

SAFE-N-SECURE Quick Start Guide

The entire interface is written in plain English and 100% point-and-click. If you are not sure of what a button does, hover your mouse cursor over it and a tooltip box will popup.

Main Screen

Double-click a camera to bring it up to full view. Double-click to go back to your previous view. Right-click the camera window to go full-screen with the current view. Right-click to go back.

Camera Status Bar: Indicates what each camera is doing at this moment. Each segment indicates a camera starting at 1.

- RED = Camera is disconnected
- YELLOW = Camera is recording on motion
- GREEN = Camera is manually recording
- BLUE = Camera is recording on schedule
- BROWN = Guard schedule is active
- GRAY = Camera is idle or unavailable

Click for different camera views.

Full-screen Right-click to return

Return to default view.

Extra Menu

Listen to audio on a channel (where available)

Locks and unlocks the screen.

Minimizes the interface will still record in the background.

Exits the camera software and stops all recording.

Playback

Playback is used only to find the exact date and time of your event.

Playback Speed is indicated here

Dates with recording information will show up in RED. Click on the desired date.

Use the slide bar to fast forward or rewind a video clip. You can also use the VCR-like controls at the bottom of the screen (below).

Recording information within each hour will show up as orange. Double-click to start playing from the beginning of a clip.

Hours are listed from 00:00 to 24:00 (24-hour clock). Hours with recording information will show up as blue blocks.

Once you have the date and start/stop times of your event, Select Backup

Backup 1

- Select start date
- Select end date
- Select start and end time. Be sure to note AM/PM indicators at the end of the time.
- Select only the channels you want to backup
- Click Search
- Search will find all the relevant clips within the time frame you searched for. You can simply click Select all files (below) or Select multiple files by holding down the CTRL key and clicking on the files you want.
- Click Backup

Backup 2

- Name your Backup and select backup. Note: Use only alpha-numeric characters in the name. You may choose to leave this blank. If you do, the backup will be named with today's date and time.
- Click Backup
- Select the media you want to backup to and select Save. What do these mean? Local Disk: Backup to a drive on the DVR. Removable storage: Backup to USB Drive. Compact disc: Backup to CD/DVD

After this, a backup window will appear to show the progress of the backup. Once the window goes away, the backup is complete and you may remove your media.

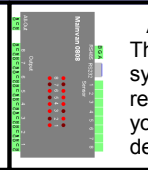
Wireless Internet Upgrade

This simple upgrade will allow you to network your DVR to your wireless connection without the need for additional cabling.




Alarm System Integration Upgrade

This simple box will allow your alarm system to control when your cameras record or allow your cameras to talk to your alarm panel when motion is detected.




Cash Register Interface

Your DVR can be more than just an eye in the sky. Watch each transaction as it happens and see exactly what your cashiers are ringing up – or what they aren't.



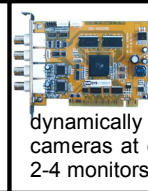
Remote Main Console

Allow full access to your DVR system up to 100' away while keeping the main unit behind closed doors. Perfect for maintaining access to the main DVR when the unit itself is not always accessible.




Matrix Card


This add-on will allow you to set up and manage multiple monitors for your security office. You can dynamically change each display to view different cameras at one time. Each card can handle up to 2-4 monitors.



Remote DVR

This add-on will allow you to set up and centrally record remote locations over the network or Internet. With the on-board hard drive, your employees on-site can use it as a standalone DVR as well!



Can I label my Cameras?	Yes. Go to Setup>Advanced tab>Channel Description
Can I adjust the DVR to record higher quality or more days?	Yes. Each camera can be adjusted individually for higher quality/less record time or lower quality/more record time. Go into Setup>Camera tab. Increase/decrease the framerate or increase/decrease the compression to change the image quality (1 = High compression/low quality 10 = low compression/higher quality).
Can I adjust the camera picture from the DVR?	Yes. Select your Camera then select the  button. You may then adjust the camera image to your liking.
How Do I make a quick video clip?	Begin the playback on the desired camera at the desired time. When you get to the point where you want to begin the clip, click the Clip button then OK. When you have reached the end of the clip you want to make, click the clip button again then click SAVE. Follow the normal backup procedure.
Can I create a backup in a universal format?	Yes. When you go to name your backup, simply check the box next to "Convert to generic video format". Then simply follow normal backup procedure. You will also need the AVI codec installed for media player. This is available from our website.
I clicked a button & my cameras went away. What do I do?	Double-click the Server icon on the desktop. If it does not come up, look down by your clock for a single icon that looks like a computer screen and click that.
I have spots in playback where there should be recording information. What do I do?	Restart the DVR. When the DVR comes back up, click Extra> Re-index Recording files.
All of my Cameras are Gray. What happened?	The DVR is still recording, but you tried to log into the DVR 3 times with an incorrect password. Obtain the correct password and try again.
How can I contact Technical Support?	You are encouraged to get support from the SAFE-N-SECURE website at www.safe-n-secureinc.com . You can also contact SAFE-N-SECURE at 1-888-710-7007

Error Messages

Registration Failed	This means the registration file is corrupt or is missing. Contact SAFE-N-SECURE for instructions on replacing the registration file.
Initialization Failed	This could be caused by a hardware failure or driver failure. You can try to uninstall the Hikvision cards in Device Manager under Sound, Video and Game Controllers then reinstall. Otherwise,contact SAFE-N-SECURE for a service call.
Disc Group Does Not Have Enough Disk Space	This is usually due to a bad or missing hard drive. Try reformatting the storage drive or contact SAFE-N-SECURE for a service call.
Noise from the DVR	This is usually due to a cable that got loose and is interfering with one of the fans, a bad fan, or some other hardware failure. Call SAFE-N-SECURE for assistance with hardware problems.

Care and Maintenance Tips

- 1. Keep all vents on the unit uncovered.** This will keep the unit running as cool as possible.
- 2. Keep the DVR clear of dust and debris.** A clean machine is a healthy machine. If it looks like the DVR needs a professional cleaning contact SAFE-N-SECURE for a DVR maintenance checkup.
- 3. Keep the room the DVR is located in as cool as possible.** 1 degree cooler can extend the life of your DVR by as much as a year.
- 4. Clean the front filter of the DVR regularly.** On most systems, there is a dust filter behind the locked door on the left-hand side. This catches 80-90% of the dust that enters the system. Clean this filter periodically using canned air, vacuum, or simply slapping it against another object. Be sure to do this outside or in another room so the dust that was trapped does not simply go back into the DVR.
- 5. Restart the machine periodically.** Once a month is usually plenty. Exit the DVR software and go to Start>Shutdown>Shutdown. After it turns off, wait a few seconds and turn it back on. This will allow the unit to install updates and clear out unnecessary files.
- 6. Leave the DVR plugged into the battery backup it came with.** Also, do not plug in other equipment to the Surge and Battery Backup side of the battery backup. Use the Surge Protection Only side. This will keep the unit from overloading.

Software Blacklist

The software contained in this list are known to cause problems with SAFE-N-SECURE DVR software. Having any of the following software installed on your SAFE-N-SECURE DVR or other PC-Based DVR will temporarily void the warranty until the software has been removed and the DVR has been re-certified by SAFE-N-SECURE.

LogMeIn	Upon logout, the LogMeIn "Blinds" and "blacks out" the camera software. This software also interferes with approved remote assistance software.
Windows Remote Access	Insecure and relatively unconfigurable. Also interferes with approved remote access software.
Antivirus and Internet Security Products	Real-time scanner locks up DVR by being too aggressive and scanning files in progress. Firewall causes remote access issues.
Zone-alarm firewall and similar products	Overly aggressive firewall and program access rules restrict remote access. Proper configuration is difficult at best and renders program ineffective.