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Platinum Web Client Guide

Step 1: Connect the NVR to the Network

Make sure the NVR is connected to the local network with an Ethernet cable.

Step 2: Get the IP Address

This is how the NVR is accessed from a computer via a web browser. It is a good idea to *write the IP address down*. Be sure to get IP address from the *Maintenance* section:

Menu > Maintenance >
System Info > Network

Step 3: Go to the IP Address

Type the IP address of the NVR into a web browser (Firefox, and Safari).

Default Username: **admin**

Default Password: **12345**

Default Ports: **80** (web/HTTP)

8000 (server/app)

8554 (video/RTSP)

DDNS Site: <http://ns1.dvrlists.com>

Video Player: [Platinum Player](#)

IP Scanner: [Platinum IP Portal](#)

Mac Plugin: [Mac Web Component](#)

Firmware & Tools: [Platinum Downloads](#)

Basic NVR Setup

Getting the IP Address

Be sure to get the NVR online and configured before using the web client. The NVRs now have **DHCP turned on** by default since firmware version 140404 (2014 April 4th).

Go to:

Menu > Maintenance >
System Info > Network



The NVR's IP Address

Quickly Adding the Cameras

Cameras connected to the built-in PoE switch are added automatically. Cameras connected to an external PoE switch are still easy to add. The fastest way to add these cameras is from the main tool bar.

Click: "Add IP Camera (Auto)"



All cameras connected to the External PoE switch will be given IP addresses and added.



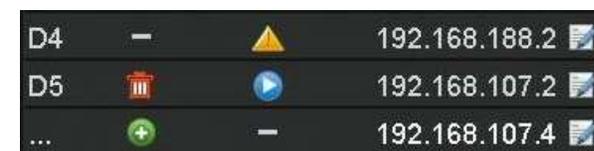
Arranging Cameras (optional)

There are actually two ways to arrange cameras, but only one will affect the web client. Initially, cameras (on an external PoE switch) are arranged in the order they are added. The cameras can be removed and added back:

Menu > Camera > Camera



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



For the NVR monitor (only) way:
Menu > Configure > Live View > View

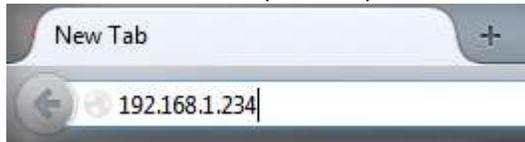
Web Client Setup

Once you have the IP address of the NVR, type it into a web browser.

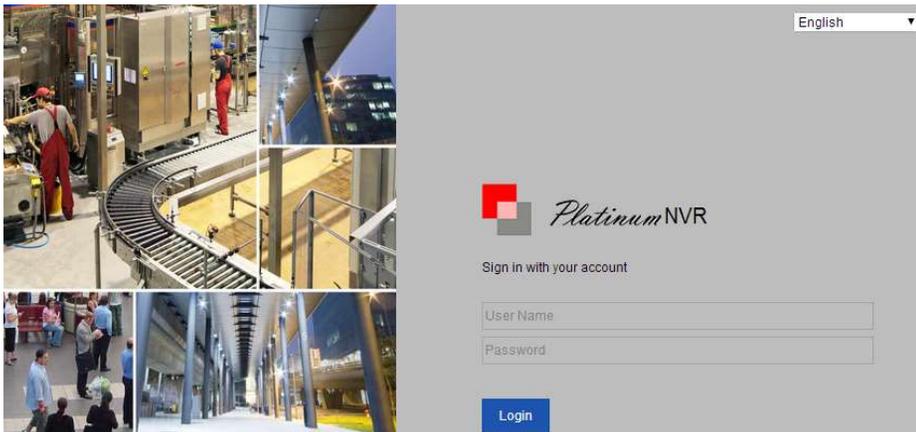
Internet Explorer (Microsoft)



Firefox (Mozilla)



Then a login screen should appear:



Enter the username and password and click [Login].

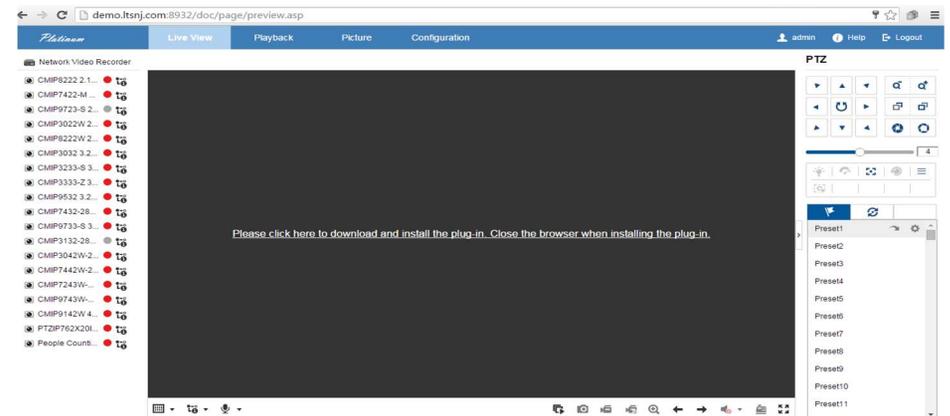
Defaults: username = admin
 password = 12345

Install/Update Plugin

The web client will then ask you to install a plugin:

“Please click here to download and install the plug-in. Close the browser when installing the plug-in.”

(The second part only applies to updating the plugin. First time installations can leave the browser running.)



Click that link to download the plugin installer.

Run that installer to actually install the plugin.

For IE, refresh the page to use the plugin. If that fails, or if Firefox is used, then quit and reopen the program. For plugin upgrades, be sure the browser is closed.



Click “**Start All Live View**” to show the cameras.

Install the Plugin on a Mac

Installing the web component on a Mac can be disorienting for a Windows user. There are some differences.

Here is an **outline** of the steps to follow:

1. Check the Mac/Safari Version
2. Download the Plugin Installer for Mac
3. Enable “Anywhere” Program Installation
4. Run the Plugin Installer
5. Disable “Anywhere” Program Installation
6. Quit Safari
7. Open Safari
8. Enter the NVR's IP address
9. Login to the NVR
10. Allow the Plugin
11. Turn on the Cameras

Step 1: Check the Mac/Safari Version

Mac OS X version 10.9.x and up recommended. Safari 6.x and up recommended. Please keep your browser up-to-date for security.

In tests, the web component was used with Mac OS X version 10.7.5 and Safari version 6.1.1 (on a Mac Mini).

Step 2: Download the Plugin Installer for Mac

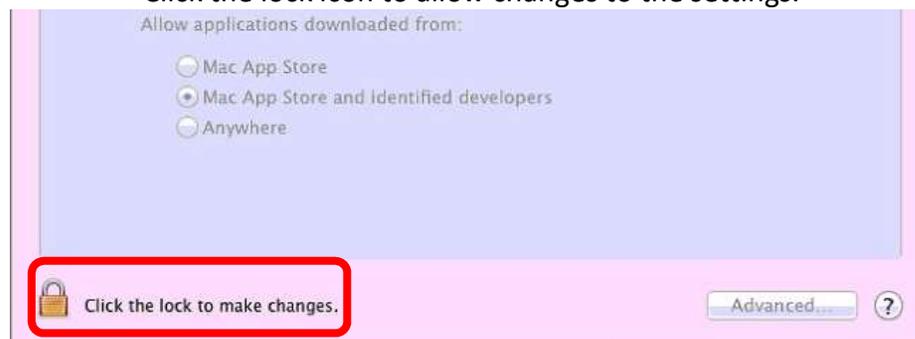
You can download the plugin directly, or find it at the bottom of the [Platinum Download](#) page. It will be called: “[Web Component for Mac](#)”

Step 3: Enable “Anywhere” Program Installation

Apple Menu > System Preferences... > Security and Privacy



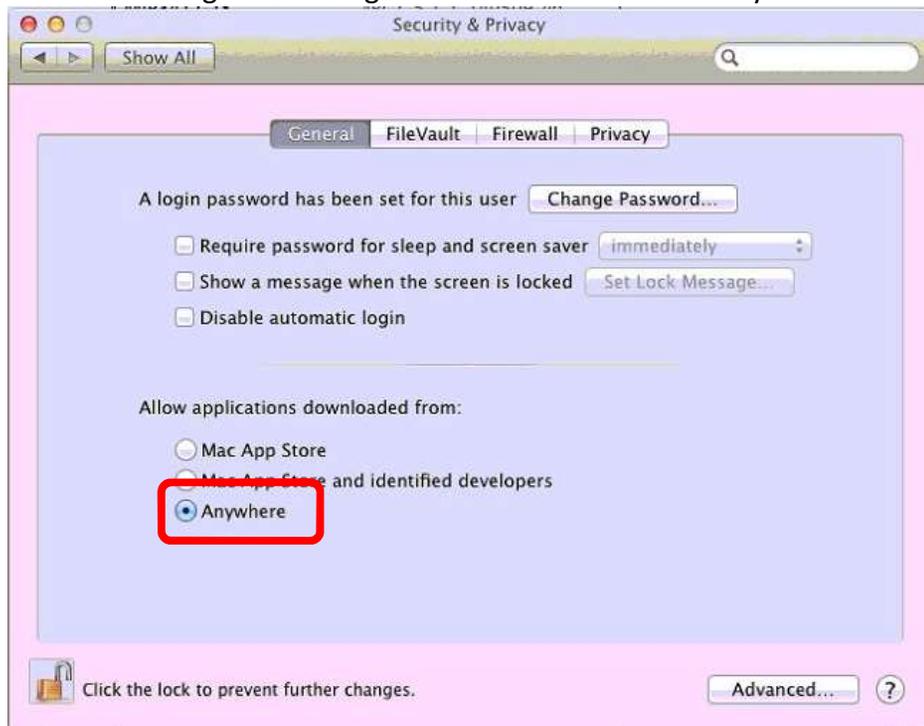
Click the lock icon to allow changes to the settings.



A password will likely be required.

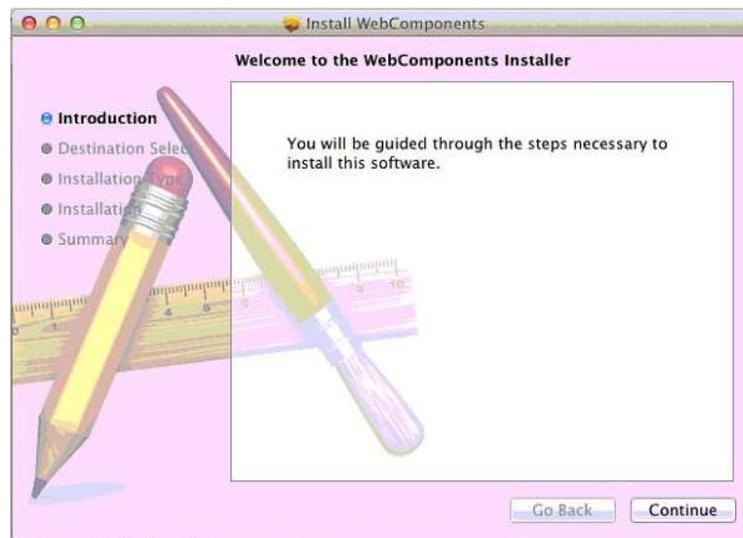


Then change the settings to allow software from “Anywhere”.



Step 4: Run the Plugin Installer

Click the **download icon** on the Safari toolbar.
Double click on the text “**WebComponents.pkg**”.
This will open the Web Component installer.



Click [Continue] and follow through with the installer. The installer will just tell you where the files will be installed and ask for a password.



Step 5: Disable “Anywhere” Program Installation

Go back to the “Security and Privacy” settings in Step 3 and switch “Anywhere” back to “Mac App Store and identified developers”.

Apple Menu > System Preferences... > Security and Privacy

Remember to click the **lock icon** to make changes. A password will be required.

Step 6: Quit Safari

Be sure to quit and reopen Safari. The plugin is only loaded when the program is first run. (Alternatively, reboot the computer.)

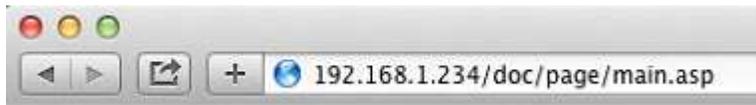


Step 7: Open Safari

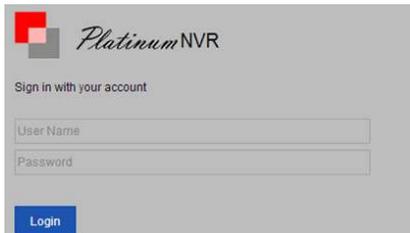


Be sure to test with Safari. Chrome should work as well. The recent version of Firefox is an overhaul and may have problems.

Step 8: Enter the NVR's IP Address



Step 9: Login to the NVR



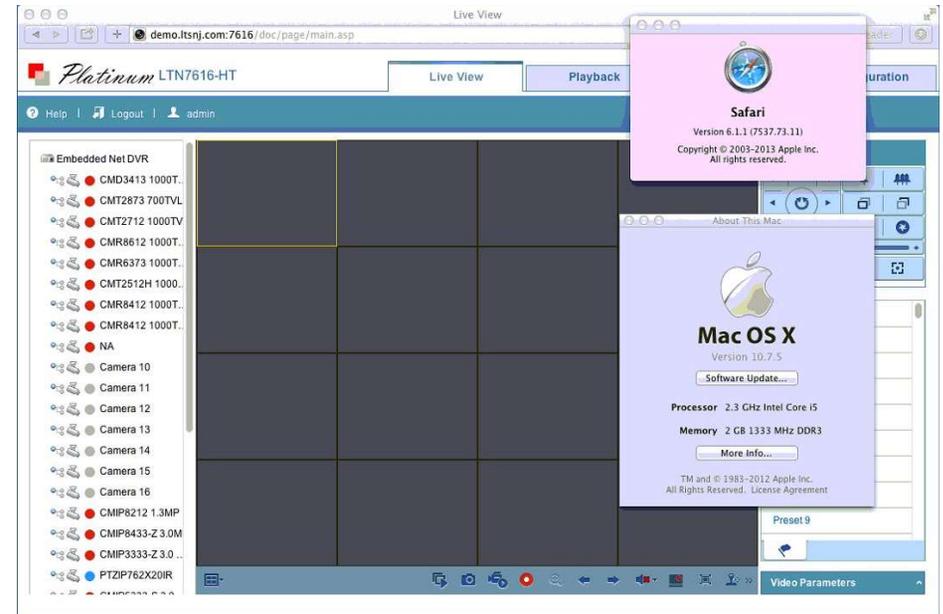
Default Credentials

Username: **admin**
Password: **12345**

Step 10: Allow the Plugin

Click "Plug-in blocked for this website" and then [Trust].

Plug-in blocked for this website



Step 11: Turn on the Cameras

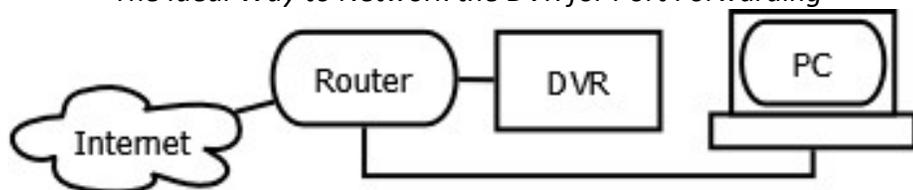


Click "Start All Live View" to show the cameras.

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.

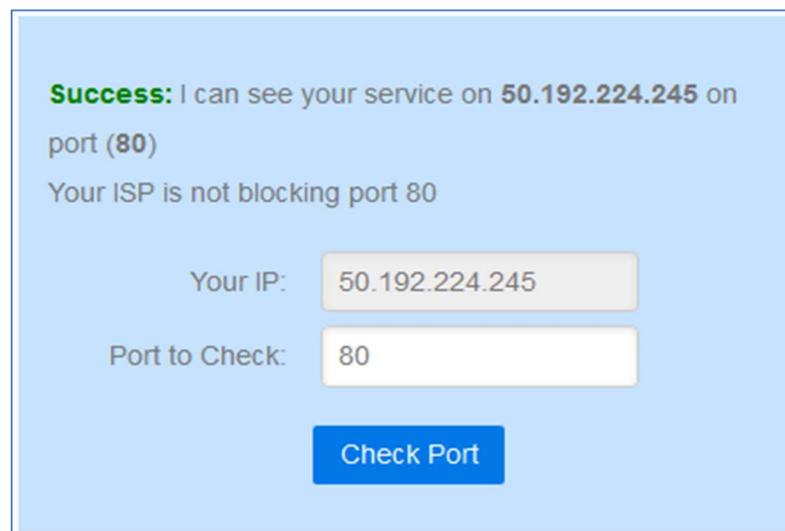
Step 2: Enter the routers IP address into a web browser. When prompted, enter the *router's* user name and password.

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



<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.

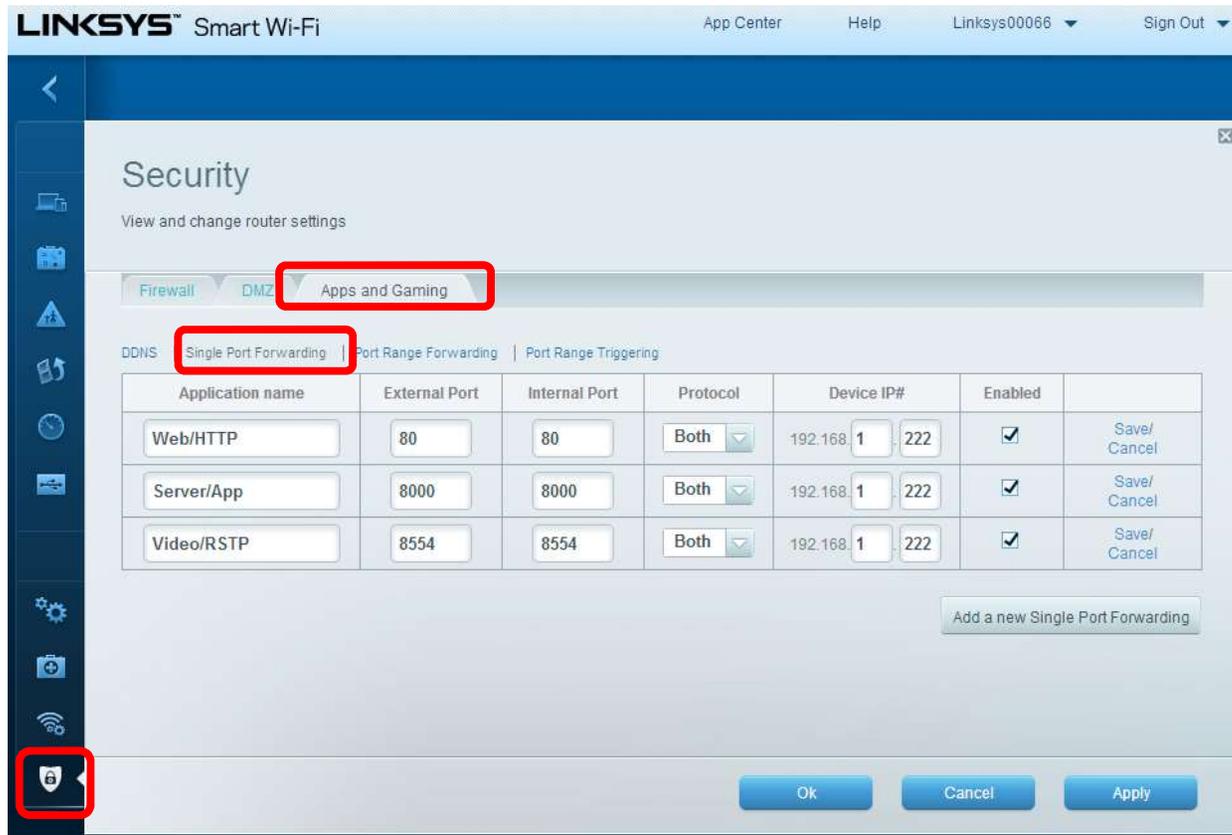
Router Support Sites:

[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 manufacturer's 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 selected, and the 'Port Range Forwarding' sub-menu is active. A table lists the configured port forwarding rules:

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 explains that Port Range Forwarding is used to set up public services on the network. It notes that requests from the internet are forwarded to a specific IP address (e.g., 192.168.1.2) and that it is recommended to use a static IP address for the computer. A 'More...' link is provided for additional information.

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](#)

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.

▼

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:

Configuration > Network Settings > DDNS

Platinum Live View Playback Picture Configuration

Local System Network

Basic Settings Advanced Settings Video/Audio Image Event Storage VCA

TCP/IP DDNS Port NAT

Enable DDNS

DDNS Type: LTS

Server Address: ns1.dvrlists.com

Domain: customeraddress.dvrlists.com ✓

User Name: ns1.dvrlists.com username ✓

Password: [] ✓

Confirm: [] ✓

Status: DDNS is not enabled

Test Save

TCP/IP DDNS Port NAT

Enable DDNS

DDNS Type: LTS

Server Address: ns1.dvrlists.com

Domain: customeraddress.dvrlists.com ✓

User Name: ns1.dvrlists.com username ✓

Password: [] ✓

Confirm: [] ✓

Status: DDNS is not enabled

Test Save

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

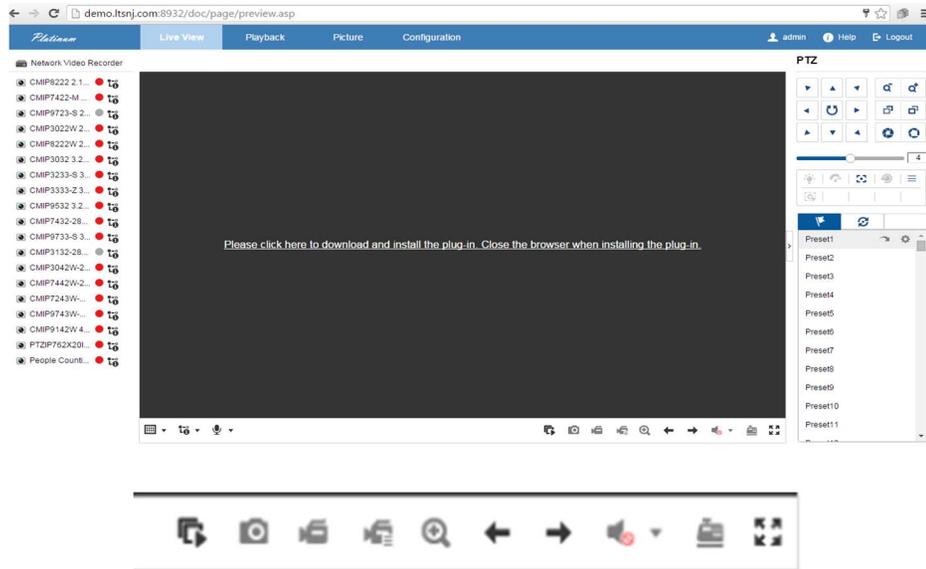
A DDNS will keep track of dynamically changing router IP addresses. The NVR will "check-in" with an LTS server, telling it what its current IP address is. Our DDNS server will then update the address created for the customer by the installer.

Tip: Copy and paste the "Domain" and "User Name" fields from the account page to the configuration page to prevent typos.

Basic Usage

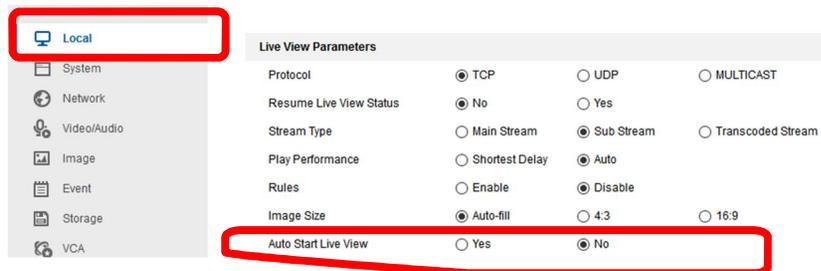
View Cameras

By default, no cameras show on the NVR's web client. This conserves bandwidth and gives the user the option to select a specific view and cameras. Click **"Start All Live View"** to show the cameras.



A browser can be set to **"Auto Start Live View"** from the start.

Configuration > Local Configuration > Auto Start Live View

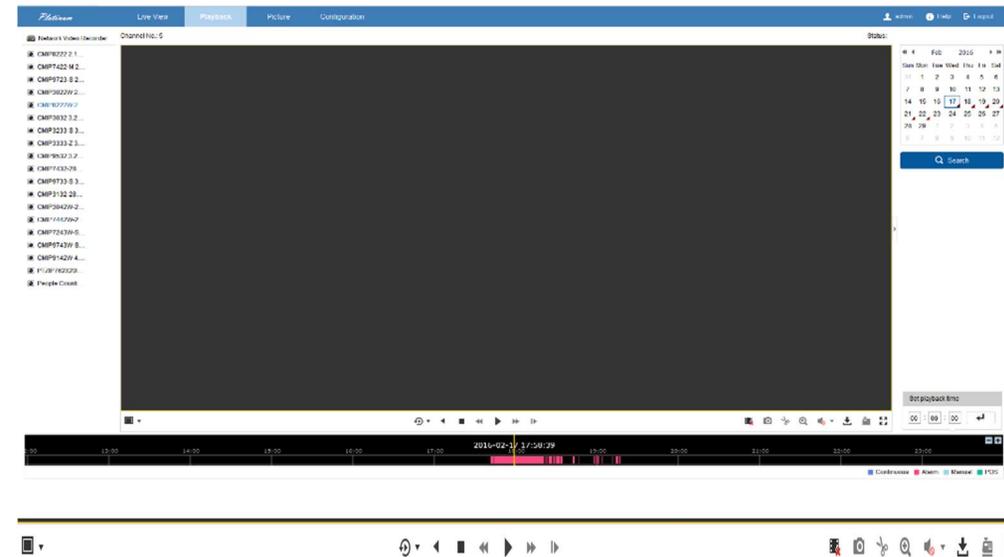


Playback

Single View (Default)

Playback > (pick a camera) > Play (▶)

This will start playback of a camera from midnight of that morning. The data and time can be specified. The time bar will be red for recordings and can be dragged back and forth with the mouse.



Multi View

Click the 2x2 option. Each playback window works like an individual player. Click a window, click a camera, pick a time, and click play (▶). Be sure to click stop (■) before switching to another camera.



Download Video

Click the download button to bring up a file list window. The video files are organized by time. Only files for the selected camera will be shown.



Download by File

Search Conditions

Channel No. IP Camera5

File Type All Type

Start Time 2016-02-17 00:00:00

End Time 2016-02-17 23:59:59

Download Open Folder Stop Downloading

No.	File Name	Start Time	End Time	File Size	Progress
1	00000000014000001	2016-02-17 17:41:05	2016-02-17 17:43:32	71 MB	
2	00000000014000101	2016-02-17 17:43:39	2016-02-17 17:43:57	11 MB	
3	00000000014000201	2016-02-17 17:43:59	2016-02-17 18:16:14	930 MB	
4	00000000043000001	2016-02-17 18:16:14	2016-02-17 18:18:31	65 MB	
5	00000000043000101	2016-02-17 18:18:33	2016-02-17 18:20:31	58 MB	
6	00000000043000201	2016-02-17 18:21:01	2016-02-17 18:21:15	11 MB	
7	00000000043000301	2016-02-17 18:21:53	2016-02-17 18:22:34	23 MB	
8	00000000043000401	2016-02-17 18:23:24	2016-02-17 18:23:38	10 MB	
9	00000000043000501	2016-02-17 18:24:04	2016-02-17 18:24:30	16 MB	
10	00000000043000601	2016-02-17 18:24:45	2016-02-17 18:26:35	56 MB	
11	00000000043000701	2016-02-17 18:26:46	2016-02-17 18:27:21	21 MB	
12	00000000043000801	2016-02-17 18:27:23	2016-02-17 18:27:47	13 MB	
13	00000000043000901	2016-02-17 18:28:06	2016-02-17 18:28:19	10 MB	
14	00000000043001001	2016-02-17 18:28:26	2016-02-17 18:28:44	11 MB	

Select the desired files by clicking the check box next to them. Then click the [Download] button.

Note: To play the files, use the [Platinum Player](#) and just drag-and-drop the video files on the program. No installation is required. (Alternatively, [VLC Player](#) will also work for video-only files.)

Log Search

Configuration > System > Maintenance > Log > (search)

This will search everything for the day, which may be too much. Selecting a Major Type or time can help greatly. Selecting a minor type often allows for a specific search over longer periods of time.

Platinum Live View Playback Picture Configuration

Local System System Settings

Upgrade & Maintenance Log

Major Type All Types Minor Type All Types

Start Time 2016-02-22 00:00:00 End Time 2016-02-22 23:59:59 Search

Maintenance

Camera Management User Management Network Video/Audio Image Event Storage VCA

Log List

No.	Time	Major Type	Minor Type	Channel No.	Local/Remote User	Remote Host IP
1	2016-02-22 00:04:06	Information	System Running State			
2	2016-02-22 00:04:16	Information	System Running State			
3	2016-02-22 00:08:12	Alarm	Start Motion Detection	D16		
4	2016-02-22 00:08:12	Information	Start Record	D16		
5	2016-02-22 00:08:23	Alarm	Stop Motion Detection	D16		
6	2016-02-22 00:08:29	Information	Stop Record	D16		
7	2016-02-22 00:08:58	Alarm	Start Motion Detection	D8		
8	2016-02-22 00:08:58	Information	Start Record	D8		
9	2016-02-22 00:09:08	Alarm	Stop Motion Detection	D8		
10	2016-02-22 00:09:12	Information	Stop Record	D8		
11	2016-02-22 00:12:13	Alarm	Start Motion Detection	D16		
12	2016-02-22 00:12:13	Information	Start Record	D16		

Total 2000 Items << < 1/20 > >>

Major Types

Major Type All Types Minor Type All Types

Start Time 2016-02-22 00:00:00 End Time 2016-02-22 23:59:59 Search

Alarm: Anything that can trigger recording

Exception: Alerts of internal problems

Operation: User activity

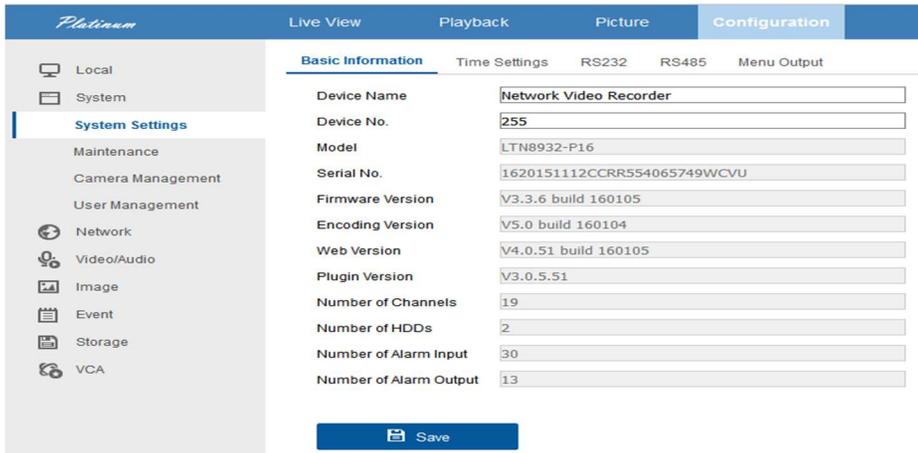
Information: NVR internal activity

Minor Types are too numerous to mention. They are a breakdown of what each Major Type includes. To select one, a major type must be selected first. To the right is an example of a useful Minor Type search that finds any shutdown not initiated by the user or NVR.

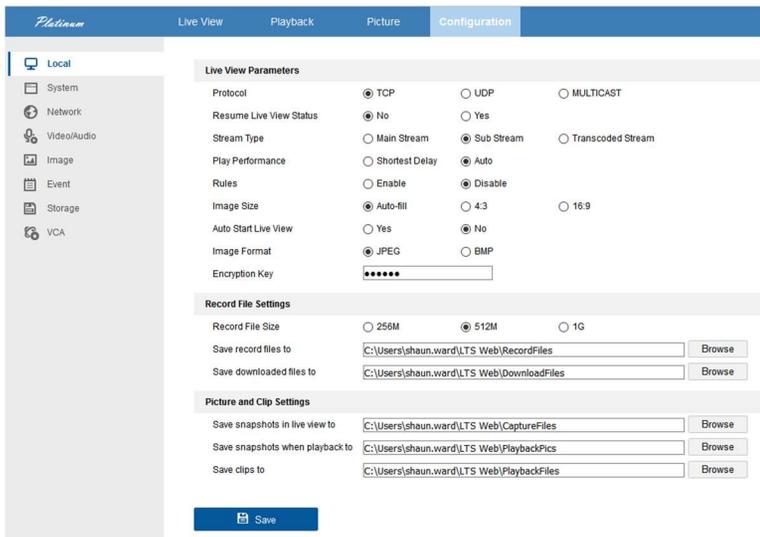
Note: The log search will stop after 2,000 entries have been found.

Configuration

All of the settings are under the “Configuration” tab. Initially, this brings up basic information about the NVR.

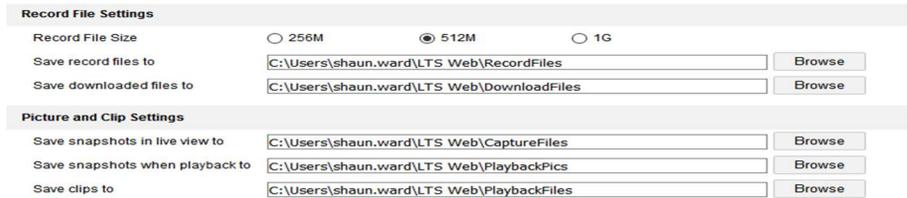


All of the settings fall under two categories: Local and Remote. *Local Configuration* controls settings for that specific web browser. *Remote Configuration* controls settings for the NVR itself.



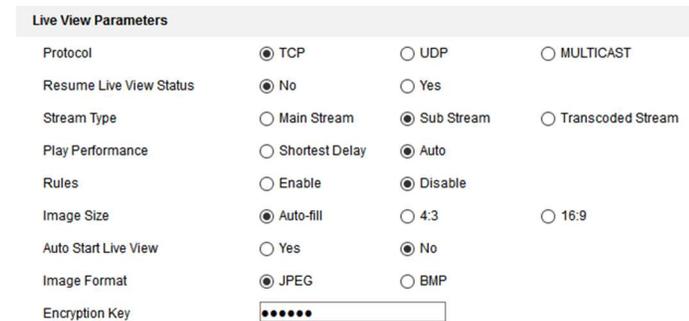
File Download Location

Click on: “Local Configuration”
Then click on [Browse] to change the save locations.



Video Stream Quality

Click on: “Local Configuration”



The default quality for “Live View Performance” is “Auto”. Changing it to “Shortest Delay” will reduce dropped frames by reducing color depth and bandwidth. It can be very effective and helpful.



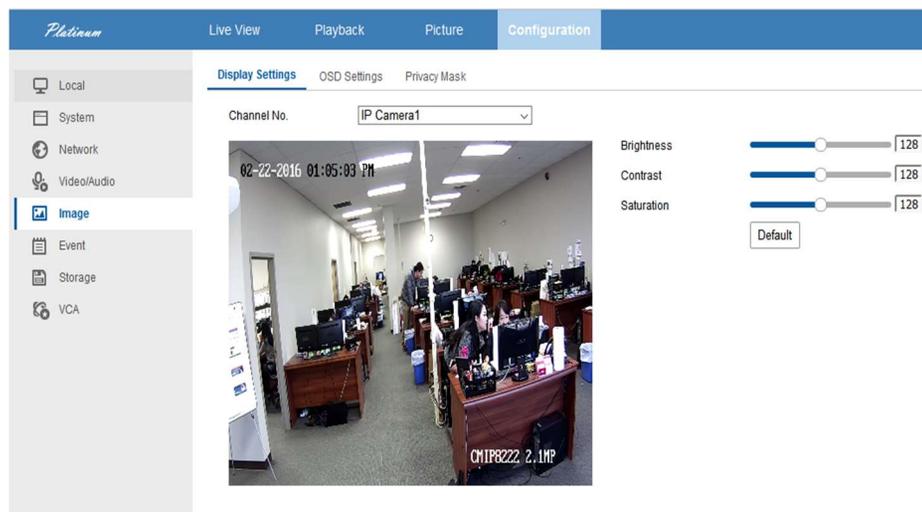
The default “**Stream Type**” is “Sub Stream”. It should only be changed to “Main Stream” if the computer is on the local network. It uses much more bandwidth.

The “**Protocol**” is “TCP” by default. Changing it to “UDP” can have a slight performance increase on a stable network, but only if both UDP and TCP ports have been forwarded. It often is unnoticeable.

The “**Auto Start Live View**” makes the cameras load without clicking the “Start All Live View” button. The “**Resume Live View Status**” only restores the number of cameras shown (1x1, 2x2, 3x3, or 4x4).

Camera Names

Configuration > Image > Display Settings



Video Quality

Configuration > Camera Settings > Video Settings

Each NVR has a different amount of bandwidth. Typically, the cameras will automatically configure themselves. They can be optimized to conserve HDD space and bandwidth. They can also be optimized for quality, sacrificing space, bandwidth, and possibly channels. Each resolution, frame rate, and quality has a different recommended max bitrate (recommendations are on the NVR itself).

Substream is a low resolution video feed that is not recorded (thus, does not affect HDD space). Because lower resolution can use less bandwidth, substream is used to view multiple cameras feeds at once.

Substream Defaults & Possible Optimization

Video	Channel-zero	IP Camera1	IP Camera1
Channel No.	Sub Stream	Sub Stream	Sub Stream
Stream Type	Video Stream	Video Stream	Video Stream
Video Type	704*480	704*480	704*480
Resolution	Variable	Variable	Variable
Bitrate Type	Highest	Medium	Medium
Video Quality	Max Frame	10	10
Frame Rate	1024	512	512
Max. Bitrate	Kbps	Kbps	Kbps
Video Encoding	H.264	H.264	H.264

Video quality is a full topic on its own. For **mainstream**, 4096 Kbps for 2.1 or 3 MP, with medium quality and real-time, is recommended.

Schedule

Configuration > Storage > Schedule Settings

Platinum Live View Playback Picture Configuration

Record Schedule Capture

Channel No. IP Camera1

Enable

Continuous Delete Delete All Advanced

Mon 0 2 4 6 8 10 12 14 16 18 20 22 24

Tue 0 2 4 6 8 10 12 14 16 18 20 22 24

Wed 0 2 4 6 8 10 12 14 16 18 20 22 24

Thu 0 2 4 6 8 10 12 14 16 18 20 22 24

Fri 0 2 4 6 8 10 12 14 16 18 20 22 24

Sat 0 2 4 6 8 10 12 14 16 18 20 22 24

Sun 0 2 4 6 8 10 12 14 16 18 20 22 24

Continuous Motion | Alarm Alarm Motion Motion & Alarm Event POS

Copy to... Save

By default, recording is on motion detection.

Motion Detection Fine Tuning

Configuration > Event > Basic Event > Motion

Platinum Live View Playback Picture Configuration

Motion Video Tampering Video Loss Alarm Input Alarm Output Exception

Channel No. IP Camera1

Enable Motion Detection

Enable Dynamic Analysis for Motion

Area Settings Arming Schedule Linkage Method

02-22-2016 01:39:57 PM

CHIP8222 2.1MP

Draw Area Clear All

Sensitivity 4

Save

The red grid is where motion is detected and can be cleared for redrawing. Move the slider to the right for higher sensitivity.

Area Settings Arming Schedule Linkage Method

02-22-2016 01:33:02 PM

CHIP8222 2.1MP

Stop Drawing Clear All

Sensitivity 4

E-mail Alerts Setup

Setting up e-mail alerts involves two steps:

- 1) Setting up a sender e-mail account
- 2) Selecting cameras to receive alerts from

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.

E-mail Settings

Configuration > Network > Advanced Settings > Email

The screenshot shows the 'Email Settings' configuration page in an NVR interface. The configuration includes the following fields and values:

- Sender: Sender's Name
- Sender's Address: NewEmail@gmail.com
- SMTP Server: smtp.gmail.com
- SMTP Port: 465
- Enable SSL:
- Attached Image:
- Interval: 2 s
- Authentication:
- User Name: NewEmail@gmail.com
- Password: [Redacted]
- Confirm: [Redacted]

Below the configuration fields is a 'Test' button and a table for configuring receivers:

No.	Receiver	Receiver's Address
1	Receivers Name	ReceiversEmail@gmail.com
2		
3		

A 'Save' button is located at the bottom of the receiver table.

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

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

An Example Gmail Configuration

The screenshot shows the 'Email Settings' configuration page in an NVR interface, focusing on the Gmail configuration. The configuration includes the following fields and values:

- Sender: Sender's Name
- Sender's Address: NewEmail@gmail.com
- SMTP Server: smtp.gmail.com
- SMTP Port: 465
- Enable SSL:
- Attached Image:
- Interval: 2 s
- Authentication:
- User Name: NewEmail@gmail.com
- Password: [Redacted]
- Confirm: [Redacted]

Below the configuration fields is a 'Test' button and a table for configuring receivers:

No.	Receiver	Receiver's Address
1	Receivers Name	ReceiversEmail@gmail.com
2		
3		

A 'Save' button is located at the bottom of the receiver table.

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

Tip: You can use the “Email Schedule” tab to specify when to receive and not receive e-mail alerts.

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).

Select Cameras

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

Configuration > Event > Basic Event > Motion > Linkage Method

The screenshot shows the 'Linkage Method' configuration page. At the top, there are tabs for 'Motion', 'Video Tampering', 'Video Loss', 'Alarm Input', 'Alarm Output', and 'Exception'. The 'Motion' tab is selected. Below the tabs, there is a 'Channel No.' dropdown menu set to 'IP Camera1'. There are two checked checkboxes: 'Enable Motion Detection' and 'Enable Dynamic Analysis for Motion'. Below these are three sub-sections: 'Area Settings', 'Arming Schedule', and 'Linkage Method', with 'Linkage Method' being the active section. The 'Linkage Method' section contains a table with three columns: 'Normal Linkage', 'Trigger Alarm Output', and 'Trigger Channel'. The 'Send Email' checkbox under 'Normal Linkage' is checked. The 'Trigger Channel' column has a dropdown menu set to 'D1'.

Normal Linkage	Trigger Alarm Output	Trigger Channel
<input type="checkbox"/> Audible Warning	<input type="checkbox"/> A->1	<input checked="" type="checkbox"/> D1
<input checked="" type="checkbox"/> Send Email	<input type="checkbox"/> A->2	<input type="checkbox"/> D2
<input type="checkbox"/> Notify Surveillance Center	<input type="checkbox"/> A->3	<input type="checkbox"/> D3
<input type="checkbox"/> Full Screen Monitoring	<input type="checkbox"/> A->4	<input type="checkbox"/> D4

Add a check mark to the "Send Email" settings.
Do this for each camera that needs an e-mail alert.

Snapshots are in D1 resolution.

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

Firmware Version/Upgrade/Downgrade

Firmware Version

Configuration > Device Parameters > Device Information

The screenshot shows the 'Device Information' page in the web client. The page has a top navigation bar with 'Platinum', 'Live View', 'Playback', 'Picture', and 'Configuration'. The 'Configuration' tab is selected. On the left, there is a sidebar menu with 'Local', 'System', 'System Settings', 'Maintenance', 'Camera Management', 'User Management', 'Network', 'Video/Audio', 'Image', 'Event', 'Storage', and 'VCA'. The 'System Settings' section is expanded, showing 'Basic Information', 'Time Settings', 'RS232', 'RS485', and 'Menu Output'. The 'Basic Information' section is active, displaying various fields: 'Device Name' (Network Video Recorder), 'Device No.' (255), 'Model' (LTN8932-P16), 'Serial No.' (1620151112CCRR554065749WCVU), 'Firmware Version' (V3.3.6 build 160105), 'Encoding Version' (V5.0 build 160104), 'Web Version' (V4.0.51 build 160105), 'Plugin Version' (V3.0.5.51), 'Number of Channels' (19), 'Number of HDDs' (2), 'Number of Alarm Input' (30), and 'Number of Alarm Output' (13). A 'Save' button is located at the bottom right of the form.

Firmware Version

V3.3.6 build 160105

Firmware Upgrade

First, make note of the model of the NVR. It is always shown on top, left of the web page:

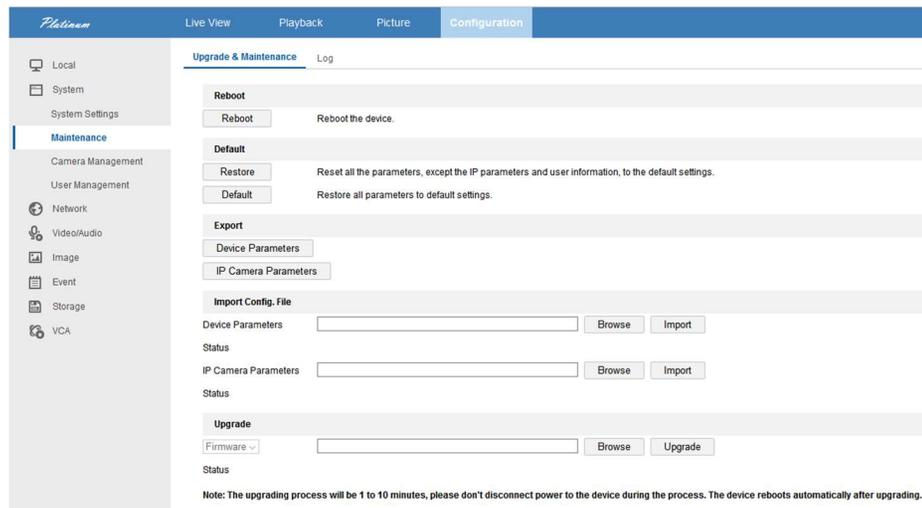
Model

LTN8932-P16

Second, download the latest version of the firmware from the [Platinum Download](#) page. Make sure to find your model number on the page and extract the firmware from the .zip file.

Third, go to the Maintenance section of the web client:

Configuration > System > Maintenance > Upgrade & Maintenance



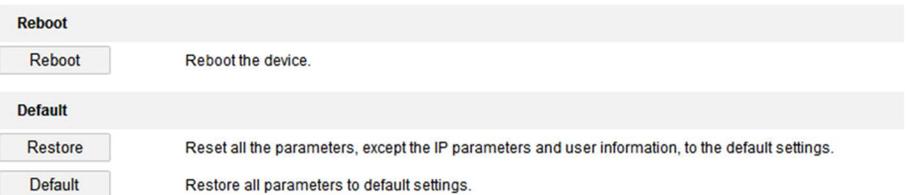
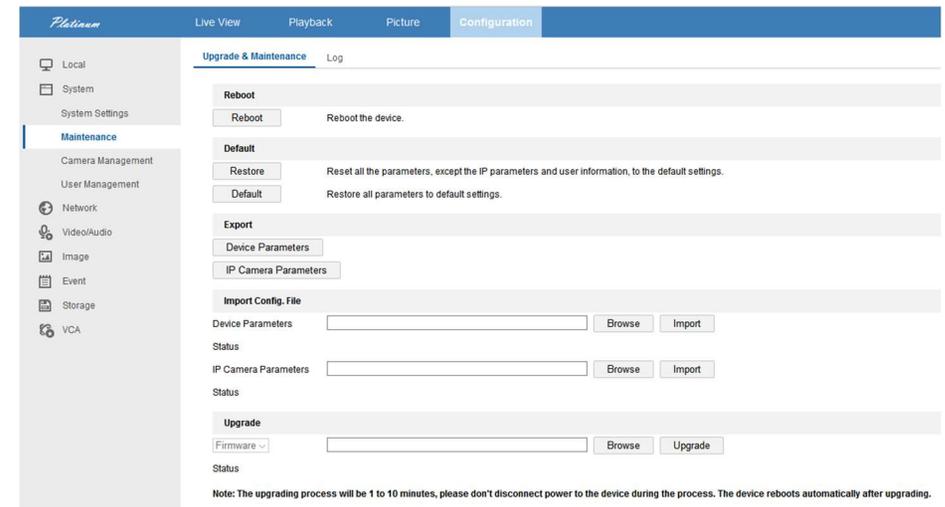
Then click [Browse] and go to the extracted firmware file.



Then click [Upgrade] to upload the file to the NVR and start the upgrade process.

Reboot/Restore/Default

Configuration > System > Maintenance



Reboot = Reboot the device.

Restore = Reset all the parameters, *except the IP parameters and user information*, to the default settings.

Default = Restore *all* parameters to default settings.

Accessing the IP Camera

Find the IP Addresses of the Cameras

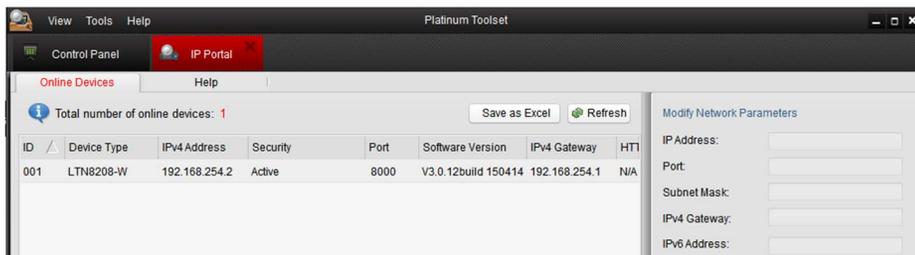
The easiest way to get to the camera is from the NVR itself. The NVR has a list of cameras connected to it.

Configuration > System > Camera Management

<input type="checkbox"/>	Channel No.	IP Address	Channel No.	Management Port	Security	Status	Protocol	Connect
<input type="checkbox"/>	D01	192.168.1.21	1	8223	Weak	Online	LTS	http://192.168.1.21:8222
<input type="checkbox"/>	D02	192.168.1.22	1	7423	Weak	Online	LTS	http://192.168.1.22:7422
<input type="checkbox"/>	D03	192.168.1.23	1	9724	Weak	Online	LTS	http://192.168.1.23:9723

<input type="checkbox"/>	Channel No.	IP Address
<input type="checkbox"/>	D01	192.168.1.21

Alternatively, the [Platinum IP Portal](#)(IP search program) can also be used.



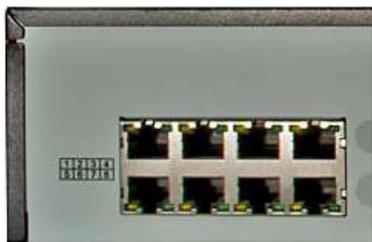
ID	Device Type	IPv4 Address
001	CMIP3333-Z	192.168.107.4

Connect to IPCs from an External PoE Switch

A computer connected to the same router/switch as the IPCs should be able to access the cameras easily. Simply **type the IPC's address into the [address bar](#) of a web browser**, just like for the NVR.

Connect to IPCs from a Built-in (Internal) PoE Switch

These cameras are isolated from the rest of the network. They can still be reached, but only from a computer (such as a laptop) that is *patched directly into the PoE port*.



The patched in computer will need its [IP address changed](#) to be able to connect to the IPCs. Something similar to:

192.168.188.(unused-number)

An Example that Is Commonly Available:

192.168.188.237

The NVR will be 192.168.188.1 and the cameras typically will be similar in their numbers and low. The IPCs are given numbers in the order are added, but moving them around can shift the numbers higher. Always check the camera list to see what numbers are unavailable.

Once patched in, **type the IPC's address into the [address bar](#) of a web browser**, just like for the NVR.

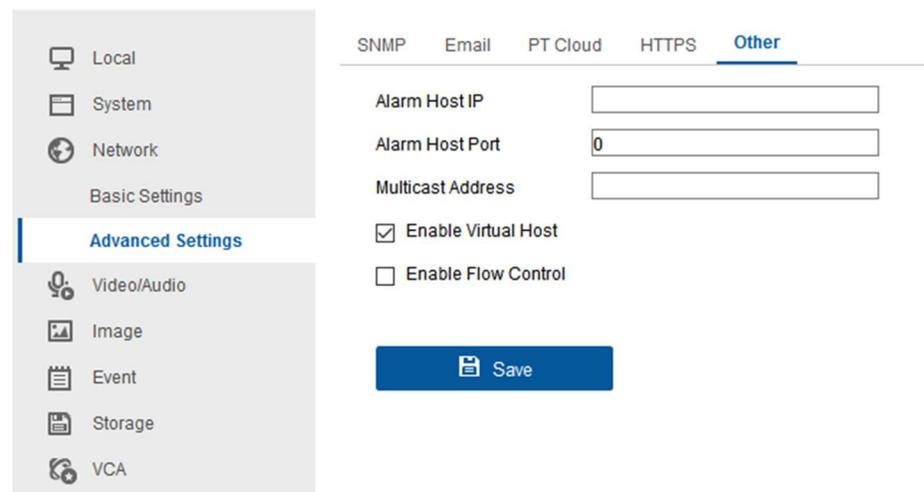
Tip: Wi-Fi can cause problems when connecting to the built-in PoE ports. If needed, turning it off can help. Be sure to turn it back on when finished. The patch in is meant to be temporary.

Advanced Direct Access to All Cameras (LTN7700 Series with April 2014 (1404+) Firmware)

If the NVR is in the LTN7700 series (e.g. LTN7732-P8, LTN7716-P16), then there is a way to enable access to the cameras through the NVR. This is done through the **“Virtual Hosts”** feature. By default, this is turned off, but can be turned on from the network settings:

Configuration > Network > Advanced Settings > Other

Enable “Virtual Hosts” and click the [Save] button.



Once this is enabled, all of the cameras can be reached. There are even links that can be clicked on. To see the camera list and the links, go to the **Camera Management** section (*not* Camera Settings).

Channel No.	IP Address	Channel No.	Management Port	Security	Status	Protocol	Connect
<input type="checkbox"/> D01	192.168.1.21	1	8223	Weak	Online	LTS	http://192.168.1.21:8222
<input type="checkbox"/> D02	192.168.1.22	1	7423	Weak	Online	LTS	http://192.168.1.22:7422
<input type="checkbox"/> D03	192.168.1.23	1	9724	Weak	Online	LTS	http://192.168.1.23:9723
<input type="checkbox"/> D04	192.168.1.24	1	3023	Weak	Online	LTS	http://192.168.1.24:3022
<input type="checkbox"/> D05	192.168.1.25	1	8223	Weak	Online	LTS	http://192.168.1.25:8222
<input type="checkbox"/> D06	192.168.1.26	1	3033	Weak	Online	LTS	http://192.168.1.26:3032
<input type="checkbox"/> D07	192.168.1.27	1	3234	Weak	Online	LTS	http://192.168.1.27:3233
<input type="checkbox"/> D08	192.168.1.28	1	3334	Weak	Online	LTS	http://192.168.1.28:3333
<input type="checkbox"/> D09	192.168.1.29	1	9533	Weak	Online	LTS	http://192.168.1.29:9532
<input type="checkbox"/> D10	192.168.1.30	1	7433	Weak	Online	LTS	http://192.168.1.30:7432
<input type="checkbox"/> D11	192.168.1.31	1	9734	Weak	Online	LTS	http://192.168.1.31:9733
<input type="checkbox"/> D12	192.168.1.32	1	3133	Weak	Online	LTS	http://192.168.1.32:3132
<input type="checkbox"/> D13	192.168.1.41	1	3043	Weak	Online	LTS	http://192.168.1.41:3042

Address **192.168.1.28** is the **NVR**. Notice the how the built-in ports (D01-D08) use different network port numbers with the DVR's address. The rest of the camera use their own IP address and port 80.

Channel No.	IP Camera Address	Connect
<input type="checkbox"/> D01	192.168.188.11	http://192.168.1.28:65001
<input type="checkbox"/> D02	192.168.188.10	http://192.168.1.28:65002
<input type="checkbox"/> D03	192.168.188.4	http://192.168.1.28:65003
<input type="checkbox"/> D04	192.168.188.5	http://192.168.1.28:65004
<input type="checkbox"/> D05	192.168.188.6	http://192.168.1.28:65005
<input type="checkbox"/> D06	192.168.188.7	http://192.168.1.28:65006
<input type="checkbox"/> D07	192.168.188.8	http://192.168.1.28:65007
<input type="checkbox"/> D08	192.168.188.9	http://192.168.1.28:65008
<input type="checkbox"/> D09	192.168.1.11	http://192.168.1.11:80
<input type="checkbox"/> D10	192.168.1.12	http://192.168.1.12:80
<input type="checkbox"/> D11	192.168.1.13	http://192.168.1.13:80

Camera Link Examples

Channel 1 (*built-in PoE*): <http://192.168.1.28:65001>

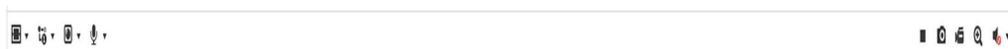
Channel 11 (*external PoE*): <http://192.168.1.12:80>

Note: This method will only work on the local network, not remotely. In other words, it will work onsite, but not offsite.

Basic Usage



Camera Live View.



[4:3] [16:9] [x1] [Auto] [Sub/Main Streams] [Plugin] [PTZ Show/Hide]

The **4:3**, **16:9**, **x1** and **Auto** buttons control the aspect ratio (e.g. 720P and 1080P are 16:9 ratio). The **x1** is very useful because it shows the true size of the video feed; a 3MP camera will be larger than the computer screen.

Take a picture of, record a clip from, or zoom-in on the video.



Snapshot/Clip Locations

To see/control the location of the picture/clip:

Configuration > Local

Live View Parameters

Protocol: TCP UDP MULTICAST HTTP

Play Performance: Shortest Delay Auto

Rules: Enable Disable

Image Format: JPEG BMP

Record File Settings

Record File Size: 256M 512M 1G

Save record files to:

Save downloaded files to:

Picture and Clip Settings

Save snapshots in live view to:

Save snapshots when playback to:

Save clips to:

Then click [Browse] for each location to change where the files will be saved.

Firmware Version/Upgrade/Downgrade

Firmware Version

Configuration > System > System Settings > Basic Information

Basic Information | Time Settings | RS232 | DST

Device Name:

Device No.:

Model:

Serial No.:

Firmware Version:

Encoding Version:

Web Version:

Plugin Version:

Number of Channels:

Number of HDDs:

Number of Alarm Input:

Number of Alarm Output:

This is often the first page of the Configuration pages.

Firmware Version

V5.3.6 build 151204

Firmware Upgrade

Configuration > System > Maintenance > Upgrade & Maintenance

The screenshot shows the Platinum web interface with the 'Configuration' tab selected. The left sidebar has 'Maintenance' highlighted. The main content area is titled 'Upgrade & Maintenance' and contains three sections: 'Reboot' with a 'Reboot' button and description 'Reboot the device.', 'Default' with a 'Restore' button and description 'Reset all the parameters, except the IP parameters and user information, to the default settings.', and 'Upgrade' with a 'Firmware' dropdown, a file input field, 'Browse' and 'Upgrade' buttons, and a status section. The status section includes a note: 'Note: The upgrading process will be 1 to 10 minutes, please don't disconnect power to the device during the process. The device reboots automatically after upgrading.'

First, note the model number under Basic Information

Second, find the corresponding firmware on the [Platinum Download](#) page. Be sure to *extract* the firmware from the .zip container.

Third, click [Browse] and select the *extracted* firmware file. Then click [Upgrade] to upload the firmware to the IPC and initiate the upgrade.

Firmware Downgrade

To downgrade firmware, follow the same steps, but retrieve the download from the [firmware archive](#).

Reboot/Restore/Default

Configuration > System > Maintenance

The screenshot shows the Platinum web interface with the 'Configuration' tab selected. The left sidebar has 'Maintenance' highlighted. The main content area is titled 'Upgrade & Maintenance' and contains three sections: 'Reboot' with a 'Reboot' button and description 'Reboot the device.', 'Default' with a 'Restore' button and description 'Reset all the parameters, except the IP parameters and user information, to the default settings.', and 'Default' with a 'Default' button and description 'Restore all parameters to default settings.'

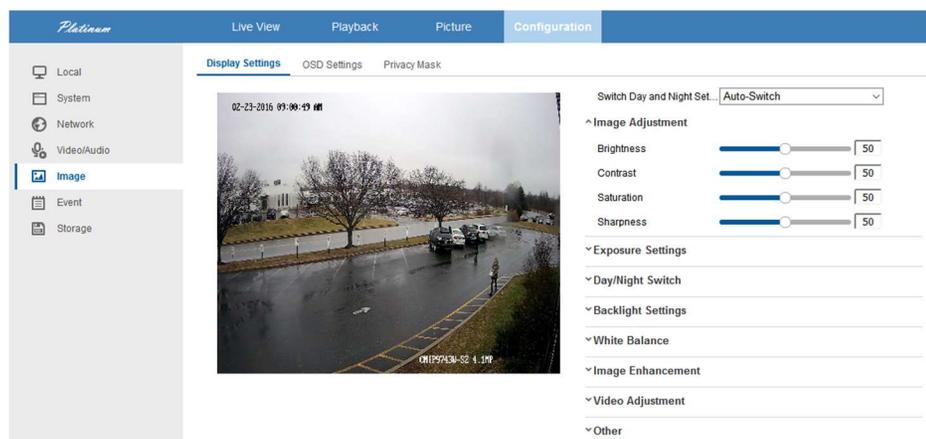
Reboot = Reboot the device.

Restore = Reset all the parameters, except the IP parameters and user information, to the default settings.

Default = Restore all parameters to default settings.

Image & Audio Settings

Configuration > Image > Display Settings



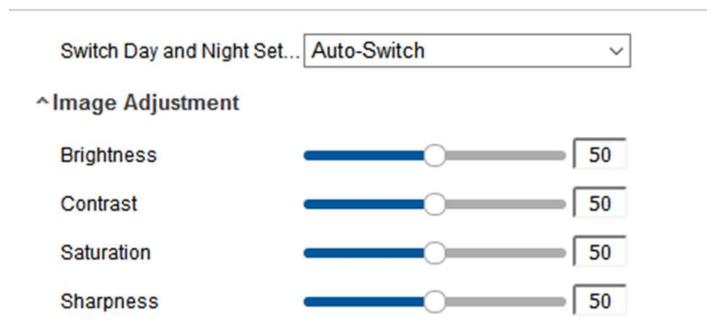
Most of the settings of an IP camera can be accessed from the NVR itself. Sometimes features are added to cameras that are not immediately included in the NVR. (This is especially true if the IPC firmware came out after the NVRs.) Those features can only be accessed from the camera's web client.

Note: Different models and different firmware have different features!

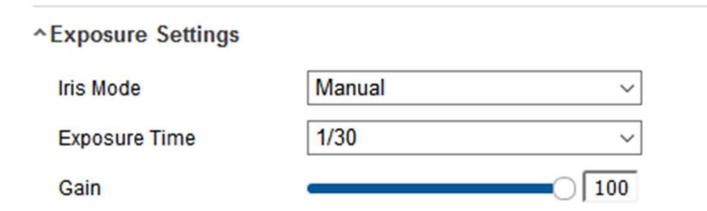
+NVR = Available from the NVR directly.

-NVR = Not currently on the NVR.

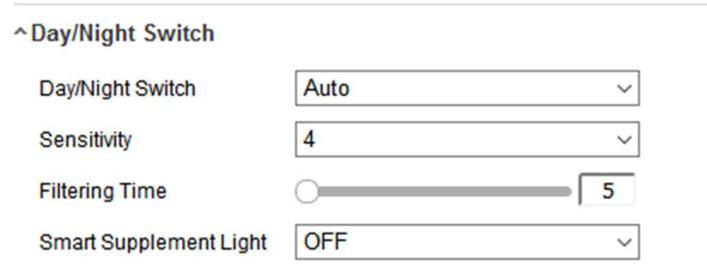
+/-NVR = Some features are on the NVR, but typically aren't needed.



Standard Color controls. +NVR



Iris and Exposure controls. It is best to leave these alone. +NVR
Gain helps night pictures, but may make bright lights brighter. -NVR



Day/Night switch settings are typically unneeded. +/-NVR

^ Backlight Settings

BLC Area	OFF
WDR	OFF

WDR (Wide Dynamic Range) control is typically off by default. -NVR
It is useful in mild cases of bright/dark mixes.
A TrueWDR IP camera will have better results.

^ White Balance

White Balance	AWB1
---------------	------

This setting attempts to account for lighting. +NVR
AWB means "Auto White Balance" and typically works well.

^ Image Enhancement

Digital Noise Reduction	Normal
Noise Reduction Level	50

DNR reduces random, tiny discoloration to smooth an image. -NVR
This can sometimes help the clarity of a speckled image.

Note: This is just an example of one camera.

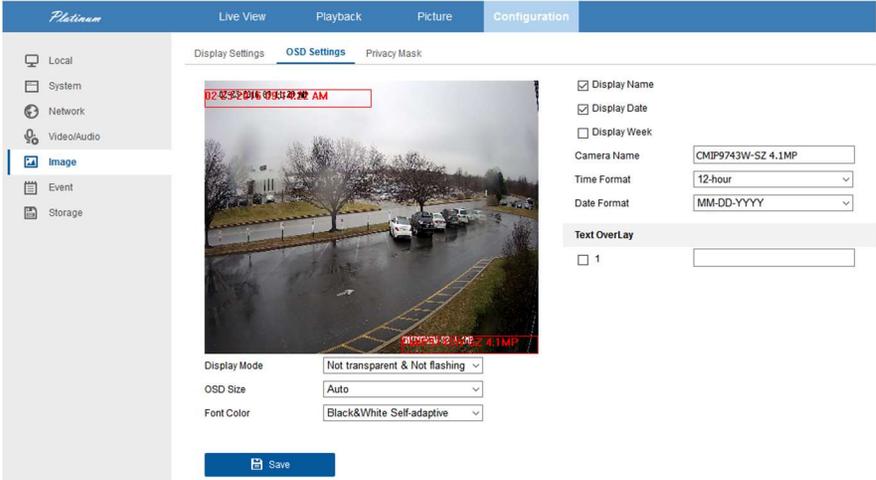
^ Video Adjustment

Mirror	OFF
Rotate	OFF
Video Standard	NTSC(60HZ)
Capture Mode	OFF

Mirror is used to rotate an image 180° (change to "Centered"). +NVR
Rotate is used for 90° turn. This **not** on older firmware or all models
and may cause distortion.

Change Camera Name Internally

Configuration > Image > OSD Settings



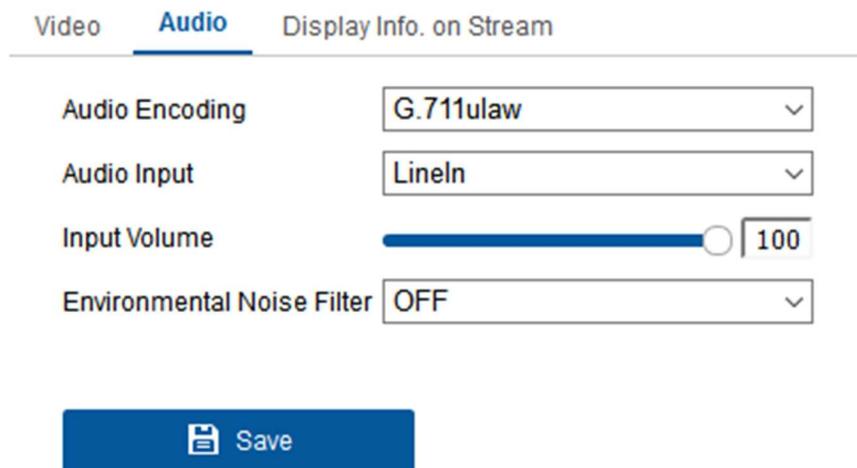
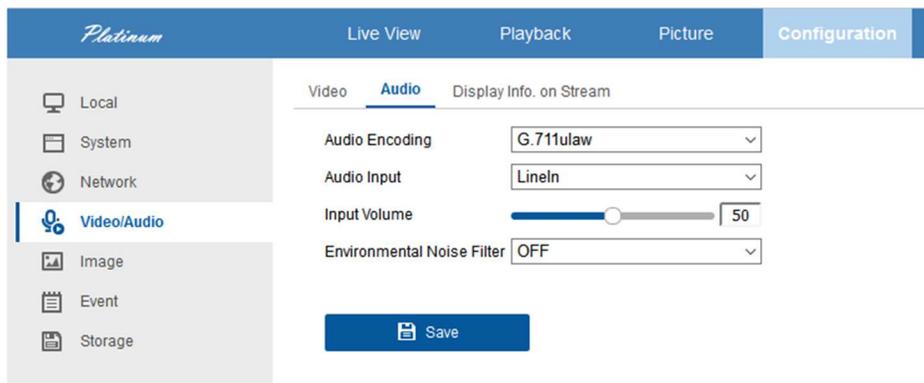
Click and drag the text to move them around.

<input checked="" type="checkbox"/> Display Name	
<input checked="" type="checkbox"/> Display Date	
<input type="checkbox"/> Display Week	
Camera Name	CMIP9743W-SZ 4.1MP

Change the Sound Settings

For models that support sound (typically ending with “-S”) the default internal volume of the camera is at 50%. You can double the volume in the audio settings.

Configuration > Video/Audio > Audio



Move the slider all the way to the right to maximize the volume to 100.

Tip: MicIn is for an unpowered microphone.
Lineln is for a powered/amplified microphone.

Troubleshooting

NVR Not Recording	<ul style="list-style-type: none">Check HDDCheck ScheduleCheck Motion Settings
DDNS Not Working	<ul style="list-style-type: none">Check Primary DNSCheck the GatewayCopy and paste link & user from ns1.dvrlists.com
NVR Acting Strangely	<ul style="list-style-type: none">Try using another browser (or switch IE to Compatibility Mode).Reboot the NVRReset Settings (Factory Default)Update or Downgrade Firmware(See the Maintenance page.)
Choppy Video	<ul style="list-style-type: none">Change the Video Stream Quality in the Local Configuration.
Cameras Disappear After Upgrade	<ul style="list-style-type: none">Add them back from: Configuration > Camera Management > IP CameraThen click [Quick Add], select the cameras, and click [OK] to add them.

Limitations

Camera Initialization	<p>One-Click camera initialization is from the NVR only. The SADP tool can be used to manually find cameras and assign them IP#s. They can then be added from the web client.</p> <p>Configuration > Remote Configuration > Camera Management > IP Camera</p>
No Channel Position Saving	<p>Cameras will be positioned in the order in which they are added. Those positions can be changed manually, but not saved. The camera order itself needs to be changed for the camera positions to be saved.</p>
Isolated IPC Web Client on Built-in PoE	<p>Cameras connected to the built-in PoE switch are isolated from the network. This reduces or eliminates IPC bandwidth on the network, a potential issue. This also means the IPCs can only be configured from the NVR itself or by patching into the built-in PoE ports directly. (The latest firmware for the LTN7700 series can allow access through the NVR.)</p>
Cannot Remotely Reset Password	<p>Password resets (covered in the main Platinum Guide) can only be performed on the NVR itself. They cannot be performed by any other means. They cannot be performed by with the web client or other tools.</p>
Mac Web Client Is a Separate Download	<p>The Mac compatible version of the web client is not available from the NVR itself (the Windows version is). The Mac version must be downloaded separately. See the Mac Installation section. (Mac web client current version is 3.x; Windows is 5.x)</p>

Written by Ryan D. Lang