

Table of Contents

Basic NVR Setup	2
Web Client Setup	3
Install/Update Plugin	3
Install the Plugin on a Mac.....	4
Port Forwarding	7
Port Fwd. Ex. 1 (Newer Linksys)	8
Port Fwd. Ex. 2 (Older Linksys).....	9
DDNS Registration and Setup	10
Basic Usage	12
View Cameras	12
Playback	12
Download Video.....	13
Log Search.....	13
Configuration	14
File Download Location.....	14
Video Stream Quality.....	14
Camera Names.....	15
Video Quality	15
Schedule.....	16
Motion Detection Fine Tuning.....	16
E-mail Alerts Setup.....	17
Firmware Version/Upgrade/Downgrade.....	18
Reboot/Restore/Default.....	19
IP Camera Web Client	20
Accessing the IP Camera	20
Basic Usage	22
Snapshot/Clip Locations	22
Firmware Version/Upgrade/Downgrade.....	23
Reboot/Restore/Default.....	24
Image & Audio Settings	24
Troubleshooting.....	27
Limitations.....	28



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 (IE, 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 numbers 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

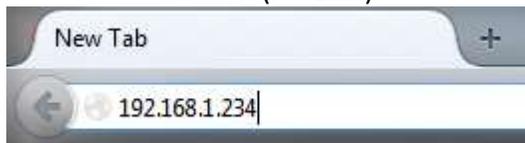
Web Client Setup

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

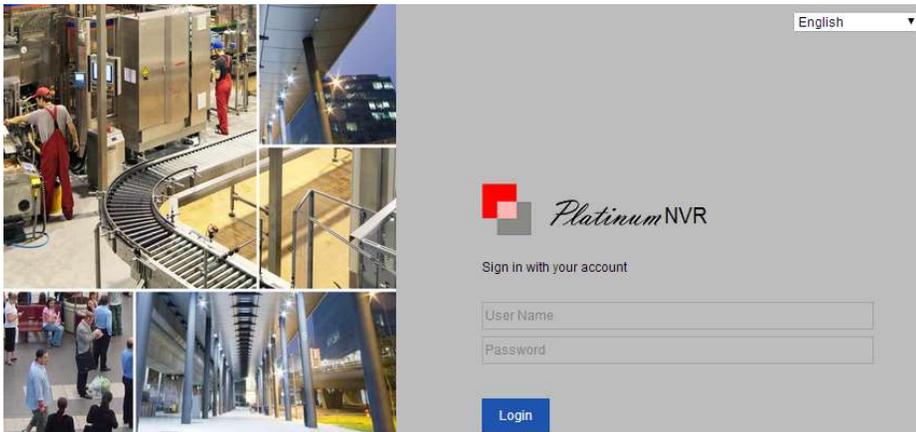
Internet Explorer (Microsoft)



Firefox (Mozilla)



Then a login screen should appear:



Enter the username and password and click [Login].

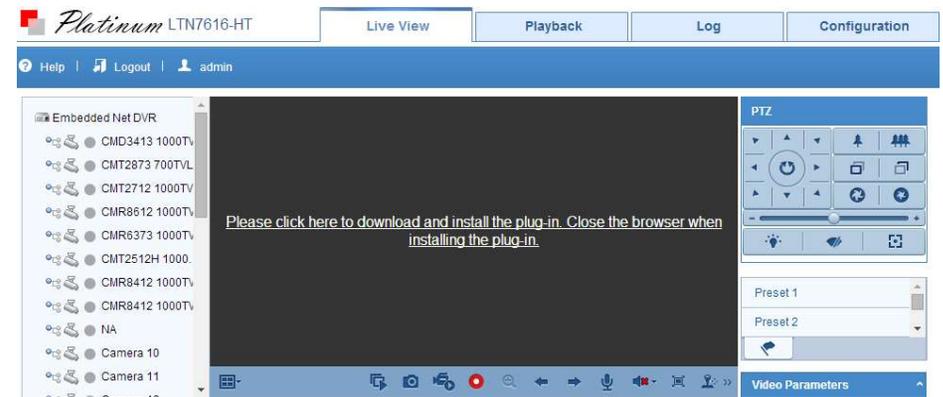
Defaults: username = admin
 password = 12345

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, 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

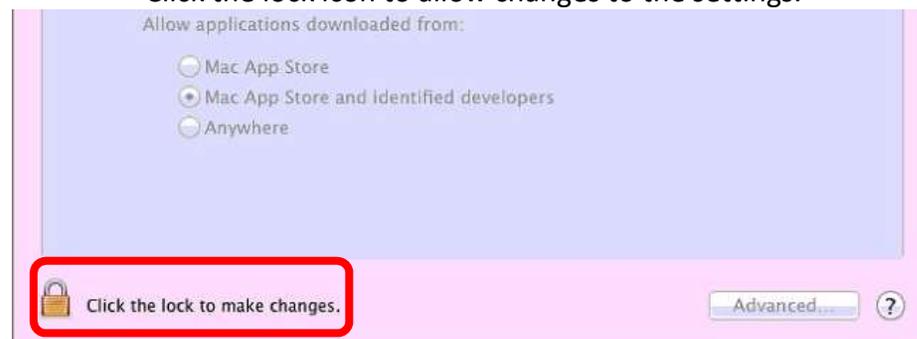
You can download the plugin directly, or find it at the bottom of the [Platinum Download](#) page. It will be called: “[Web Component for Mac](#)”

Step 3: Enable “Anywhere” Program Installation

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



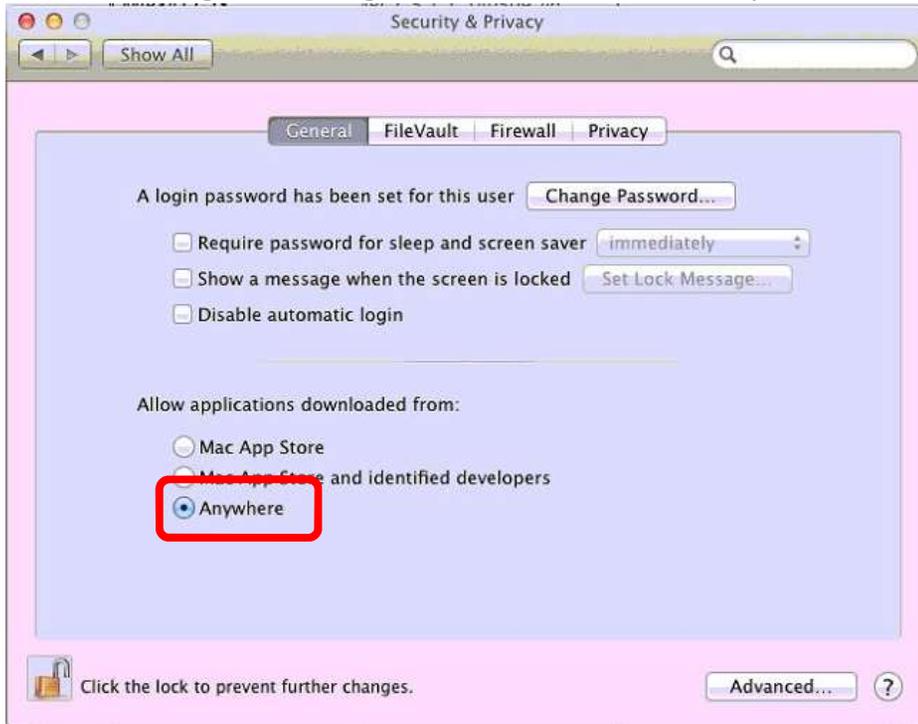
Click the lock icon to allow changes to the settings.



A password will likely be required.

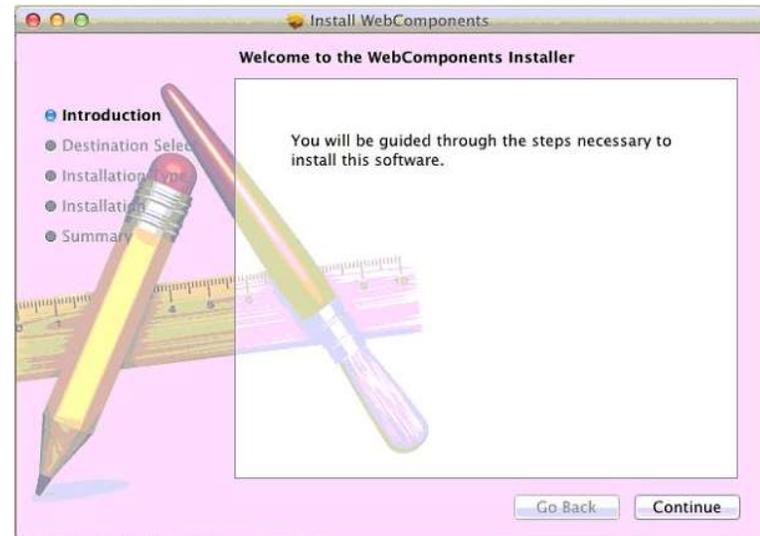


Then change the settings to allow software from “Anywhere”.



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.)

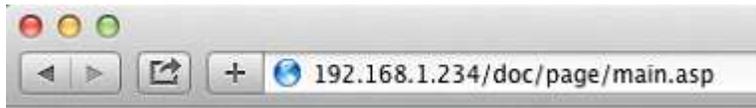


Step 7: Open Safari

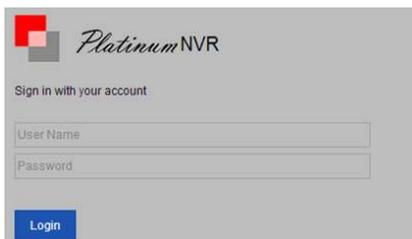


Be sure to test with Safari. The recent version of Firefox is an overhaul and may have problems.

Step 8: Enter the NVR's IP Address



Step 9: Login to the NVR

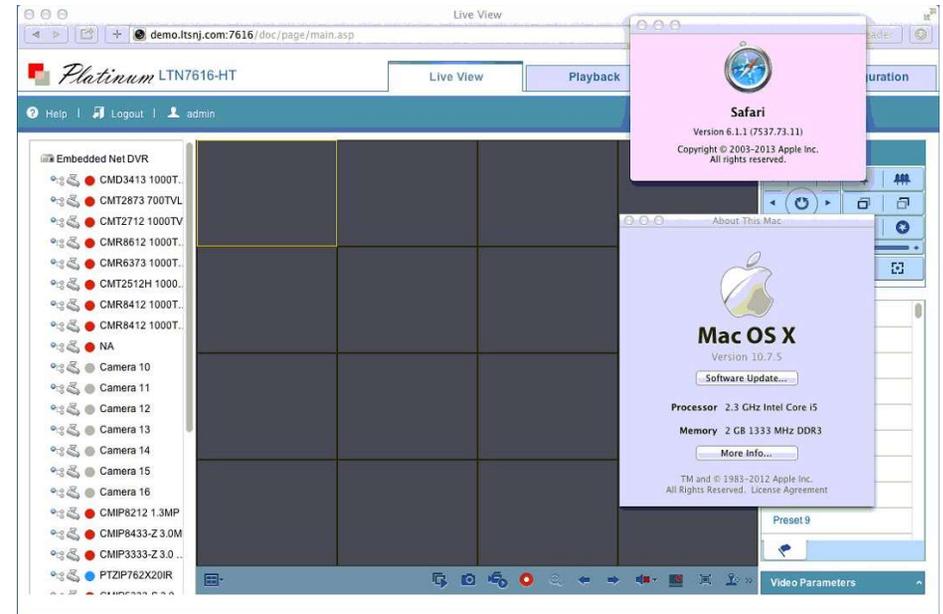


Default Credentials

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

Step 10: Allow the Plugin

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



Step 11: Turn on the Cameras

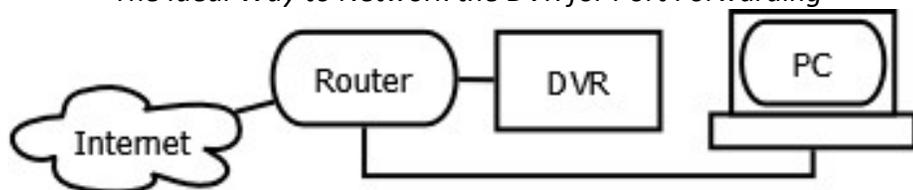


Click "Start All Live View" to show the cameras.

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](#) 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

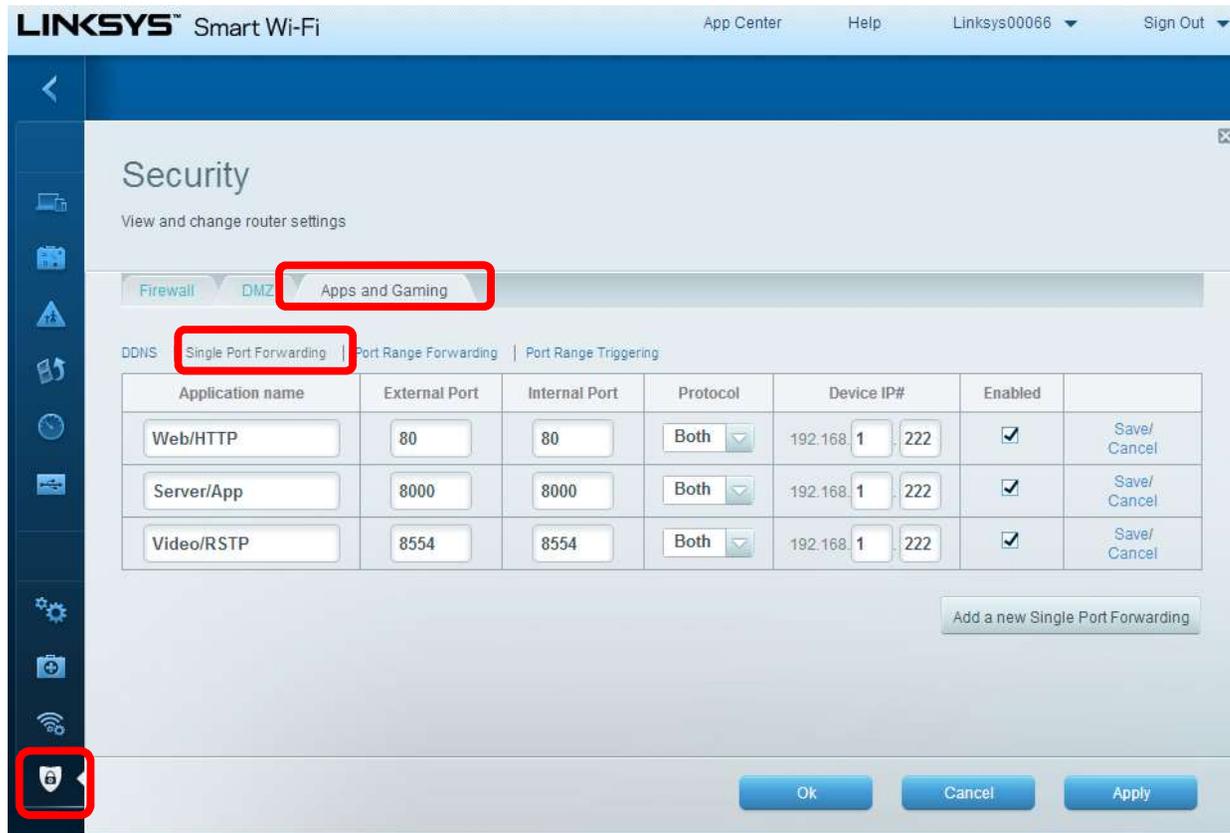
Ports to Forward: **80** (web/HTTP)
 8000 (server/app)
 8554 (video/RTSP)

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 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 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](#)

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.

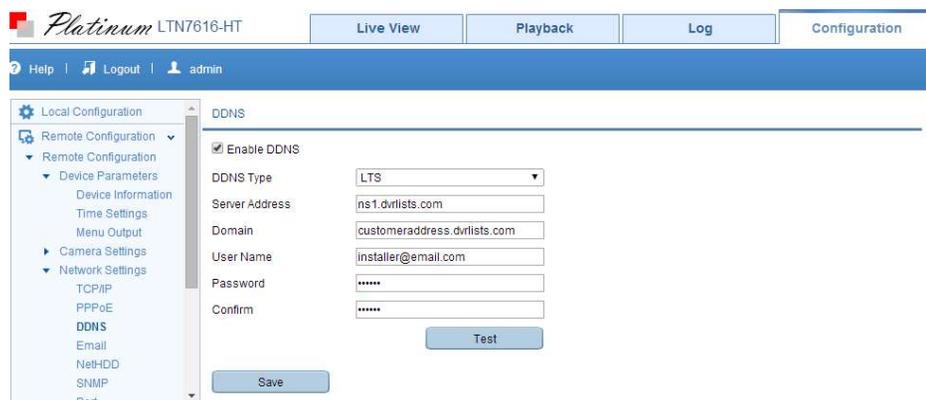
To add more addresses, go to the bottom of the “Domains” page.

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



DDNS



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

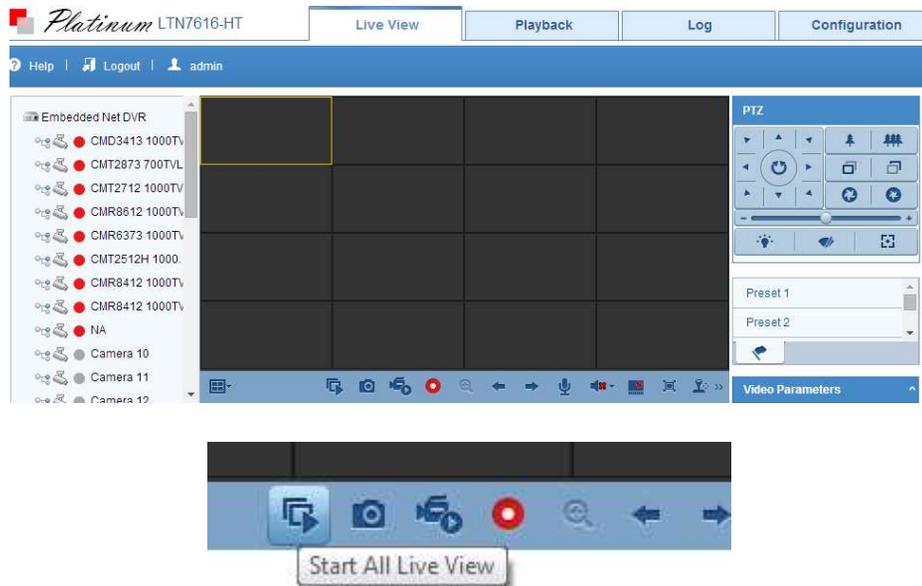
A DDNS will keep track of dynamically changing router IP addresses. The NVR will "check-in" with an LTS server, telling it what its current IP address is. Our DDNS server will then update the address created for the customer by the installer.

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

Basic Usage

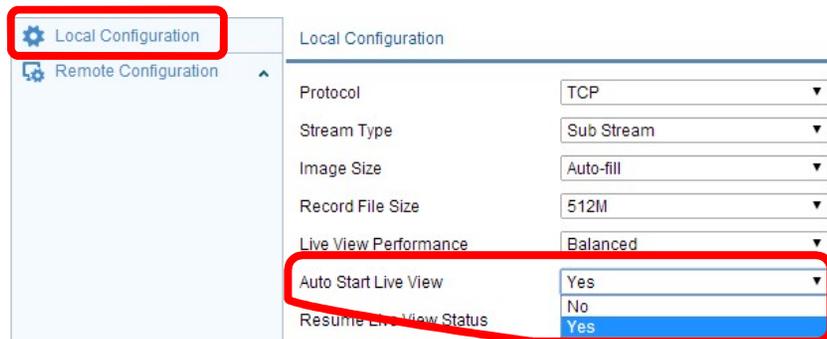
View Cameras

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

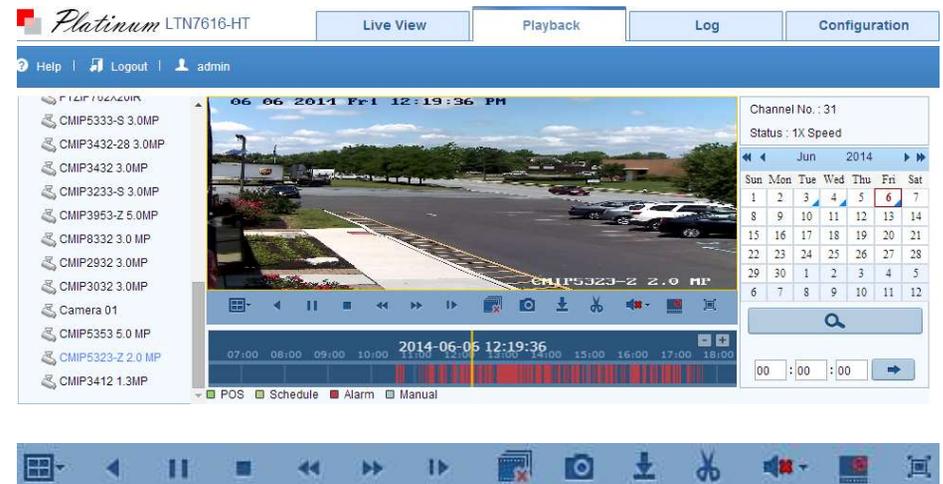


Playback

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.



No.	File Name	Start Time	End Time	File Size	Progress
1	00010000063004401	2014-06-06 10:29:10	2014-06-06 10:29:31	8 MB	
2	00010000063004501	2014-06-06 10:30:22	2014-06-06 10:30:40	8 MB	
3	00010000063004601	2014-06-06 10:33:30	2014-06-06 10:34:24	15 MB	
4	00010000063004701	2014-06-06 10:34:46	2014-06-06 10:37:18	40 MB	
5	00010000063004801	2014-06-06 10:37:31	2014-06-06 10:37:48	6 MB	
6	00010000063004901	2014-06-06 10:38:19	2014-06-06 10:41:24	48 MB	
7	00010000063005001	2014-06-06 10:42:19	2014-06-06 10:42:41	7 MB	
8	00010000063005101	2014-06-06 10:42:56	2014-06-06 10:43:21	8 MB	
9	00010000063005201	2014-06-06 10:43:45	2014-06-06 10:45:35	29 MB	
10	00010000063005301	2014-06-06 10:45:42	2014-06-06 10:45:55	5 MB	
11	00010000063005401	2014-06-06 10:46:40	2014-06-06 10:46:51	5 MB	
12	00010000063005501	2014-06-06 11:05:22	2014-06-06 11:06:41	21 MB	
13	00010000063005601	2014-06-06 11:08:07	2014-06-06 11:08:27	6 MB	
14	00010000063005701	2014-06-06 11:10:04	2014-06-06 11:10:28	8 MB	
15	00010000063005801	2014-06-06 11:10:39	2014-06-06 11:10:58	6 MB	
16	00010000063005901	2014-06-06 11:11:25	2014-06-06 11:11:38	5 MB	
17	00010000063006001	2014-06-06 11:11:47	2014-06-06 11:12:08	7 MB	
18	00010000063006101	2014-06-06 11:12:28	2014-06-06 11:12:41	6 MB	
19	00010000063006201	2014-06-06 11:14:05	2014-06-06 11:14:24	6 MB	
20	00010000063006301	2014-06-06 11:16:08	2014-06-06 11:17:28	22 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. (Alternatively, [VLC Player](#) will also work for video-only files.)

Log Search

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.

No.	Time	Major Type	Minor Type	Channel No.	Local/Remote User	Remote Host IP
1	2014-05-25 11:58:49	Exception	Illegal Login		admin	192.168.1.3
2	2014-05-25 20:01:04	Exception	Illegal Login		admin	73.178.8.171
3	2014-05-25 20:01:10	Exception	Illegal Login		illegal username	10.246.201.253
4	2014-05-25 20:11:52	Exception	Illegal Login		its.com	73.178.8.171
5	2014-05-27 07:24:50	Exception	Illegal Login		admin	192.168.1.3
6	2014-05-27 09:36:13	Exception	Illegal Login		demo	50.192.224.245
7	2014-05-27 10:03:32	Exception	Illegal Login		admin	192.168.107.125
8	2014-05-27 10:03:56	Exception	Illegal Login		admin	192.168.107.125
9	2014-05-27 12:01:35	Exception	Illegal Login		admin	50.192.224.245
10	2014-05-27 12:30:25	Exception	Illegal Login		admin	0.0.0.0
11	2014-05-27 13:13:40	Exception	Illegal Login		admin	192.168.1.102
12	2014-05-27 13:18:01	Exception	Illegal Login		admin	192.168.1.102
13	2014-05-27 15:37:23	Exception	Illegal Login		admin	68.101.59.152
14	2014-05-27 15:37:37	Exception	Illegal Login		demo	68.101.59.152
15	2014-05-27 16:38:48	Exception	Network Disconnected		IP Camera	0.0.0.0
16	2014-05-27 16:39:05	Exception	Disconnect IP Camera		IP Camera	0.0.0.0

Major Types

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.

Search Log

Major Type: Operation

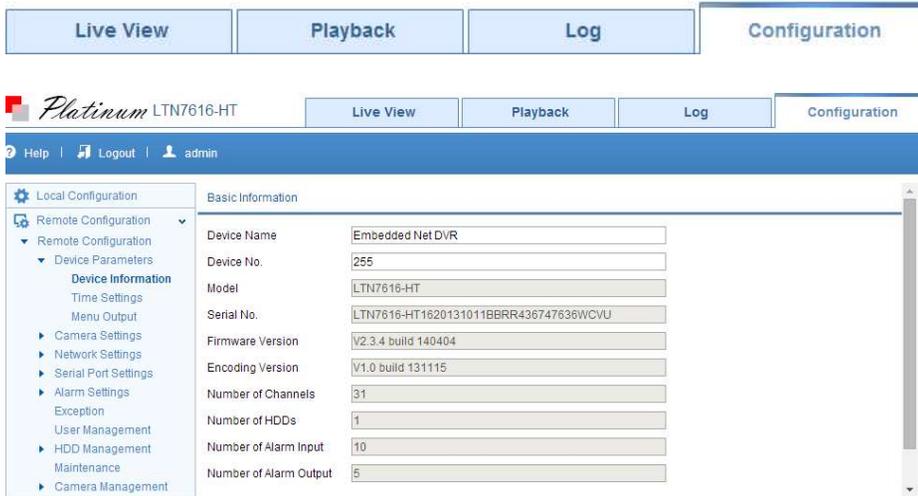
Minor Type: Local: Abnormal Shutdown

Start Time: 2013-01-01 00:00:00

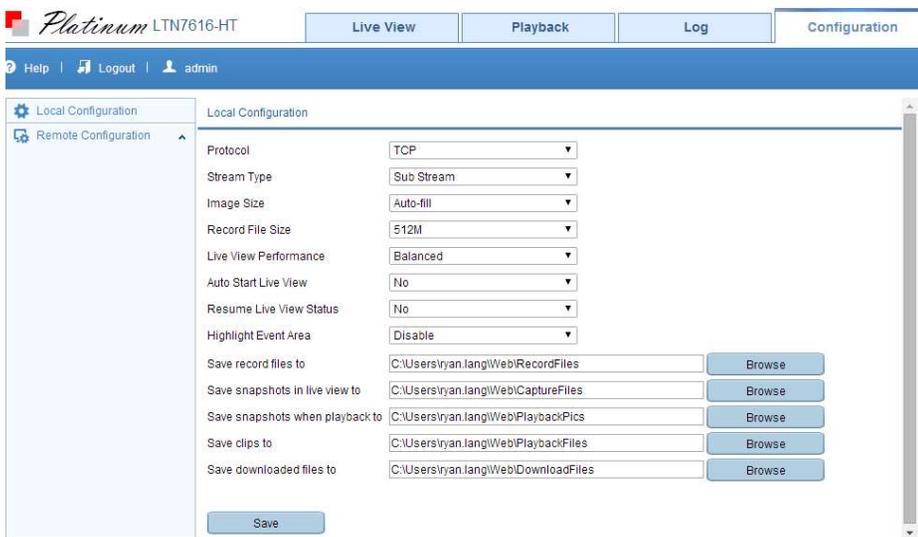
End Time: 2014-06-06 23:59:59

Configuration

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

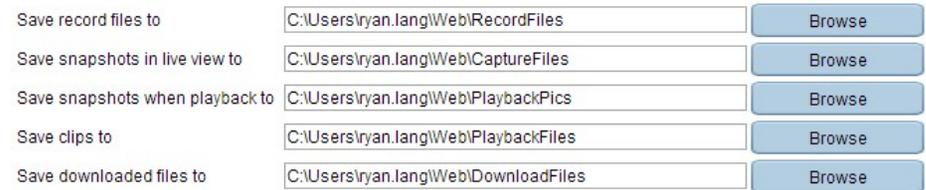


All of the settings fall under two categories: Local and Remote. *Local Configuration* controls settings for that specific web browser. *Remote Configuration* controls settings for the NVR itself.



File Download Location

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

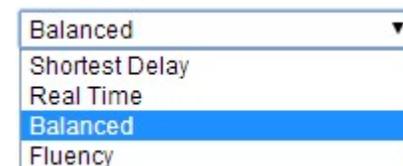


Video Stream Quality

Click on: “Local Configuration”



The default quality for “Live View Performance” is “Balanced”. 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 > Camera Setup > Display Settings



Display Settings

Channel No.	IP Camera1
Camera Name	CMIP8232B 3.0MP

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 Settings

Channel No.	IP Camera1	IP Camera1
Stream Type	Sub Stream	Sub Stream
Video Type	Video Stream	Video Stream
Resolution	704*480	704*480
Bitrate Type	Variable	Variable
Video Quality	Medium	Low
Frame Rate	Max Frame	15
Max. Bitrate	512 Kbps	256 Kbps
Video Encoding	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 > Camera Settings > Schedule Settings

By default, recording is on motion detection. To edit this, click [Edit].

Period	Start Time	End Time	Record Type
1	00:00	24:00	Continuous
2	00:00	00:00	Continuous
3	00:00	00:00	Continuous
4	00:00	00:00	Continuous
5	00:00	00:00	Continuous
6	00:00	00:00	Continuous
7	00:00	00:00	Continuous
8	00:00	00:00	Continuous

Motion Detection Fine Tuning

Configuration > Camera Settings > Motion Detection

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

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 Settings > Email

The screenshot shows the NVR configuration interface. The top navigation bar includes 'Live View', 'Playback', 'Log', and 'Configuration'. The left sidebar shows a tree view of configuration options, with 'Email' selected under 'Network Settings'. The main content area displays the 'Email Settings' tab, which includes fields for 'Authentication' (checked), 'User Name' (senderacct@gmail.com), 'Password' (masked), 'Confirm' (masked), 'SMTP Server' (smtp.gmail.com), 'SMTP Port' (465) with 'Enable SSL' checked, 'Interval' (5s) with 'Attached Image' checked, 'Sender' (SenderAccount), 'Sender's Address' (senderacct@gmail.com), 'Choose Receiver' (Receiver1), 'Receiver' (TheCustomer), and 'Receiver's Address' (customer@email.com). There are 'Save' and 'Test' buttons at the bottom.

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

The screenshot shows the NVR configuration interface for the 'Email' section. The 'Email Settings' tab is active. The 'Authentication' checkbox is checked. The 'User Name' field contains 'senderacct@gmail.com'. The 'Password' and 'Confirm' fields are masked with dots. The 'SMTP Server' field contains 'smtp.gmail.com'. The 'SMTP Port' field contains '465' and the 'Enable SSL' checkbox is checked. The 'Interval' dropdown is set to '5s' and the 'Attached Image' checkbox is checked. The 'Sender' field contains 'SenderAccount'. The 'Sender's Address' field contains 'senderacct@gmail.com'. The 'Choose Receiver' dropdown is set to 'Receiver1'. The 'Receiver' field contains 'TheCustomer'. The 'Receiver's Address' field contains 'customer@email.com'. There are 'Save' and 'Test' buttons at the bottom.

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 > Camera Settings > Motion Detection > Linkage Method

Motion Detection

Channel No.

Enable Motion Detection

Area Settings | Arming Schedule | **Linkage Method**

Normal Linkage	Trigger Alarm Output
<input type="checkbox"/> Full Screen Monitoring	<input type="checkbox"/> D5->1
<input type="checkbox"/> Audible Warning	<input type="checkbox"/> D8->1
<input type="checkbox"/> Notify Surveillance Center	<input type="checkbox"/> D11->1
<input checked="" type="checkbox"/> Send Email	<input type="checkbox"/> D14->1

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

Platinum LTN7616-HT

Live View | Playback | Log | Configuration

Help | Logout | admin

Local Configuration | Remote Configuration

Device Information

Device Name	Embedded Net DVR
Device No.	255
Model	LTN7616-HT
Serial No.	LTN7616-HT1620131011BBRR436747636WCVU
Firmware Version	V2.3.4 build 140404
Encoding Version	V1.0 build 131115
Number of Channels	31
Number of HDDs	1
Number of Alarm Input	10
Number of Alarm Output	5

Firmware Version **V2.3.4 build 140404**

Firmware Upgrade

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



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 > Maintenance

Configuration > Maintenance

Platinum LTN7616-HT

Live View Playback Log Configuration

Help Logout admin

Local Configuration

Remote Configuration

Device Parameters

Device Information

Time Settings

Menu Output

Camera Settings

Network Settings

Serial Port Settings

Alarm Settings

Exception

User Management

HDD Management

Maintenance

Camera Management

Maintenance

Reboot

Reboot the device.

Default

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

Restore all parameters to default settings.

Import Config. File

Config File

Browse Import

Status

Export Config. File

Export

Remote Upgrade

Firmware

Browse Upgrade

Status

Note :
The upgrading process will be 1 to 10 minutes, please don't disconnect power to the device during the process. The device reboots a utomatically after upgrading.

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

Remote Upgrade

Firmware

Browse Upgrade

Status

Note :
The upgrading process will be 1 to 10 minutes, please don't disconnect power to the device during the process. The device reboots a utomatically after upgrading.

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

Firmware Downgrade

To downgrade firmware, follow the same steps.

Reboot/Restore/Default

Configuration > Maintenance

Platinum LTN7616-HT

Live View Playback Log Configuration

Help Logout admin

Local Configuration

Remote Configuration

Device Parameters

Device Information

Time Settings

Menu Output

Camera Settings

Network Settings

Serial Port Settings

Alarm Settings

Exception

User Management

HDD Management

Maintenance

Camera Management

Maintenance

Reboot

Reboot the device.

Default

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

Restore all parameters to default settings.

Import Config. File

Config File

Browse Import

Status

Export Config. File

Export

Remote Upgrade

Firmware

Browse Upgrade

Status

Note :
The upgrading process will be 1 to 10 minutes, please don't disconnect power to the device during the process. The device reboots a utomatically after upgrading.

Maintenance

Reboot

Reboot the device.

Default

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

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.

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 > Camera Management > IP Camera

Channel No.	IP Camera Address	Channel No.	Management Port	Status	Protocol
<input type="checkbox"/> D01	192.168.1.26	1	8236	Online	LTS
<input type="checkbox"/> D02	192.168.1.16	1	8434	Online	LTS
<input type="checkbox"/> D03	192.168.1.22	1	3334	Online	LTS
<input type="checkbox"/> D04	192.168.1.30	1	7763	Online	LTS
<input type="checkbox"/> D05	192.168.1.17	1	5334	Online	LTS
<input type="checkbox"/> D06	192.168.1.13	1	3433	Online	LTS

Channel No.	IP Camera Address
<input type="checkbox"/> D01	192.168.1.26

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

The screenshot shows the Platinum IP Portal interface. At the top, it says 'Platinum IP Portal' and 'Total number of online devices: 26'. Below this is a table with columns: ID, Device Type, IPv4 Address, Security, Port, Software Version, and IPv4 Gateway. The table lists four devices. To the right of the table is a 'Modify Network Parameters' section with input fields for IP Address (192.168.1.26), Port (3043), Subnet Mask (255.255.255.0), IPv4 Gateway (192.168.1.1), and IPv6 Address (..).

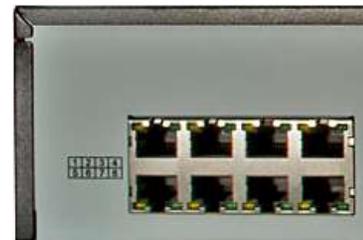
ID	Device Type	IPv4 Address	Security	Port	Software Version	IPv4 Gateway
001	CMIP7432-28M	192.168.1.20	Active	7433	V5.3.0build 151014	192.168.1.1
002	CMIP8222	192.168.1.21	Active	8223	V5.3.0build 151020	192.168.1.1
003	CMIP9532	192.168.1.23	Active	9533	V5.3.0build 151014	192.168.1.1
004	CMIP3022W	192.168.1.24	Active	3023	V5.3.6build 151204	192.168.1.1

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.

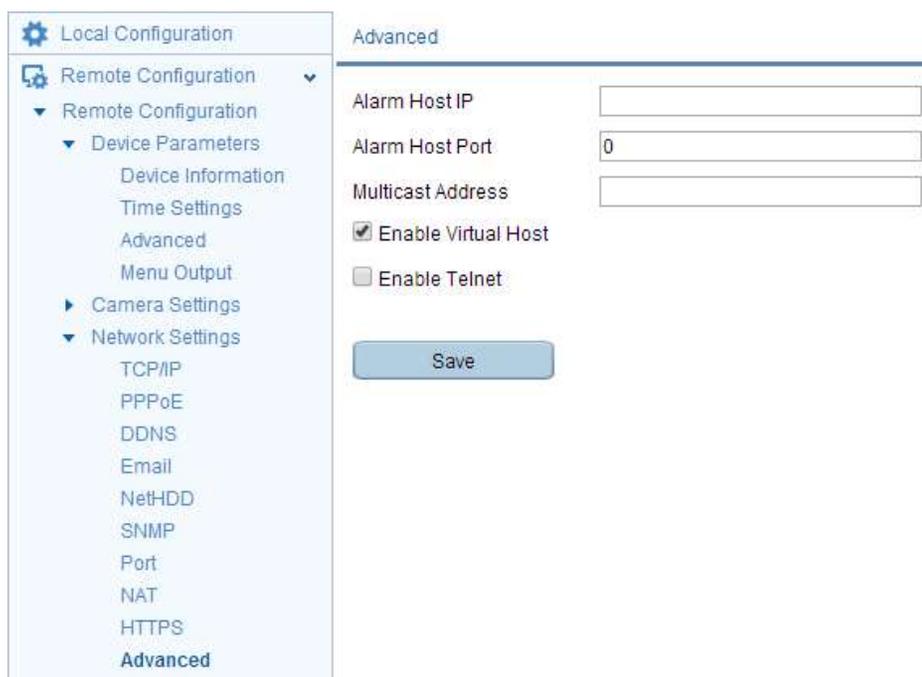
Tip: Wi-Fi can cause problems when connecting to the built-in PoE ports. If needed, turning it off can help. Be sure to turn it back on when finished. The patch in is meant to be temporary.

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

Some NVR's will allow 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 Settings > Advanced

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).

Configuration > Camera Management > IP Camera



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.

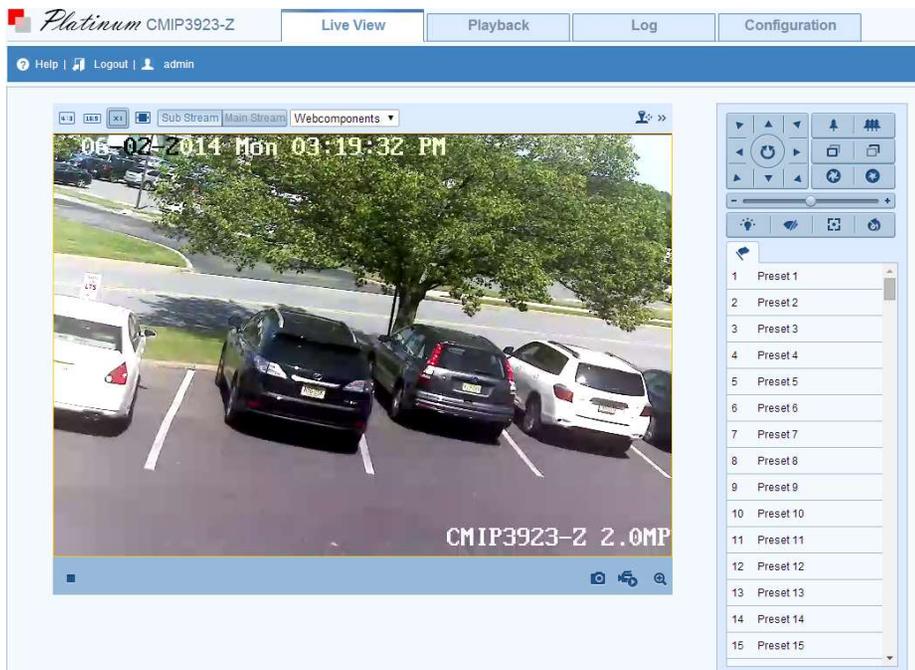
Channel No.	IP Camera Address	Connect
D01	192.168.188.11	http://192.168.1.28:65001
D02	192.168.188.10	http://192.168.1.28:65002
D03	192.168.188.4	http://192.168.1.28:65003
D04	192.168.188.5	http://192.168.1.28:65004
D05	192.168.188.6	http://192.168.1.28:65005
D06	192.168.188.7	http://192.168.1.28:65006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

Camera Link Examples

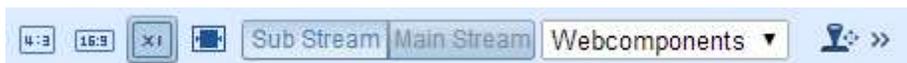
Channel 1 (*built-in PoE*): <http://192.168.1.28:65001>
 Channel 11 (*external PoE*): <http://192.168.1.12:80>

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 with PTZ controls turned on.



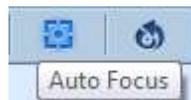
[4:3] [16:9] [x1] [Auto] [Sub/Main Streams] [Plugin] [PTZ Show/Hide]

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.



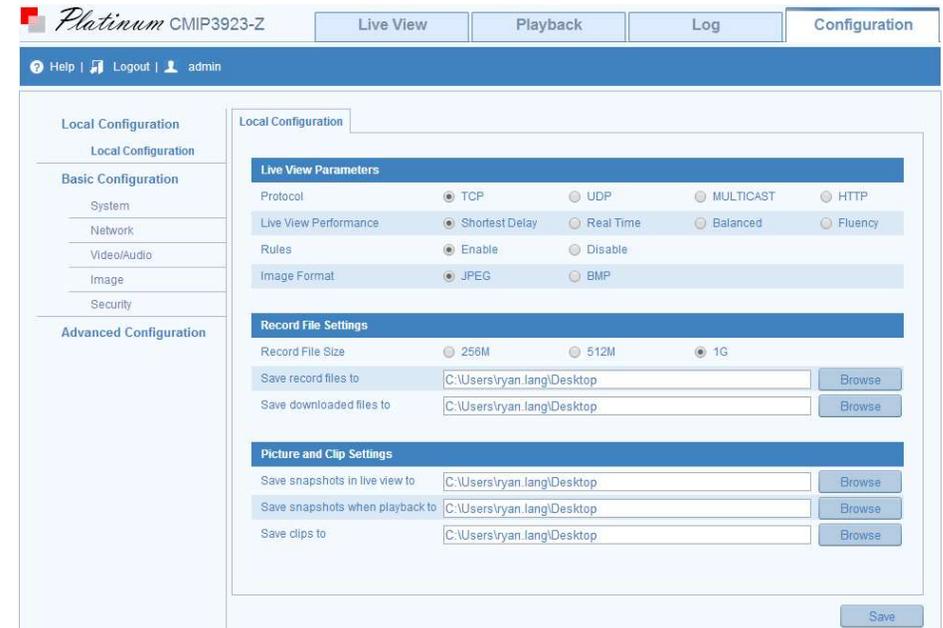
Auto Focus for Motorized Varifocal IPCs (CMIP###-Z cameras only)



Snapshot/Clip Locations

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

Configuration > Local Configuration



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

Firmware Version

Configuration > System > Device Information

The screenshot shows the configuration interface for a Platinum CMIP3923-Z device. The 'Device Information' tab is active, displaying the following details:

Basic Information	
Device Name	CMIP3923-Z
Device No.	88
Model	CMIP3923-Z
Serial No.	CMIP3923-Z20130131BBWR416531314
Firmware Version	V5.1.0 build 140415
Encoding Version	V4.0 build 131202

This is often the first page of the Configuration pages.

Firmware Version	V5.1.0 build 140415
------------------	---------------------

Firmware Upgrade

Configuration > System > Maintenance

The screenshot shows the configuration interface for a Platinum CMIP3923-Z device. The 'Maintenance' tab is active, displaying the following details:

Reboot	
Reboot	Reboot the device.

Below the Reboot section, there is a 'Remote Upgrade' section with a 'Firmware' dropdown menu, a 'Browse' button, and an 'Upgrade' button. A note states: "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 at the top left of the page (CMIP3923-Z in this case).

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

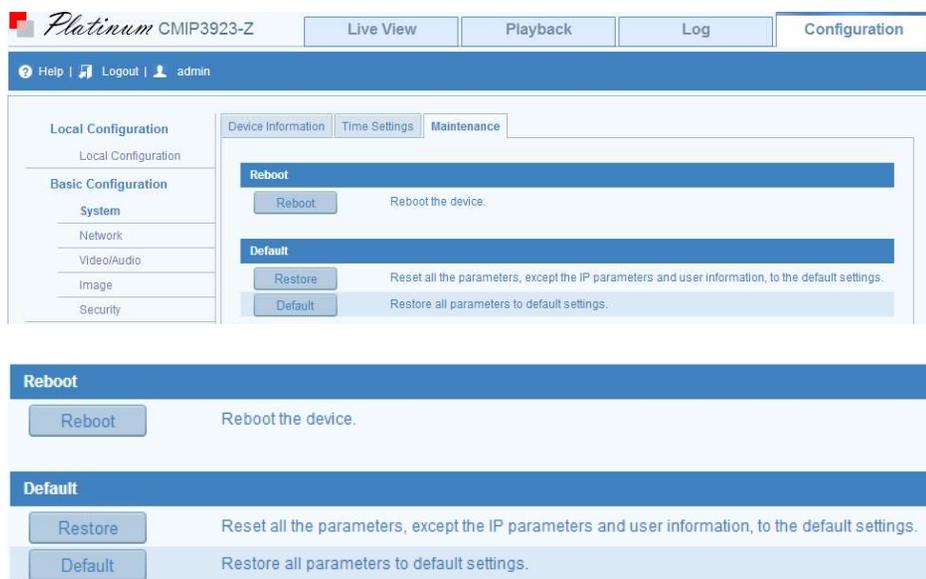
Third, click [Browse] and select the *extracted* firmware file. Then click [Upgrade] to upload the firmware to the IPC and initiate the upgrade.

Firmware Downgrade

To downgrade firmware, follow the same steps.

Reboot/Restore/Default

Configuration > System > Maintenance



Platinum CMIP3923-Z

Live View Playback Log Configuration

Help Logout admin

Local Configuration

Local Configuration

Basic Configuration

System

Network

Video/Audio

Image

Security

Device Information Time Settings Maintenance

Reboot

Reboot Reboot the device.

Default

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

Default Restore all parameters to default settings.

Reboot

Reboot Reboot the device.

Default

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

Default 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



Platinum CMIP3412

Live View Playback Log Configuration

Help Logout demo

Local Configuration

Local Configuration

Basic Configuration

System

Network

Video/Audio

Image

Security

Advanced Configuration

Display Settings

06-06-2014 Fri 09:56:03 AM

Switch Day and Ni... Auto-Switch

Image Adjustment

Brightness 50

Contrast 50

Saturation 50

Hue 50

Sharpness 50

Exposure Settings

Day/Night Switch

Backlight Settings

White Balance

Image Enhancement

Video Adjustment

CMIP3412 1.3MP

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.

Switch Day and Ni... Auto-Switch ▼

^ Image Adjustment

Brightness 50

Contrast 50

Saturation 50

Hue 50

Sharpness 50

Standard Color controls. +NVR

^ Exposure Settings

Iris Mode Manual ▼

Exposure Time 1/30 ▼

Gain 100

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

Day/Night Switch Auto ▼

Sensitivity 4 ▼

Filtering Time 36

Smart IR ON ▼

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 ON ▼

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: 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 > Advanced Configuration > Image > OSD Settings

Click and drag the text to move them around.

Display Name

Display Date

Display Week

Camera Name:

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. LineIn is for a powered/amplified microphone.

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.

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

NVR Acting Strangely

Try using another browser (or switch IE to [Compatibility Mode](#)).
Reboot the NVR
Reset Settings (Factory Default)
Update or Downgrade Firmware
(See the [Maintenance](#) page.)

Choppy Video

Change the [Video Stream Quality](#) in the Local Configuration.

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.

Limitations

Camera Initialization	<p>One-Click camera initialization is from the NVR only. The Platinum IP Portal 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.</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 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