SAT Viewer

User Manual

Table of Contents

Figure List

Table List

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.
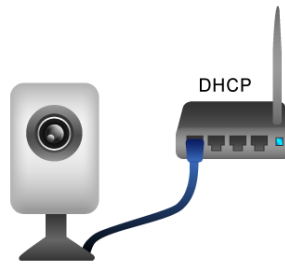
Figure 1-1   Connecting IP Camera with Router

- Step2 – Then, power-on your IP cam.
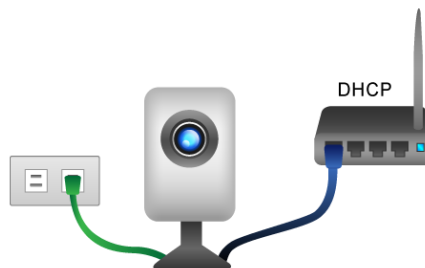
Figure 1-2   Power on IP Camera

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.
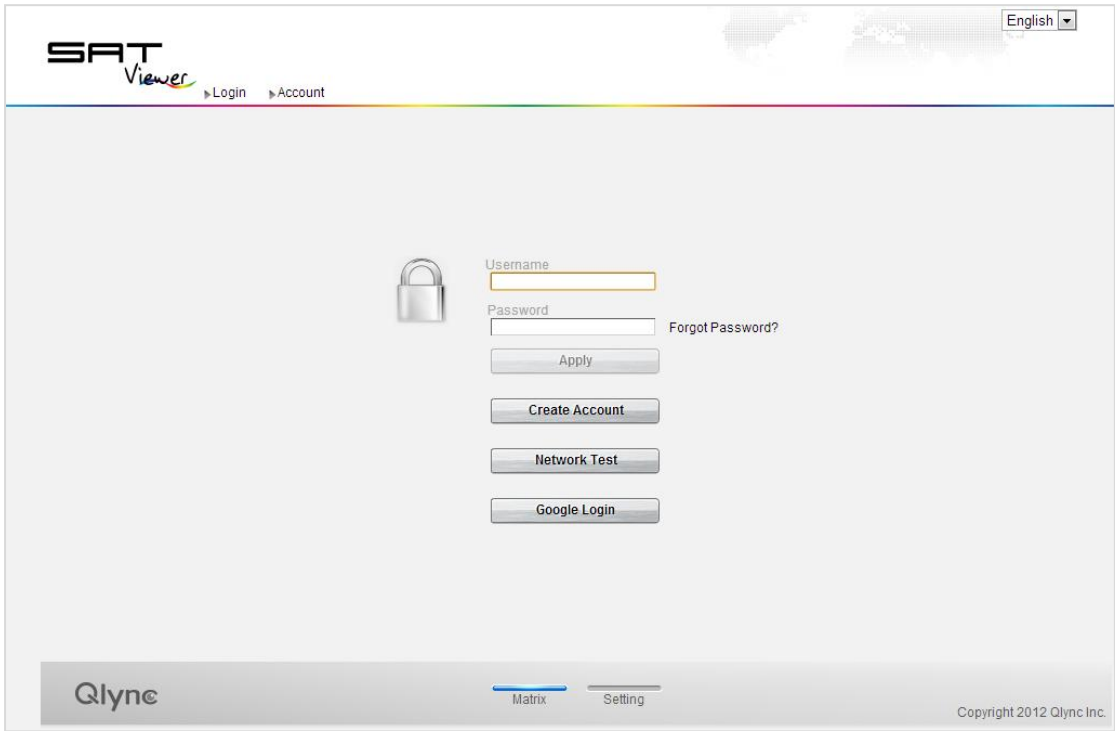
Figure 3-1   SAT Viewer Home Page

Then fill in all the required information and click *"Apply"* to proceed with new account opening.
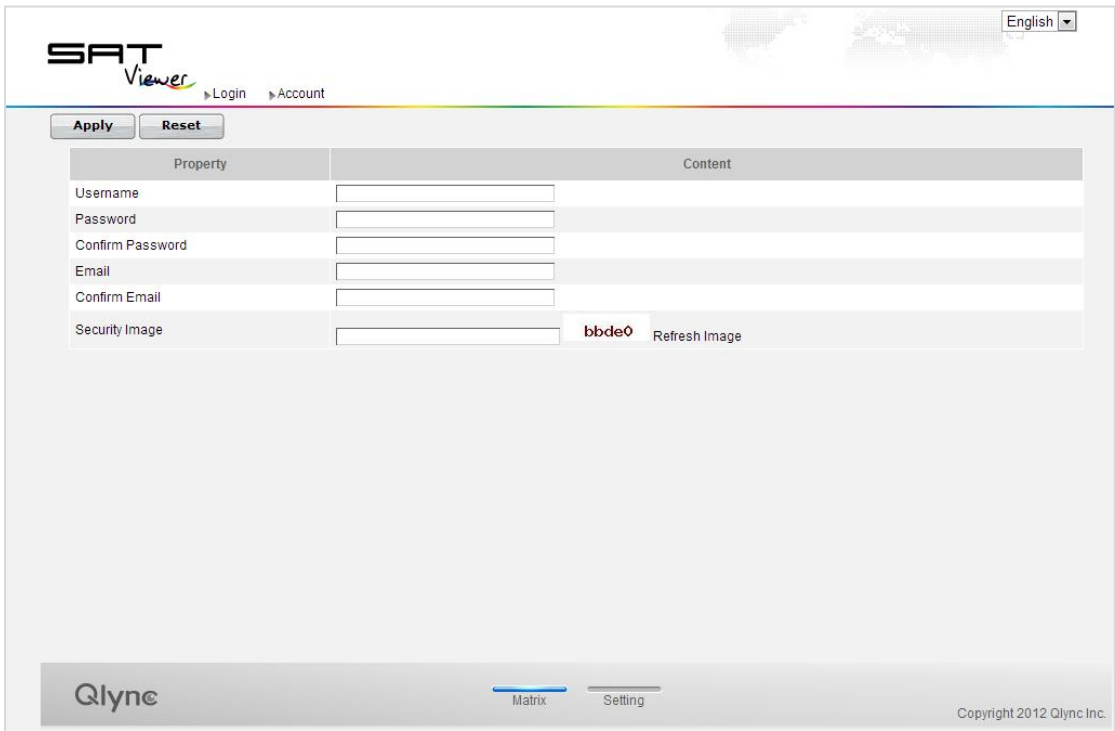
Figure 3-2   SAT Account Registration Page

The follow up message is to lead you to complete account registration by checking email and verify the registration.
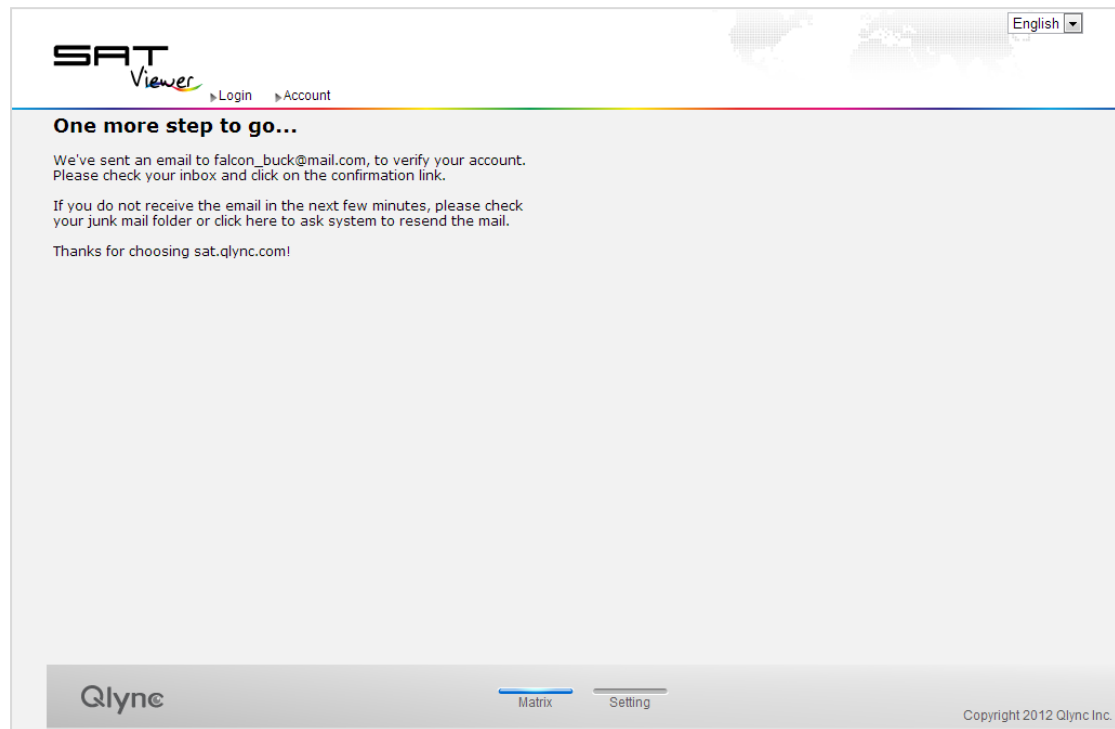
Figure 3-3   SAT Account Registration Follow-up

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.

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

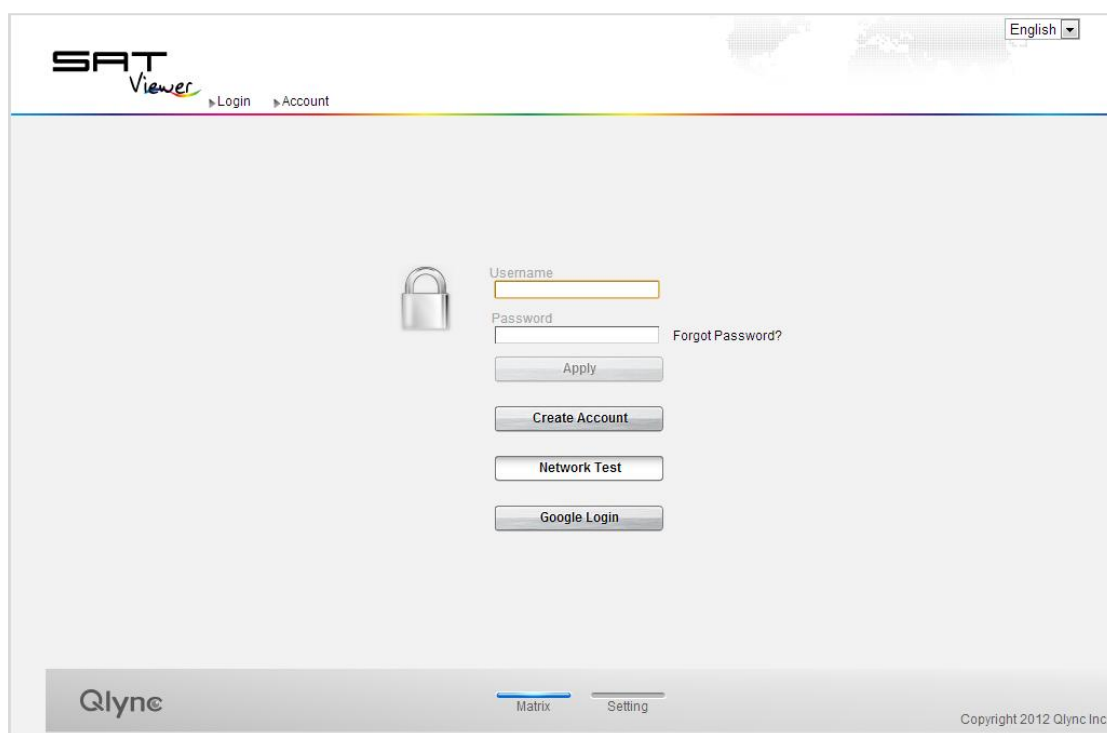## 5.1.   Message in Green

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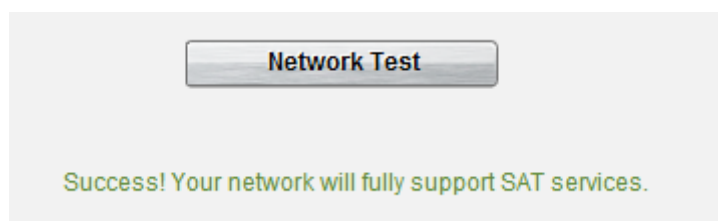

Figure 5-2   Network Testing – Successful Notice

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.
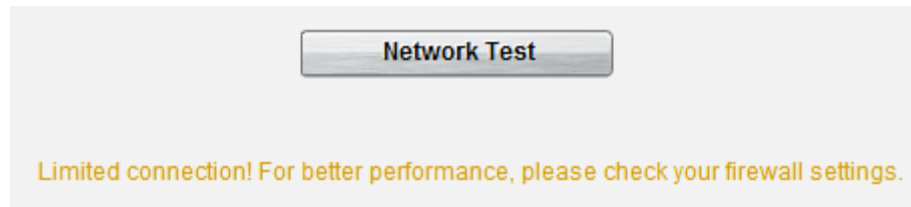
Figure 5-3   Network Testing – Limited Connection Notice

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

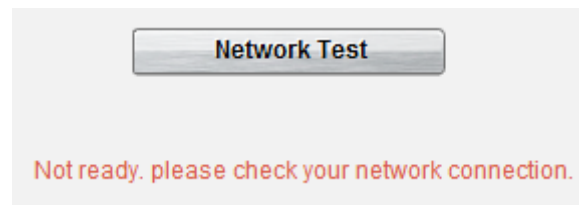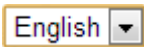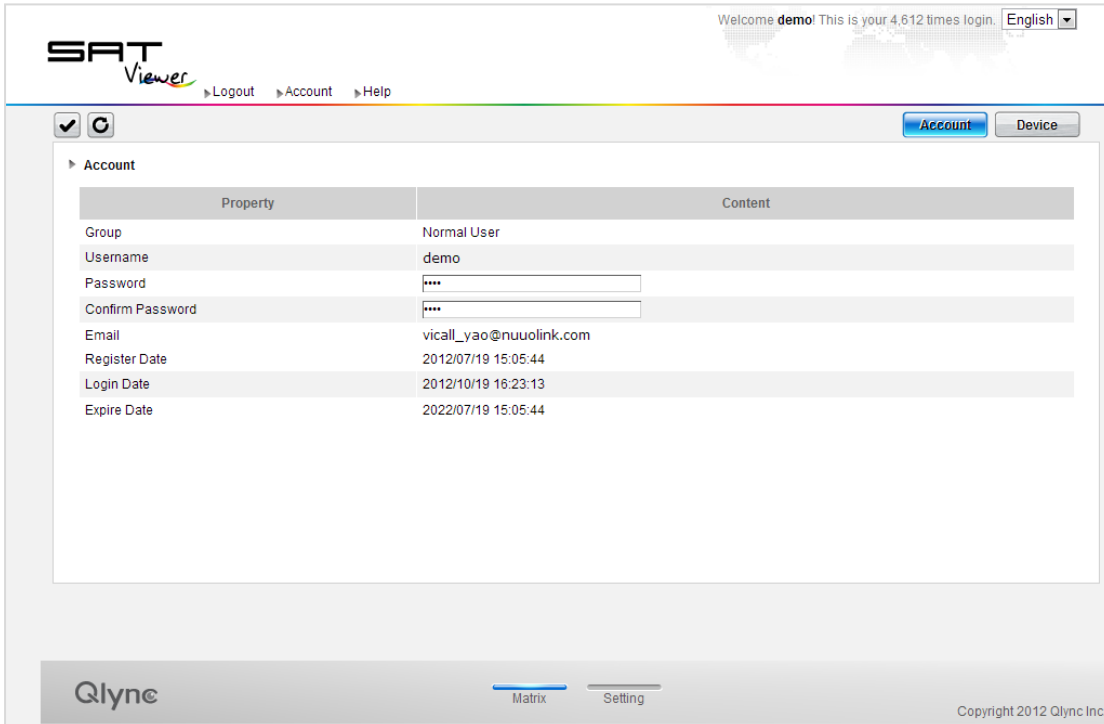"Language selector" English ▼ located on the top right hand side of the SAT Viewer page for users to choose their familiar language in operating SAT service.

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.

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.
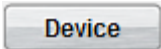
6.3.3. Device

Device button [Device] 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.

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.

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.

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.

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*.
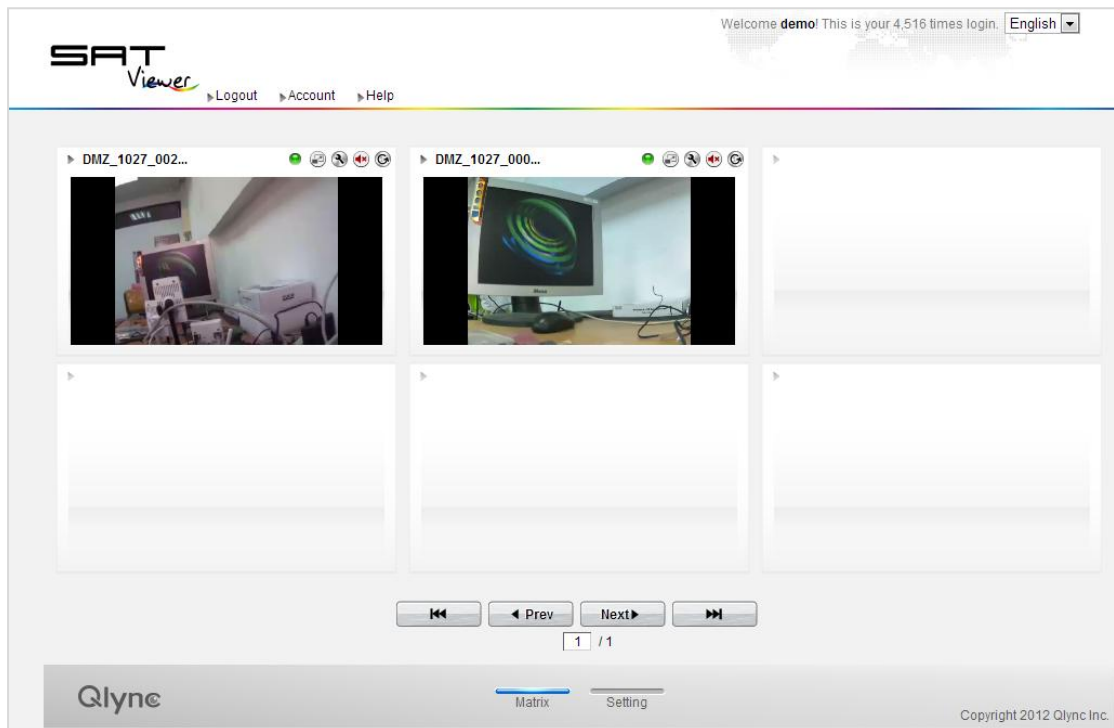
Figure 7-2   Matrix Page
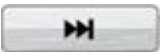
Media viewing selection tab is used when you have pinned more than six IP cam media on the matrix view. As each webpage accommodates maximum six videos, therefore, you have to select [◀ Prev] or [Next▶] to view other media at your preference. Button [|◀◀] is used to go back to the first matrix page, 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
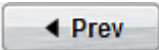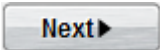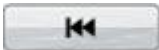
7.2.1. Add New Device

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

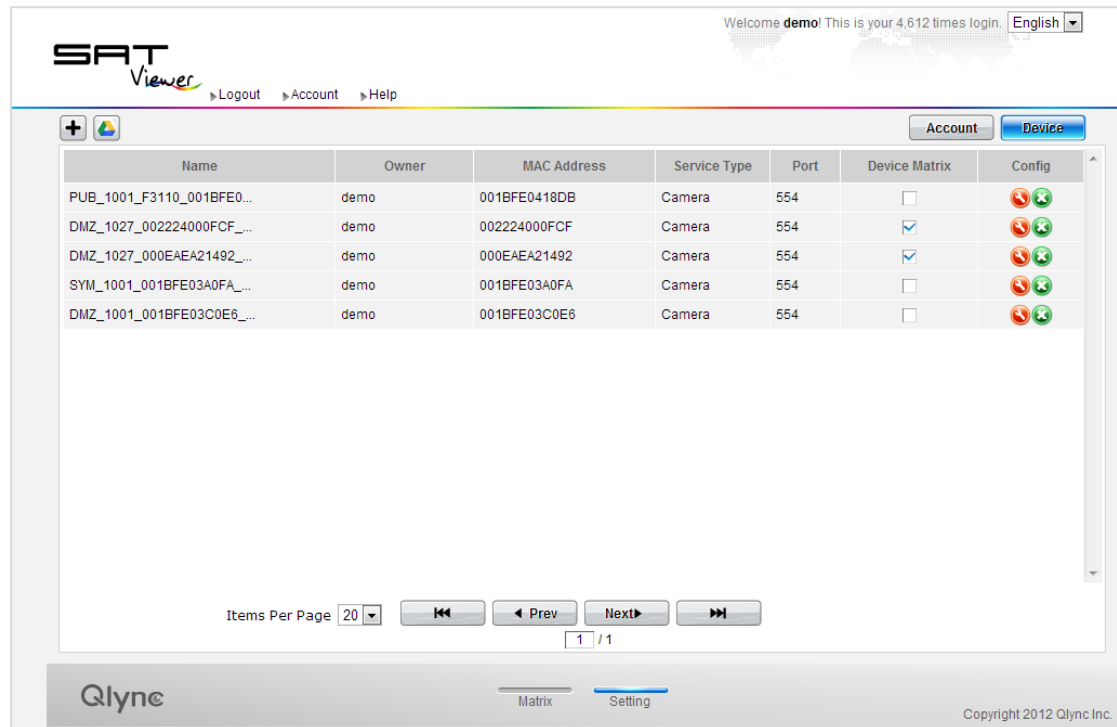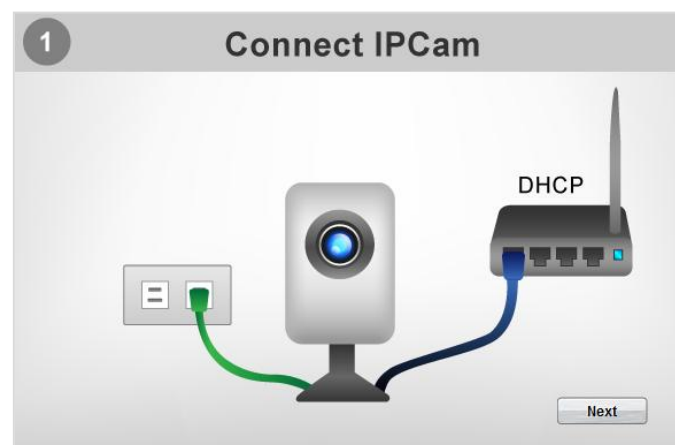The other screen follows to demonstrate how to bind an IP cam on SAT viewer.

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"**.

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.

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.

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.

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.

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.

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 [icon] 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.
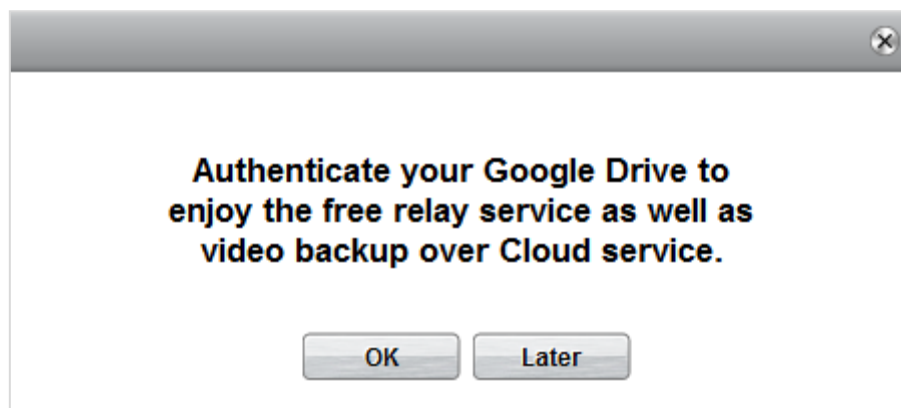

Figure 7-13 Google Authentication

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.
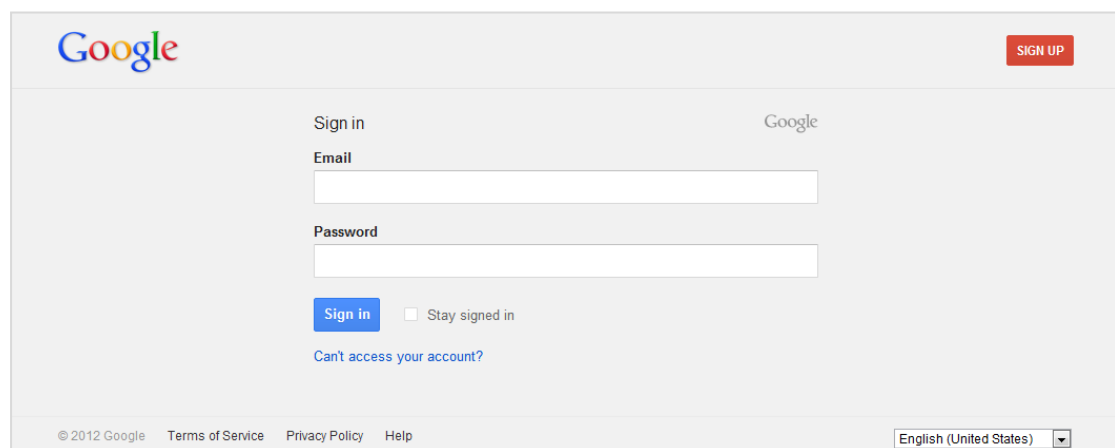

Figure 7-14 Google Account Login Page

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***".
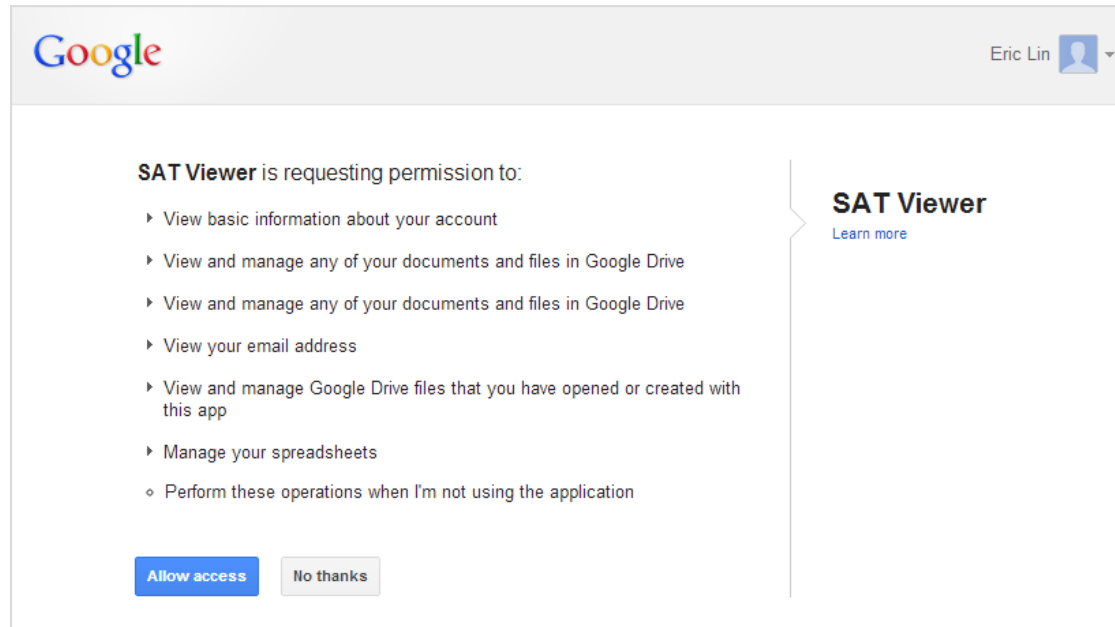

Figure 7-15 Permission to SAT Viewer

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.
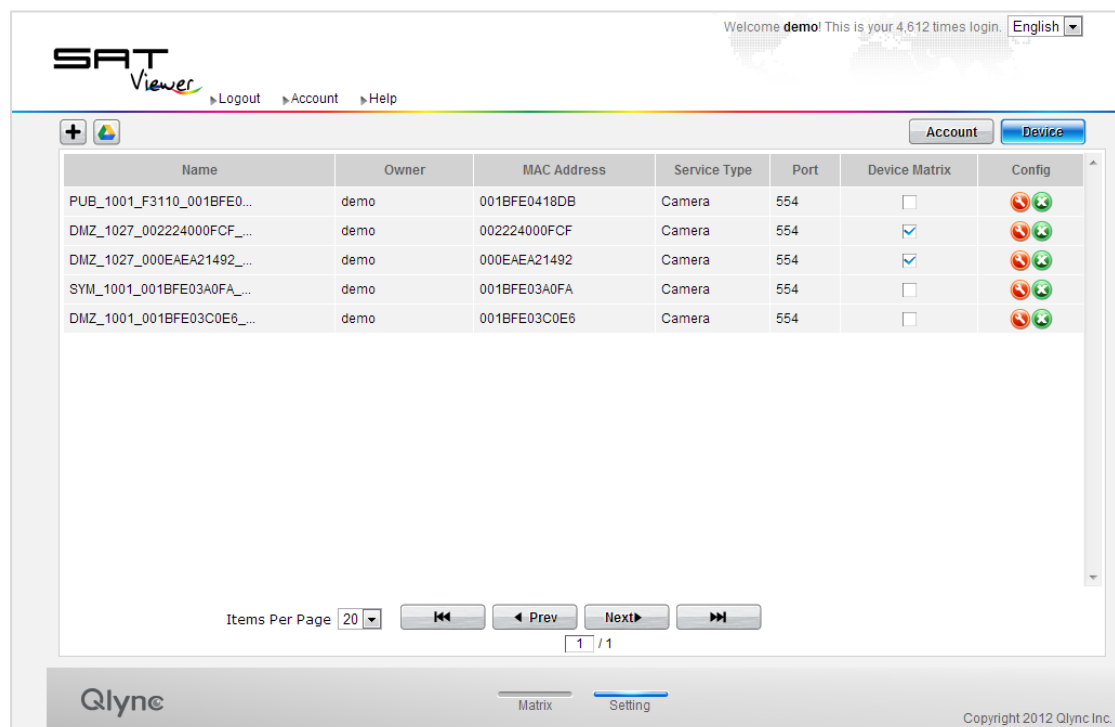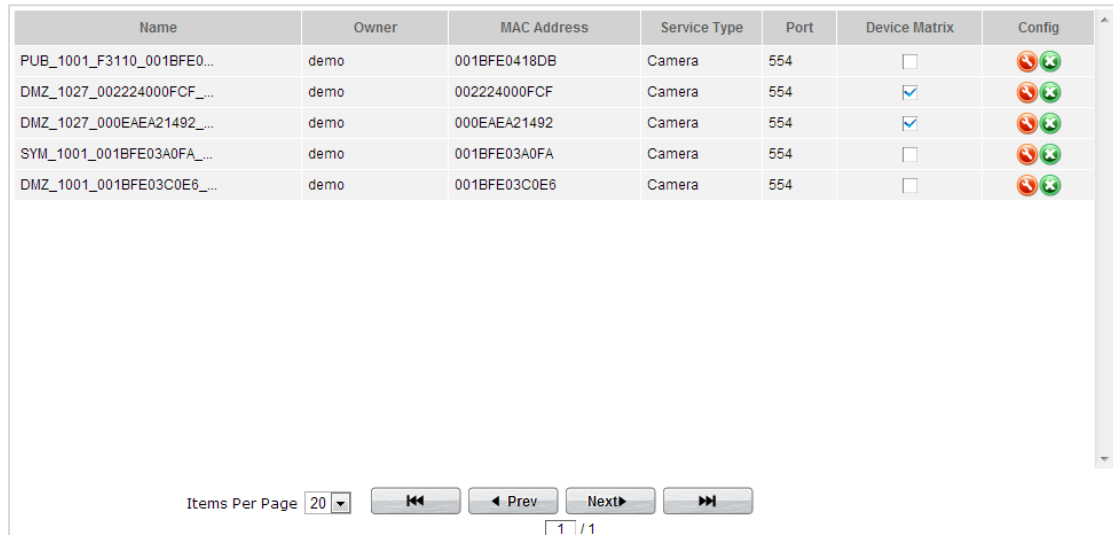

Figure 7-16 Setting Page

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.

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 **"device brand_MAC address_media format"**, 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	Checked to pin the device on the matrix view page. 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.

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.
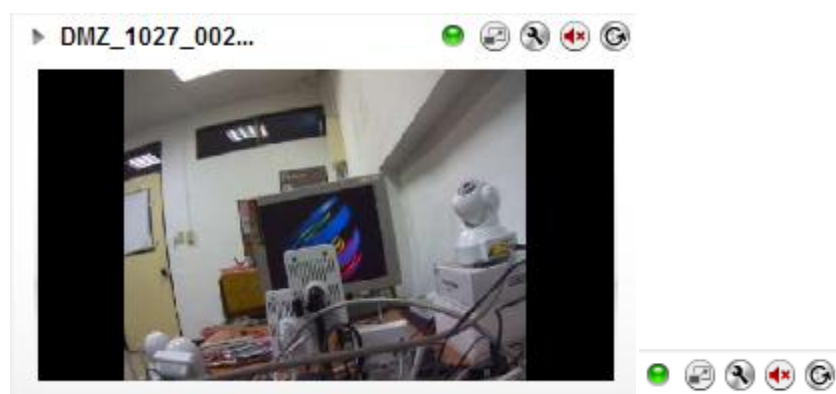

Figure 8-1 Video Tool Bar

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.
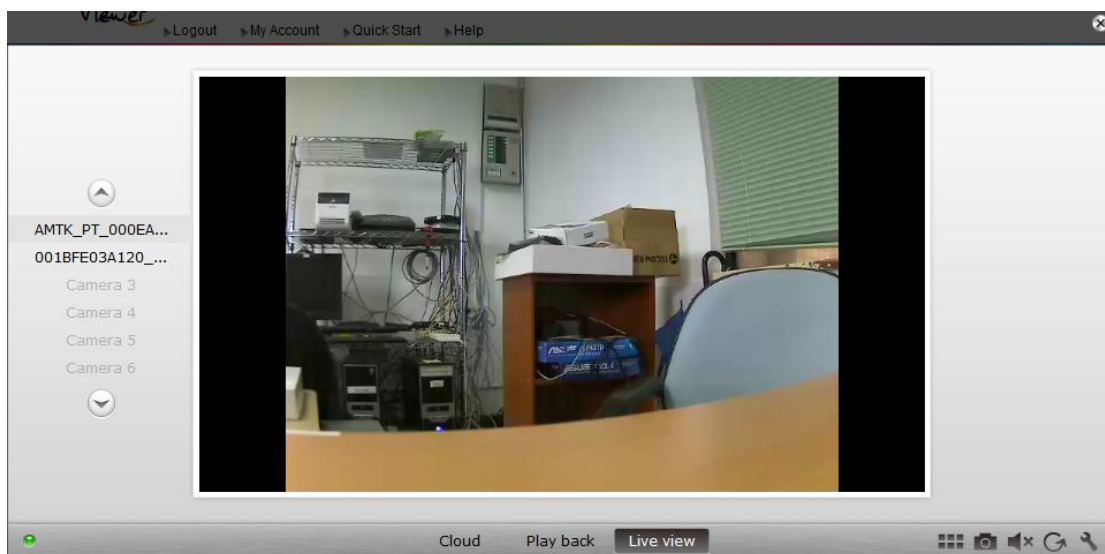

Figure 8-2   Video in Full Screen

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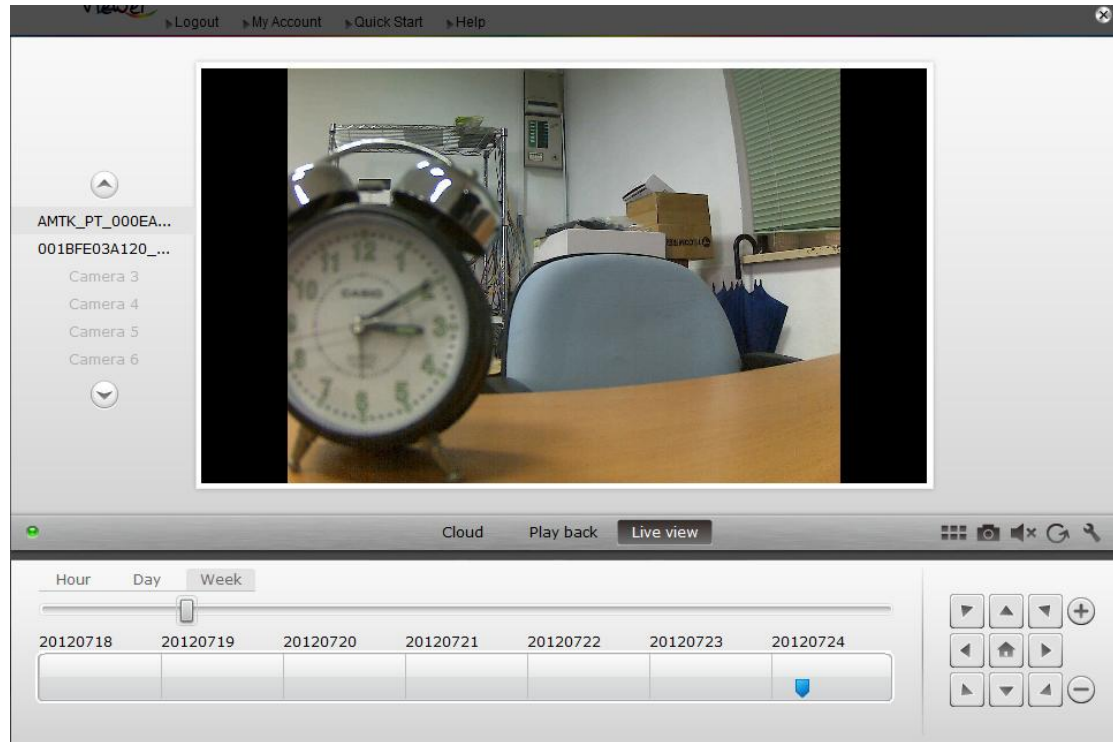
Figure 8-3 IP Cam Live View in Full Screen

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.
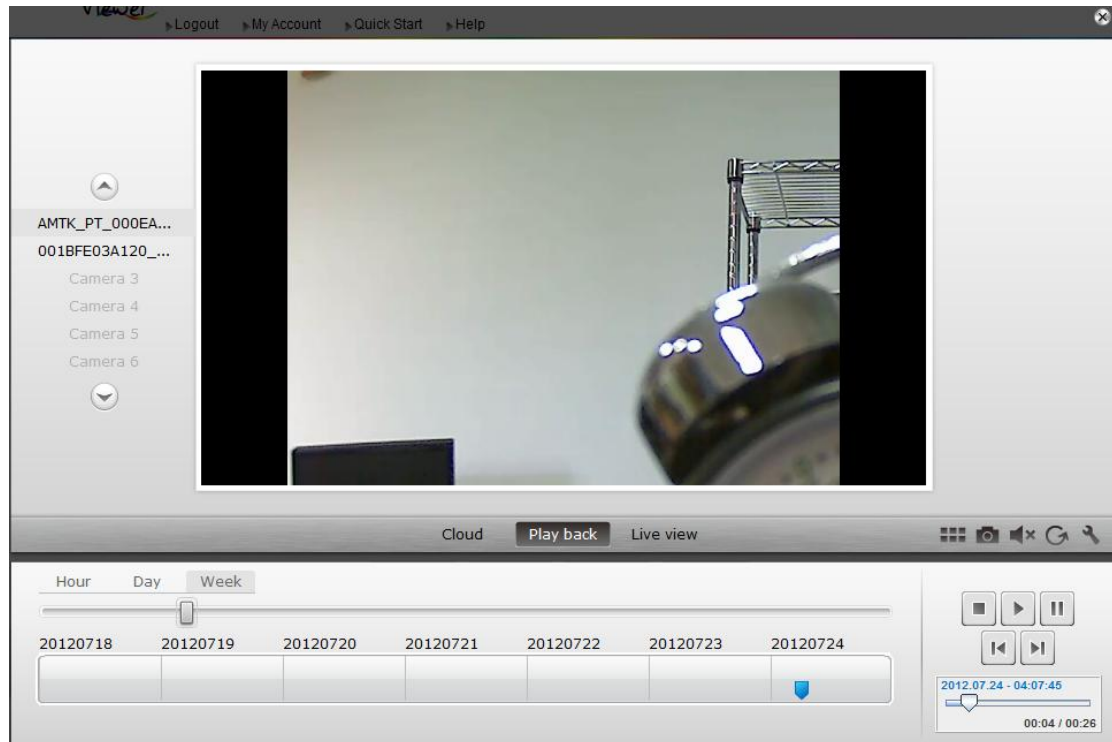

Figure 8-5 Play Back Screen View

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.
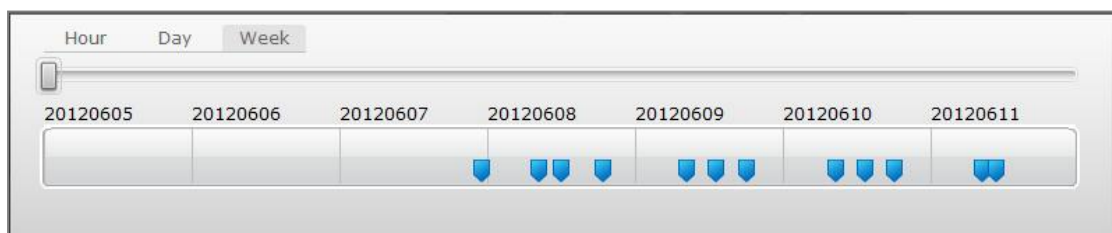

Figure 8-6 Play Back Timeline

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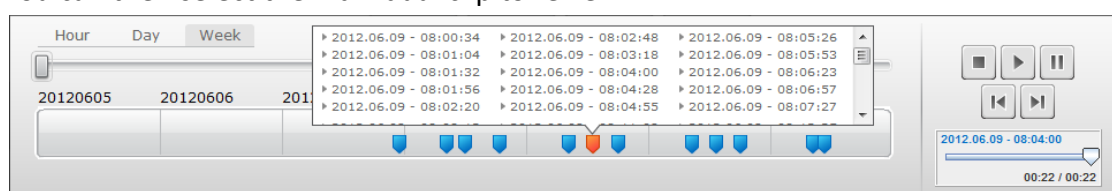

Figure 8-7 Play Back Clip Selector

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.

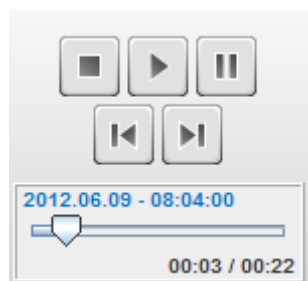Figure 8-8 Media Control Panel and Progress Bar

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.
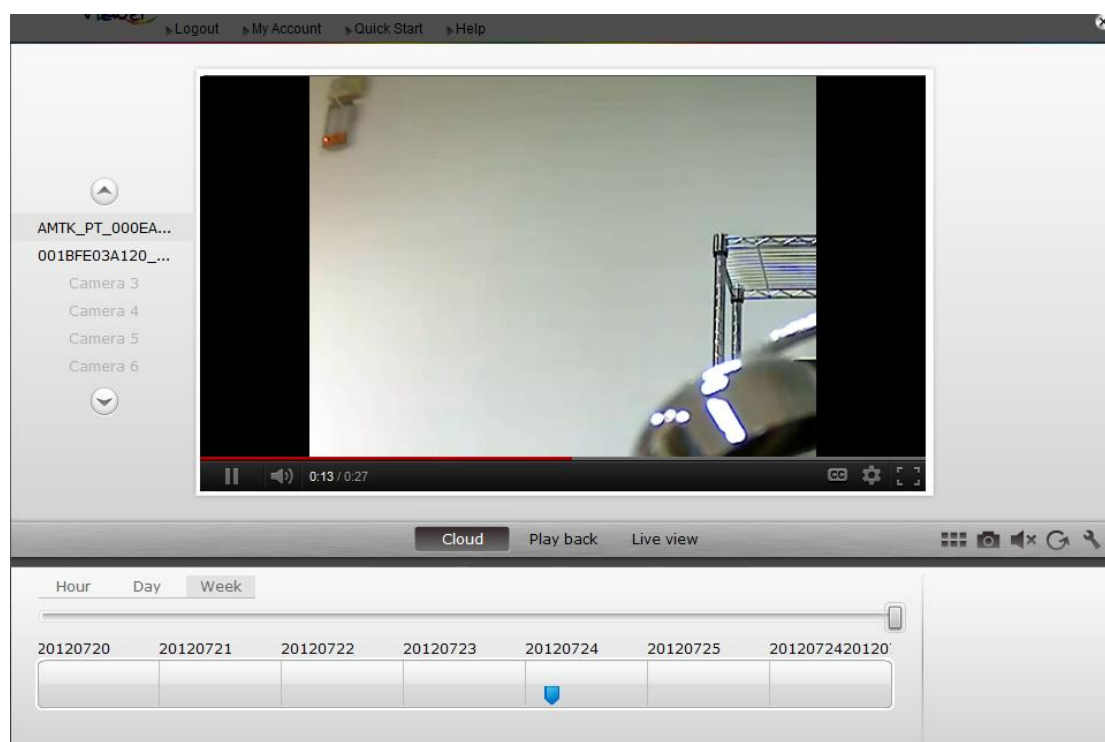

Figure 8-9   Cloud Playback

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.