

## 1 Introduction

This instruction manual is intended for users of the 'TRUST SURVEILLANCE INTERFACE 804 PCI'. The SURVEILLANCE INTERFACE 804 PCI offers the following possibilities:

- Interface card for connecting 4 video cameras at the same time in order to effect completely programmable registration of video monitoring
- Possibility of viewing via the Internet or a network connection for 24 hours per day
- Observation area and sensitivity are adjustable for an accurate level of detection
- Automatic video recording registering exact date and time when motion is detected
- Produces pre-programmed or custom programmed sound signals if motion is being detected
- Set up a complete (wireless) monitor system with the security camera from the Trust assortment: ideal for all types of security and observation: against burglary, for monitoring children, a store entrance, cash registers, storage areas, parking lots, etc.

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## 2 Safety

Before use, read the following directions carefully:

1. Computer components are sensitive to static electricity. You can discharge your electrical charge by touching the grounded computer casing or a cold central heating pipe.
2. Switch off the computer and unplug it before opening the computer.
3. Make sure that the components you want to add to your computer are compatible with your system.

## 3 Connecting

1. Switch your computer off and unplug it.
2. Open your system casing.
3. Insert the card in a free PCI slot.
4. Close the system casing.
5. Plug the computer in.
6. Turn the computer on.
7. The card will be detected.
8. Place the CD-ROM in the CD-ROM drive.
9. Follow the steps on the screen that appears.
10. When the setup program is requested, refer to the installation CD-ROM.

**Note:** *The setup programs on the installation CD-ROM are only suitable for Windows 95, 98 and Windows Me.*

## 4 Software installation

### 4.1 Trust e Guard

Install the Trust e Guard software in the computer in which the Trust surveillance interface PCI is installed.

1. Insert the CD-ROM in your CD-ROM drive. The Installer will start up automatically.  
Should this not be the case, follow the steps below.
  - a) Select 'Execute' in the start menu.
  - b) Type in [D:\SETUP.EXE] and click on 'OK' to start up the Trust Software Installer. In this case, 'D' is the location of the CD-ROM drive.
2. Figure 1 will appear.
3. Select the language you wish to use during installation.
4. Click on 'TRUST E GUARD' to start up installation of the e Guard software.
5. Follow the steps that appear on your screen.
6. After having selected 'finish' on the last screen, restart the computer.
7. The security software has been installed and is ready for use.

**Note:** *The Trust e Guard software can only be used with Windows 95, 98 and Me.*

### 4.2 Trust Remote Camera

Install the Trust Remote Camera software in a different computer from the one you want to log in on the computer with the Trust e Guard software.

1. Follow items 1, 2 and 3 from chapter 4.1.
2. Click on 'TRUST REMOTE CAMERA' to start up installation of the Remote Camera software.
3. Follow the steps that appear on your screen.
4. After having selected 'finish' on the last screen, restart the computer.
5. The security software has been installed and is ready for use.

**Note:** *The Trust Remote Camera software can be used with Windows 95, 98, Me and 2000.*

## 5 Use

### 5.1 Trust e Guard

Install the Trust e Guard software in the computer in which the Surveillance Interface 804 PCI has been installed. The software only functions via Windows 95, 98 and Me. The functions of this software are described in this chapter.

1. Connect your camera(s) to the composite connection(s) of SURVEILLANCE INTERFACE PCI 804.
2. Go to 'Start', 'Programs', 'Trust'.
3. Select 'e Guard'.

4. A screen similar to figure 2 will appear.
5. Three menus and a menu bar are shown on this screen.
6. The menu bar offers the following functions, from left to right: camera selection, snapshot selection and information about Trust e Guard. See figure 3.
7. 'Motion detect' menu. See figure 4.
  - **Settings to cameras:** enter here which camera settings you want to change, camera 1, 2, 3 or 4.
  - **Invoke settings:** enter here whether you want recordings or alarm to be triggered by motion or at certain periods for which you yourself set the interval. In the latter case, a photo (recording) is made after every interval of seconds specified. If you want an action to be carried out in case of motion, click on the 'Use motion detect to invoke action' option. If you want an action carried out after every specified interval, switch this option off. Set the interval length with 'invoke interval' option.
  - **Detect area and sensitivity:** specify the sensitivity to motion and the detection area here. Program the detection area with the five red icons. Purpose from left to right: select, cancel selection, select all, revert selection, erase all. Style and colour of the detection area can be changed with 'Detect area style'. Set the sensitivity with the slide bar. 0% is the least sensitive, 100% the most. When you click the show detect area option, the detection area remains visible all the time.
  - **Invoke setting:** specify here the action which must be carried out following motion detection or at intervals you yourself specify.
  - **Remote connect:** specify here whether another computer may log on to your computer by remote via the Internet or network with the Trust Remote Camera Software. Click on the 'accept remote access' option to permit this. Select 'setup', a screen will appear with a password and a port number. The standard port number is 5000; should this be in use, change this number. Enter the password both at the top and at the bottom. Use this password in the remote software and also enter the same port number in the remote software.
8. 'Record' menu. See figure 5.
  - **Camera name:** enter the chosen name of the camera.
  - **Image quality:** specify the quality of recording here.
  - **Record File Path:** indicate here the location where the recordings will be saved. Press 'setup' to change this.
  - **Date/Time Information:** specify here if the time must be shown in the image to be recorded and indicate what the name of the location must be. The background colour of the time presentation can be specified with 'background colour'. Select 'Transparent' for a transparent background.
9. 'Video setup' menu. See figure 6.
  - **Video colour:** specify brightness, contrast, saturation and hue here.
  - **Video standard:** specify your camera's video standard here.

**Note:** *When using intervals, it is only possible to specify 'recording' as an action.*

**Note:** *Interval can be specified for every 0.1 seconds, so value 1 means 0.1 seconds.*



## 5.2 Trust Remote Camera

By means of this software you can log on to the computer in which the Surveillance Interface 804 PCI is installed. This chapter describes the function of the Remote Camera program.

1. Open Trust Remote Camera via 'start', 'programs', 'Trust' and select 'Remote camera'.
2. A screen with two menus and a menu bar will appear.
3. 'Record' menu. See figure 7.
  - **Setting for camera:** enter here which camera settings you want to change, camera 1, 2, 3 or 4.
  - **Camera name:** the name of the camera you are viewing.
  - **Record File Path:** Location where the images are saved which are recorded via Remote Camera.
  - **Record setting:** specify here when the Remote camera software must record. Triggered by motion, continuous or at certain intervals.
4. 'Connection' menu. See figure 8.
  - **Network setup:** enter the connection settings here. Enter the same IP address, port number and watchword as in the computer with Trust e Guard.
5. The menu bar offers the following functions, from left to right: establish connection, disconnect, select camera, select snapshot and information about Remote Camera. See figure 9.

## 5.3 Internet / intranet monitoring

With the Trust remote camera software you can observe what is happening in the area being monitored from a different location via an intranet or the Internet. We refer to this computer as 'remote PC'. In that case, the computer with the Trust e Guard and Surveillance Interface 804 PCI card installed in it must be online. We refer to this computer as 'server PC'. The connection is made via an IP address. You receive this IP address from your internet provider or network (manager). This can best be done with an ADSL or cable, with respect to the permanent connection and speed of the internet connection.

1. Open Trust e Guard on the 'server PC' via 'start', 'programs', 'Trust' and select 'e Guard'.
2. Establish an internet connection with the 'server PC'.
3. Disconnect your browser. Make sure the internet icon remains visible in the task bar. See figure 10.
4. Enter the following data in Trust e Guard in the 'server PC' in the 'motion detect' menu of the 'remote connect' component, 'setup':
  - password (twice, of your choice).
  - port number (of your choice, standard is 5000).
  - IP address (provided by your ISP).

5. If the IP address can only be issued automatically, follow the steps below every time you want to log on to Trust e Guard.
  - a) Open the Windows 'start' menu.
  - b) Select 'execute'.
  - c) Type in: 'winipcfg' and select 'ok'.
  - d) A screen similar to figure 11 will appear. Select 'PPP adapter'.
  - e) Save the IP number shown and enter it here.
  - f) Close winipcfg.
7. Start up the computer in which the Trust Remote Camera is installed. We refer to this computer as 'remote PC'.
8. Enter the same password, port number and IP address in the 'remote PC' in the Trust Remote Camera software in the 'Connection' menu in the designated field. See figure 8.
9. Make sure all cameras are connected and face the right direction.
10. Establish an internet connection with the 'remote PC'.
11. Click on the left-hand connection icon of the Trust Remote Camera software in the 'remote PC'. See figure 9.
12. If you configured the IP address, port number and password correctly, you will now see the images captured by the Surveillance Interface 804 PCI.
13. To disconnect, press the icon to the right of the connection icon. See figure 9.

**Note:** *In order to log in on the 'server PC' with the Trust Remote Camera software, the 'server-PC' must be online continuously and Trust e Guard software must remain activated.*

**Note:** *Only 1 computer can log in to the 'server PC' at a time.*

**Note:** *If you want to make the connection via an intranetwork, do not establish connection with the Internet and use the IP address of the network PC in which the Surveillance Interface 804 PCI is installed.*

**Note:** *Both computers must be able to go online or be connected to the same intranet or network.*

**Note:** *Remote via internet is much slower than remote via a network.*

#### 5.4 Video File Data Base

The Video File Data Base enables you to view the entire chronicle of the recorded events. Both Trust e Guard and Trust Remote Camera have a Video File Data Base.

1. Go to 'start', 'programs', 'Trust' and select 'Video File DataBase'.
2. A screen with two menus and a menu bar will appear.
3. 'Data Log' menu
  - **Date:** this provides the summary with recorded events indicated by date from which you can select the fragment you want to view by clicking on it. The fragment will be presented on the right-hand side of the screen. You can play back this video by means of the 'play, pause, previous, next, rewind, last' buttons at the bottom of the screen.
  - **Detail:** this provides a detailed presentation of which camera recorded the fragments.
4. Three icons appear in the menu bar that enable you to copy the fragment to the Windows clipboard, file and save the file and request information about Video File DataBase.

**Note:** *Recorded images cannot be exchanged via a network or the Internet.*

**Note:** *The enclosed installation CD-ROM includes an additional detailed manual. Start up the manual by selecting 'read manuals' in the Installer. See figure 1.*


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## 6 Troubleshooting

Problem	Cause	Possible solution
<b>Interface card is not being installed.</b>	Drivers cannot be found.	Specify the location of the CD-ROM drive in which the installation CD is inserted.
	Card is not inserted in the PCI slot correctly.	Insert the card correctly by pushing it in.
	An IRQ address conflict with a different device exists.	Solve this problem via 'hardware management' in Windows.
<b>Only a blue screen is presented in the e Guard software.</b>	The specified camera is not connected correctly.	Connect the camera.
	The specified camera is not connected to the power supply.	Connect the camera to the power supply in question or switch the camera on.
	Incorrect video standard.	Check the camera's video standard and enter this in the e Guard software. See chapter 5.1.
<b>The camera connected does not provide an image in the e Guard software.</b>	The camera in question is not selected in the software.	Select the camera.
<b>Error report 'Can not connect to 192.168.0.10' will appear in the Remote Camera software.</b>	The IP address that was entered does not correspond to the 'server PC' IP address.	Check the IP address with your provider or execute the 'winipcfg' program. Standard in Windows 95 / 98 / Me.
<b>Error report 'Login incorrect' appears in the Remote Camera software.</b>	The password you entered does not correspond to the password of the 'server PC'.	Enter a new password in the e Guard and Remote Camera software.
	Password entered in e Guard software only once.	Enter the password twice here in the designated boxes.
	Port numbers are not the same.	Enter the same port number in e Guard and Remote Camera software.
<b>Images in the 'remote PC' are produced very</b>	Internet connection is slow.	Try at a different time.

TRUST SURVEILLANCE INTERFACE 804 PCI

<b>slowly.</b>		
<b>Hard disk is full.</b>	The recorded video images are taking up too much hard disk space.	Erase your old video images regularly.
<b>After setting the sensitivity, the system keeps recording continuously.</b>	Settings too sensitive.	Set to less sensitive position. See chapter 5.1.
<b>When using the Trust 100 series wireless system the alarm sounds continuously.</b>	Failure.	Make sure the sensitivity of the e Guard software is set to a lower position when using wireless systems.
		Position the wireless cameras differently or select different channels.
		See also the Trust 100 series wireless equipment problem solver.



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If you still have any problems after trying these solutions, please contact one of the Trust Customer Care Centres. You can find more information at the back of this manual. Please have the following information available:

- The article number. This is: 12543;
- Hardware data, control system, CPU speed, internal memory, free HDD space, type of VGA card, type of camera;
- A good description of what exactly does not function;
- A good description of when exactly the problem occurs.