



TruVision Recorder Operator Guide

EN TruVision TVN 23 (S/P) Recorder Operator Guide

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Contact information

EMEA: <https://firesecurityproducts.com>

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Product documentation

Please scan the QR code to download the electronic version of the product documentation and to access the contact information. The manuals are available in several languages.



Using the recorder

You can access the recorder through the OSD (On Screen Display) and web interfaces. They let you view, record, and play back videos as well as manage many aspects of the recorder from any PC with internet access.

This guide focuses on explaining how to use the recorder via the OSD. There are eight main menus in OSD mode.

Icon	Description
	Live View: Click to view live images from the connected cameras.
	Playback: Click to play back recordings.
	File Management: Click to search recordings.
	Smart Analysis: Click to setup smart events. Access to this menu depends on the permissions allocated to you by the administrator.
	Camera: Click to setup to camera channels. Access to this menu depends on the permissions allocated to you by the administrator.
	Storage: Click to setup the storage parameters for the recorder. Access to this menu depends on the permissions allocated to you by the administrator.
	System: Click to setup various system parameters of the recorder. Access to this menu depends on the permissions allocated to you by the administrator.
	Maintenance: Click to see the system information, consult the log, upgrade the recorder, restore default settings and set up various system parameters Access to this menu depends on the permissions allocated to you by the administrator.

In the top right-hand corner of the screen, you will find buttons with extra functions:

	UltraSync: Click to see the SID/SCI code to add the recorder via UltraSync to a software application. Note: UltraSync can only be set up by an installer. It cannot be done by an end-user.
	Alarm information: Click to enter the alarm information pop-up screen. Exception, Basic and Smart events will be listed, and you can play back the recording in a pop-up screen. You can also modify the event hint settings.



Back-up: shows the status of ongoing back-up tasks.



Power: Select to log out, shut down, or reboot.

Live view

In the viewer you can see the current date and time displayed on the live image, the camera name, and whether a recording is in progress.

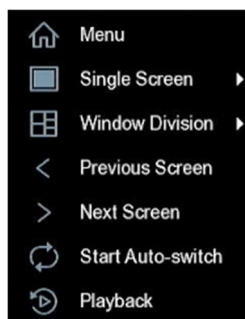
Information on the system and camera status is displayed as icons on the main and event monitors. The camera status icons are shown for each camera. Each icon represents information on a specific item. These icons include:

Icon	Description
	An event occurs.
	Recording is in progress (such as manual recording, motion detection, smart event, or alarm-triggered recording).

These status icons do not appear in web mode.

Controlling live view mode

Right-click the mouse on a live image to display the mouse menu:



Name	Description
1. Menu	When the video tiles are shown without the menu, press to include the menu in the display.
2. Single Screen	Switch to a single-screen view for the selected camera from the drop-down list.
3. Window Division	Switch between the different multiview options from the drop-down list.

Name	Description
4. Previous Screen	Displays the previous page of multiscreen video tiles.
5. Next Screen	Displays the next page of multiscreen video tiles.
6. Start Auto-switch	Turn on sequence mode. The window automatically sequences between cameras. Only one camera can be seen at a time.
7. Playback	Enter the Playback window.

Login screen

For most recorder functions (such as playback, searching recordings, menu access, etc.), you need to log in with a valid user account and password provided by your administrator.

Live view toolbar

The OSD live view toolbar lets you quickly access regularly used commands. Position the cursor over a video tile to see the control toolbar.



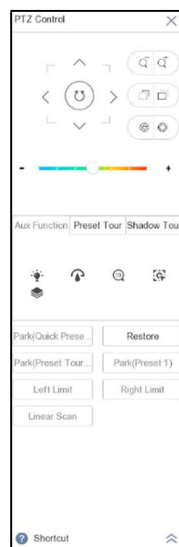
Icon	Description
	Take snapshot: take a snapshot of the actual live image and store it on the hard drive.
	Instant Playback: Playback the recorded video from the last five minutes. If no recording is found, then there was no recording made in the last five minutes. Select the desired camera and click the icon to start playback.
	PTZ Control: Enter PTZ control mode.
	Digital Zoom: Enter digital zoom.
	Audio On/Off: Enable/Disable audio output. Also the volume can be set. The stream type must be set to Video/Audio.
	Live View Strategy: Defines the priority for the live view: Real-time, Balanced, Fluency. Real-time is the stream according to the camera settings. Balanced and fluency will automatically adjust bit and frame rates to smoothen the viewing experience.
	Stream Information: shows the actual stream information for the camera.
	360° dewarping: For dewarping of TruVision 360° cameras. See User Manual for more details.

Icon	Description
	Switch Stream: Switch between main stream and substream.
	Display VCA Info: shows the grid lines for the configured VCA events.
	Disable/Enable Text Insertion overlay: allows to see the text overlay of a POS/ATM system on the video. Works only if text insertion is used.
	3D Positioning On/Off: for PTZ cameras. The control of the PTZ camera can be done by using the mouse. Draw a rectangle on the video image to zoom.

Controlling a PTZ camera

When in live view you can quickly call up the list of existing presets, preset tours, and shadow tours by using the mouse or keypad. You can also control the movement of the PTZ camera.

PTZ control panel



Name	Description
1. Directional pan/auto-scan buttons	Controls the movements and directions of the PTZ. The center button is used to start the auto pan by the PTZ dome camera.

Name	Description
2. PTZ movement	Adjusts the speed of PTZ movement.
3. Zoom, focus, and iris	Adjust the zoom in and out.
	Adjust the focus in and out.
	Adjust the iris in and out.
4. Select PTZ command	Displays the desired function : Aux Function: Gives access to extra camera functions (depending on the camera model) Preset Tour: This is a defined series of presets. Shadow Tour: Allows you to record a manual movement of a PTZ and to follow the same tour later. Preset: Presets are previously defined locations of a PTZ dome camera. It allows you to quickly move the PTZ dome camera to a desired position.

Extra functions:

Name	Description
Park (Quick preset Tour)..	The dome starts to move from the predefined preset 1 to preset 32 in sequence after the park time. Undefined presets will be skipped.
Park (Preset Tour 1)	The dome starts moving according to the predefined preset tour 1 path after the park time.
Park (Preset 1)	The dome moves to the predefined preset 1 location after the park time.
Left Limit	Sets the left limit for the linear scan movement.
Right Limit	Sets the right limit for the linear scan movement.
Restore	Deletes all presets and tours.
Linear Scan	Linear Scan triggers a scan in the horizontal direction in the predefined range.

Note: the supported functions depend on the features of the connected PTZ camera.

Playback

The recorder lets you quickly locate and play back recorded video.



Name	Description
1 Playback mode	Select Normal, Smart or Custom. Note: Multiscreen selection is only available in normal mode.
2. Camera panel	Select the camera(s) for playback. Use the mouse to click on the vertical scroll bar to display the list of cameras available.
3. Playback viewer	
4. Multi-camera selection	Select which cameras to display simultaneously when in normal mode. It can be one camera or a group. The maximum number of cameras that can be displayed will depend on the recorder model.
5. Playback period	Select the playback period to display for the selected day: 24-hour, 6-hour, 2-hour, 1-hour, 30 minutes, or 10 minutes. Default is 24-hour playback.
6. Calendar panel.	Green square: Selected day of playback. Date number with a green triangle in top right corner: Recordings are available for this day. Date number with no green triangle in top right corner: No recordings are available for this day.
7. Playback control toolbar	Reverse the playback by 30 seconds. Forward the playback by 30 seconds. Play/pause playback. Decrease playback speed: Options available are: 1/2 speed, 1/4 speed, 1/8 speed, single frame.

Name	Description
	 Increase playback speed. Options available are: X1 speed, X4 speed, X8 speed, X32 speed.
	 Speed of playback.
8. Time bar	Time of actual playback.
9. Timeline	This bar displays the playback recording. It indicates in color the type of recording. Green is a normal (constant) recording and yellow is an event recording.
10. Audio and video control toolbar	This toolbar appears when the mouse cursor is placed on a video tile.



-  **Take a snapshot.**
-  **Add Tag:** Create a bookmark of a scene, which can be then exported to a backup device. In the pop-up dialog box, enter the name of the bookmark.
-  **Digital Zoom:** Enter digital zoom.
-  **Audio On:** Enable/Disable audio output. The stream type must be set to Video/Audio.
-  **Lock:** Lock or unlock a file during playback. Locked files can then be exported to a backup device.
-  **Smart Search:** This command only appears when in event playback mode. It lets you set the detection areas on the screen to find recorded video based on the drawn motion detection areas, cross line, or intrusion detection area.
-  **360° dewarping** For dewarping of TruVision 360° cameras. See User Manual for more details.
-  **Display VCA Info:** shows the grid lines for the configured VCA events.

Other functions:

Name	Description
External File	 To playback a file that was exported previously.
Sub Periods	 Splits the 24-hour timeline in sub periods (default: 4) and will play the video of the

		different sub periods simultaneously.
Clip		Allows to clip (cut) a part of a recorded video file and export it
Text insertion overlay		Enable/Disable text insertion overlay
Stream selection		Stream selection (main or sub stream) during playback. Only possible when Dual Stream recording is used.
Window division		Only valid for Normal playback. Several multiview layouts can be selected.
Full Screen display		Playback on full screen

Instant playback

You can quickly replay recorded video from the last five minutes from the live view toolbar (see "Live view toolbar" on page 2). However, only one camera at a time can be selected. The default playback period of 5 minutes cannot be changed.

To instantly replay recorded video:

- In live view, left click the mouse on the desired camera image. The live view toolbar appears.
Click the **Instant Playback**  button.
Playback starts immediately. The playback scroll bar appears under the selected camera.
- Click **Pause**  on the toolbar to pause playback.
Click anywhere on the playback bar to start playback from that point.

Playback mode

There are two types of playback, Normal, Smart and Custom playback.

Normal playback

In normal playback, you will see all the recorded footage, continuous and event, for the selected camera(s). Playback starts at the first recording time of that selected day. Several cameras can be selected for multiscreen display in normal playback mode.

To do a normal playback:

- In playback mode, click **Normal** playback.
- Select the desired camera. More than one camera can be selected.
- Hover the mouse cursor on the video tile to display the audio and video control bar.

- Click the icon for the desired function to carry out.

Note: Event detection is not available in normal playback.

Smart playback

In smart playback, you can selectively play back the parts of a recording with motion, cross line, or intrusion detection events and skip over the video that does not have such events. Smart playback mode analyses the video for VCA, smart events, and motion events and then marks them.

Only one camera can be selected in smart playback mode.

Administrator only: To be able to play back VCA, smart events, and motion events you must ensure that the function **Save Camera VCA Data** is enabled. This function is only available in OSD mode. Make sure that you have enabled **Dual-VCA** in the camera. See the recorder's user manual for more information.

To play back an event:

Note: The Administrator must first have enabled **Save Camera VCA Data**. Go to **Storage > Advanced** and confirm that **Save Camera VCA Data** has been enabled.

- In playback mode, click **Smart**.
- Select the desired camera.
- Hover the mouse cursor on the video tile to display the audio and video control bar.
- Click the event detection icon . Select the desired event rule for motion, cross line or intrusion detection and then draw where you want to mark the detection to be done on screen.

— or —

Click **Clear** to delete previous detection rules.

- Click the **Search** icon  in the control toolbar to search and play back video with the matched events.

With Smart playback, you can also view people/vehicle or people and vehicle events (only for recordings of supported TruVision cameras).

Click therefore the buttons .

Custom playback

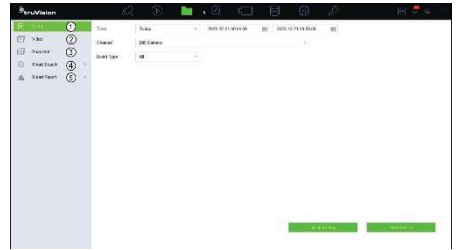
With Custom Playback you first need to do a custom search for the required video based on Search by event, Search by Tag or Search by appearance, but

without the filter settings and then you can see the events in the playback screen.

See User Manual for more information.

Searching recorded video

To enter the Search menu in OSD mode, click the File Management  icon in the top toolbar. The Search window has five submenus that allow you to carry out different searches by theme.



Search type	Description
1. Event	Search all videos by time and date of recording and camera. You can search by the event types shown in the drop-down list.
2. Video	Search all videos by time and date of recording and camera. You can also search for bookmarks and locked videos. Locked videos cannot be overwritten.
3. Snapshot	Search all video snapshots by appearance or by event. See user manual for more details by time and date of recording and camera.
4. Smart Search	Search for a face, a person or a vehicle. Only for supported cameras.
5. Smart Report	Create a counting report or a heat map. Only for supported TruVision cameras.

Search results

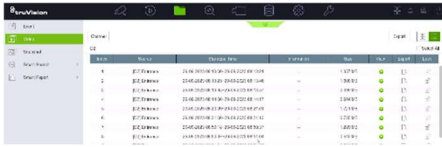
A search will usually produce a list of recorded files, which may extend to several pages. The files are listed by date and time for each camera selected. The most recent file is listed first. Double-click a file to play it back in the screen alongside the search list. See the figure below for an example of the results of a search.

You can view the recording of a search result for a selected camera. Select a search result and click the Play  button. The playback of the file starts.

Each event is stored as a separate recording file.

Only one file can be played back at a time.

You can export all or selected files to a backup device (OSD screen shown).



Archiving via File Management

To archive recorded video using Search:

1. Connect the backup device to the recorder.

If using a USB flash drive, insert the device into the USB port on the front panel. If using a digital video disk (DVD) or eSATA drive, insert the disc into the DVD drive. If both media are found in the recorder, the USB device takes precedence over the DVD.

2. Click the **File Management** icon  on the top toolbar. The Search screen appears.
3. Select the search type on the left of the screen and select the cameras and search parameters required.
4. Select the desired start and end times and dates for the recordings.
5. Click **Search**. The list of results appears.
6. Select the files to export. You can export all files that are found, an individual file, or select multiple files and then click **Export**.
Note: You can click the **Play**  button to verify that the selected files are the files to export.
7. You will be asked to export the video clips and the log information or to export the file player.
8. Click **OK**. From the contents of the USB memory drive displayed, select the folder into which you want to export the file(s).
9. Click **Save** to start exporting.

Using the web browser

The TVN 23 (S/P) recorder supports Microsoft Edge, Google Chrome, Apple Safari and Mozilla Firefox. More information can be found in the recorder's user manual.

To access the recorder, open the web browser and enter the IP address assigned to the recorder as a web address. On the logon screen, enter your user ID and password.

Note: Only one recorder can be viewed per webpage.

The default values for the network settings are:

- IP address - 192.168.1.82
- Subnet mask - 255.255.255.0
- Gateway address - 192.168.1.1
- Ports:

When using the browser:

RTSP port: 554

HTTP port: 80

WebSocket port: This is used to live view on Google Chrome, Apple Safari, Opera, or Mozilla Firefox. The default value is 7681 in HTTP mode. This port setting is only available in web mode.

When using TruNav:

RTSP port: 554

Server/Client software port: 8000

In the Live view screen, click "Download plug-in" on the top right of the recorder window when using Microsoft Edge, Google Chrome or Mozilla Firefox. This plug-in solves the limitations of the plugin-free solution.

Web browser overview



Description

1. Camera panel. Click the camera to display in the selected video tile.
2. Live view viewer.
3. Notification Center. Click to see list of all events.
4. Click to hide or display the PTZ control panel.
5. PTZ control panel.
6. Live view toolbar:



Multiview type: Switch between the different multiview options from the drop-down list.



Stream type: Switch between main stream (1), substream (2) and transcoded stream (3)



Bi-directional audio: Turn microphone on/off.

Description	
	Transcoding: setup a transcoded stream parameters for the selected camera.
	QR code: This is a QR code that contains the SCI code for the recorder when it registered to UltraSync. The SCI code needs to be entered when the recorder is added to TVRMobile. Instead of entering this SCI code manually, the QR code can be scanned to add the SCI code automatically in the SCI field of the mobile app. For information on adding the recorder to TVRMobile, see the section below.
	Live views: Stop/start all live views.
	Capture: Capture a snapshot of a video image. Refer to the user manual for information on where the files are saved.
	Recording: Stop/start recording live view and save the files on the PC (not the recorder).
	Digital zoom: Stop/start digital zoom to zoom in/out of the selected camera image.
	Previous page / Next page: View previous and next camera respectively. If viewing in multiview format, live view moves to the next group of cameras for the selected number of video tiles.
	Audio: Adjust the audio level.
	Alarm output: Select an alarm output to switch it ON or OFF.
	Full screen: Only video tiles appear on-screen. Press ESC to return to screen with the menus and viewer.

Adding the recorder to the TVRMobile application

TVRMobile is the name of the mobile application for iOS and Android devices that allows you to see live and playback video of the recorder as well as control the recorder on a mobile device.

The application can be downloaded from Google Play store (Android) or Apple App store (iOS). The application is supported on Android version 9 and higher and on iOS version 14 and higher.

There are three ways for connecting to your recorder via the app:

- **Via WIFI:** Use a direct IP connection (LAN) of the recorder
- **Via 4G:** Use UltraSync or ezDDNS.

UltraSync is our cloud service that allows to connect the recorder to the internet without the need for port forwarding.

ezDDNS is our DDNS service that allows to connect the recorder to the internet based on port forwarding.

To add the recorder to TVRMobile:

○ Using an IP (LAN) connection:

1. Make sure the mobile device and the recorder are on the same local area network (LAN).
2. Open the app and in the main menu tap **Devices**.
3. Tap  and then tap **Manual Add**.
4. Under **Device Name**, type in the name of the recorder. The name can have up to 16 alphanumeric characters. The default name is Device01.
5. Under **Register Mode**, select **IP/Domain**. You need to edit the IP address or domain address.
6. Enter the user name and password.

Note: The number of cameras under the device can be obtained after the device is successfully added.

7. Tap  to confirm the settings. The device is added to the device list.
8. Tap  to exit and return to the previous page.

○ Using ezDDNS connection

1. Make sure the mobile device and the recorder are on the same local area network (LAN).
2. Open the app and in the main menu tap **Devices**.
3. Tap  and then tap **Manual Add**.
4. Under **Device Name**, type in the name of the recorder. The name can have up to 16 alphanumeric characters. Default name is Device01.
5. Under **Register Mode**, select **ezDDNS**. Enter the registered ezDDNS server address and the device domain name.
6. Enter the user name and password.

Note: The number of cameras under the device can be obtained after the device is successfully added.

7. Tap  to confirm the settings. The device is added to the device list.
8. Tap  to exit and return to the previous page.

O Using UltraSync connection

1. Make sure your security installer added the recorder to UltraSync.
2. Open the app and in the main menu tap **Devices**.
3. Tap  and then tap **Manual Add**.
4. Under **Device Name**, type in the name of the recorder. The name can have up to 16 alphanumeric characters. Default name is Device01.
5. Under **Register Mode**, select **UltraSync**.
6. Click on the QR code icon  in the toolbar (OSD menu).
7. Scan the QR code to add the SID/SCI code into the app.
8. Enter a valid user name and password and make sure that the user has permission to access the recorder remotely.
9. Click **Save** to add the recorder

After a successful connection, you can use the app to view live and recorded video and control the recorder (relay outputs, PTZ cameras) if applicable. For more information see the help function in the app (in the Configuration menu).

Giving approval for a remote webpage access session by the installer

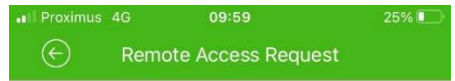
Note: This feature is only available if the recorder is connected to UltraSync.

Your Installer can decide that a remote webpage session is needed to troubleshoot/maintain your recorder.

The installer will send a request to you to approve temporary remote access to the recorder's webpage. That request will appear in the mobile application (TVRMobile) for all users with the correct permission (Operator level). Other users will not see this request. If you do not receive the message, please contact your installer.

The message will appear in the application, and you will have to approve the request.

The message will appear in the Messages menu and will look like this:



Warning

If you approve this remote access request, the installer has 20 min. of uninterrupted access.

Allow Access

Press **Allow Access** to give the installer access to the webpage for 20 minutes.

Upgrading the firmware

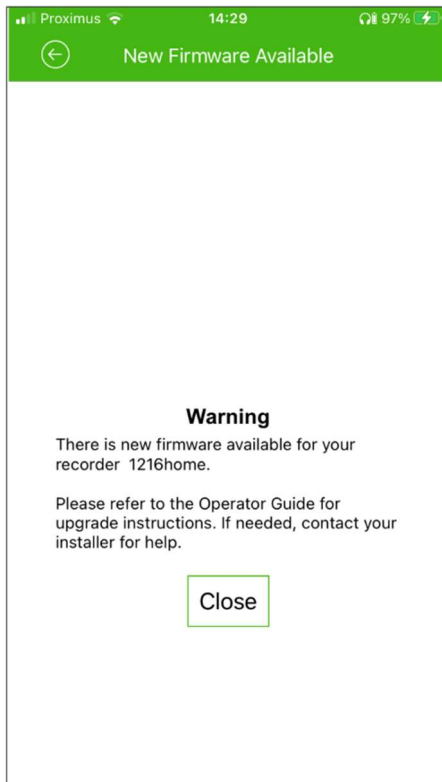
Firmware is the software that runs inside the recorder.

Note: This feature is only available if the recorder is connected to UltraSync and is having at least the Core Video Plus service.

Your installer can send you a push message in the mobile application (TVRMobile), to inform you when new firmware is available for your recorder.

The request will appear in the mobile application (TVRMobile) for all users with the correct permission (operator level). Other users will not see this request. If you do not receive the message, please contact your installer.

When you receive a message that there is a new firmware, please follow the steps below to upgrade the firmware.



At the end of the upgrade process, the recorder will restart. Please take this into account, because during the upgrade and restart process, no recording will be done.

Upgrade via the recorder's webpage:

1. Login to the recorder's webpage with a valid username and password.
2. Go to **Configuration > System > System Settings**.
3. You see the current firmware version, followed by a line 'New version' with the details of the new firmware.
4. Press **Upgrade** to start the upgrade process.
5. You will see a message that the device cannot be operated during the upgrade process. Press **Yes** to start the upgrade.
6. After the upgrade the recorder will restart automatically.

Upgrade via the recorder's OSD menu:

1. Right-click in the live view and select **Menu**.
2. Login to the menu with a valid username and password.
3. Click the Information icon at the top right of the screen.



4. You will see the recorder information window.
5. Click the upgrade icon.



6. That will open the **Device Upgrade** screen.
7. Select **Online Upgrade**.
8. The current version will be shown. Press the **Check Upgrade button**.
9. The new version information will appear on the screen.
10. Click **Upgrade** to start the upgrade process.
11. You will see a message that the device cannot be used during the upgrade process. Press **Yes** to start the upgrade.
12. After the **upgrade**, the recorder will restart automatically.



EMEA: <https://firesecurityproducts.com>

Manuals are available in several languages.

Australia/New Zealand: <https://aritech.com.au>