

## Technical Note 0011

Released 13/Jul/2021

### Technical Note Description

This Technical note describes how to view your Dedicated Micros or NetVu DVR using Enterprise Observer Software.

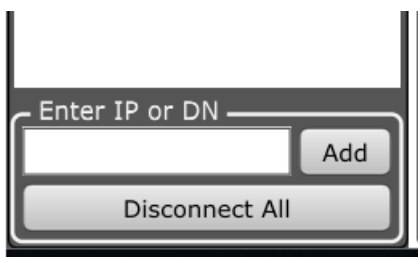
### Product Models Covered

All supported Dedicated Micros and NetVu DVR/NVR

### How to ..... view your Dedicated Micros or NetVu DVR using Enterprise Observer Software.

Before using the following instructions you must install and license Enterprise Observer software on your PC.

In order to see images from cameras connected to your Dedicated Micros or NetVu DVR using Enterprise Observer Software it is first necessary to add the servers to which those cameras are connected. This is done using the Image Server tree on the left-hand side of the software window.



Enter the IP address or domain name of the DVR/NVR (server) in to the field below “Enter IP or DN”.

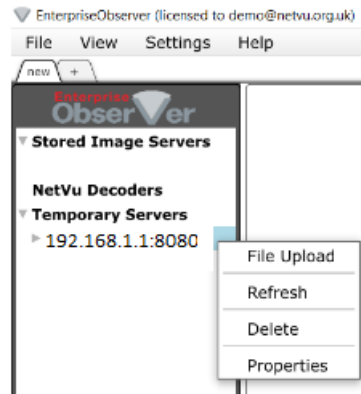
If the DVR/NVR is on a remote site and port forwarding is being used do not forget to enter the IP address followed by a colon followed by the forwarded port number.

For example, if the DVR at IP address 192.168.1.1 has it’s HTTP port forwarded to port 8080 then enter then you would enter the following – 192.168.1.1:8080

Click on **Add** to add the server.

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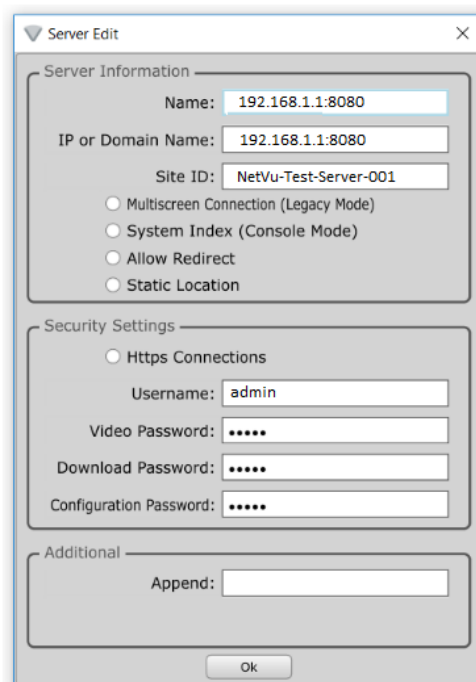
## Technical Note 0011



The IP address or domain name will then appear in the server tree under “Temporary Servers”. If you right-click on the IP address or domain name then a box will pop up with the following options;

- File Upload – uploads files to the server for system upgrade and power scripting. This is an advanced function, described in section 3.0 of this manual
- Refresh – refreshes the details of the server
- Delete – deletes the server from the server list
- Properties – sets the properties of the server

Click on Properties to set the properties of the server. The Server Edit box will appear;



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## **Technical Note 0011**

You can type a plain English name in to the name field and this will appear as the name of the server in the server tree, rather than it's IP address or domain name.

The Side ID field shows the System name of the server, which has been programmed in to it on site. This field will be normally updated automatically on first connection to the site. At default it will be the serial number of the server in the form MTxxxxxxNxxx, where x is a digit. By example, the Site ID might be MT184249N008.

Multiscreen Connection is selected for older DVR's such as Dedicated Micros Digital Sprite 2 or Dedicated Micros BX2 which have limited memory.

System Index (Console Mode) allows the concatenation of 2-3 DVRs into one big system. This is an advanced function.

Allow Redirect is not currently in use.

Static location is used to specify the GPS location of the server. When selected, a Latitude and Longitude box will appear at the bottom of the server edit window so that a location may be entered.

If HTTPS is being used then click on the HTTPS Connections button to tick it. If HTTPS is not being used then leave it blank.

In order to see video images from this server you will need to enter in the same security credentials that have been used on site.

First enter the Username.

- Entering a Video Password allows live camera images to be viewed
- Entering a Download Password allows recordings to be viewed and downloaded
- Entering a configuration password allows the server to be configured – this is an advanced function covered in section 3.0 of this manual.

The Append field is for special commands configured – see the Enterprise User Manual.

When you have entered username and passwords click on OK to save them.

While it is possible to see live images and video recordings from a DVR in the temporary servers list it is less than ideal because if Enterprise ObserVer Software is Quit or otherwise shut down then all of the information in the Temporary Servers List is lost and must be re-entered in order to view the DVR images again.

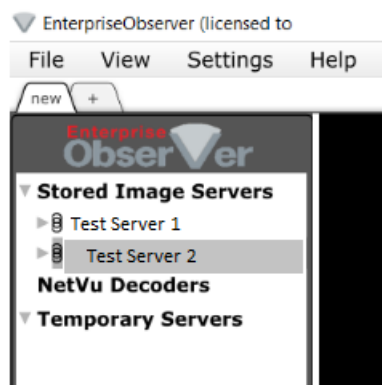
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## Technical Note 0011

Saving a server in the Stored Image Servers list will save all of the information entered so that if Enterprise ObserVer is shut down and then re-started the server will re-appear in the stored servers list and be ready for use once more.

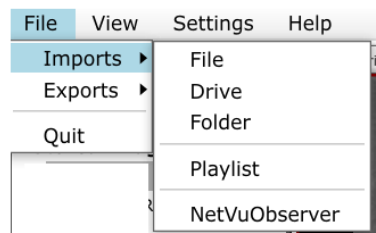
To save a server in the Temporary Servers List in to the Stored Image Servers list left click on the server name and hold the mouse button down while you drag the server name up the screen until it is below "Stored Image Servers". Release the left mouse button to save the server.

The server name will now appear in the Stored Image Servers list.



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If a viewing PC is being upgraded from NetVu Observer software to Enterprise ObserVer software then stored image servers previously configured in NetVu Observer can be imported in to Enterprise ObserVer, saving time and avoiding the need to manually re-enter all of the server information.

To import servers from NetVu Observer software on the same PC click on File in the menu, then click on Imports, then click on NetVu Observer.

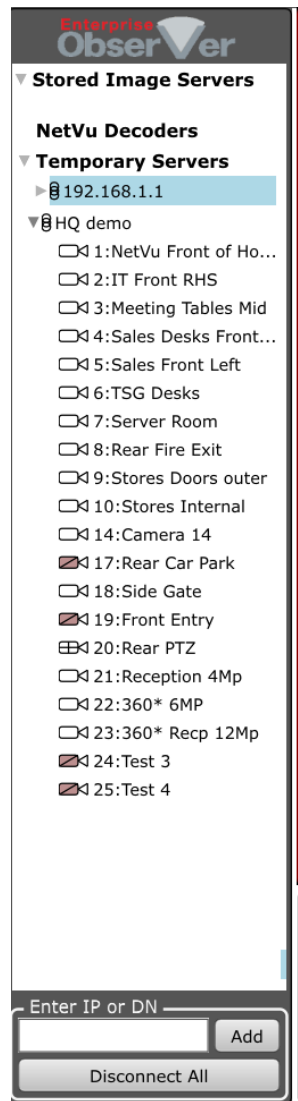


You will then find that servers previously in the NetVu Observer server tree now appear in the Enterprise ObserVer Stored Images Servers list.

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## Technical Note 0011

To view live images from cameras double click on the name of the desired server in the Stored Image Servers List. A list of the cameras connected to that DVR will then appear below the server name.



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You may notice that some of the icons representing cameras are different to others. This represents the type of camera connected so that it is easy to see what types of cameras are present at a glance.

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## Technical Note 0011

📷 1:NetVu Front of Ho...

A plain camera icon indicates a fixed camera. Pan/Tilt/Zoom functions will not be available for this camera (apart from electronic zoom) unless it is an ultra-high definition camera of 360 degrees view fisheye camera. The number next to the camera symbol is the camera number. It can be used to select the camera for viewing.

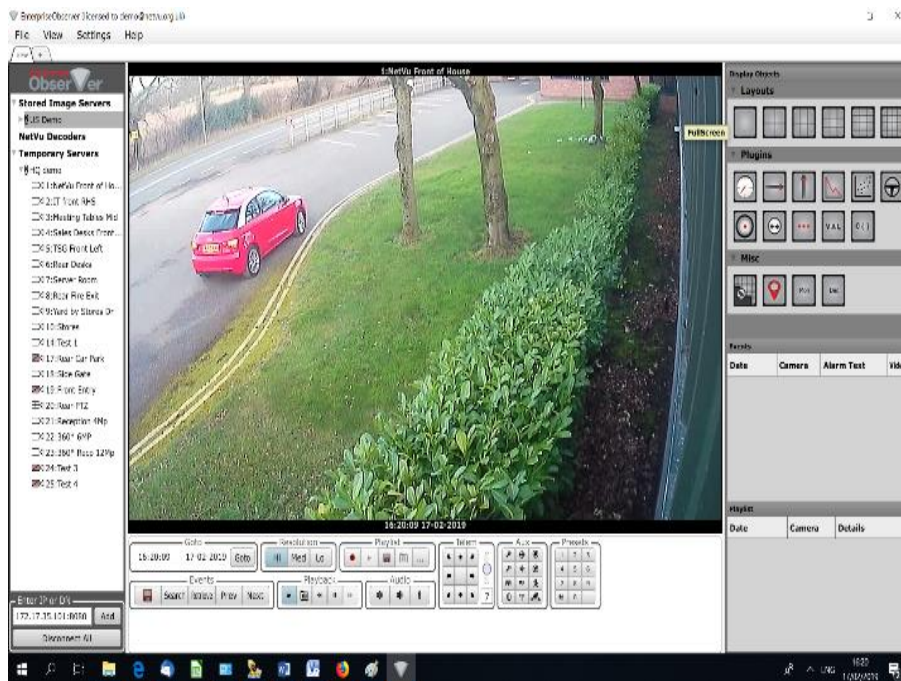
📷 17:Rear Car Park

A camera icon with a shaded body and a diagonal line is also a fixed camera, but is a camera fitted with a motorised lens. With this type of camera, it is possible to remotely zoom the lens to get a narrower or wider field of view.

📷 20:Rear PTZ

A camera icon with horizontal and vertical lines in the body is a PTZ camera. All Pan/Tilt/Zoom and preset functions should be available for use with cameras of this type.

If you click on any of the camera names the corresponding live camera image will appear in the video monitor window.



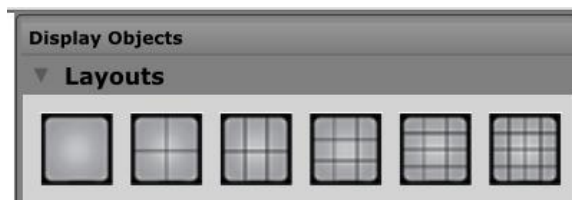
Clicking on any of the camera names or dragging the camera name on to the video window will switch the view to the corresponding camera.

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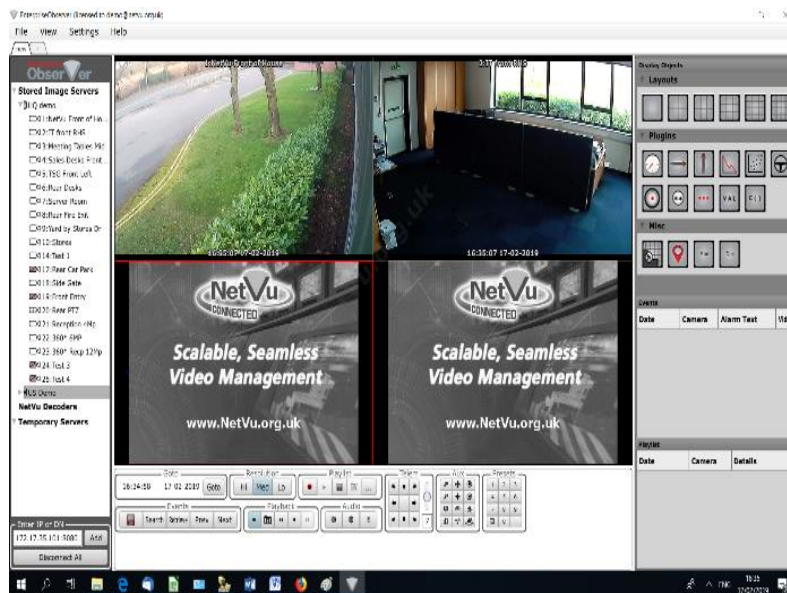
## Technical Note 0011

Alternatively, you can select cameras by number using the PC keyboard. To do this click on the monitor window. Then, using the PC keyboard type the number of the camera desired and it will be selected. This approach can also be employed using a NetVu KBC2/U keyboard connected to the PC.

Multi camera views can be obtained by clicking on any of the layout boxes in the top right-hand corner;



Individual tiles in multi-way view can be populated by clicking on them (a red outline appears round the tile) and then clicking on a camera name to be viewed in that tile.

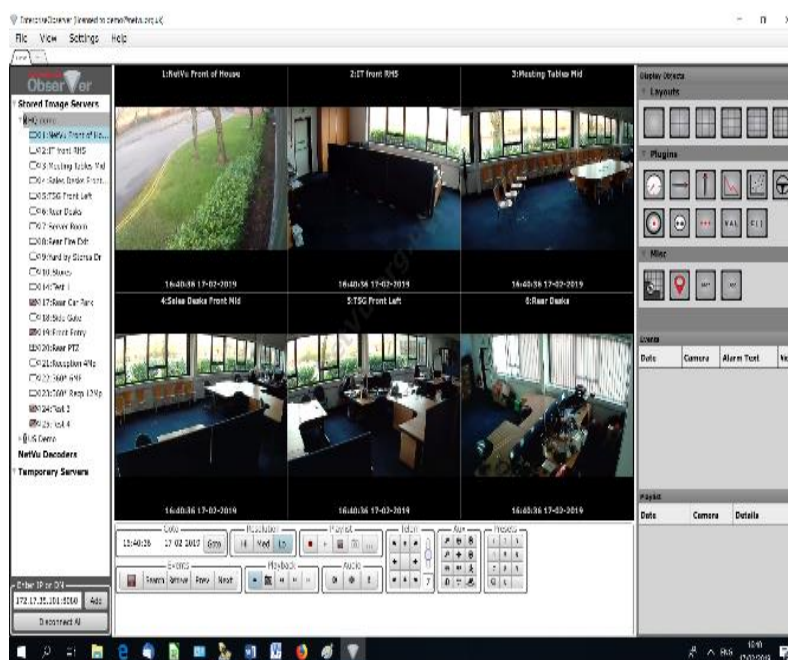


Alternatively, you can automatically populate all of a multiscreen by selecting it before connecting to the site.

## Technical Note 0011

To do this:

- click on "Disconnect All" (bottom left-hand side of the server list)
- choose the multi-screen that you want by clicking on it (by example - 6 way)
- double click on the site name to connect to it
- click on the first camera name in the list
- the first camera will appear in the top left-hand corner of the multiscreen and the following five cameras will populate the remaining five tiles



A detailed User Manual for Enterprise Observer Software and various quick-start guides are available for download at <http://NetVu.org.uk>