

SC21FD3044-161

# DVR FAQ GUIDE

Frequently Asked Questions  
English Version 1.0

## 21" FLAT SCREEN CRT/DVR COMBO



**SENTINEL**  
CCTV

## FAQ Guide Overview

The following questions are addressed in this FAQ Guide.

1. What is the correct order for connecting the SC21FD3044-161 System to the Router?
2. How many users can be connected to the system at the same time with Remote Access?
3. What PC Hardware and Software are needed to run the NetViewer application?
4. How do I set up my account on the DDNS server at <http://DDNS.strategicvista.net>
5. How do I enter my DDNS information in the System?
6. How do I enable Port Forwarding on my Router?
7. Can I view 8 live Cameras at the same time?
8. Will Motion Detection Recording start on QUAD 2 when I am viewing QUAD 1?
9. How can I set up Alarm Recording?
10. What functions does the USB slot support?
11. Which Router Ports do I need to forward?
12. [Can I use an external DDNS Service?](#)

If you have any additional questions or technical issues, please contact the Sentinel CCTV Help desk for further assistance at 1-888-425-6739 (Option 1 - 1) or mail your questions to [support@strategicvista.com](mailto:support@strategicvista.com)

# 1. Connecting the SC21FD3044-161 System to the Router

What is the correct order for connecting the SC21FD3044-161 System to the Router?

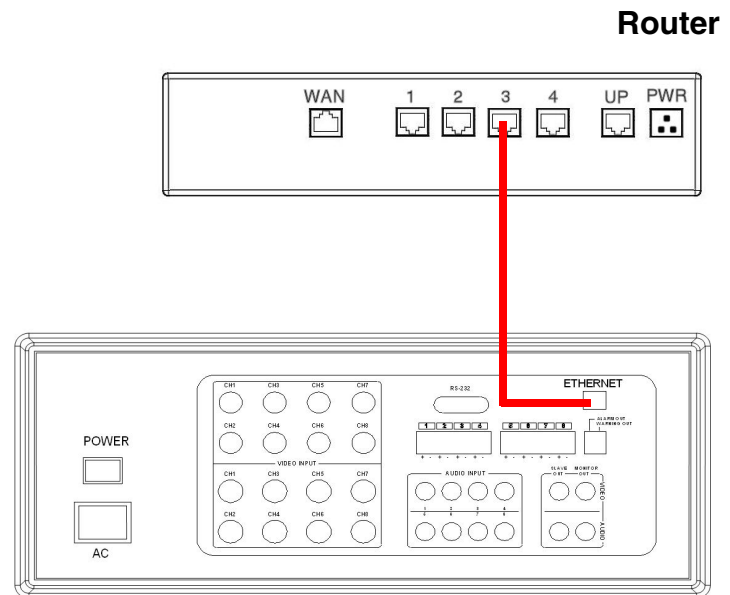
The SC21FD3044-161 System **MUST** be connected to the Router before the System is powered on.

**Step 1:** Confirm the Router is turned on.

**Step 2:** Connect the Ethernet cable from the Ethernet port on the rear of the SC21FD3044-161 System to an open port on the Router

**Step 3:** Turn on the System

**Step 4:** Record the **MAC Address** and **IP Address** of your unit. This information can be found by pressing the **ENTER** button on the **REMOTE CONTROL**



**SC21FD3044-161 Combo CRT/DVR**

**EXAMPLE:**

| [ SYSTEM INFORMATION ] |                   |        |  |
|------------------------|-------------------|--------|--|
| IP:                    | 192 168 001 150   |        |  |
| PORT:                  | 5000              |        |  |
| MAC:                   | 12 34 56 78 90 AB |        |  |
| HDD:                   | MASTER            | SLAVE  |  |
| TOTAL:                 | ### GB            | --- GB |  |
| FREE                   | ### GB            | --- GB |  |
| VER:                   | MMM/DD/YY         | V.#.#  |  |

## RECORD YOUR SYSTEM INFORMATION

|   |
|---|
| <p><b>MAC Address:</b></p> <p>_____</p> <p>(no spaces or : are needed for setup)</p> <p><b>IP Address:</b></p> <p>_____ . _____ . _____ . _____</p> |
|---|

If this connection order is not followed, the System will not communicate on your internal network correctly, and you will not be able to remotely access your system.

## 2. Number of Concurrent Users

*How many users can be connected to the system at the same time with Remote Access?*

Only **2** users may be connected at the same time. For remote access, only the **ADMIN (HOST)** and one **GUEST** can be logged in at the same time.

**NOTE:** The **ADMIN (HOST)** can control the entire unit. The **GUEST** can only view the unit, and does not have control access.

### 3. PC Hardware / Software Requirements

*What PC Hardware and Software are needed to run the NetViewer application?*

To install and use the NetViewer Application, we recommend the following:

#### Minimum System Requirements:

|                         |  |
|-------------------------|--|
| <b>Operating System</b> | Windows 2000<br>Windows XP Home Edition<br>Windows XP Professional   |
| <b>Processor</b>        | Pentium 4 - 1.5 GHz Processor (or equivalent)  |
| <b>Memory</b>           | 256 MB RAM   |
| <b>Hard Drive</b>       | 50 MB - Installation space required<br><br>* Additional Hard Drive space required for recording.<br>Recorded file size will vary depending on recording quality settings |

#### Recommended System Requirements:

|                         |  |
|-------------------------|--|
| <b>Operating System</b> | Windows XP Home Edition<br>Windows XP Professional   |
| <b>Processor</b>        | Pentium 4 / 3 GHz Processor (or equivalent)  |
| <b>Memory</b>           | 1024 MB RAM  |
| <b>Hard Drive</b>       | 50 MB - Installation space required<br><br>* Additional Hard Drive space required for recording.<br>Recorded file size will vary depending on recording quality settings |

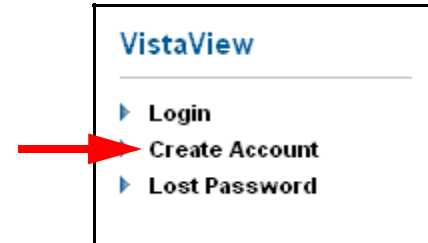
**NOTE:** The NetViewer software is not compatible on either the MAC or Unix Operating Systems.

## 4. Setting Up Your DDNS Account

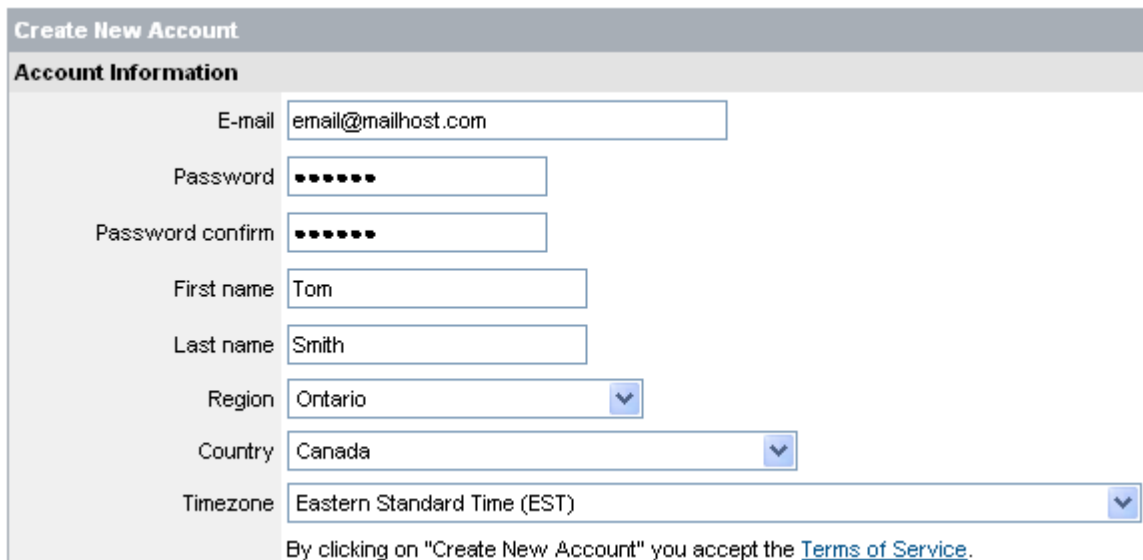
How do I set up my DDNS account at <http://DDNS.strategicvista.net>?

Sentinel CCTV offers a free DDNS server for use with your System.

1. Navigate to <http://DDNS.strategicvista.net>
2. Select the **Create Account** option from the list on the left side of the screen.



3. Complete the **Account Information** fields with your personal information

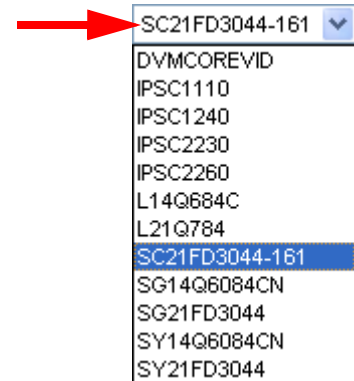
A screenshot of a web form titled "Create New Account". The form is divided into a section labeled "Account Information". It contains the following fields:

- E-mail: email@mailhost.com
- Password: [masked with dots]
- Password confirm: [masked with dots]
- First name: Tom
- Last name: Smith
- Region: Ontario (dropdown menu)
- Country: Canada (dropdown menu)
- Timezone: Eastern Standard Time (EST) (dropdown menu)

At the bottom of the form, there is a text line: "By clicking on 'Create New Account' you accept the [Terms of Service](#)."

4. Complete the **System Information** fields as follows:

- **Product License:** Select your product model from the **Product License** drop down menu
- **<Product Code> - <MAC Address>:** Locate the MAC address of your (recorded while loading the System)
- **URL Request:** Choose a **URL** for your **DDNS** connection (i.e. your name, your company or business name, or anything of your choice.)





**NOTE: The URL request must not exceed 8 CHARACTERS**

5. Click the **Create New Account** link at the bottom of the form to submit your request.

**System Information**

Product License:  -  <Product Code> - <MAC Address>

URL Request: .strategicvista.net  [What is this?](#)

[Create New Account](#) 

6. Your **Account** information will be sent to you at the **E-mail Address** you used in **Step 3**.

|                   |   |
|-------------------|---|
| Service provider: | <a href="https://dns1.strategicvista.net">dns1.strategicvista.net</a>         |
| Domain name:      | <a href="https://tomsmith.strategicvista.net">tomsmith.strategicvista.net</a> |
| User name:        | tomsmith1   |
| Password:         | <leave this field blank>  |

You will need this information for remote access to your System. Record ***YOUR*** information below:

**Service Provider:** \_\_\_\_\_

**Domain Name:** \_\_\_\_\_

**User Name:** \_\_\_\_\_

**Password:** \_\_\_\_\_

**NOTE:** The information sent to you in E-mail is **CASE SENSITIVE**. It is important when setting up your **DDNS** information on your Observation System.

## 5. Adding DDNS Information to the System

*How do I enter my DDNS information on the System?*

1. Press the **MENU** button on either the front panel of the System, or on the Remote Control
2. Navigate to the **DDNS SET** menu using the up and down arrows. Press the **ENTER** button to access the **DDNS SET** menu

3. Configure the DDNS settings:

- **DDNS:** Enable the **DDNS** setting by selecting **Y**
- **DOMAIN NAME:** Enter the **DOMAIN** name for the **DDNS** Service by pressing the **← →** and **↑ ↓** buttons. This information was sent to you after registering at <http://DDNS.strategicvista.net> (see “Question 4 - Setting up your DDNS Account” for detailed instructions). This information is **CASE SENSITIVE** - enter the information with the same **CAPITALIZATION** as appeared in your Registration E-mail.
- **USER NAME:** Enter the **USER NAME** for your service. This information was emailed to you after registering.
- **USER PASSWORD:** Leave this field blank
- **ROUTER:** Set to **YES**. If this setting is not enabled, the public **IP** will not be registered in the **DDNS** server.

4. Once the **DDNS** Settings have been entered, the **DDNS** Status message will change to indicate the connection status:

| [DDNS SET]    |       |
|---------------|-------|
| DDNS          | [Y]   |
| DOMAIN NAME   | ***** |
| USER NAME     | ***** |
| USER PASSWORD |       |
| ROUTER        | [Y]   |
| EXIT          | [Y]   |
| DDNS STATUS:  | NA[-] |

| DDNS STATUS INFORMATION:                      |
|---|
| <b>0,5:</b> Update Successful                 |
| <b>1,2:</b> Server Connection Error           |
| <b>3:</b> User Verification Error from Server |
| <b>NA[-]:</b> Not Available                   |
| <b>(Other Codes):</b> Program Error           |

The “**0,5: Update Successful**” status message indicates a successful setup procedure. All other codes indicate a failure in the configuration process, and further troubleshooting will be required.



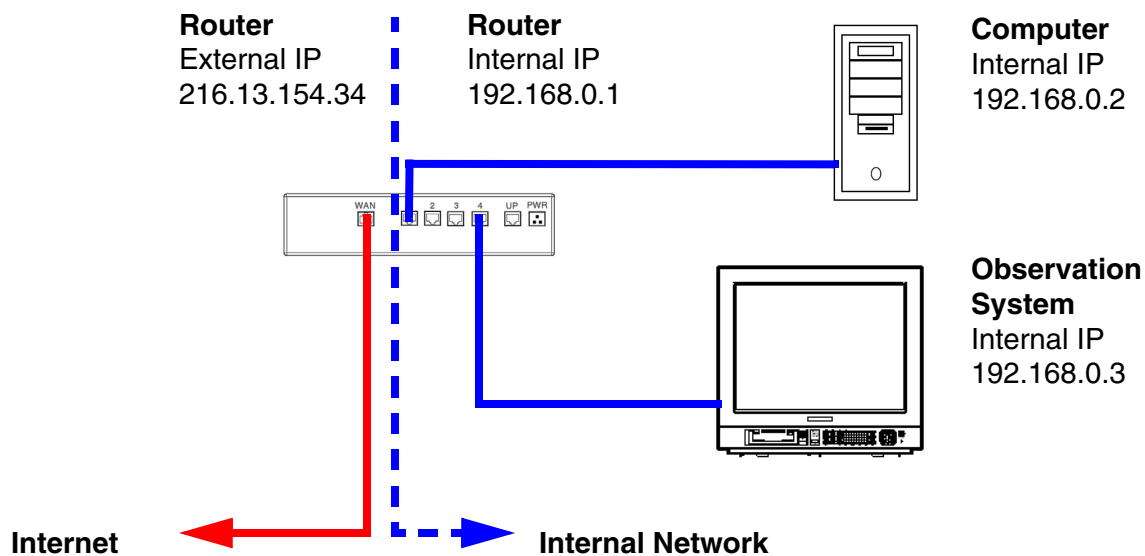
## 6. Router Port Forwarding

*How do I enable Port Forwarding on my Router?*

You will need to enable port forwarding on your Router to allow for external communications with your Observation System.

Computers, Observation Systems, and other devices inside your network can only communicate directly with each other within the internal network. Computers and systems outside your network cannot directly communicate with these devices. When a system on the internal network needs to send or receive information from a system outside the network (i.e.. from the Internet), the information is sent to the Router.

### NETWORK EXAMPLE



When a computer on the Internet needs to send data to your internal network, it sends this data to the external IP address of the Router. The Router then needs to decide where this data is to be sent to. This is where setting up Port Forwarding becomes important.

Port Forwarding tells the router which device on the internal network to send the data to. When you set up port forwarding on your Router, it takes the data from the external IP address:port number and sends that data to an internal IP address:port number (i.e. **Router External IP 216.13.154.34:5000 to Observation System Internal IP 192.168.0.3:5000**).

The instructions found online in the [Router Configuration Guide](#) will assist you in the port forwarding configurations for a selection of different router models.

Visit our [Consumer Guides Support](http://www.sentinelcctv.com) website at <http://www.sentinelcctv.com> for more details

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## 7. Can I view 8 live Cameras at the same time?

*Is there a way to view all 8 cameras at the same time?*

You cannot view all 8 cameras on one screen, even though you can view 4 live channels and 4 playback channels at the same time, this unit only supports live view on 4 channels at a time.

Netviewer will also only show four channels at a time. If you press Q1 and Q2, you may switch between pages but you cannot view all 8 at the same time. If you use the PIR sensors on the cameras and alarm set in ON, then Netviewer will also automatically switch between pages.

## 8. Will Motion Detection Recording start on QUAD 2 when I am viewing QUAD 1?

*If I am viewing live video on QUAD 1 and motion occurs in QUAD 2, will the unit switch to the detected motion and start recording?*

If you are viewing QUAD 1, motion detection will not trigger recording on quad 2. The only way around this is using cameras with motion sensors. If you connect these motion sensor cameras and set up your alarm recording, the unit will automatically switch to the quad that picked up motion and begin recording.

## 9. How can I set up Alarm Recording?

*I would like to set up Alarm Recording on my unit - what type of Cameras will I need?*

The Alarm recording option can only be configured using Cameras with PIR Sensors. If the Camera does not include a PIR Sensor, then the Alarm Recording functionality cannot be used.

## 10. What functions does the USB slot support?

*I would like know how to use the USB slot functionality - what functions and devices can I use?*

The USB Slot supports USB Memory sticks. It does not support removable USB Hard Drives.

The USB Slot can be used to update the Firmware, or to make backup copies or previously recorded content. The USB Slot can **NOT** be used for direct recording (i.e. you cannot record live video directly to the drive)

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## 11. Which Router Ports do I need to forward?

*I would like to set up remote viewing for my unit - which ports do I need to forward on my Router?*

You have to forward all the ports for remote viewing to work. One port is used for video, another for audio, etc.

## 12. Can I use an external DDNS Service?

*I am interested in using an external DDNS service - is there support for this setup?*

Using an external DDNS service may work, but we would not provide support for it. Unlike other DDNS providers, <http://ddns.strategicvista.net> is a free service to all its customers.

# It's all on the web

 **Product Information**

 **Specification Sheets**

 **User Manuals**

 **Software Upgrades**

 **Quick Start Guides**

 **Firmware Upgrades**



**VISIT**  
**www.sentinelcctv.com**

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