PC, check **Use this PC Current Time to Update Internal Time**.

Click **Reload** to revert to the original settings before changes were selected or click **Save** to update and save the new settings.



6. Click the **Channel** tab to select options to customize image attributes:

Activate Motion Detect - Check to enable camera to detect moving objects. Double-click each box in the matrix to enable motion detection for that area only. Once enabled, the box will appear shaded on screen. **Note:** Motion detection works by analyzing the video and detecting pixel changes. It is important that the detection area 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 alarms, exclude these areas of concern from the detection enabled area.

Sensitivity Level - When **Activate Motion Detect** is enabled, set the sensitivity by clicking either the *Low*, *Med.* or *High* radio button.

Images (Trigger) Buffer - Select the number of images to be stored in the pre-alarm and post alarm buffers and to be sent to the VideoAlert.net server in the event of a trigger activation.

Brightness - Select the light level displayed on the video screen.

Contrast - Change the difference between the lightest and darkest areas displayed on the video screen.

Saturation - Increase to intensify each color displayed.

Hue - Select the predominant wavelength of color displayed.

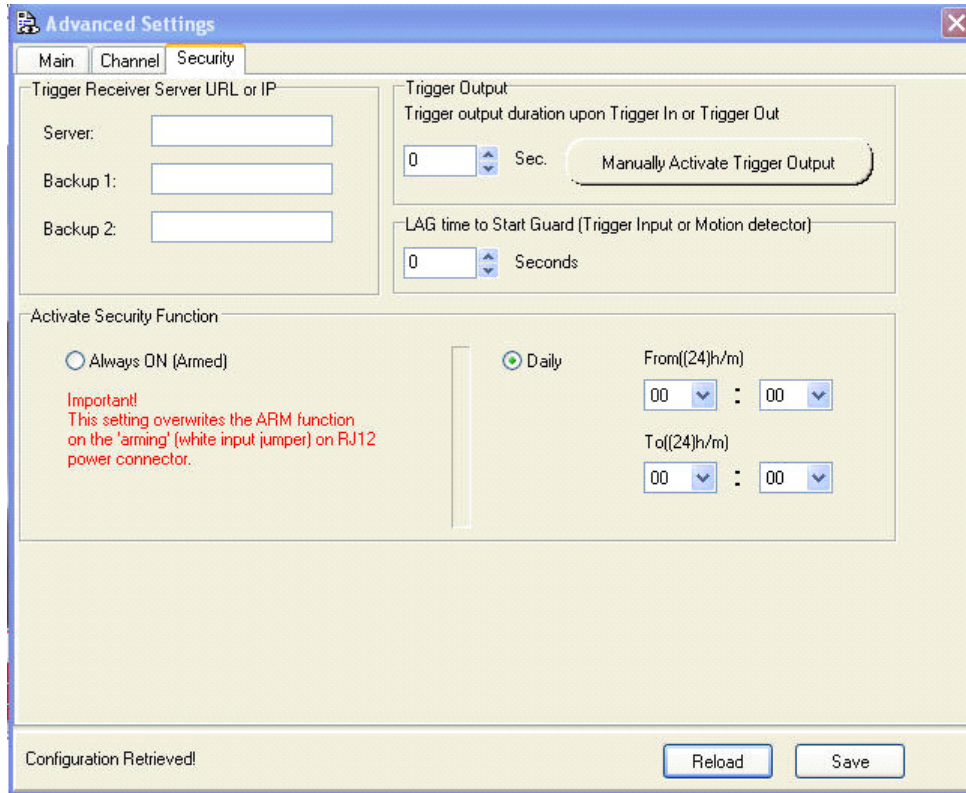
Default - Click to display the original *Brightness*, *Contrast*, *Saturation* and *Hue* settings assigned to the application before changes were specified.

Select Channel - Click to display the features associated with each video input.

Trigger - Check to select optional input devices. Examples include an alarm control panel or a relay that triggers a camera.

Image Format - Select the desired resolution of the images to be sent to the VideoAlert.net server in the event of a trigger input activation.

Click **Reload** to revert to the original settings before changes were selected or click **Save** to update and save the new settings.



7. Click the **Security** tab to select options to customize data protection settings.

Trigger Receiver Server URL or IP - Enter the IP address or URL of the VideoAlert.net server (69.20.70.164) or (www.VideoAlert.net) for the Gateway to send video to the VideoAlert.net server when triggered.

Trigger Output - When the camera detects moving objects, or one of the (4) trigger inputs is activated, the trigger output is activated, which may be used to trigger a zone on a security system, etc. Enter the duration of the trigger output signal (in seconds), and the camera will continue to trigger the device for the length of the time specified. **Note:** The trigger output signal is sent each time the **Manually Activate Trigger Output** button is clicked.

LAG time to Start Guard - Specify the exit delay time (in seconds) allowing the exiting of the protected area.

Activate Security Function - Click the radio button to select the *Security Function* type, either **Always** or **Daily**. Select **Always** to enter security mode when the Trigger In or Motion Detection functions are activated; select **Daily** to enter security mode at the specified Video Gateway Internal Time (in 24-hour military time). See the **Main** tab, "**Video Gateway Internal Time**" for more information.

3 Activating the VideoAlert.net account

Once the VIP-Gateway and G-BOX have been completely wired and powered up, and the system has been configured, the VideoAlert.net account must be activated. These activation steps, described on the next two pages, are designed to be administered by the subscriber. To allow the subscriber to activate their own account, provide them with the User Guide (OI313) included with the VIP-Gateway so they can enter their personal information such as passwords, email addresses, etc.

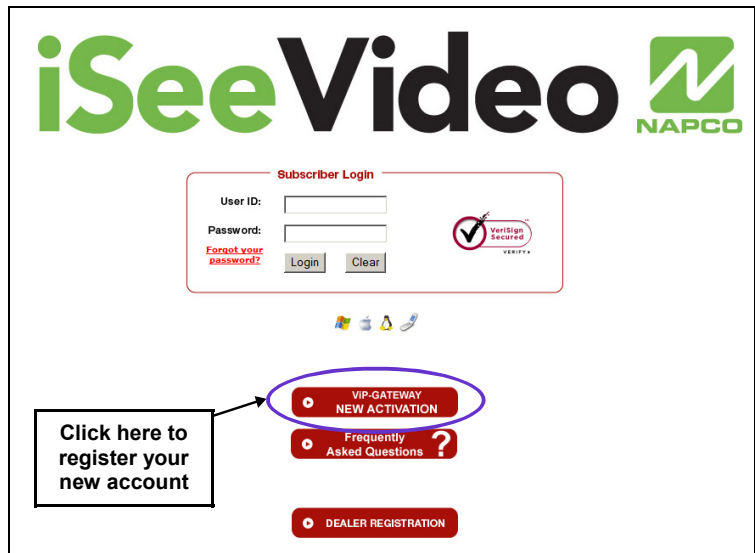
NEW ACTIVATION

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

<https://www.videoalert.net/>

...and the following webpage appears:

For new accounts, click on the **New Activation** link, as shown in image at right.



2. In the section entitled "**VIP-Gateway Activation**", enter your **VIP Gateway MAC Address Number** (supplied by your installer), then click the **Next** button to start your **VIP Gateway Video** service.



VIP Gateway MAC Address Number	0 0 0 9 B 5 _ _ _ _ _
---------------------------------------	-----------------------

3. In the section entitled "**Subscriber Details**", type your name, address, telephone number and other information in the appropriate fields as shown in the image at right.

NOTE: All field descriptions marked with an asterisk (*) **must** be completed, and are as follows:

- *First Name*
- *Last Name*
- *Telephone*
- *Email address*

4. In the section entitled "**Security Credentials**", designate your own unique **User ID** and **Password** to be used for all future access to your account.

Enter your **Password** twice (in the **Password Verification** field), to ensure it is typed correctly.

Check the box marked "**Autodetect 'Best Video Viewer' for your PC and Internet Connection**" for the software to automatically select the most efficient video viewer and connection speed each time you logon.

Click **Next** to continue.

5. The section entitled "**Confirmation**" verifies all information entered in step 3 and 4.

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 forget 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 entered in step 3.

New Activation (2/3) Home

Subscriber Details

Assigned Subscriber Number: NAPC427075 VIP-Gateway MAC Number: 0009B5100000

* Required Fields

Enter VIP-Gateway Description or Friendly Name:

*First Name: *Last Name:
Address: City:
State: Zip Code:
Country:
*Telephone: *Email:
Mobile: Facsimile:

Security Credentials

Enter below the desired User Identification and Password to access your services.

*User ID:
*Password:
*Password Verification:

Autodetect the "Best Video Viewer" for your PC and Internet Connection

[Next →](#)

New Activation (3/3) Home

Confirmation

Assigned Subscriber Number: NAPC427075 VIP-Gateway MAC Number: 0009B5100000

Dear Your Last Name Your First Name,

Please confirm the information below and press "Update" to complete your VIP-Gateway Activation!

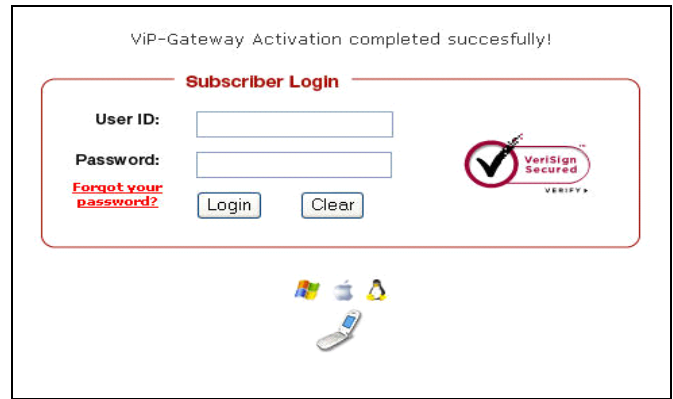
* Feel free to go back (Prev) to make any changes

User ID:
Email:
Address:
Telephone:

[← Prev](#) [Update](#)

6. *Update* is complete when the **Subscriber Login** screen shown at right appears, indicating you have successfully activated your new VideoAlert.net account, and you can log in at any time.

To log in, enter your **User ID (Username)** and **Password** selected in step 4, then click **Login** to continue.

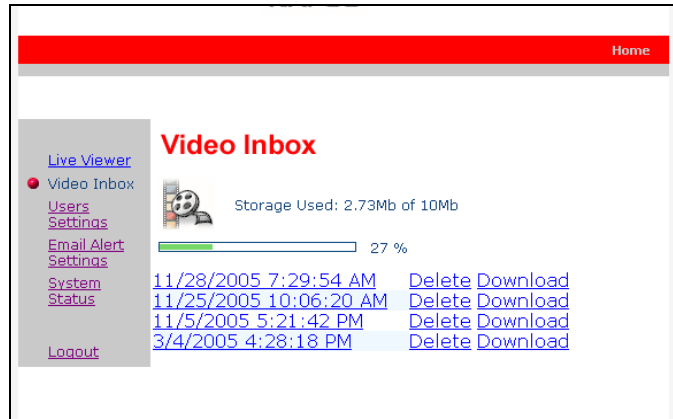


7. Upon logging in, the **Video Inbox** screen appears as shown in the image at right. For new accounts, the **Video Inbox** will be empty, as displayed in this image.


From here, you can:

- View the **Live Viewer**
- View the **Video Inbox**
- View **User Settings**
- View and modify **Email Alert settings**
- View the **System Status**
- **Logout**

Click **Live Viewer** to view video screens assigned to your **VIP Gateway Video** account.



8. Click **Go Back to Video Inbox** and then click on **User Settings** and the **User Settings** screen appears. Any registered user ID will be listed, together with other account attributes, as displayed in the image at right.

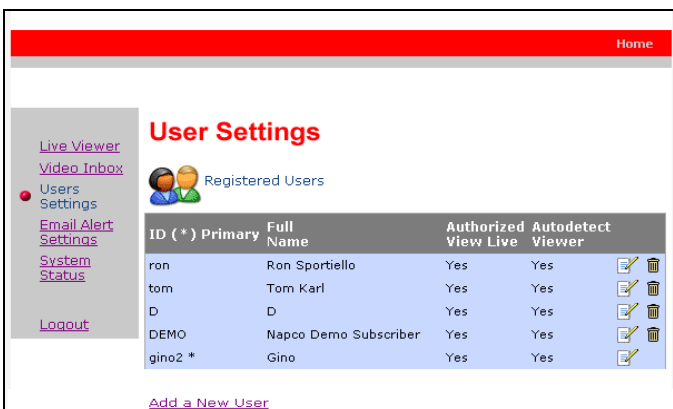
 Only the Primary User (the User that activated the VIP-Gateway account) has access to **User Settings**.

Edit a user by clicking the pencil and pad icon on the right in the **User Settings** screen (see **User Detail** screen below).

Delete a User by clicking on the garbage can icon.



9. 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 you wish to allow the user to view live videos at any time.


Enable **Receive Alerts and Review Stored Videos** to allow the notification of the User via email when a triggered event occurs to allow the review of stored videos.

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.

10. Click **Email Alert Settings** to enter the Email addresses of those Users you wish to notify via email when a triggered event occurs. 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.

 Only the Primary User (the User that activated the VIP-Gateway account) has access to **Email Settings**.

11. Click **System Status** for information regarding the network availability (up-time) of the VIP-Gateway. If for any reason the VIP-Gateway is unavailable (ISP down, cable modem unplugged, etc.), a log entry will be made, detailing the time the Gateway is cut off from the network and the time the network connection is reestablished.

 This level of tracking is made possible by recording each *check-in* the Gateway makes with its DNS, which occurs every 16 seconds.

User Details

Full Name:

Email:

Authorize Live Video View

Receive Alerts and Review Stored Videos

Autodetect "Best Video Viewer" for your PC and Internet Connection

Security Credentials

User ID:


Password:

Password Verification:

* All Fields Are Required **Update** [← Prev](#)

Email Alert Settings

[Live Viewer](#)
[Video Inbox](#)
[Users Settings](#)
Email Alert Settings
[System Status](#)
[Logout](#)



*Primary Receptient:

CC1. Email Receptient:

CC2. Email Receptient:

CC3. Email Receptient:

CC4. Email Receptient:

*Leave blank to disable ALL email alerts reception

Customize Email Content


Subject:

Message Body:

Update

System Status

[Live Viewer](#)
[Video Inbox](#)
[Users Settings](#)
[Email Alert Settings](#)
System Status
[Logout](#)



STATS for VIP-Gateway - MAC: 0009B5106508

Log Data available from 01/17 19:32:35 to 01/20 12:55:51 (EST)

Internet Connection Reliability: UP Time 100%

Details:
01/17 19:32:35 ON -

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 (in many cases already available as a default setting).

No additional software or applets are needed.

2. What separates the iSeeVideo VIP-Gateway from other systems on the market?

The VIP-Gateway 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 branded web site.

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

The video motion detector provides a 48 zone matrix with masking capability per camera that allows the selection of defined segments for motion detection to avoid nuisance alarms. It also has an adjustable sensitivity setting per camera and a programmable global arming schedule. There is also an input that allows the motion detection trigger function to follow the arming of a security control panel.

4. What does this G-BOX actually do?

The NAPCO G-BOX (Patents Pending), is an internet interface accessory that allows the "Plug & Play" installation of the GATEWAY. Many IP devices require the opening of a port on a router (port forwarding) to allow a connection from outside the firewall. Until the G-BOX, this could only be accomplished by using the customer's personal computer to reconfigure the router. The G-Box automates this process, greatly simplifying the installation of the GATEWAY, and eliminating the need for the installer to touch the customer's personal computer. The G-BOX segments the network, *automatically detects* and properly forwards the data intended for the VIP-GATEWAY or to the customer's computer/router, as required.

5. Why is the G-BOX so important?

- The G-BOX is the ONLY device that provides true "Plug & Play" IP video installation and turns any installer into an IP Engineer.
- The G-BOX allows the installer to complete the installation without re-configuring the consumer's personal property.
- The G-BOX eliminates the potential corporate liability and privacy issues associated with the installer's use of the consumer's personal computer as an installation tool.

6. Can I set up the VIP-GATEWAY to function 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 20 second video clips (the duration is user programmable) 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. If the server receives an inordinate volume of video streamed to an account, it will automatically suspend the account for approximately 2 hours and generate an email to the system administrator, informing them of the suspension. After 2 hours, the account will automatically be re-enabled.

7. 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).

8. Do I still need a router to share my Internet connection after the VIP-GATEWAY 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.

9. 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.

10. 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.

11. 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.

12. 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*.

13. I have a VoIP (i.e. Vonage) adapter router. Where do I connect the adapter after the G-BOX is installed?

Any available port on the G-Box is fully compatible with standard IP network devices. Simply plug the VoIP router into a G-BOX LAN port as described on page 7 and it will function properly.

14. Do the IP modules and the VideoAlert.net server support Pre and Post Alarm?

The VIP-GATEWAY transmits to the server approximately 10 seconds of pre-alarm (before trigger) and 10 seconds of post-alarm video for a total of 20 seconds.

15. How are the modules triggered to send Video Events?

The VIP-GATEWAY sends compressed video clips to the VideoAlert server upon activation of the module's trigger input(s). This trigger activation is accomplished by momentarily shorting a normally open input on the module (or normally closed programmable dry contact). The Video gateway will then transmit a video clip (approximately 20 seconds long) to the server. The VIP-GATEWAY may also be triggered by the built-in motion sensor feature. Note that the trigger can be programmed to be always armed or armed by a daily schedule.

16. 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 VIP-GATEWAY.
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 the pre-alarm video to the server and streams live video to the server up to a total of 20 seconds.
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 (controlled by the primary subscriber account).

6. The customer clicks 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.

17. 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. They can also view video on any cell phone that has a built-in web browser, without the need to install any special applications.

18. What is required at the premises in order to install a VIP-GATEWAY?

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

19. 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 see a list of video clips, listed by time and date. To view any stored video, just double-click it. The customer also has the option of deleting each video clip, or downloading it to their local hard drive.

20. Does the VIP-GATEWAY require a Static IP Address?

The VIP-GATEWAY does NOT require a static IP address. It is designed to operate on a *DHCP* enabled network. Every 16 seconds, the VIP-GATEWAY checks if its public IP address is indeed changed; a UDP message is broadcasted 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.

UDP - User Datagram Protocol is connectionless protocol that offers a direct way to send and receive datagrams over an IP network. Used primarily for broadcasting messages over a network.

21. Can a VIP-GATEWAY 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 VIP-GATEWAY to a new user.

22. I have a customer who requires more than 4 cameras. Is it possible to connect multiple VIP-GATEWAYS to a single account?

Yes. One account can support multiple VIP-GATEWAYS. To add a VIP-GATEWAY to an existing account, click on the New Activation link on the web page and follow the instructions on the screen. You must know the CS# to activate the new VIP-GATEWAY.

23. The Video format may be set in the ISeeVideo VideoAlert Advanced Settings screen to either PAL or NTSC. What is the difference?

PAL - PAL (Phase Alternating Line) is a video standard used in many countries around the world. Countries such as the United Kingdom, The Netherlands and more use PAL as their video standard. When a VHS, DVD or laserdisc is released with the PAL format, it can have a maximum resolution up to 625 lines with a vertical frequency of 50Hz. There are different types of PAL standards, one of which uses a vertical frequency of 60Hz instead of 50Hz.

NTSC - NTSC (National Television System Committee) is another video standard also used in many countries around the world. While it is not technically superior to PAL, it is more widely used thanks to its use in the United States and a variety of other countries, such as Japan. When a VHS, DVD or laserdisc is released with the NTSC format, it can have a maximum resolution up to 525 lines with a vertical frequency of 60Hz.

NAPCO iSeeVideo Troubleshooting

1. I have tried everything. How can I "factory default" or "reset" the VIP-GATEWAY?

- a. Press and hold the reset switch on the back of the VIP-GATEWAY.
- b. While holding the reset switch, remove power from the VIP-GATEWAY.
- c. Continue to hold the reset switch; connect the power back to the VIP-GATEWAY and release the reset switch.

Next; to reset the G-BOX; press and hold the reset button on the back of the device for 10 seconds until the lights begin to flash.

Note: This procedure can be used when experiencing any problems with the VIP-Gateway. If you have motion detection or video triggers enabled, they must be reprogrammed..

2. I have DSL PPPoE service with a separate Modem and Router. When I install the G-BOX & VIP-GATEWAY, I lose the Internet connection.

In many cases the DSL PPPoE connection is not initiated by the modem, but by another router provided by the ISP with an embedded user/password. In this case the G-BOX may be installed behind the router. **Note:** In this scenario, the primary router may downgrade the performance or quality of the connection since is not designed to work efficiently with the VIP-GATEWAY-A. This performance can be improved by entering a PPPoE Username and Password (see Troubleshooting #9) or by configuring the modem for "Bridge Mode"; (see Troubleshooting #10).

2a. I have DSL PPPoE service with a combination Modem / Router. When I install the G-BOX & VIP-GATEWAY, I lose the Internet connection.

In many cases the DSL PPPoE connection is not initiated by the modem, but by a combination device provided by the ISP with an embedded user/password. In this case the G-BOX may be installed behind this combination device. **Note:** In this scenario the primary router may downgrade the performance or quality of the connection since is not designed to work efficiently with the VIP-GATEWAY-A. This performance can be improved by entering a PPPoE Username and Password (see Troubleshooting #9) or by configuring the modem for "Bridge Mode"; (see Troubleshooting #10).

3. 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 it, you must power it down for 5-15 minutes (depending on the ISP/Modem). After this, power up the G-BOX and then the Gateway to allow the complete system to reinitialize.

4. When I click on Live Viewer, I get a black screen with a message "No devices found online..."

Check all connections and verify that the VIP-GATEWAY has Internet access. If it is a new installation, make sure the MAC address on the bottom of the VIP-GATEWAY matches the one on the account.

5. When I click on Live Viewer, I get a black screen with channel numbers on the right.

Close the Live Viewer and disconnect all cameras from the VIP-GATEWAY. Power cycle the VIP-GATEWAY. Connect a single camera to the VIP-GATEWAY and click on the Live Viewer link. You should see a picture on the channel where you connected the camera and see blue screens on the other channel numbers. Proceed to connect the rest of the cameras. Video should appear on all channels.

6. When I click on the Alternative Viewer, I see a blue box with a channel number in the middle of the box.

Check all connections and verify that the VIP-GATEWAY has Internet access. If it is a new installation, make sure the MAC address on the bottom of the VIP-GATEWAY matches the one on the account. If you have alarm triggers enabled, it is possible that the server is blocking your device due to a runaway condition (also refer to Troubleshooting #7 for more information).

7. I can view the VIP-GATEWAY, but the triggers no longer work after a while. Why?

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 VIP-GATEWAY is temporarily disabled by the server to prevent a runaway condition.*

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

8. I am triggering the VIP-GATEWAY but not getting video clips transmitted to the server.

Make sure that:

1. The security settings are enabled.
2. The white and black wires on the power supply harness are open (they should be shorted).
3. The correct URL or server IP address is in the trigger field.

Note: If you have trigger on motion enabled, camera will not record while you are in Live View.

9. My DSL modem is connected directly to my PC and must initiate the connection from the PC PPPoE. How do I program the G-BOX to do this automatically?

First locate your DSL PPPoE Dialup User ID and Password or contact ISP for same, and then refer to the following steps regarding how to enter the User ID and password for DSL PPPoE into the G-BOX configuration. Once you configure the G-BOX, make sure that your Internet browser on your PC is no longer configured to connect by using the User ID and Password located in the Internet Options dialog box.

1. Open Internet Explorer or another web browser and type 192.168.8.1:8217 in the address bar and press **Enter**.
2. Leave the **Username** blank and type the word "cameras" in the **Password** field. Click **OK**.
3. Click **NEXT** on the bottom right of the screen.
4. Select the option for ADSL Virtual Dial-up (PPPoE), click **NEXT**.
5. Enter the **Username** and **Password** (case sensitive) provided by the ISP, click **NEXT**.
6. Configuration complete. Close browser, wait 5 minutes and test system.

10. My DSL modem and router are integrated into one unit. How do I install the VIP-GATEWAY and the G-BOX as my primary router and connect to the internet?

Note: This is only for installations that may require special configuration or "enterprise level" networks with custom services. (Make sure you first review Troubleshooting #2 as well).

In some cases, a modem/router "combo" has to be configured to "Bridge Mode". In this mode, the G-BOX will provide all the "routing services" and PPPoE connectivity (if required). Bridge mode, also known as "pass through", disables the internal router and will allow the modem/router device to function as a modem only. This allows all routing functions to be managed by the G-BOX. Most of the modem/router combination configurations can be accessed via the web browser; just point your browser to the modem/router address.

Note: A user password may be required. Examples of some popular manufacturers are:

Linksys: <http://192.168.1.1>

Westell: <http://dslrouter> or <http://192.168.1.1>

2Wire: <http://homeportal> or <http://192.168.0.1>

BritePort: <http://192.168.1.1>

Look for a network configuration option. Make sure you follow the instructions and power cycle (reset) the device if necessary.

11. 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.

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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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