

Frequently Asked Questions

Dealer/Installer

Hardware

Q: *What is the V4000?*

A: The ADEMCO V4000 Remote Video System is an easy to install, cost-effective and reliable video transmission system with four video inputs that offers visual verification of events at the central station, video email on events, and real-time remote viewing. The module connects to Honeywell's ADEMCO Vista Series alarm systems and transmits high-quality remote video images over standard telephone lines, as well as cellular.

Q: *Other than a Windows-based PC, does the customer need any other hardware?*

A: Once they have the control center software installed on their PC, all they need is to supply power (to the V4000), connect the cameras and connect the unit to any phone line, and your customer will be able to connect and view live video.

Q: *What is the power requirement for V4000?*

A: 12VDC, .5 amps to 1 amp.

Q: *Does the V4000 come with a power supply?*

A: Yes.

Q: *Can the V4000 be powered through the alarm panel?*

A: No, the V4000 must have its own power supply.

Q: *What alarm panels work with the V4000?*

A: The V4000 works with most of Honeywell's ADEMCO Vista control panels.

Q: *What is the suggested method of connecting the V4000 to a phone line?*

A: You can utilize the tip and ring on the control panel or connect the V4000 to a dedicated phone line. Refer to the Installation and Setup Guide for more information.

Q: *Can the V4000 be connected via DSL?*

A: Yes, you will need to use an analog filter to change the signal from digital to analog to establish a dial-up connection.
Note: The DSL modem must support protocol V120.

Q: *How do I adjust the ring count on the V4000?*

A: Open the control center software and from the top menu bar click on the **Tuning** icon, (screwdriver icon). The **Remote Setup** dialog box is displayed. Click on **Unit Power-on Parameters** and the **Remote Setup Parameters for Site – 'Ozvision'** dialog box is displayed. Select the **Modem** tab and in the lower left-hand corner of the screen, you can change the ring count by entering a number in the **Answer after # Rings** field. Click **Upload** to save changes.

Q: *Can the V4000 share a phone line with the Vista Series alarm panel?*

A: Yes, and your customer will be able to receive video verification and notification services, as well as live video dial-in capabilities. If the customer dials in and an alarm is triggered, the panel will seize the line.

Q: *Can the V4000 share a phone line with an answering machine?*

A: Yes, but your customer will not be able to dial in remotely and view live video.

Q: *How many cameras can be connected to the V4000?*

A: Up to four cameras can be connected to the V4000. However, your customer will only be able to see live video with one camera at a time.

Q: *Is there a video verification module that has fewer camera inputs?*

A: No, but it is not necessary to utilize all four cameras with the V4000.

Q: Can I use my customer's existing CCTV cameras to connect to the V4000?

A: Yes, the V4000 connects to any camera with a coaxial connector.

Q: What is the recommended resolution of the cameras that should be used with the V4000?

A: We recommend 400 lines of resolution or better. The better the quality of the camera, the better the quality of the video.

Q: Can one contact be associated with more than one camera?

A: No, but you can associate multiple contacts with one camera.

Q: How do I verify that the V4000 is powered up and armed?

A: Once the V4000 is powered up, a green LED, which represents power, will turn solid green. The red LED will flash for a few seconds and when the system has completed running the diagnostics, the red LED will turn solid red. Once you see both the solid red and solid green LEDs, the system is powered and armed.

Q: How do I connect the V4000 to an ADEMCO Vista Series alarm panel?

A: Connect the V4000 using the four wires from the keypad bus.

Q: How do I program an ADEMCO Vista Series alarm panel to work with the V4000?

A: Go into the system's **Device Programming** mode and enable a **4204** relay module as **Output Device Address 12**. Then, go to **Relay Programming** and program up to four relays to be triggered by the different alarm conditions you would like to turn cameras on with. Refer to the Installation and Setup Guide for more information.

Q: Where do the alarm input triggers go?

A: All of the alarm inputs go into the alarm panel. Signals are passed through the communication bus to the V4000 and are associated with a particular camera. Your account manager or central station operator programs these from the central station. Once the video account is opened and programmed, each camera will be associated with a specific zone.

Q: How is video transmitted from an ADEMCO Vista Series alarm panel to the central station?

A: When the control panel detects an alarm, the event is transmitted over the communication bus. The panel then triggers one of the video inputs on the V4000, which allows the V4000 to capture pre- and post-alarm images. At the same time, the control panel seizes the phone line and sends the alarm signal to the central station. When communication is complete, the control panel releases the phone line and sends a verify signal to the V4000, allowing the video clip to be sent. While the V4000 is transmitting to the central station, the module closes Output Contact #4 and the control panel buffers any additional alarms until the V4000 completes reporting.

Q: Can the V4000 transmit to cellular?

A: Yes, the V4000 can transmit via RS232 using a serial cable plugged into a cell phone. The cell phone must be on a CDMA or GSM circuit switch network.

Q: How do I set up the V4000 for on-site viewing?

A: You can set up a direct connection with a PC for local viewing.

Q: Can the V4000 transmit a signal to a PC with a direct connection?

A: No, the V4000 only transmits video to a receiving PC or the central station via POTS (phone line), or cellular. Check with your central station to see how they receive signals.

Q: How do I set up a direct connection?

A: You will need to connect a null modem cable from your PC to the V4000's RS232 serial ports and then set up communication between two computers. To set up communication between two computers, go to **Control Panel** and double-click on the **System** icon. The **System Properties** dialog box is displayed. Select the **Hardware** tab and click on **Device Manager**. Open the **Modems** file and click on **Communication between two computers**. (Depending on your PCs operating system, you may need to add a modem at this point. Call Honeywell's Technical Support for further instructions). The **Communication cable between two computers Properties** dialog box is displayed. Click on the **General** tab, and from the **Device usage** drop down menu, click on **Use this device (enable)** and click **OK**. Next, open the control center software and (from the top menu bar) click on the **Site & System Setup** icon, (hammer and chisel icon). The **Remote Site List** dialog box is displayed. Click on **System** and the **System Settings** dialog box is displayed. Select the **Communications** tab and from the **TAPI Line** drop down menu, click on **Communication cable between two computers**; click **OK** and **Save**. Refer to the Installation and Setup Guide for more information.

Q: Does the V4000 have built-in motion detection capabilities?

A: No.

Q: What type of contact is needed to trip the V4000?

A: The type of contact you use will depend on how you program the alarm panel, since the alarm inputs connect directly to the panel. The V4000 only looks for signals being passed through the communication data bus.

Q: Is the V4000 capable of color and/or black-and-white video?

A: Yes, but color and/or black-and-white video depends on the camera you are using, not the V4000.

Q: How do I configure the sensors?

A: Since all contacts are set up through the alarm panel, you will not need to configure the sensors at the panel. Programming of sensors and zones is done by the central station.

Q: How does the central station know which camera is associated with which sensor?

A: Each sensor should be associated to a specific camera. Once you have the central station program the unit, you will tell them which sensor is associated with which camera, and the central station will program this.

Q: How does the central station program the sensors so that they associate with a specific camera?

A: The central station will dial in to the unit (using OzVision's CS1000 receiver-side software), and from the top menu bar selects the **Tuning** icon, (screwdriver icon). The **Remote Setup** dialog box is displayed. They will click on **Unit Power-on Parameters** and the **Remote Setup Parameters for Site – 'Ozvision'** dialog box is displayed. Now they select the **Sensors** tab and, in that menu, they can associate which sensor goes with which camera. Finally, clicking on **Upload** will save the change.

Note: Only zone definitions that produce an alarm event can be used to trigger camera transmissions.

Q: Why does the unit keep transmitting alarms?

A: There are a number of possibilities for this. Check first to verify that the contact is a dry momentary contact. If the contact is latching from the installation side, the unit will continually transmit runaway signals to the central station. Also, verify that the alarm input on your alarm panel is wired correctly.

Q: Can I set up the V4000 for outdoor applications?

A: Yes, but if you are going to use motion detectors, you will need to adjust the sensitivity to prevent false alarms.

Q: Can I loop a DVR and a V4000?

A: Yes, you can loop from the DVR to the V4000. If neither has looping capabilities you can purchase four BNC-Ts and T-tap into the DVR.

Q: Which PDAs are supported by the V4000?

A: The V4000 software will only run on a Windows CE device using the Windows Mobile 2003 or 2003 SE operating system.

Note: Not all PDAs have been tested for validity.

Q: Can V4000 units transmit to a local monitor?

A: The V4000 does not have a video output, but you can T-tap into a monitor using a BNC-T connector.

Software

Q: What are the system requirements for a PC to work with the V4000?

A: All that is required is a Windows-based PC with a 700 MHz processor and 128 MB of RAM or higher processor running Windows 98 (second edition) or higher.

Q: How can my customer change his or her password?

A: If they are connected to a central station, they should speak to a central station operator.

Q: My customer has lost the control center software due to a system crash. Can they get another copy?

A: Contact Honeywell's Technical Support, and they will send your customer a replacement copy of the software.

Q: Where can I get another copy of the OzPlayer software?

A: You can download the OzPlayer software from www.ozvision.com.

Q: *Is the software easy to install?*

A: Yes, the software is easy to install.

Q: *Once your customer has installed the control center software can they connect to the unit whenever they want?*

A: Yes, they can connect at any time from anywhere.

Q: *What is the most recent version of the software?*

A: The latest version is 2.8044.

Q: *When watching live video can more than one camera be viewed at a time?*

A: Live video may be viewed only with the selected camera.

Q: *How do I speed up a slow frame rate?*

A: Adjust the camera positioning and check the clarity of the phone lines.

Q: *How do I adjust the resolution?*

A: Dial in to the V4000 using the control center software and (from the top menu bar), click on the **Tuning** icon, (screwdriver icon). The **Remote Setup** dialog box is displayed. Click on **Unit Power-on Parameters** and the **Remote Setup Parameters for Site – 'Ozvision'** dialog box is displayed. Select the **General** tab and adjust the resolution to 512 x 200. Click on **Upload** to save the change.

Q: *Why can't I see video?*

A: Make sure you are running the latest version of the software to view video correctly. Also, verify that your BNC cable is plugged in correctly and that your cameras are working properly. If you are receiving video from Camera No. 1 but not Camera No. 2, switch the video inputs. This will help you determine whether the problem is a bad cable or a bad camera.

Q: *How should my customer back up and restore a site?*

A: Open the control center application, right-click on the blue bar (at the top of the screen), click on **Profile Maintenance** and select **Backup Profile to ini**. If you want to restore the profile, follow the same procedure, except select **Restore Profile from ini** in the last step.

Q: *How are recorded files password protected?*

A: Password protection must be pre-defined. Open the control center application, and (from the top menu bar), click on the **Site & System Setup** icon (hammer and chisel icon). Click on **System** and from the **System Settings** dialog box, select the **Security** tab. Click on **Password Setup**, enter a name and password in the appropriate fields and then click **Setup**. Go to **General Setup** and define the part of the software you would like to password protect.

Q: *Does my customer need a computer?*

A: Only if they want to dial in to view live video or receive email notification from the central station. In that case, they will require either a PC or a mobile device that supports the Windows CE operating system (for PDAs and cell phones, please verify compatibility with OzVision, as we are constantly adding new ones). V4000 units consist of hardware (mounted in the protected facility), coupled with software (on the receiving end). This makes it easier for your customers to check in on location(s), (using a computer or mobile device) when traveling.

For Technical Support, please call toll-free 1-800-645-7492.

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