



Platinum Guide

Quick Info

| | |
|---------------------|---|
| Default Username: | admin |
| Default Password: | 12345 |
| Default Resolution: | 1920x1080P (HDMI) |
| Default Recording: | Motion |
| Default NVR IP#: | 192.0.0.64 (DHCP is on by default) |
| App Name: | NVMS7000 (iPhone/iPad & Android) |
| DDNS Web Site: | http://ns1.dvrlists.com |
| Ports to Forward: | 80 (web/HTTP) 8000 (server/app) 8554 (video/RTSP) |
| Player Software: | Player.exe |
| Onvif Version: | 2.2 Profile S |
| IP Scanner: | Platinum IP Portal |

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Tips

The built-in PoE ports are plug-and-play, requiring no configuration for Platinum IP cameras. The cameras will be arranged in order by port number.

See the [Platinum Download Page](#) for the latest firmware and software.

Be sure to close and reopen Firefox, Chrome, or Safari after installing the web component.

The [Mac web component](#) for Safari is available from the Platinum Download Page.

The USB ports on the front and back can be used for either the mouse or a flash drive.

It helps to plan out IP addresses in advance and label Ethernet cords. This aids organization and troubleshooting.

It is often easier to copy and paste the DDNS information from the ns1.dvrlists.com site into the web interface. This prevents typos.

Connecting the NVR to the Network

The NVR should be connected to the network from its single LAN port. If the NVR comes with built-in PoE ports, they should only be connected to IP cameras.



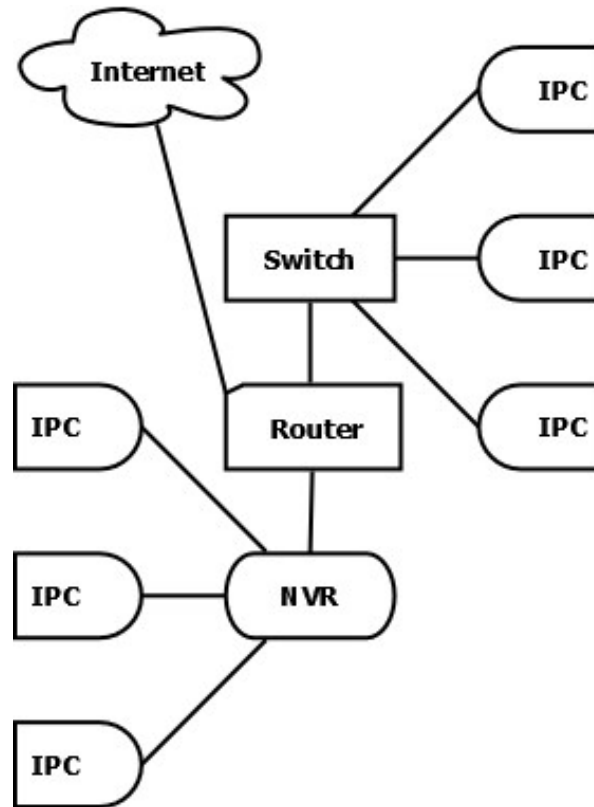
The built-in PoE ports should **not** be connected to a switch or router.

Only PoE powered IP cameras should be connected to the built-in PoE switch.

Turn off power on external PoE switch ports that are not connect to an IP camera.

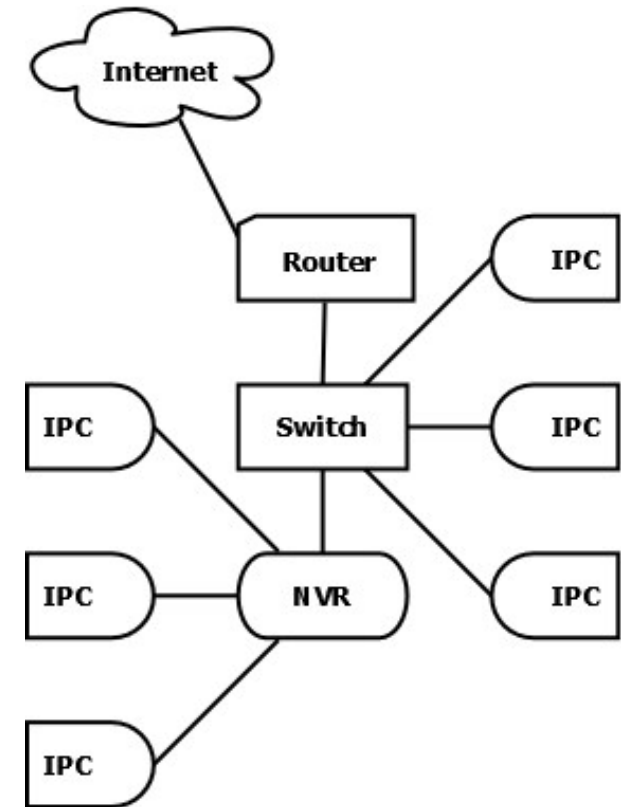
The LAN port of the NVR can be connected to a router, a switch, or an unpowered port of a PoE switch.

IP cameras connect to the built-in PoE port are isolated from the rest of the network. This conserves bandwidth, but restricts IPC configuration to the NVR.



PoE Switch and NVR to Router

- + Easier setup; uses one switch port
- No bandwidth isolation for PoE switch



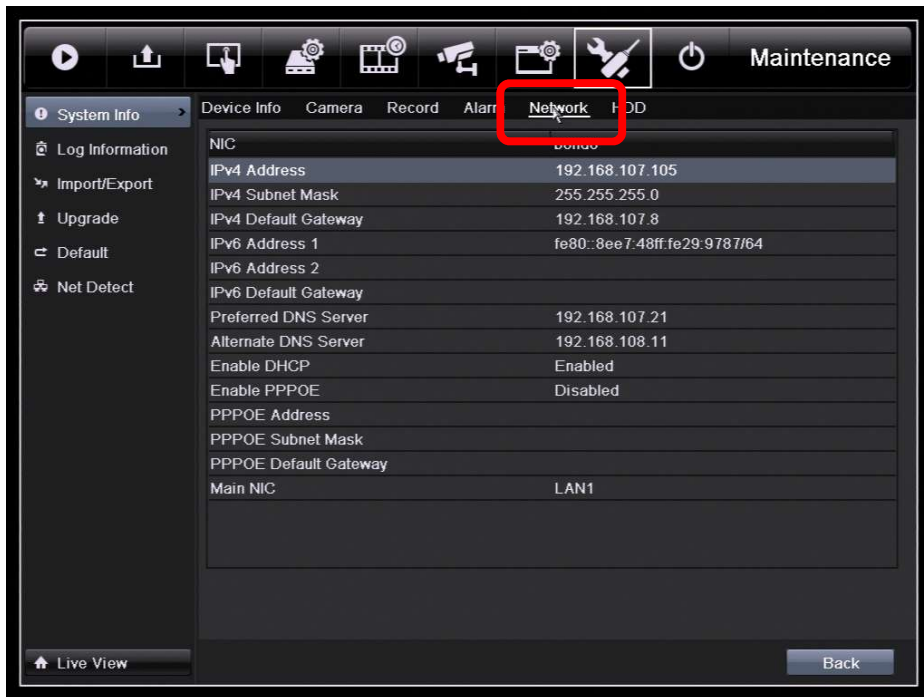
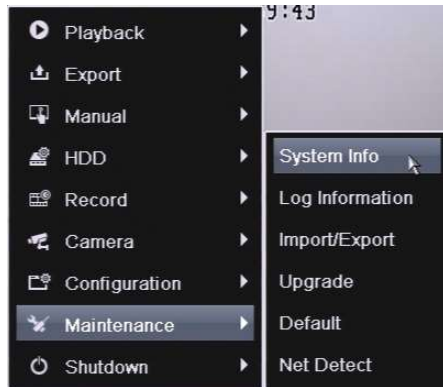
NVR to PoE Switch to Router

- + Bandwidth isolation
- Uses another port on the PoE switch

Assign or Find the NVR's IP Address

The current network settings are in **Maintenance**:

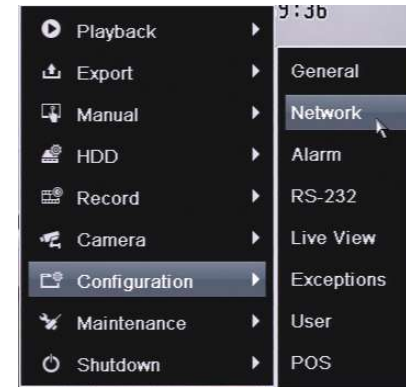
Menu > **Maintenance** > System Info > Network



"Network" can be hard to see. It is at the top.
This is the best way to find the IP address.

To reach the network settings, go to:

Menu > Configuration > Network



By default DHCP is enabled.
The default IP address is 192.0.0.64 (if no router).

Scanning & Adding IP Cameras

1-Click Camera Adding

As of the December 2013 firmware update, the NVRs can quickly add all cameras with a single click. The NVR will scan for, assign addresses to, and add cameras. The button is on the toolbar at the bottom of the screen (right click to display).



The NVR will show the cameras that it found and added.



Single Camera Adding

The NVR has built-in tools to scan for and add the IP cameras individually. The tool is located under:

Menu > Camera > Camera



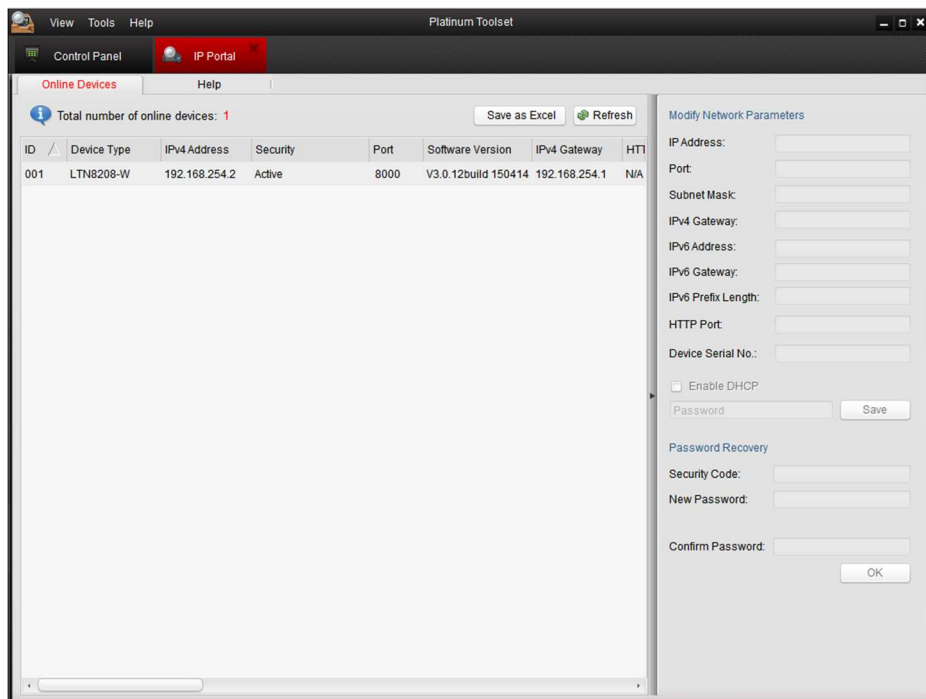
Click on the plus sign (+) to add a camera. The camera will be given a free IP address.



Make sure the NVR has an IP address on the local network.

Scanning from the IP Tool (SADP)

The [Platinum IP Portal](#) can be used from a Windows® computer to scan for Platinum devices. This allows configuration of the IP addresses for IP cameras, NVRs, and even DVRs.



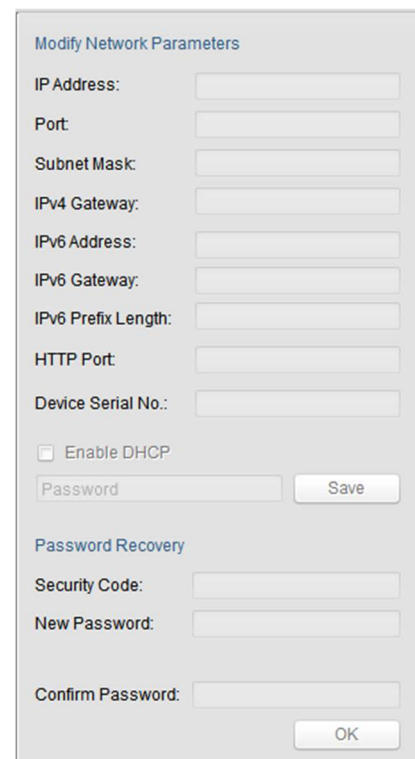
The devices should show up automatically. It checks every few seconds. Click refresh to force it to check again and to remove devices that are no longer there.

Click on a device to see its current information.

The device's IP address and Gateway (router) can be set from here. The device's password must be entered for changes to be accepted.

The default password is:

12345



The "Port:" is the server port used by the NVMS7000 or by the NVR.
The "Port:" is not the web (HTTP) port.

Camera Configuration (Picture / Name)

Adjusting a Camera's Picture

The camera image can be adjusted in a variety of ways (e.g. rotated 180°). Please note that the camera, itself, is being configured from the NVR. These options are under:

Menu > Camera > Image



To **rotate an image**, change the “**Mirror**” setting to “**Center**”.

Note: If the IP camera is connected to an external PoE switch, then the camera can be configured directly from its web client.

Changing a Camera's Name

By default, each camera is named “CAMERA01.” This is because the name of each camera is stored, not on the NVR, but on the camera itself. The name can be changed from:

Menu > Camera > OSD



Note: It is often easier to use the web component for this task. It is easier to type from a computer. A keyboard cannot be used with the NVR.

Camera Positioning

Moving Camera Feeds

Camera feeds can be rearranged on the NVR's display. Click the [X] to remove a feed. Click the screen position and then a camera's icon (📷) to add that camera. Use the left arrow [←] and right arrow [→] to see more screens (if the cameras won't all fit into one).

Menu > Live View > View



To change the spotout (if available), switch the "VGA/HDMI" to "CVBS" and reorganize the camera feeds.

Note: Moving the camera feeds **will not** affect the web client.
Changing the camera **order will** affect the web client.

Changing Camera Order

Cameras connected to the built-in PoE switch are in the order of the ports that they are connected to. Cameras connected to an external PoS switch are in the order they were added. They can be removed and added again to change their order.

Menu > Camera > Camera



Trash Can = delete Triangle (!) = error
Circle (+) = add Circle (▶) = play

| | | | | |
|-----|----|---|---------------|---|
| D4 | — | ▲ | 192.168.188.2 | 📷 |
| D5 | 🗑️ | ▶ | 192.168.107.2 | 📷 |
| ... | + | — | 192.168.107.4 | 📷 |

Recording (Motion / Fulltime)

Motion Detection

By default, the Platinum NVRs/DVRs are set to record on motion. To change the schedule, go to:

Menu > Record > Schedule



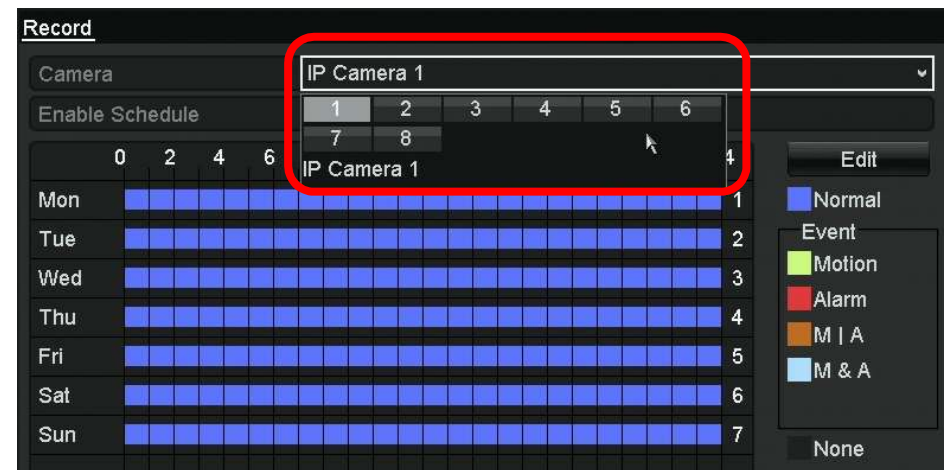
Motion recording is indicated as a pale green/yellow.
Scheduled recording times will be blue.
Fulltime ("Normal") recording will be completely blue.

Fulltime Recording

To schedule specific recording times:
Click "Normal"
Select an area



Be sure to change settings for each camera and click "Apply".

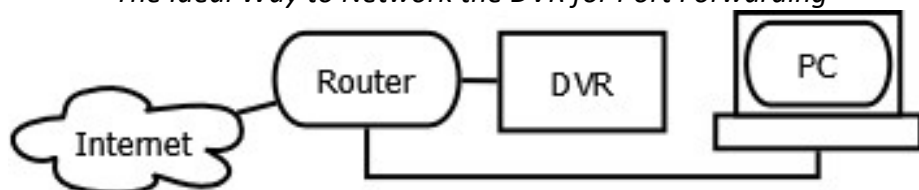


Port Forwarding

Port Forwarding

To allow remote access to the DVR/NVR, port forwarding must be configured on the router.

The Ideal Way to Network the DVR for Port Forwarding



You will need:

- A PC connected to the same router as the NVR/DVR
- The [IP addresses](#) of the NVR/DVR and Router (a.k.a. Gateway)
- The username and password *for the router*.

Step 1: Enter the IP address of the DVR/NVR into a web browser. This should bring up the device's web client, confirming that the device is connected to the network.

Step 2: Enter the routers IP address into a web browser. When prompted, enter the *router's* user name and password.

Step 3: Go the port forwarding section of the router. Forward the ports 80, 8000, & 8554 to the IP address of the NVR/DVR.

Step 4: Test the ports with [canyouseeme.org](http://www.canyouseeme.org) to ensure that port forwarding was successful. This also will show the outside address of the router.

Please see the router's manual or the following examples for port forwarding configuration details.

CanYouSeeMe.org

CanYouSeeMe.org - Open Port Check Tool

This page will serve as a free utility for remotely verifying a port is open or closed on your router. It will be useful for users who wish to check to see if a server is running or a firewall or ISP is blocking certain ports or verify network security. If you want to do website hosting on your own or run your own ip camera behind your router it will also helpful.

Your IP: **50.192.224.245**

What Port?

Success: I can see your service on **50.192.224.245** on port **(80)**
Your ISP is not blocking port 80

| Common Ports | |
|--------------|-----|
| FTP | 21 |
| SSH | 22 |
| Telnet | 23 |
| SMTP | 25 |
| Web | 80 |
| Pop 3 | 110 |
| IMAP | 143 |

<http://www.canyouseeme.org/>

How It Works

Port forwarding works a lot like USPS mail forwarding. With mail forwarding, you tell the post office to forward your mail to another address. With port forwarding, you tell the router to forward information to another device, in this case an NVR or DVR.

A router is a network device with at least two IP addresses. Its job is to connect two or more networks together. For an internet router/modem, the two networks are the internet and the local network. When you use port forwarding, you are really using the outside (WAN/internet) address of the router; the router seamlessly connects you to the NVR/DVR.

Port forwarding must be configured on the internet router. Any connecting routers must also be configured. If something happens to one of these devices, remote access is lost.

Port Fwd. Ex. 1 (Newer Linksys)

In this example, a newer Linksys router is being configured. An example address of "192.168.1.222" is being used. The settings are under:

Security >
 Apps and Gaming >
 Single Port Forwarding

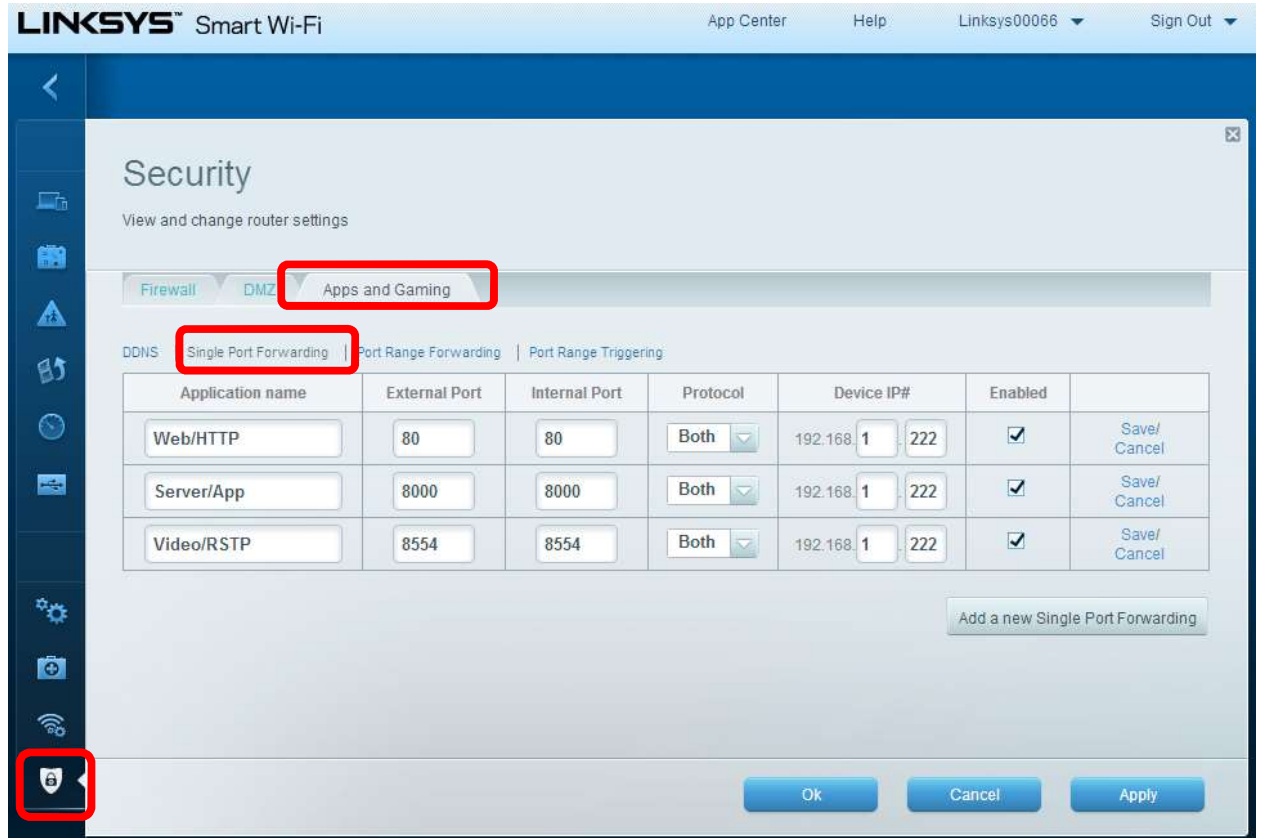
Ports to Forward: **80** (web/HTTP)
8000 (server/app)
8554 (video/RTSP)

Please note that each router is different. Even the same manufacturer may use different interfaces. Please see the router's manual for details. Often the manuals can be found on the manufactures website.

Router Support Sites:
[Linksys](#) [Belkin](#)
[D-Link](#) [Verizon](#)

Port Forwarding may also be called "Applications and Games," "Pin Holes," "Virtual Servers," etc.

Common default username/passwords:
 admin/password
 admin/admin
 admin (blank password)



| Application name | External Port | Internal Port | Protocol | Device IP# | Enabled | |
|------------------|---------------|---------------|----------|---------------|-------------------------------------|-------------|
| Web/HTTP | 80 | 80 | Both | 192.168.1.222 | <input checked="" type="checkbox"/> | Save/Cancel |
| Server/App | 8000 | 8000 | Both | 192.168.1.222 | <input checked="" type="checkbox"/> | Save/Cancel |
| Video/RSTP | 8554 | 8554 | Both | 192.168.1.222 | <input checked="" type="checkbox"/> | Save/Cancel |

[Practice Router Simulator](#)

Port Fwd. Ex. 2 (Older Linksys)

In this example, an older Linksys router is being configured. An example address of "192.168.1.222" is being used. Port forwarding is under:

Applications & Games >
Port Range Forwarding

Ports to Forward: **80** (web/HTTP)
8000 (server/app)
8554 (video/RTSP)

Please note that each router is different. Even the same manufacturer may use different interfaces. Please see the router's manual for details. Often the manuals can be found on the manufactures website.

Router Support Sites:
[Linksys](#) [Belkin](#)
[D-Link](#) [Verizon](#)

Port Forwarding may also be called "Applications and Games," "Pin Holes," "Virtual Servers," etc.

Common default username/passwords:
admin/password
admin/admin
admin (blank password)

The screenshot shows the Linksys router's configuration interface. The 'Applications & Gaming' menu is highlighted. The 'Port Range Forwarding' section is active, displaying a table with the following data:

| Application | Start | End | Protocol | IP Address | Enabled |
|-------------|-------|---------|----------|---------------|-------------------------------------|
| Web | 80 | to 80 | Both | 192.168.1.222 | <input checked="" type="checkbox"/> |
| Server | 8000 | to 8000 | Both | 192.168.1.222 | <input checked="" type="checkbox"/> |
| Video | 8554 | to 8554 | Both | 192.168.1.222 | <input checked="" type="checkbox"/> |
| | 0 | to 0 | Both | 192.168.1.0 | <input type="checkbox"/> |
| | 0 | to 0 | Both | 192.168.1.0 | <input type="checkbox"/> |
| | 0 | to 0 | Both | 192.168.1.0 | <input type="checkbox"/> |
| | 0 | to 0 | Both | 192.168.1.0 | <input type="checkbox"/> |
| | 0 | to 0 | Both | 192.168.1.0 | <input type="checkbox"/> |
| | 0 | to 0 | Both | 192.168.1.0 | <input type="checkbox"/> |
| | 0 | to 0 | Both | 192.168.1.0 | <input type="checkbox"/> |

The sidebar on the right contains the following text:

Port Range Forwarding

Port Range Forwarding can be used to set up public services on your network. When users from the Internet make certain requests on your network, the Router can forward those requests to computers equipped to handle the requests. If, for example, you set the port number 80 (HTTP) to be forwarded to IP Address 192.168.1.2, then all HTTP requests from outside users will be forwarded to 192.168.1.2. It is recommended that the computer use static IP address.

You may use this function to establish a web server or FTP server via an IP Gateway. Be sure that you enter a valid

[More...](#)

| Application | Start | End | Protocol | IP Address | Enabled |
|-------------|-------|---------|----------|---------------|-------------------------------------|
| Web | 80 | to 80 | Both | 192.168.1.222 | <input checked="" type="checkbox"/> |
| Server | 8000 | to 8000 | Both | 192.168.1.222 | <input checked="" type="checkbox"/> |
| Video | 8554 | to 8554 | Both | 192.168.1.222 | <input checked="" type="checkbox"/> |

[Practice Router Simulator](#)

DDNS Registration and Setup

A consistent address is needed at the customer's location to reach the NVR/DVR. If the outside (WAN) address of the location changes frequently, then a DDNS address can be assigned to it.

The DDNS Website: <http://ns1.dvrlists.com/>

Registration

There is a link to register on the website. The e-mail address should belong to the installer. The e-mail address is the username.



| NEW USER REGISTRATION | |
|--|---|
| EMAIL ADDRESS | <input type="text" value="installer@email.com"/> |
| PASSWORD | <input type="password" value="••••••"/>  |
| PASSWORD CONFIRM | <input type="password" value="••••••"/> |
| FIRST NAME | <input type="text" value="Your"/> |
| LAST NAME | <input type="text" value="Name"/> |
| SECURITY QUESTION | <input type="text" value="My first phone number."/> ▼ |
| ANSWER | <input type="text" value="Select a question!"/> |
| <input type="button" value="Submit"/> <input type="button" value="Reset"/> | |

Address (Domain) Creation

Once registered, an address can be created. This will be the web address that the customer uses to reach the NVR/DVR.

Domain Name Creation

Enter a new domain name below.

You must create a domain name to continue.

Domain name must start with (a-z, 0-9). Cannot end or start, but may contain a hyphen and is not case-sensitive.

customeradc.dvrlists.com

In this example we are trying to create a web address, also called a "domain". After registering for the first time, this page will automatically show up.

The address for the customer to use should be entered here. In this example, the name we are trying to make is:

customeraddress.dvrlists.com

Click "Request Domain" to see if the address is available. If not, try another address.

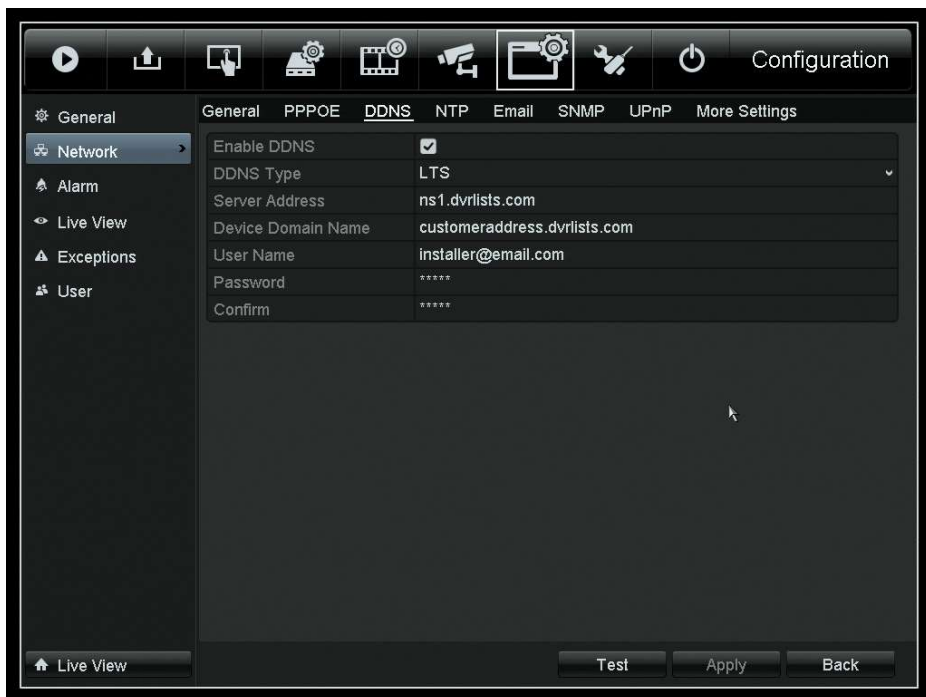
To add more addresses, go to the bottom of the "Domains" page.

The result will be a list of the installer's customers' DDNS sites.

Entering the DDNS

Once the DDNS address is created, it can be entered into the NVR/DVR. The DDNS settings are under:

Menu > Configuration > Network > DDNS



| | |
|--------------------|-------------------------------------|
| Enable DDNS | <input checked="" type="checkbox"/> |
| DDNS Type | LTS |
| Server Address | ns1.dvrlists.com |
| Device Domain Name | customeraddress.dvrlists.com |
| User Name | installer@email.com |
| Password | ***** |
| Confirm | ***** |

Click the check box next to **Enable Device Domain Name** is the address just created. **User Name** is the installer's e-mail address. **Password** is for the DDNS account created. **Confirm** is the DDNS password again.

The password is not the e-mail account password.

The default DDNS type is "LTS" and the default server is "ns1.dvrlists.com" (our server). Leave this information alone.

Click "**Test**" to make sure the information has been entered correctly.

Troubleshooting

If the test fails, check the information. If it is correct, [check the DNS status](#). If no address has been set to the DNS, set it to: **8.8.8.8** (Googles DNS server).

Please note that DDNS and DNS are separate things.

The DVR/NVR needs a DNS to use the address of the DDNS server. Every web address has a number attached to it. The words are for humans; the numbers are for machines. The DNS translates the human-readable site into machine-readable numbers.

How It Works

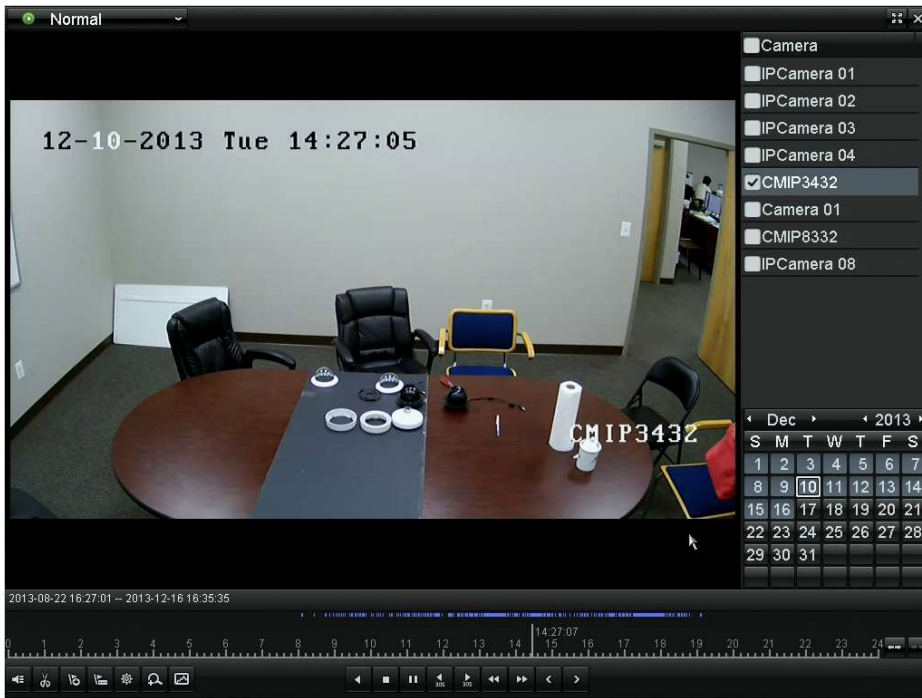
A DDNS will keep track of dynamically changing router IP addresses. The NVR will "check-in" with an LTS server, telling it what its current IP address is. Our DDNS server will then update the address created for the customer by the installer.

Search & Playback (Normal / Smart)

Normal Search

To find and playback video, go to:
Menu > Playback > Normal

**Select one or more cameras > Double click a day >
Slide to the desired time > Click Play**



Use the zoom icons to magnify the time bar.

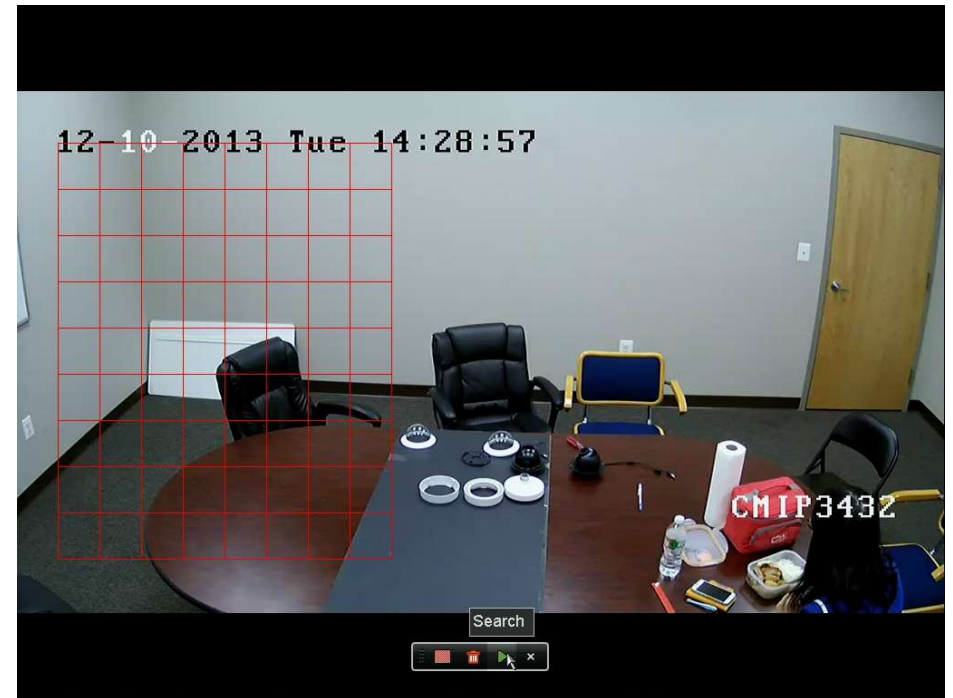


The results show up in blue.

Smart Search

The Smart Search makes it easy to find video by narrowing down where motion occurred. *Make sure only one feed is selected.*

Click the graph icon ("Smart").



Select an area > Click "Search"



The results will show up in green.

Backup & Export

Normal Backup

Video can be exported to a USB flash drive.

Menu > Export > Normal

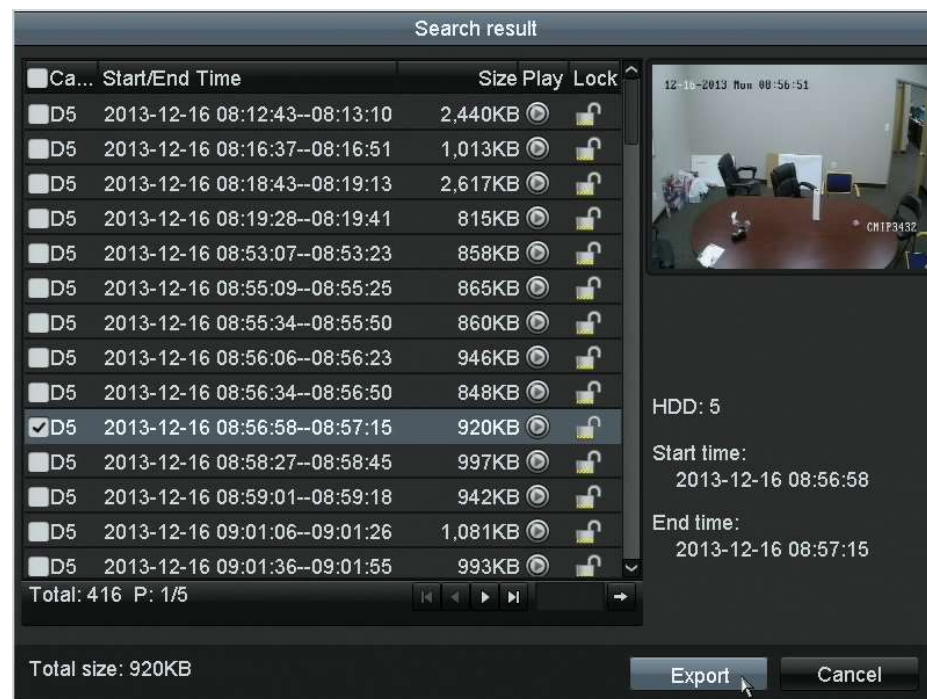


Specify the channels, start date/time, end date/time >
Click "Search"

Note: If the flash drive cannot be read, ensure it is FAT32 formatted.

All of the records in that range will show up.

Click the play icon to preview the files.

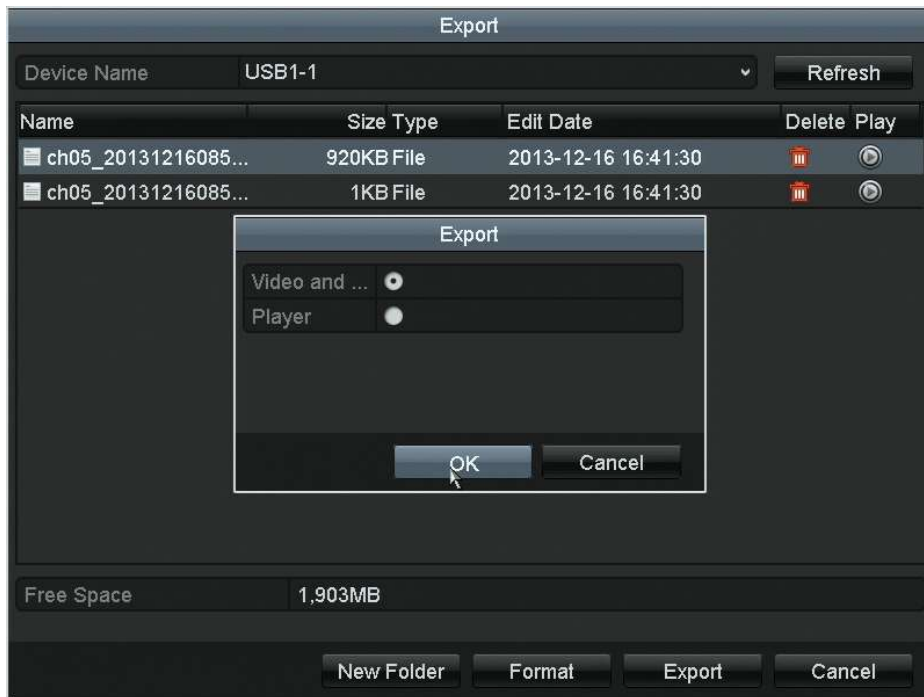


Select the desired files > Click "Export"



By default, all of the records are selected. If you do not want all of the files, uncheck the top check box. Then select files individually.

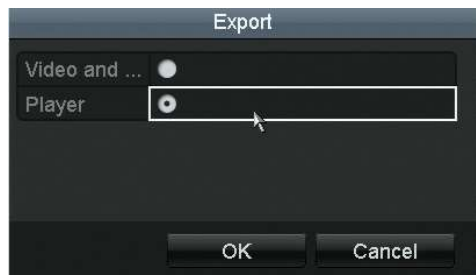
For just the video file (and log), click “OK.”



Exporting the Player Program

To export the player software:

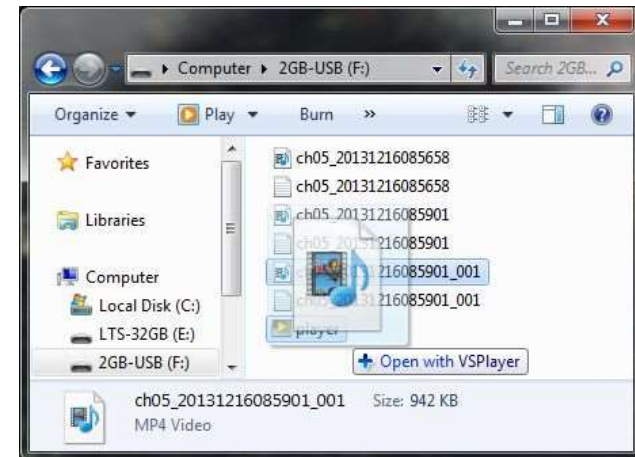
Click “Export” again > Select “Player” > Click “OK”



The [player software](#) can also be downloaded from our website.

Playing the Video File

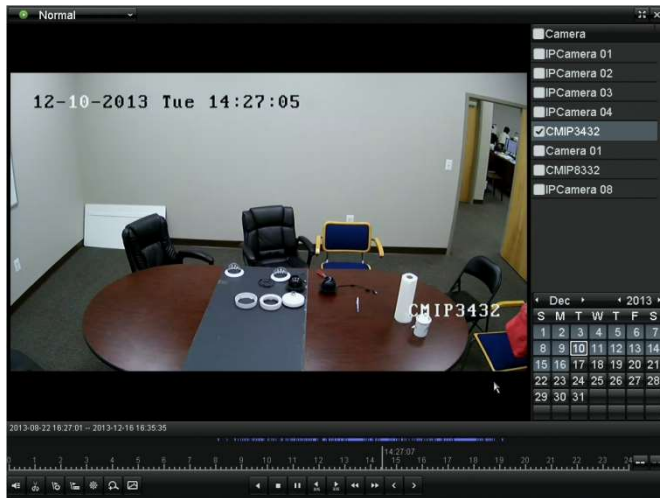
Connect the USB flash drive to a computer and open it. Drag and drop the video file onto the player program (player.exe). No installation is required.



Tip: [VLC Player](#) can also be used to play video files. Audio may not work; PoS text cannot be shown.

Single Clip Backup (Snipping)

Select a single [video record](#) using a normal or smart search.



Click "Start clipping" (✂)



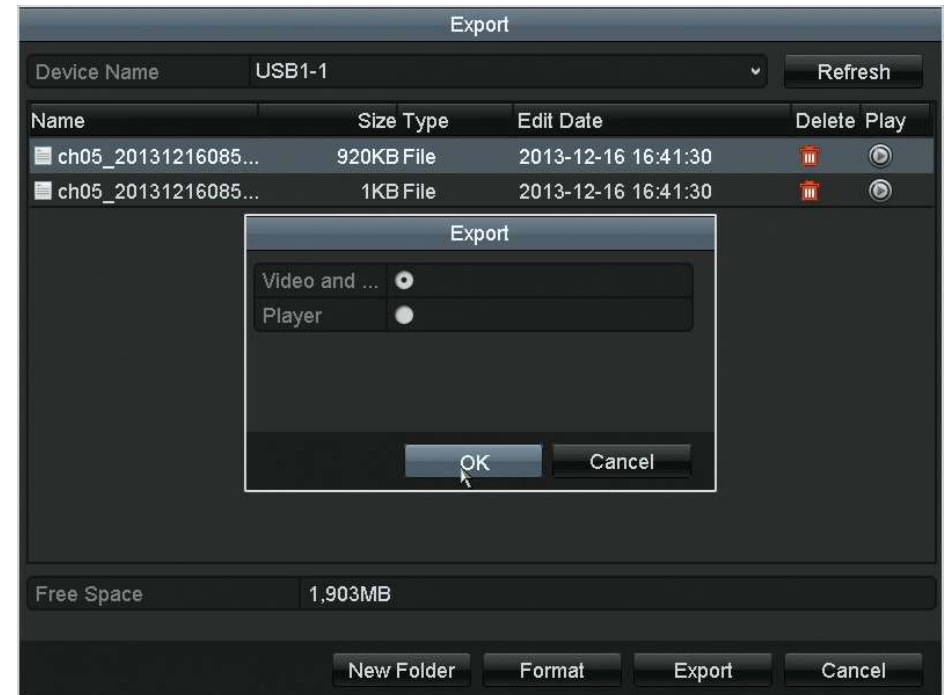
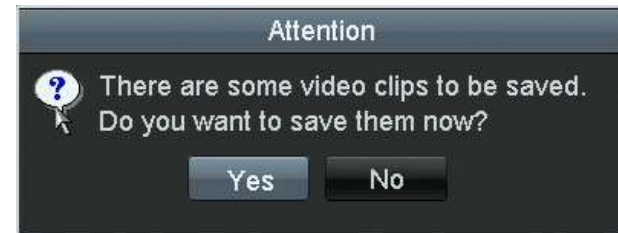
Let the video play or click on the end of the clip's time line.
Click "Stop clipping"



Exit the Playback screen. (X)



Click "Yes" to bring up the "Export" screen; then click "OK."



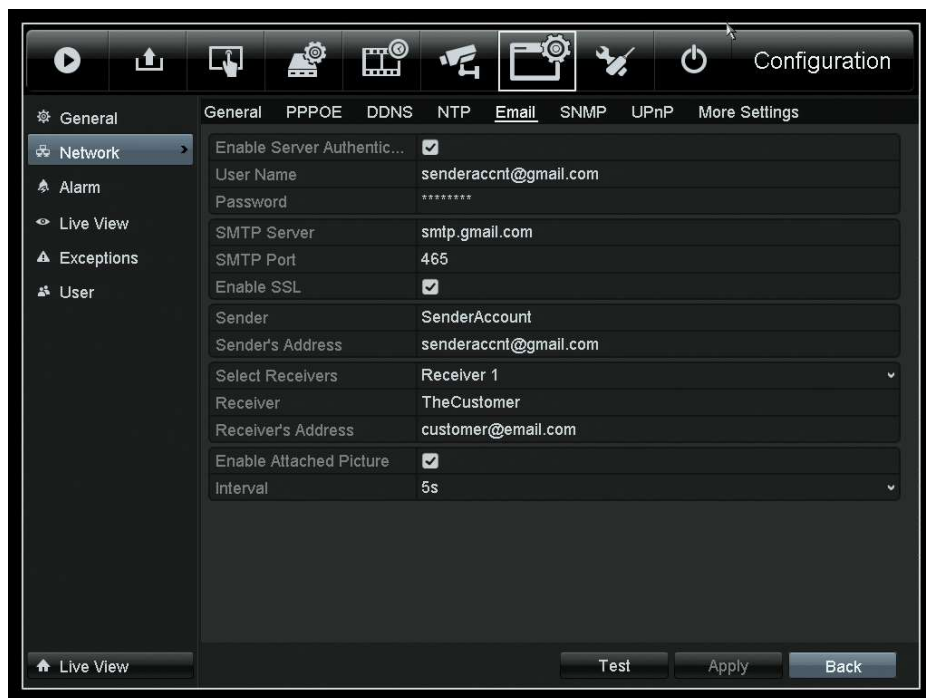
E-mail Alert Setup

E-mail Setting

It is best to create a new address to use as a dedicated sending account. Gmail has been a reliable free service. This address will be the “Sender” account; the customer’s current address will receive e-mails from the sender account.

The e-mail settings are under:

Menu > Configuration > Network > Email



The following configuration is an example of configuring the NVR to use a Gmail account (senderacct@gmail.com) to send e-mail to a customer (customer@email.com).

Note: The “Sender” and “Receiver” fields are just labels.

An Example Gmail Configuration

| | |
|----------------------------|-------------------------------------|
| Enable Server Authentic... | <input checked="" type="checkbox"/> |
| User Name | senderacct@gmail.com |
| Password | ***** |
| SMTP Server | smtp.gmail.com |
| SMTP Port | 465 |
| Enable SSL | <input checked="" type="checkbox"/> |
| Sender | SenderAccount |
| Sender's Address | senderacct@gmail.com |
| Select Receivers | Receiver 1 |
| Receiver | TheCustomer |
| Receiver's Address | customer@email.com |
| Enable Attached Picture | <input checked="" type="checkbox"/> |
| Interval | 5s |

Click “Test” to make sure the information has been entered correctly.



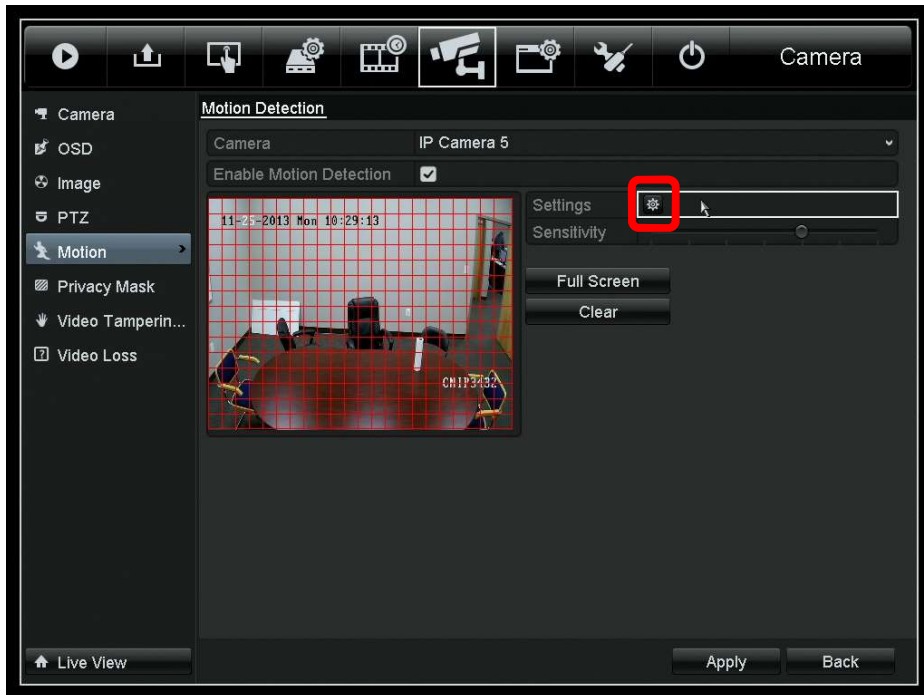
Troubleshooting

If the test fails, check the information. If it is correct, [check the DNS status](#). If no address has been set to the DNS, set it to: **8.8.8.8** (Google's DNS server).

Channel Settings

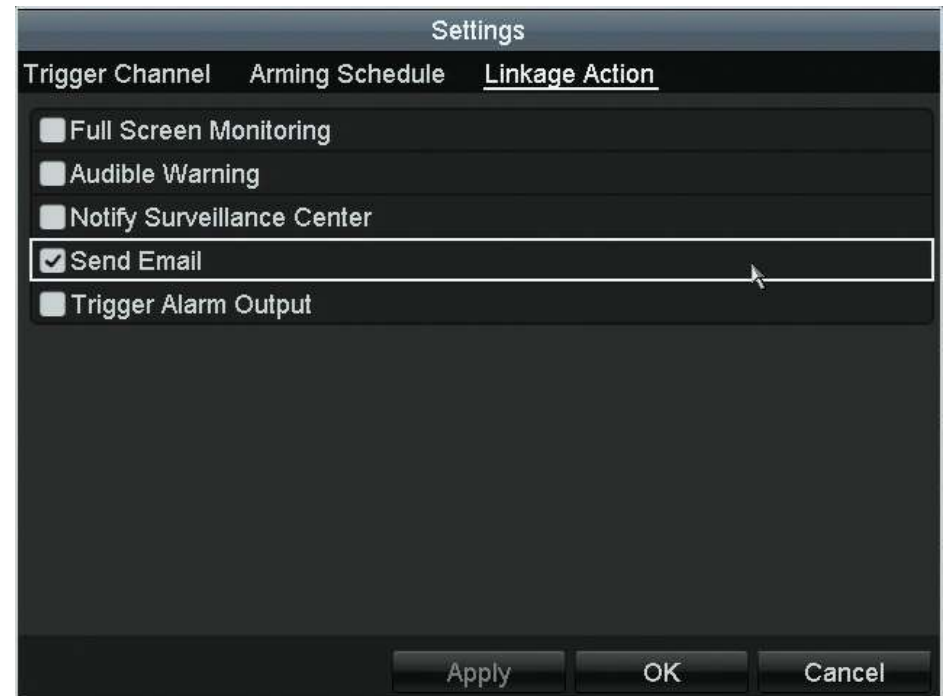
Once the e-mail sender account has been configured, each camera must be told to send an e-mail alert. These settings are under:

Menu > Camera > Motion > (Gear Icon)  > Linkage Action



Note: Please limit the area to the smallest possible size. **All motion** will trigger an e-mail (passing cars, windblown trees, etc.).

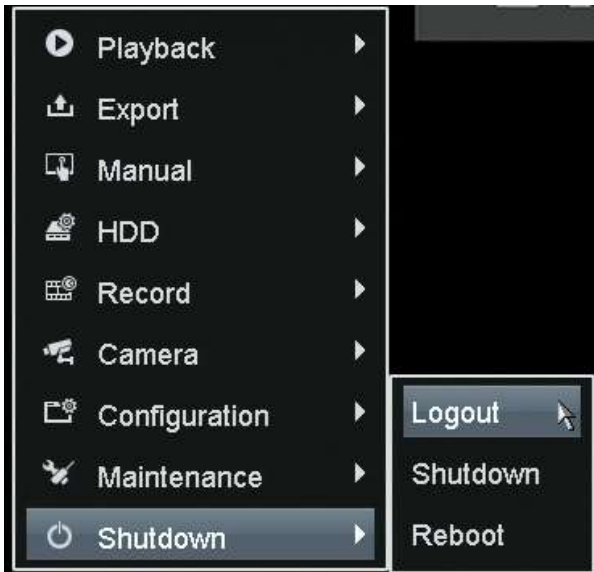
Add a check mark to the “Send Email” settings.



Do this for each camera that needs an e-mail alert.

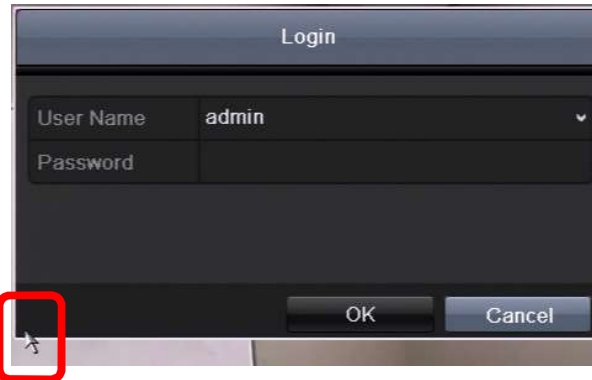
Note: Snapshots are in D1 resolution.

Resetting the Password

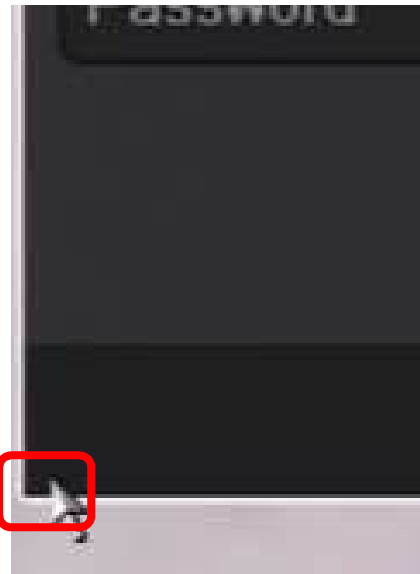


The password is reset from the Login screen.

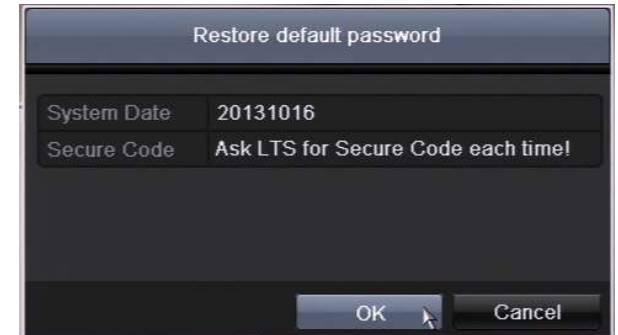
If needed, logout of the Platinum NVR/DVR. To log back in, try to access the menu again. The Login screen will appear, prompting the user for a password.



From the Login screen, **double click** on the lower, left-hand corner of the box. This is a hidden button. It will bring up the “Restore default password” box.



The corner is a hidden button.
Double click it.



Check to make sure the system date is accurate. The “Secure Code” changes each day. Please contact LTS for that day’s code, or e-mail support@ltsnj.com alternatively.

Enter the “Secure Code” and the following message should appear.



The “admin” account password has been changed to:

12345

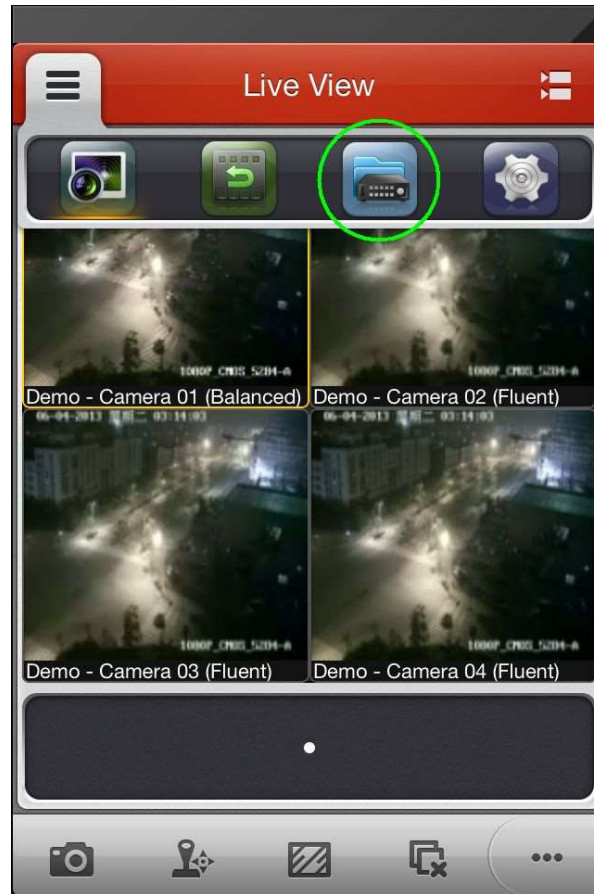
No other settings or passwords are changed.

NVMS7000 Setup



To begin, tap the menu button (≡) in the top, left corner.

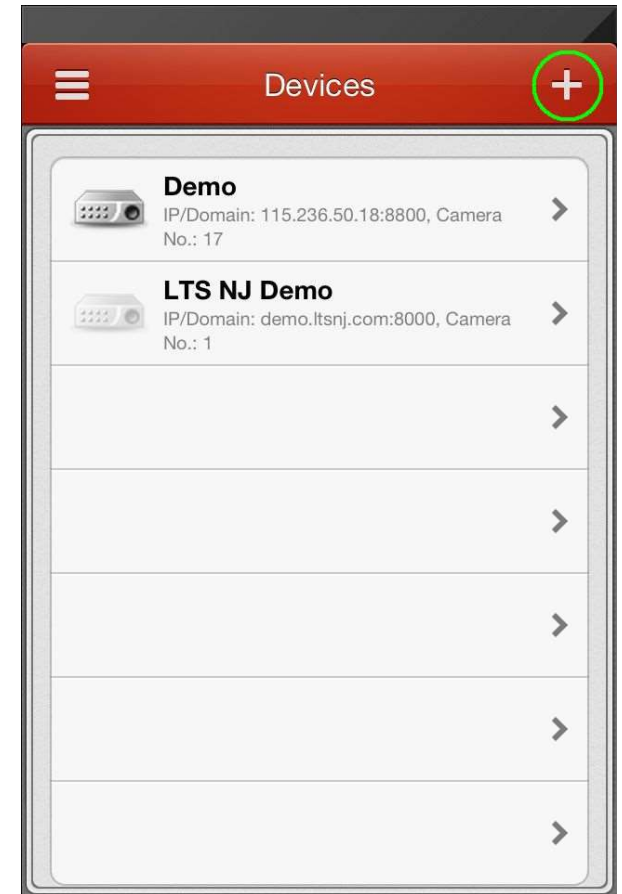
NVMS7000 is available for iPhone and iPad in the Apple [App Store](#) and for Android in the [Google Play](#) store.



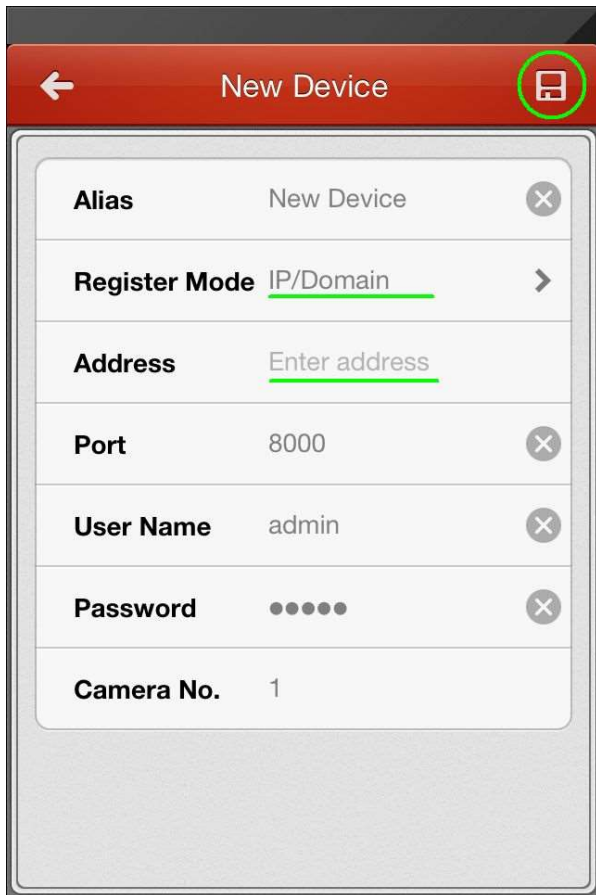
The icons refer to:

Live View – Playback – Devices – Settings

Tap the one for Devices (3rd from the left).



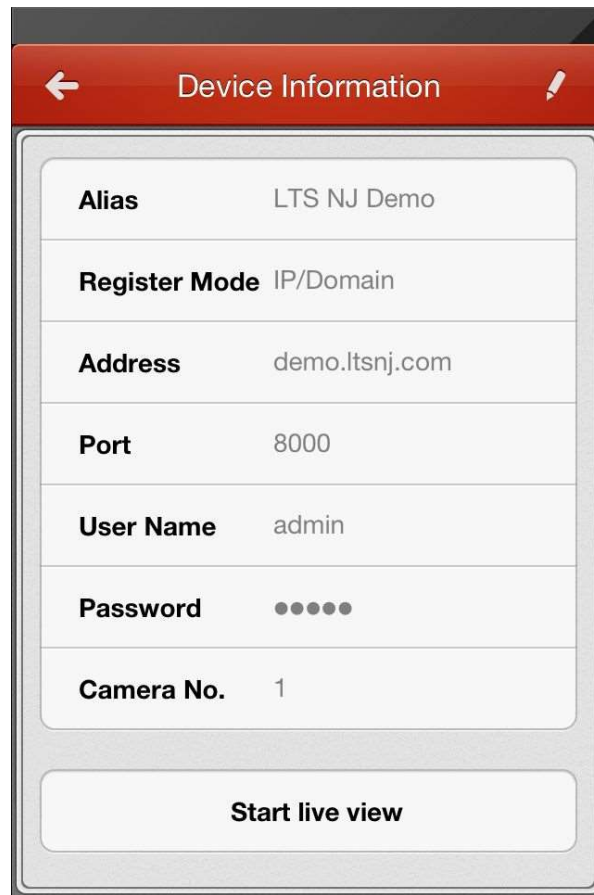
This will list all known devices. Tap the plus sign (+) to add a new device.



Enter the NVR/DVR connection information:

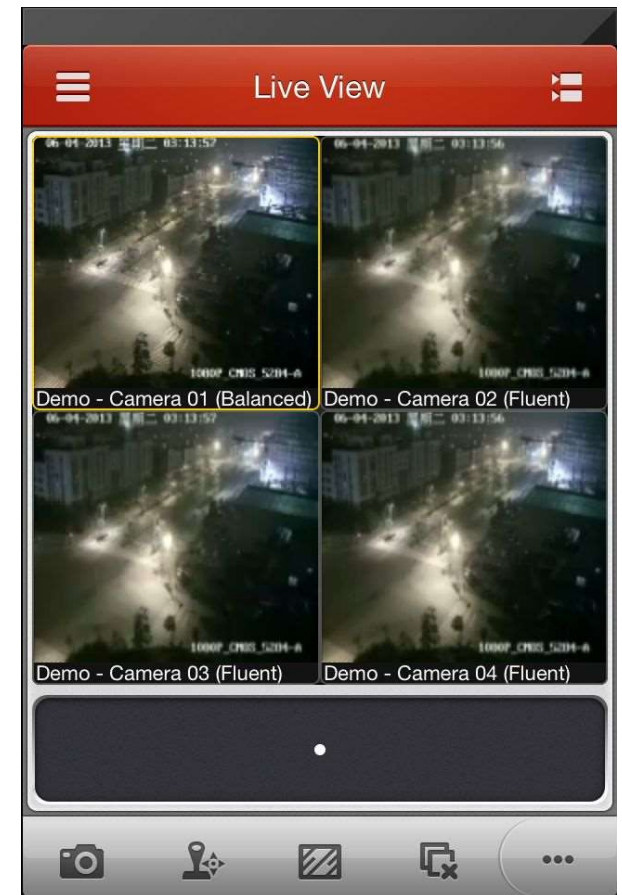
Alias: Just a label
Register Mode: IP/Domain (default)
Address: IP or DDNS address
Port: 8000 (default)
Username/Password: admin/12345

Tap save (📁) in the top, right.



The device has been added. Tap “Start live view” to see the camera feeds. For further changes tap the pen button (✎) on the top, right corner. Tap back (←) to return to the Devices list.

Note: the app will auto detect how many cameras are available.



The live view should now be displayed. If there are more than four cameras, swipe (slide you finger to left/right) to see the other camera feeds.

RTSP Video & JPEG Image

RTSP (Real Time Streaming Protocol) is a standardized video streaming protocol. IP cameras use it to provide the video to the NVR. NVRs and DVRs use it to provide video to the web client, app, etc.

The purpose of RTSP is to be compliant with Onvif. RTSP sometimes is directly used by third party NVRs or VMSs (Video Management System).

RTSP Ports

The industry standard port for RSTP is 554. This caused problems on some iOS devices, so the NVRs/DVRs switched to port 8554.

Cameras: **554**
NVR/DVR: **8554**

Note: Custom ports can be used if needed.

A Note on Onvif

Onvif is an industry standard that allows IPCs and NVRs from different manufacturers to work together. The default web and server port is 80; the default RTSP port is 554.

LTS IP cameras use:

Onvif Version 2.2 Profile S

RTSP Video

rtsp://username:password@<address>:<port>/streaming/channels/<camera#><stream>
(Mainstream = 01 | Substream = 02)

Example 1: NVR/DVR Mainstream – Channel 16 (IP Address)

rtsp://admin:12345@192.0.0.64:8554/streaming/channels/1601 (Note the 8554 port)

Example 2: NVR/DVR Substream – Channel 3 (Domain Address)

rtsp://admin:12345@nvr.dvrlists.com:8554/streaming/channels/302

Example 3: IP Camera Mainstream / Substream (IP Address)

rtsp://admin:12345@192.0.0.64:554/streaming/channels/101 (Note the 554 port)
rtsp://admin:12345@192.0.0.64:554/streaming/channels/102

Note: *The RTSP feed cannot be understood by a web browser.* A media player plugin can be used, but this requires HTML coding and is not supported.

Embedding video into a webpage is not supported. IPCs support six concurrent logins. Some customers have had success with [mirroring services](#) that repeat the RTSP feed.

JPEG Image

http://username:password@<address>:<web-port>/streaming/channel/1/picture (IPC only)

Example 1: IP Camera JPEG Image (IP Address)

http://admin:12345@192.0.0.64/streaming/channels/1/picture (HTTP port defaults to 80)
http://192.0.0.64/streaming/channels/1/picture (browser requests credentials)

Troubleshooting

Can't See Video on Monitor

The web client can be used to check and control the video output. The [Platinum IP Portal](#) will have to be used to find the NVR's address. Type the NVR's IP address into a web browser.

Configure > Remote Configure > Device Parameters > Menu Output



NVR Not Recording

Check HDD
Check Schedule
Check Motion Settings

DDNS Not Working

Check Primary DNS
Check the Gateway
Copy and paste link & user from ns1.dvrlists.com

Cameras Disappear After Upgrade

Add them back from:
Configuration > Camera Management > IP Camera
Then click [Quick Add], select the cameras, and click [OK] to add them.

Written by Ryan D. Lang