



Qlync

SAT Viewer User Manual

Table of Contents

Table of Contents	ii
Figure List	iii
Table List.....	iv
1. Connect IP Camera	5
2. Locate SAT Viewer.....	5
3. SAT Account Registration	6
4. Login	7
4.1. SAT Login	7
4.2. Password Retrieval	9
5. Network Test.....	10
5.1. Message in Green.....	10
5.2. Message in Yellow	11
5.3. Message in Red	11
6. Utility Menu.....	11
6.1. Language Selector	12
6.2. Login / Logout	12
6.3. Account	12
6.3.1. Password Change Confirmation	13
6.3.2. Password Reset	13
6.3.3. Device.....	13
6.4. Help	13
7. Menu	15
7.1. Matrix.....	16
7.2. Setting	17
7.2.1. Add New Device	17
7.2.2. Google Authentication	20
7.2.3. Setting Table.....	22
8. Video Tool Bar.....	23
8.1. Light Signal	24
8.1.1. Green Signal	24
8.1.2. Yellow Signal.....	24
8.1.3. Red Signal.....	24
8.2. Full Screen	24
8.2.1. Live View & PTZ.....	26
8.2.2. Play Back	27
8.2.3. Cloud	28
8.3. Setting	29

8.4. Mute	29
8.5. Refresh	29

Figure List

Figure 1-1	Connecting IP Camera with Router	5
Figure 1-2	Power on IP Camera	5
Figure 3-1	SAT Viewer Home Page	6
Figure 3-2	SAT Account Registration Page.....	6
Figure 3-3	SAT Account Registration Follow-up	7
Figure 4-1	SAT Viewer Login Page	8
Figure 4-2	Allow SAT to Access Google Account Information	8
Figure 4-3	SAT Account Password Retrieval Page	9
Figure 5-1	SAT Viewer Network Testing	10
Figure 5-2	Network Testing – Successful Notice	10
Figure 5-3	Network Testing – Limited Connection Notice	11
Figure 5-4	Network Testing – Connection Failed Notice	11
Figure 6-1	Utility Menu	11
Figure 6-2	My Account Page	12
Figure 6-3	Select IPcam for Testing	14
Figure 6-4	Test Result – Success	14
Figure 6-5	Test Result – Problem.....	14
Figure 6-6	Connection Log	15
Figure 7-1	Menu.....	15
Figure 7-2	Matrix Page	16
Figure 7-3	Media Viewing Selection Tab	16
Figure 7-4	SAT Viewer Setting Page.....	17
Figure 7-5	Connecting IP cam properly before registering to SAT Viewer	17
Figure 7-6	Binding IP cam to SAT Viewer	18
Figure 7-7	Verification Form.....	18
Figure 7-8	Verification Result – Success	18
Figure 7-9	Verification Result – No Matching Device.....	19
Figure 7-10	Verification Result – Invalid Activation Code	19
Figure 7-11	Verification Result – Invalid MAC Address	19
Figure 7-12	Verification Result – The Activation Code Has Been Used.....	19
Figure 7-13	Google Authentication	20
Figure 7-14	Google Account Login Page.....	20
Figure 7-15	Permission to SAT Viewer.....	21

Figure 7-16 Setting Page.....21

Figure 7-17 Setting Table.....22

Figure 7-18 IP Camera Modification23

Figure 8-1 Video Tool Bar23

Figure 8-2 Video in Full Screen.....24

Figure 8-3 IP Cam Live View in Full Screen.....26

Figure 8-4 PTZ Control Panel26

Figure 8-5 Play Back Screen View.....27

Figure 8-6 Play Back Timeline27

Figure 8-7 Play Back Clip Selector27

Figure 8-8 Media Control Panel and Progress Bar28

Figure 8-9 Cloud Playback28

Table List

Table 9-1 Setting Table.....22

1. Connect IP Camera

Please direct your attention to following procedures to ensure proper functionality.

- Step 1 – Connect IP camera with router via network cable.

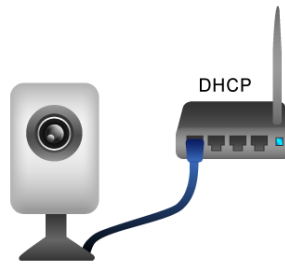


Figure 1-1 Connecting IP Camera with Router

- Step2 – Then, power-on your IP cam.

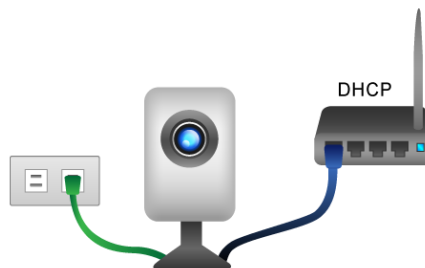


Figure 1-2 Power on IP Camera

Please also ensure your router's DHCP is activated.

2. Locate SAT Viewer

Please go to <http://sat.qlync.com/> to locate SAT viewer service.

3. SAT Account Registration

Please register a SAT account by clicking **“Create Account”** from SAT viewer portal.

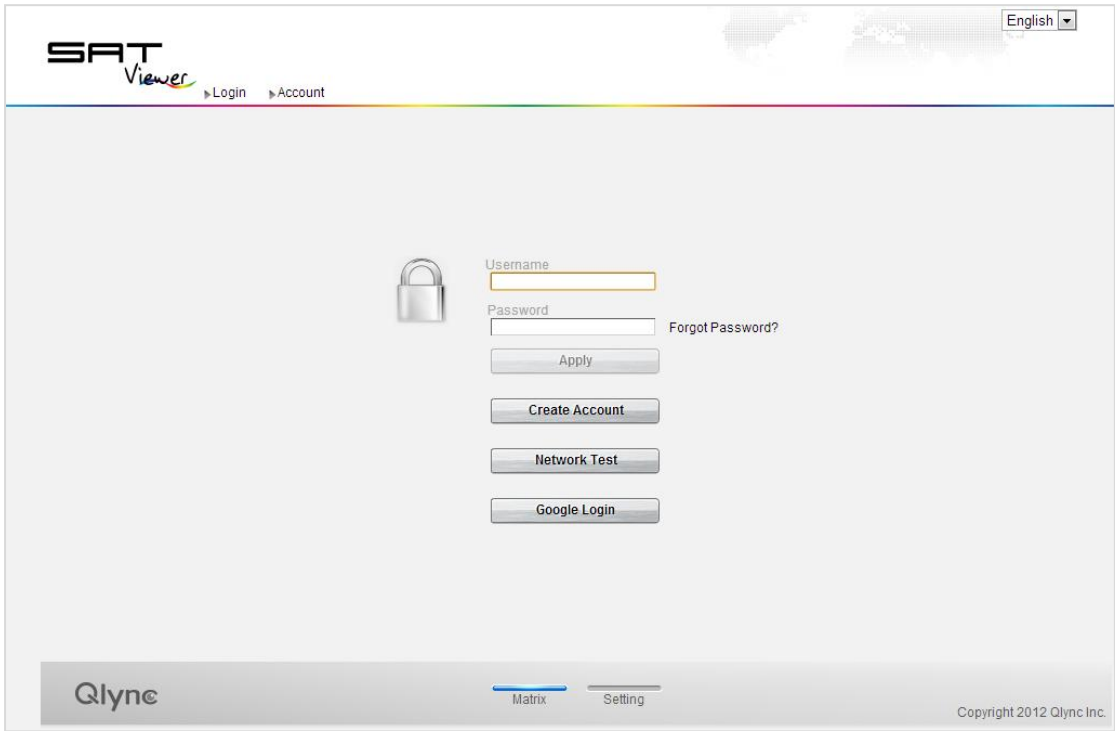


Figure 3-1 SAT Viewer Home Page

Then fill in all the required information and click **“Apply”** to proceed with new account opening.

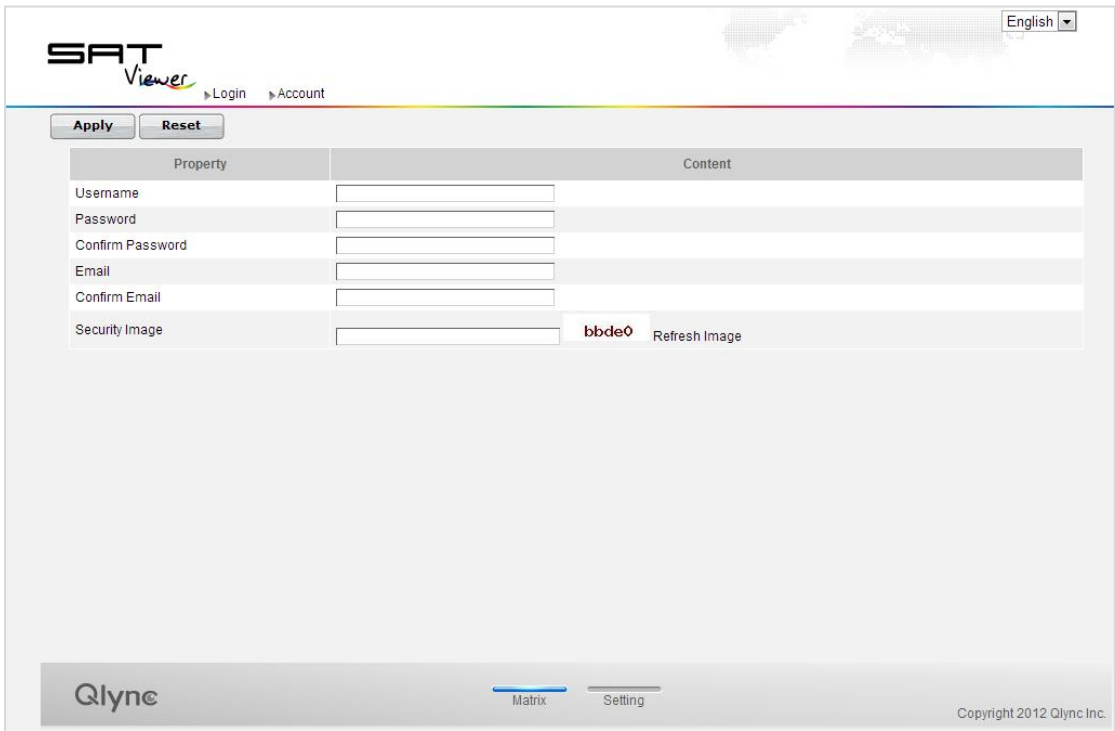


Figure 3-2 SAT Account Registration Page

The follow up message is to lead you to complete account registration by checking email and verify the registration.

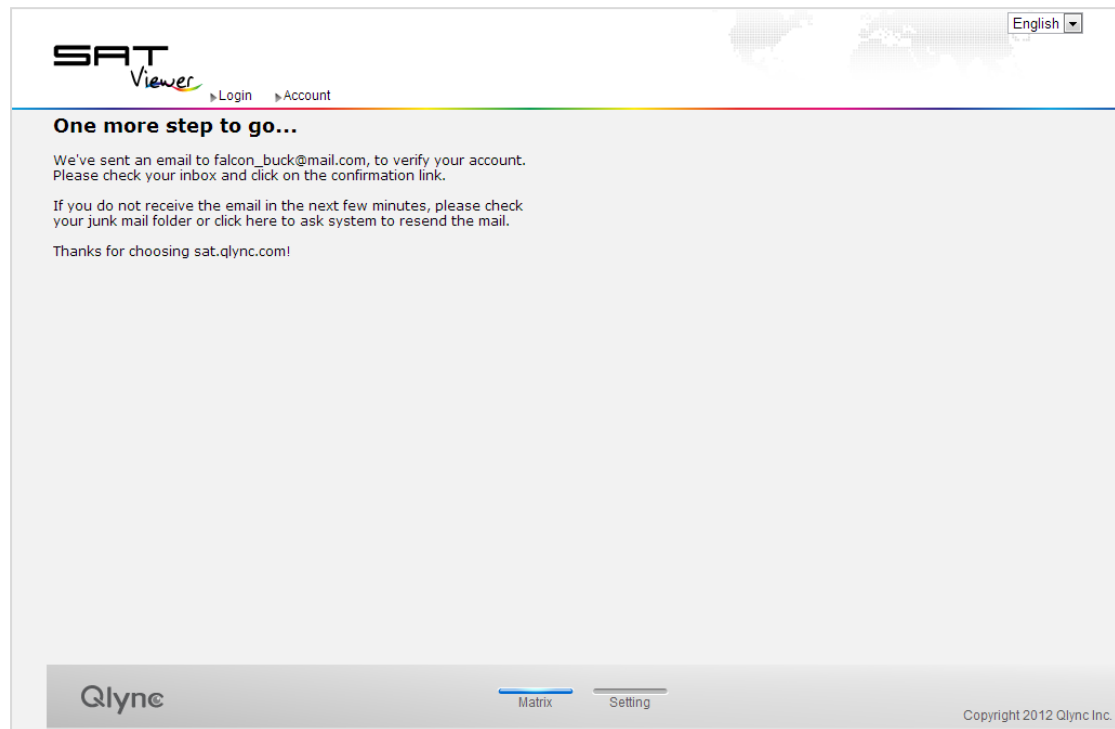


Figure 3-3 SAT Account Registration Follow-up

4. Login

4.1. SAT Login

Please use your registered SAT account to login from SAT viewer portal at <http://sat.qlync.com/>.

Figure 4-1 SAT Viewer Login Page

Else, you may also login with your Google account by clicking **“Google Login”**


. You then need to click “Allow” for SAT Viewer to access some of your Google account information in order to complete SAT login with Google account.

Figure 4-2 Allow SAT to Access Google Account Information

4.2. Password Retrieval

If you forgot your password, then please click ***“Forget Password?”*** to retrieve your password.

SAT Viewer Login Account English

Apply Reset

If you have lost your account password, simply enter your username below.
The password will be sent to you register email.

Property	Content
Username	<input type="text"/>
Security Image	<input type="text"/> 303ee Refresh Image

Qlync Matrix Setting Copyright 2012 Qlync Inc.

Figure 4-3 SAT Account Password Retrieval Page

5. Network Test

“Network Test” is to test the connection between your network and SAT service. It is to help you solve possible problems before you utilize SAT viewer. Three different detected results are displayed in different colors.

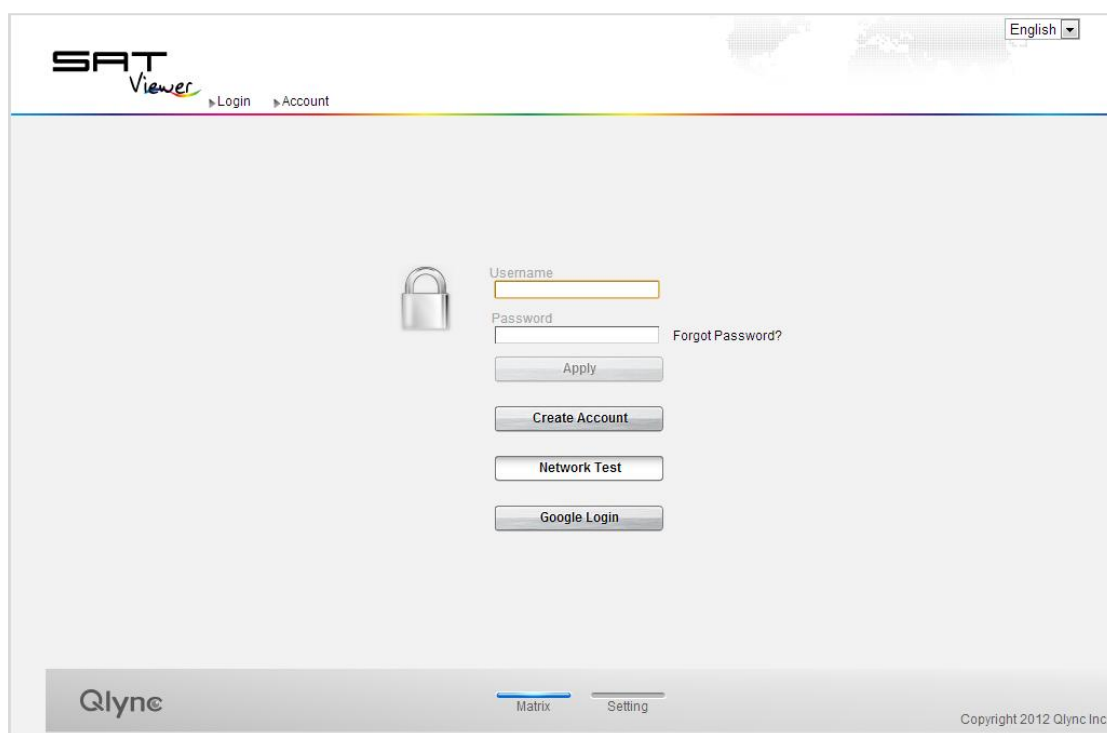


Figure 5-1 SAT Viewer Network Testing

5.1. Message in Green

If you read this message in green after clicking **“Network Test”**, this indicates SAT service will perform well with your network environment.

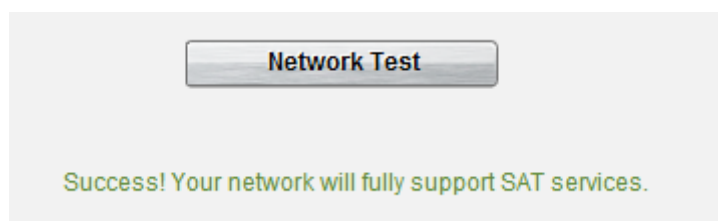


Figure 5-2 Network Testing – Successful Notice

5.2. Message in Yellow

If you read below message in yellow after clicking **“Network Test”**, this indicates you are under firewall protection which might limit SAT performance. Please consult with your MIS or system administrator for solutions.

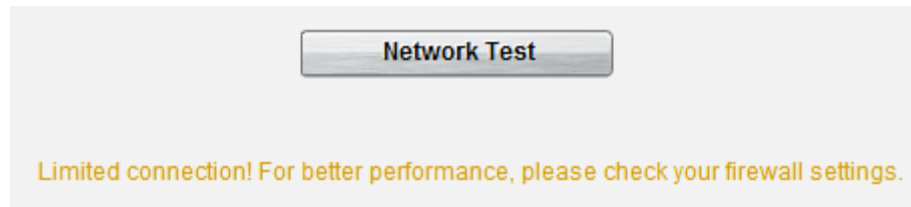


Figure 5-3 Network Testing – Limited Connection Notice

5.3. Message in Red

If you read the message below in red after clicking **“Network Test”**, this indicates either your network connection is not ready, or you are behind a firewall that block out your connection to SAT viewer. Please check your internet connection or talk to your MIS or system administrator.

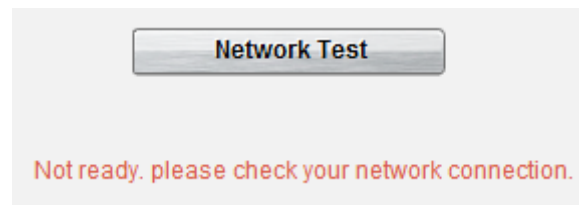


Figure 5-4 Network Testing – Connection Failed Notice

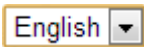
6. Utility Menu

“Utility menu” refers to the buttons located on the top banner of the web page.



Figure 6-1 Utility Menu

6.1. Language Selector

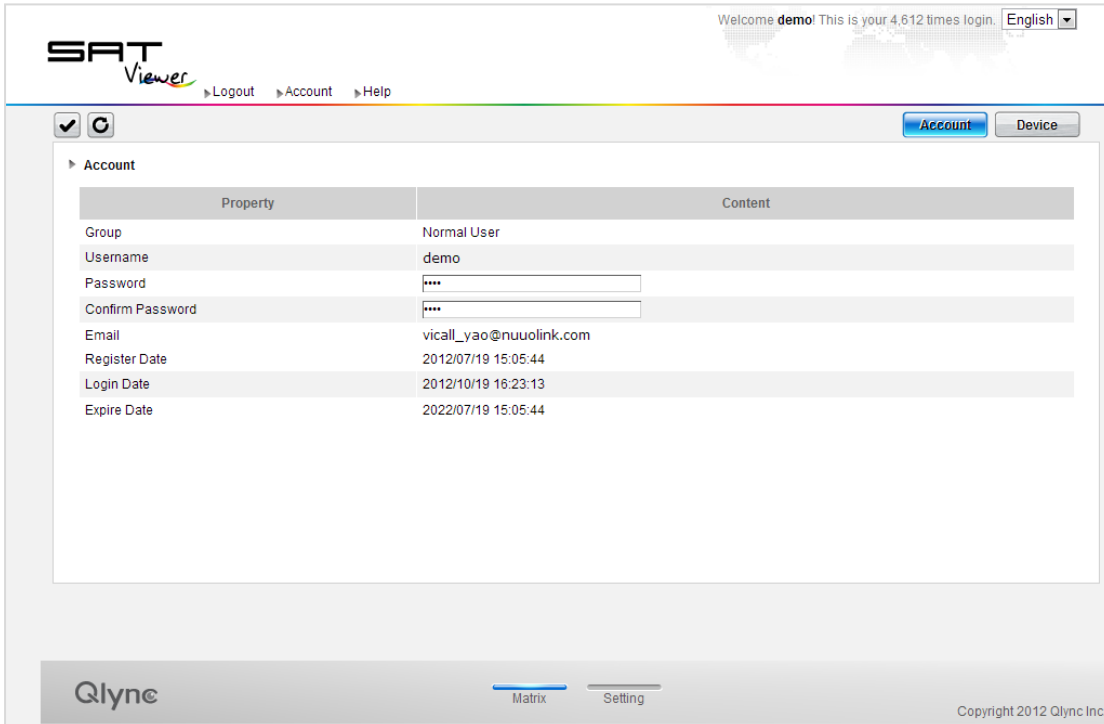
“Language selector”  located on the top right hand side of the SAT Viewer page for users to choose their familiar language in operating SAT service.

6.2. Login / Logout

“Login” button will be exchanged with a “logout” button once a valid account has been successfully logged in. Click “logout” will lead you back to the login page with account logged out stance.

6.3. Account

“Account” is the place to access user’s account information and password alteration.



Welcome **demo**! This is your 4,612 times login. English

SAT Viewer [Logout](#) [Account](#) [Help](#)

☒ ☐ [Account](#) [Device](#)


Account

Property	Content
Group	Normal User
Username	demo
Password	****
Confirm Password	****
Email	vicall_yao@nuuolink.com
Register Date	2012/07/19 15:05:44
Login Date	2012/10/19 16:23:13
Expire Date	2022/07/19 15:05:44


Qlync Matrix Setting Copyright 2012 Qlync Inc.

Figure 6-2 My Account Page

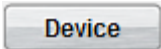
6.3.1. Password Change Confirmation

When new password has been amended,  is the button you need to click in order to confirm your password change.

6.3.2. Password Reset

If you do not wish to continue with the new password alteration,  is the “reset” button to help you recover your previous password.

6.3.3. Device

Device button  is to lead you to the device’s setting details which will be explained in **7.2 Setting**.

6.4. Help

“**Help**” button is for you to re-check network connection or report problems when everything is set ready but failed to view the media. Selecting “**Default**” functions the same as stated in section “**5 Network Test**” to re-check the network connection. While you can also drag down and select the specific camera encountering viewing problem and click “**Start**” to test.

If you have trouble viewing video, please click "Start" to test your environment.

Default

Default
ZAVIO_001BFE03A120_WEB
ZAVIO_001BFE03A120_RTSP
Behind_Firewall_RTSP
MATRICAM_0022240001C2_WEB
MATRICAM_0022240001C2_RTSP
UDP_00132304A139_WEB
UDP_00132304A139_RTSP
AMTK_000EAEA2463E_RTSP
AMTK_000EAEA2463E_WEB
000EAEA1CCF6_WEB
000EAEA1CCF6_RTSP
000EAEA24097_WEB
000EAEA24097_RTSP
ZAVIO_001BFE03A0FA_WEB
ZAVIO_001BFE03A0FA_RTSP
D4A425000352_WEB
D4A425000352_RTSP
PC_RTSP2
PC_RTSP

Start

Figure 6-3 Select IPcam for Testing

If you see test result message in green reads as below, that means you should have no trouble viewing your IP camera media.

If you have trouble viewing video, please click "Start" to test your environment.

Default

Start

Success! Your network will fully support SAT services.

Figure 6-4 Test Result – Success

However, if you read test result in red, that means your network might be encountering connection problem. You can choose to report the situation back for further assistance by clicking **"Report"** button.

If you have trouble viewing video, please click "Start" to test your environment.

Behind_Firewall_RTSP

Start

There might be a problem with your network connection.
Click "Report" button to send us the technical information, and we will reply as soon as possible.

Report

Figure 6-5 Test Result – Problem

The connection log message will be displayed when clicking **“Report”**. You then need to leave your information as required and situation statement in the feedback field, and then click **“Submit Query”**. Our technical support team will get back to you as soon as we can to help solve your problem.

If you have trouble viewing video, please click "Start" to test your environment.

Behind_Firewall_RTSP

There might be a problem with your network connection.
Click "Report" button to send us the technical information, and we will reply as soon as possible.

Message:

```
client_type: caller verbose_level: 6 max_connection_retries: 2 test_duration: 5
number_of_tests: 1 report_file:
C:\Users\Allen\AppData\Local\Temp\SAT_TC_JAR\tempDir\report_cc44b645-389a-4eca-a8c3-
43cddf74bedc.txt sat_username: nuuo sat_password: nuuo mac_address: 000C29353885
license_file: C:\Users\Allen\AppData\Local\Temp\SAT_TC_JAR\p2p_lib\34\license_N99JT
remote_uid: A01CC-000EAE0000BB url_prefix: http:// url_path: internal_port: 80
internal_port2: 0 destination_output_file:
C:\Users\Allen\AppData\Local\Temp\SAT_TC_JAR\tempDir\port_cc44b645-389a-4eca-a8c3-
43cddf74bedc.txt destination_output_file:
C:\Users\Allen\AppData\Local\Temp\SAT_TC_JAR\tempDir\port_cc44b645-389a-4eca-a8c3-
43cddf74bedc.txt Duration P2PFactory::CreateLicense: 0s Duration
IP2PLicense::GetSignalServer: 0s Duration P2PFactory::CreateSATRequest: 0s Duration
IP2PSATRequest::GetUid: 0s Duration P2PFactory::CreateTunnelCaller: 0s Duration
IP2PTunnel::SetSignalServer: 0s Duration IP2PTunnel::Start: 0s Duration
IP2PTunnel::Authenticate: 1s P2PClient::Connect: unable to find the peer you want to connect.
Duration IP2PTunnel::Connect: 1s Error IP2PTunnel::Connect (0x80010006) Duration
IP2PSATRequest::GetUid: 0s P2PClient::SignalReceiveThread: recv msg failed. Duration
P2PFactory::CreateTunnelCaller: 0s Duration IP2PTunnel::SetSignalServer: 0s Duration
IP2PTunnel::Start: 0s Duration IP2PTunnel::Authenticate: 1s P2PClient::Connect: unable to
```

*Name:

*E-Mail:

Company:

*City:

*Country:

Feedback:

(*required fields.)

Figure 6-6 Connection Log

7. Menu

Menu bar located on the bottom webpage where lists **“Matrix”** and **“Setting”**.



Figure 7-1 Menu

7.1. Matrix

Matrix is the landing page that you will reach after login. Each page accommodates maximum six registered camera videos for an overview. When IP cams have been registered successfully to SAT viewer, their videos will be automatically displayed on the **“Matrix”** page in matrix view for easy monitoring unless you have unpinned them from the setting table which will be explained in the **7.2.3 Setting Table**.

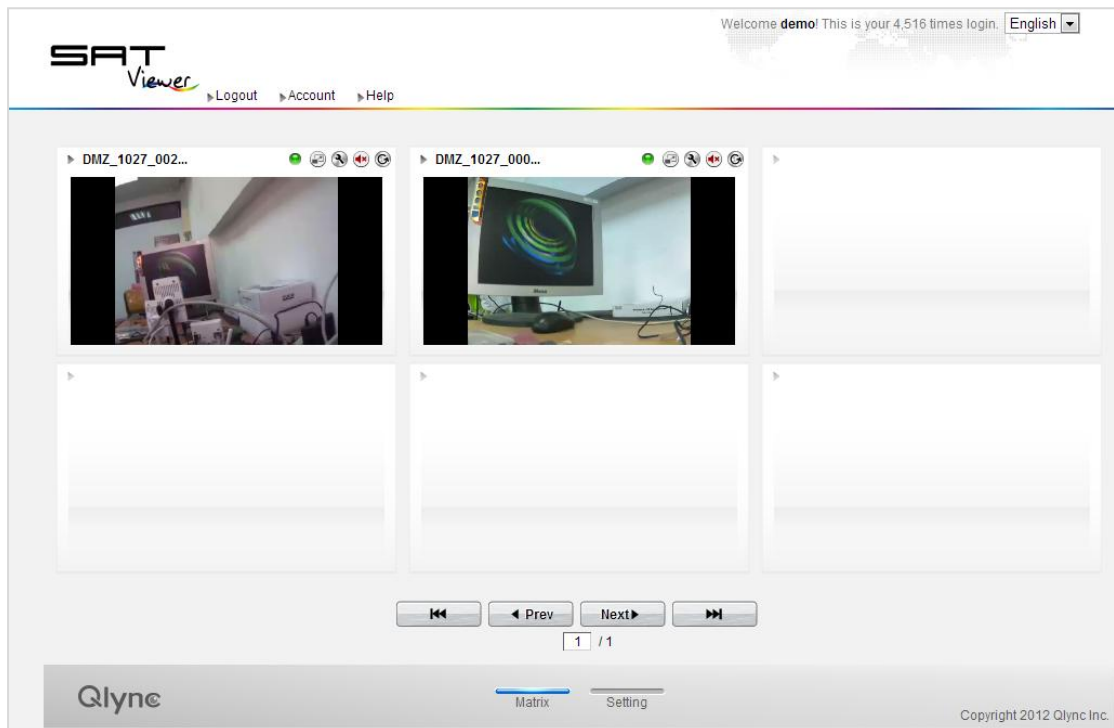


Figure 7-2 Matrix Page

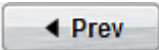
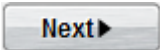
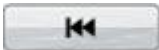
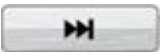
Media viewing selection tab is used when you have pinned more than six IP cam media on the matrix view. As each webpage accommodates maximum six videos, therefore, you have to select  or  to view other media at your preference. Button  is used to go back to the first matrix page, while  is to move to the last matrix page.



Figure 7-3 Media Viewing Selection Tab

7.2. Setting

Setting page is where to add a new device, authenticate Google account, and manage all the IP cameras' detail information.

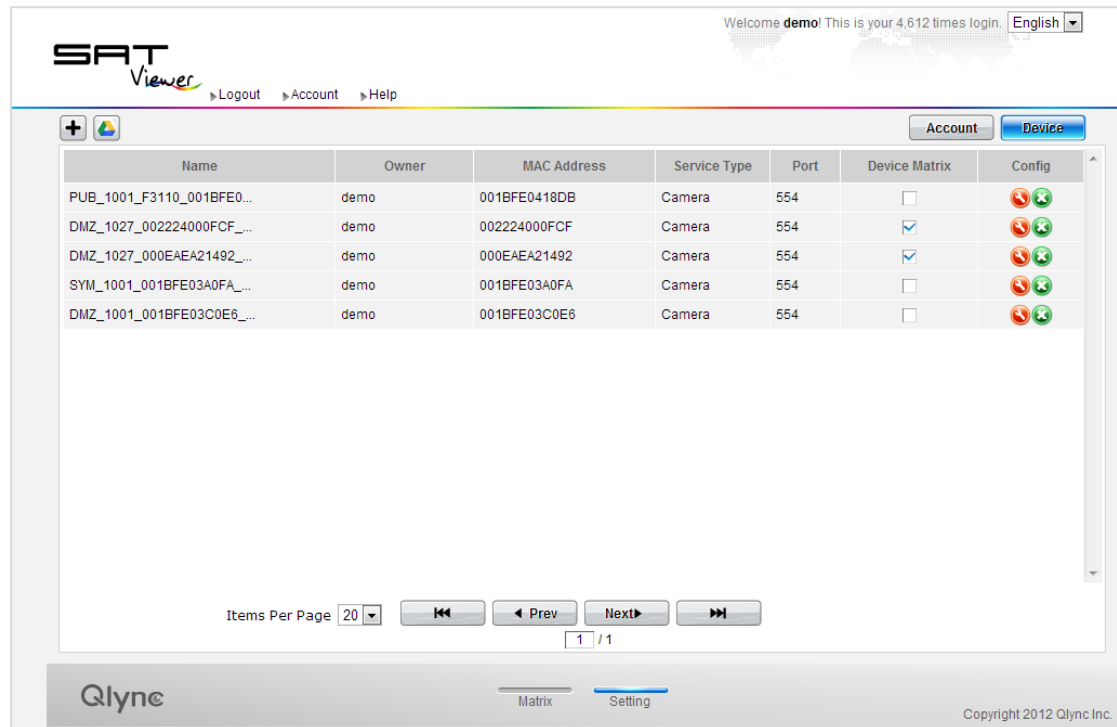


Figure 7-4 SAT Viewer Setting Page

7.2.1. Add New Device

Clicking leads you to a short guide prior to actually binding a device. A pop-up layer first shows to remind users of ensuring IP cam connection in precedence.

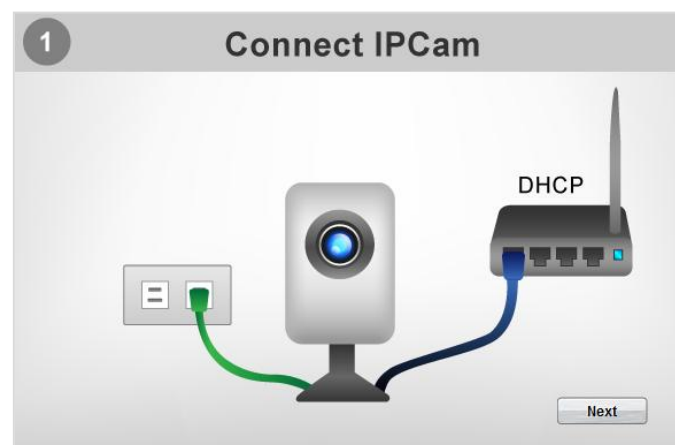


Figure 7-5 Connecting IP cam properly before registering to SAT Viewer

The other screen follows to demonstrate how to bind an IP cam on SAT viewer.



Figure 7-6 Binding IP cam to SAT Viewer

When clicking **“Next”** to bind IP camera, a table listing blank fields of MAC address and activate code shows. Users are requested to fill in these two criteria manually and then click **“Apply”**.

No.	MAC Address	Activate Code	Apply
1	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>
2	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>
3	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>
4	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>
5	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>
6	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>
7	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>

Figure 7-7 Verification Form

When you read **“Success”** in red after clicking **“Apply”** that means the device registration is successful on the SAT viewer. Therefore, you can locate your newly registered device on the setting table by clicking **“Setting”** on the bottom webpage, and then have it pinned on the matrix view for easy viewing.

No.	MAC Address	Activate Code	Apply
1	001BFE02BF50	z01ccqa00001	Success

Figure 7-8 Verification Result – Success

When you read ***“No matching device”*** in red that means you have typed in both fields correctly, but your IP cam is not yet connected to the network. Please check the network connection again and re-type to complete IP cam registration.



No.	MAC Address	Activate Code	Apply
1	000EAEA21337	8upyhIbQjfyi	Apply

Figure 7-9 Verification Result – No Matching Device

When you read ***“Invalid activation code”*** in red that means you have typed in the wrong activate code. Please check and re-type again.



No.	MAC Address	Activate Code	Apply
1	001BFE02BF50	z01ccqa00005	Apply

Figure 7-10 Verification Result – Invalid Activation Code

When you read ***“Invalid MAC Address”*** in red that means you have typed in the wrong MAC address. Please check and re-type again.



No.	MAC Address	Activate Code	Apply
1	001BFE02BF50	z01ccqa00001	Apply

Figure 7-11 Verification Result – Invalid MAC Address

When you read ***“The activation code has been used”*** in red that means you have typed the same activation code more than once to match with different IP cam’s MAC address. Please recheck and type the correct activation code again to complete verification.




No.	MAC Address	Activate Code	Apply
1	001BFE02BF50	z01ccqa00001	Apply
2			Apply

Figure 7-12 Verification Result – The Activation Code Has Been Used

7.2.2. Google Authentication

“Google authentication” is supported to improve the length of live viewing time over Google Drive as well as to ensure backing up the stored clips from IP cam’s SD card. However, if you have used Google Account to sign in, then there is no need to authenticate it again, and all the benefits will come along automatically.

When clicking Google authentication  button, you are asked to authenticate your Google Drive. Choose **“OK”** to proceed with the following processes, or click **“Later”** to temporarily ignore this option.

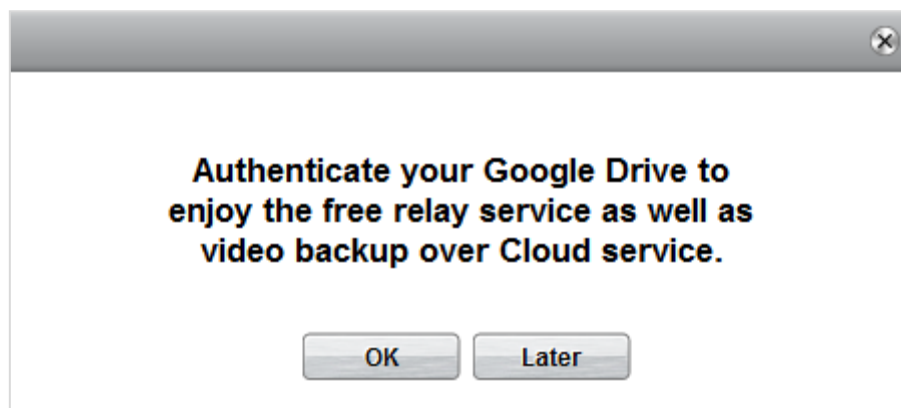


Figure 7-13 Google Authentication

When clicking **“OK”**, you will be taken to sign in with your existing Google account or sign up with a new account if you do not have one yet.

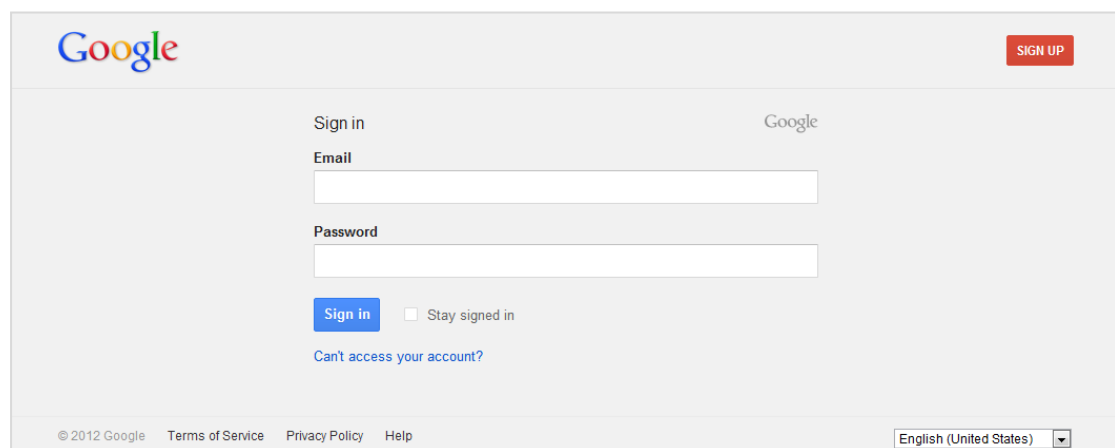


Figure 7-14 Google Account Login Page

After signing in Google account, you will be asked to allow **"SAT Viewer"** to access and manage certain information and files in order to perform SAT Viewer under Google Drive properly. Click **"Allow access"** to grant your permission to this request, or bypass it by clicking **"No thanks"**.

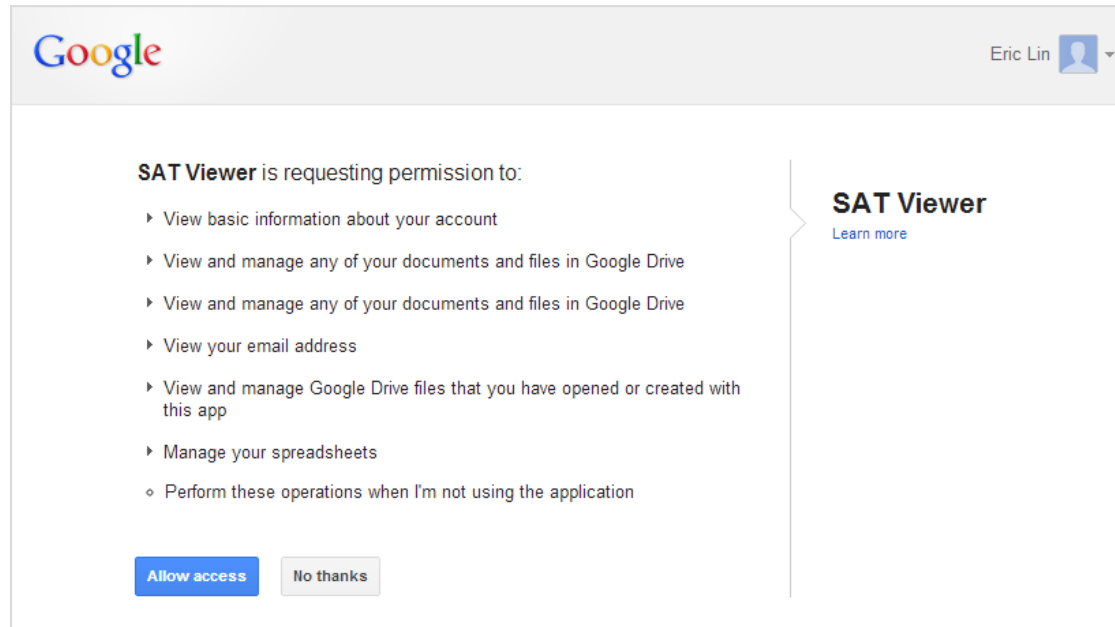


Figure 7-15 Permission to SAT Viewer

When **"Allow access"** is clicked, you will be led back to the **"Setting"** page. Every IP camera registered under your SAT account will be simultaneously gone through Google Drive service; no extra settings are required from then on.

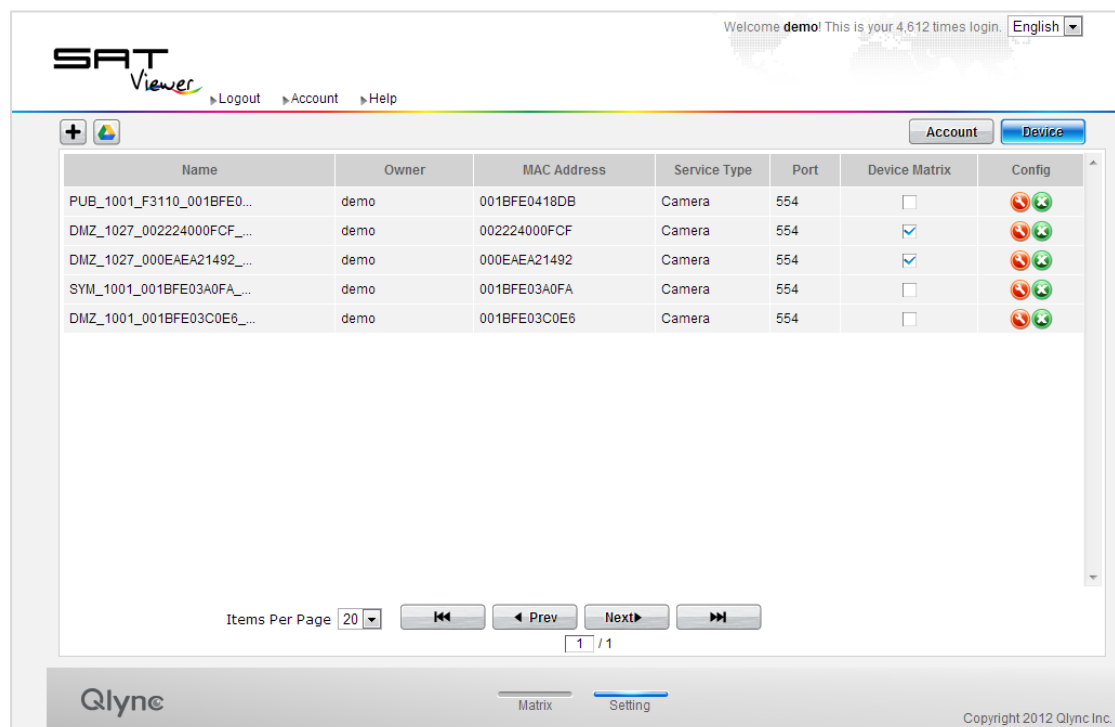
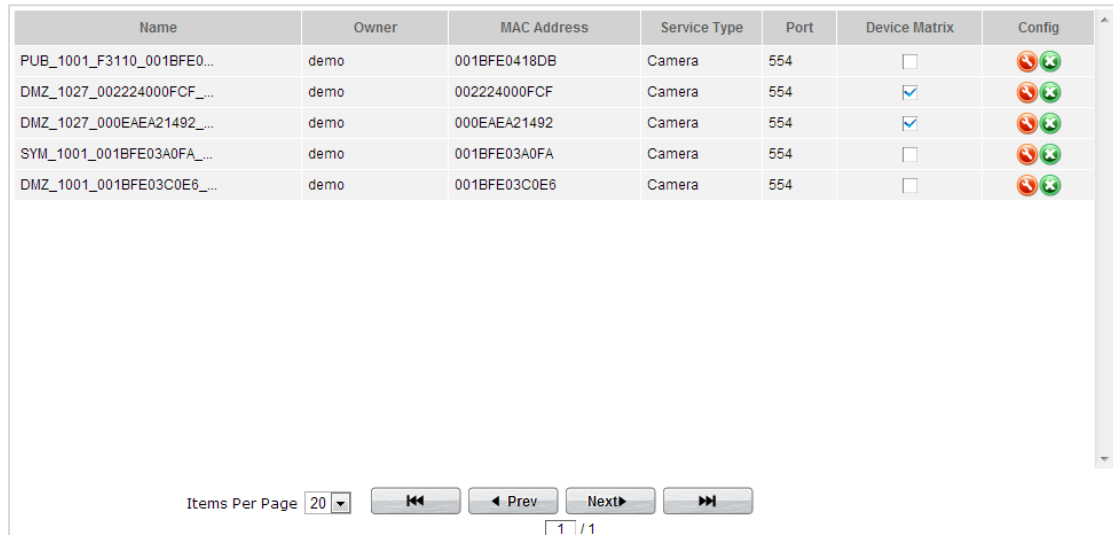












Figure 7-16 Setting Page

7.2.3. Setting Table

Setting table lists every IP cam's detail registration information. Detail explanations of each item are listed on the Table 13-1.





Name	Owner	MAC Address	Service Type	Port	Device Matrix	Config
PUB_1001_F3110_001BFE0...	demo	001BFE0418DB	Camera	554	<input type="checkbox"/>	 
DMZ_1027_002224000FCF...	demo	002224000FCF	Camera	554	<input checked="" type="checkbox"/>	 
DMZ_1027_000EAEA21492...	demo	000EAEA21492	Camera	554	<input checked="" type="checkbox"/>	 
SYM_1001_001BFE03A0FA...	demo	001BFE03A0FA	Camera	554	<input type="checkbox"/>	 
DMZ_1001_001BFE03C0E6...	demo	001BFE03C0E6	Camera	554	<input type="checkbox"/>	 

Items Per Page 20 ◀ ◀ Prev Next ▶ ▶▶

1 / 1

Figure 7-17 Setting Table


Table 7-1 Setting Table

Item	Description
Name	Device name will be automatically generated by system as its default naming rule is " <i>device brand_MAC address_media format</i> ", e.g. UDP_00132304A139_RTSP. However, it is adjustable by clicking  and modify at your preference.
Owner	Login account name.
MAC Address	Device's MAC address while registration.
Service Type	Device type, e.g. camera.
Port	Designated port for each device.
Device Matrix	<input checked="" type="checkbox"/> Checked to pin the device on the matrix view page. <input type="checkbox"/> Unchecked to unpin the device on the matrix view page.
Config	 Click Config button will lead to a Modify page which listed

each device's registration information where users can alter its device name for easy recognition.



Click **Remove** button will open a pop-up window to reconfirm **"Do you want to delete this item?"**. When clicking **OK**, your device will be removed from SAT viewer system.

"Modification" page will be displayed when clicking **Config** button  on the setting table for users to alter their device naming for better recognition.



The dialog box has two tabs: 'Modify' (selected) and 'Delete'. Below the tabs are 'Apply' and 'Reset' buttons. The main area is a table with two columns: 'Property' and 'Content'.

Property	Content
Name	PUB_1001_F3110_001BFE0418DB
Owner	demo
MAC Address	001BFE0418DB
IP Address	rtsp://1.160.32.163/video.pro5
Port	554

Figure 7-18 IP Camera Modification

8. Video Tool Bar

"Video tool bar" displays along with each IP cam video on the upper-right of each media screen on matrix page. This is designed to foster an easy management at your preference.

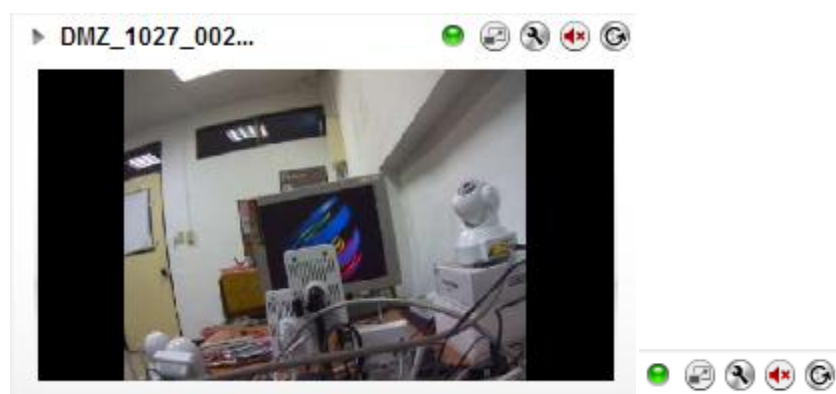




Figure 8-1 Video Tool Bar

8.1. Light Signal


8.1.1. Green Signal

When you read  the green light that means the IP cam is online and on air. The video is successfully displayed in RTSP mode.


8.1.2. Yellow Signal

When you read  the yellow light that means the IP cam is online and on air. The video is displayed successfully in motion JPEG mode.

8.1.3. Red Signal

When you read  the red light that means the IP cam is offline, therefore, the screen is blank.

8.2. Full Screen

Full screen button  is to lead you to a new screen layer where the video is displayed in full screen for the clearer vision and event play back function.

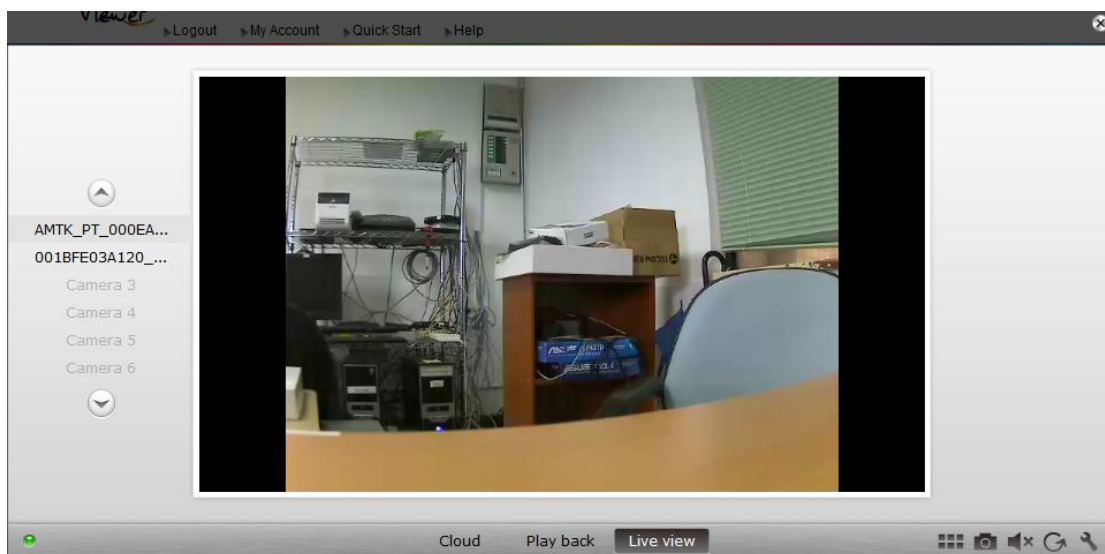
















Figure 8-2 Video in Full Screen

When viewing video in full screen, function buttons      are located on the lower right of the video screen for a quick apply.

- By clicking  (matrix) button, it will lead you to the matrix page. Or you can click on  button located on the top-right hand side of the screen to exit the full screen function and back to the matrix view as well.
- Clicking  (snapshot) button allows you to take a snapshot that the camera is currently monitoring. You can name the snapshot file and select the directory to store it at your preference.
- You may also choose to mute the camera by clicking  (mute) button, or unmute it by clicking .
- When the video does not display well, you can click  (refresh) to reload the media again.
- You can access the camera's control UI by clicking  (setting) button.

The "camera list" with the arrow buttons  and  is displayed on the left-hand side of the screen for selecting other IP cams to watch.

8.2.1. Live View & PTZ

“Live view” button is to view the selected IP cam’s media in a real-time manner.

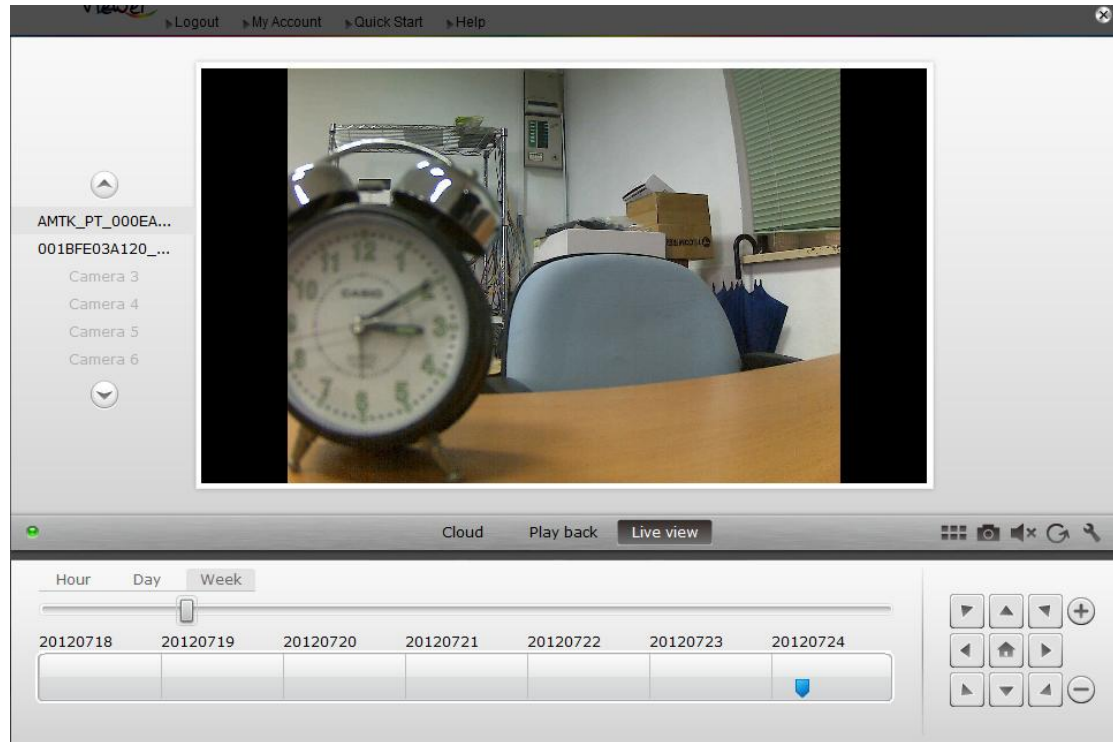


Figure 8-3 IP Cam Live View in Full Screen




When the selected IP cam supports PTZ function, its PTZ control panel will be displayed on the right-bottom side of the screen for adjusting camera angles. Otherwise, the panel will be displayed in grey to indicate it is not functioning. Each angle adjustment requires one click to make. Among them, click  is to back to the original setting position, while  is to zoom in the camera, and  is to zoom out.



Figure 8-4 PTZ Control Panel

8.2.2. Play Back

“Play back” function is only supported when IP cam is equipped with SD card for media recording. All the recorded events can be retrieved from the blue tag displayed in the timeline.

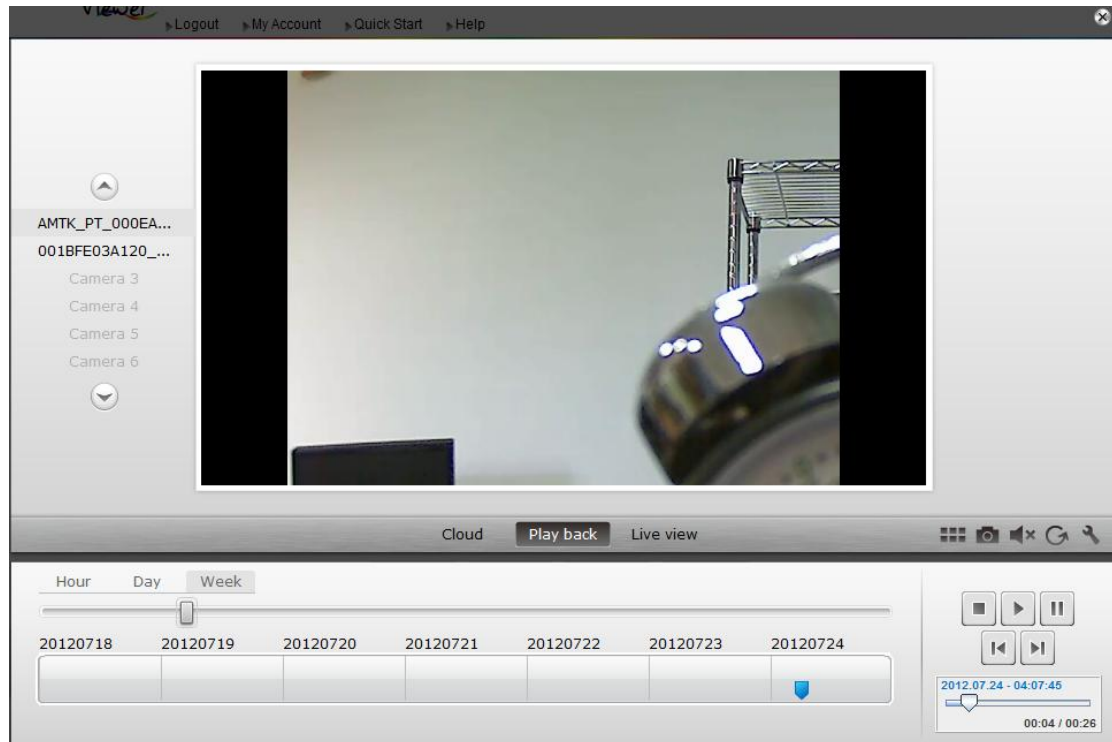


Figure 8-5 Play Back Screen View

All recorded videos can be managed to view in different time length: by clicking hour, day or week located on the top-left hand side of the timeline.

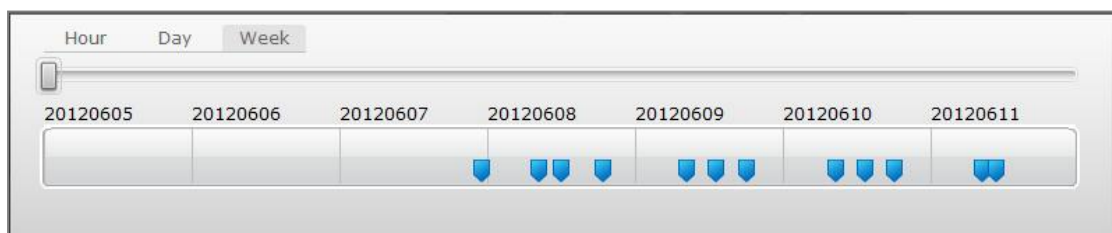


Figure 8-6 Play Back Timeline

The detailed recorded clips will be displayed when the tag turns from blue to orange. You can then select the individual clip to review.

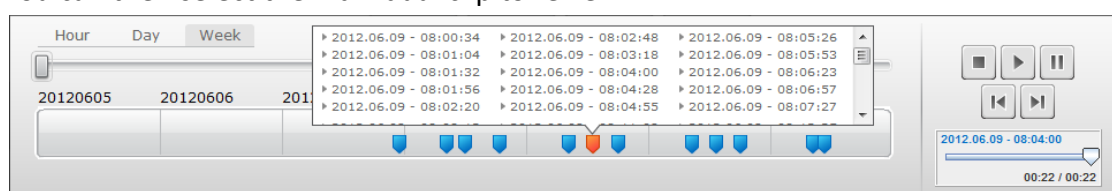


Figure 8-7 Play Back Clip Selector

While playing back the selected media clip, you may also manage it to be stopped, paused, move one clip forward or backward from the **media control panel**. Or, you may also drag the **progress bar cursor** to the specific playing point at your preference.

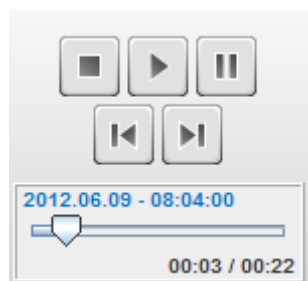


Figure 8-8 Media Control Panel and Progress Bar

8.2.3. Cloud

“Cloud” is utilized as a backup service to copy those video clips stored in camera’s SD card and save on to your personal Google Drive. However, you need to activate your Google account before enabling this service (the detail process is illustrated in **7.2.2 Google Authentication**.) Thereafter, all your videos stored in camera’s SD card will be automatically uploaded to your Google Drive, and then you are allowed to review the clips stored in this **“Cloud”** service.

*Please be noted that the activated Google account must be precedent in login status to ensure cloud playback functionality.

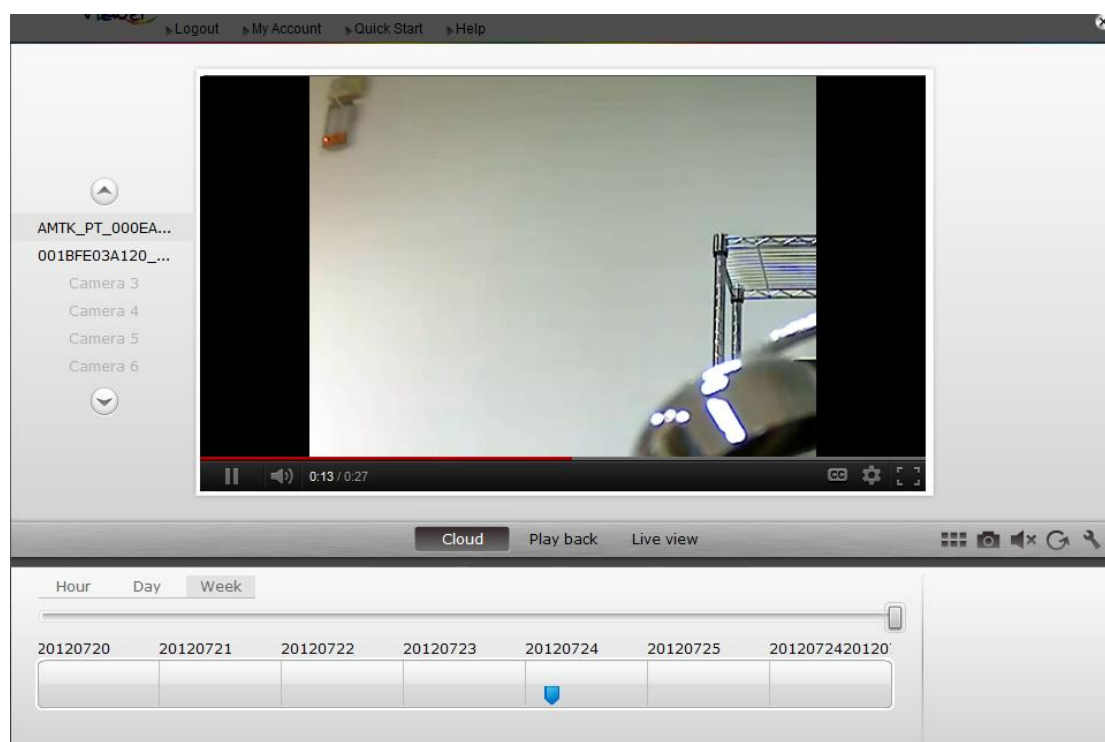





Figure 8-9 Cloud Playback

8.3. Setting

Setting button  is to lead you to the specific IP cam's setting web UI so that you will be able to configure any camera settings that factory provided for its users.

8.4. Mute

Mute  or un-mute  buttons are used to control whether the users would like to hear the voice receiving via camera or not.

8.5. Refresh

Refresh button  is to refresh or reload the IP cam media when necessary.