

# DX-TL4709U

## Common Questions and Answerers

### General Questions:

1. What is a DX-TL4709U?
2. Is there more than one model available? And what is the difference between models?
3. What kind of a digital video recorder is it. PC or imbedded?
4. What kind of an operating system does it use?
5. How stable is the system.?
6. Is the DVR simplex, duplex or triplex?
7. What is the picture resolution?
8. What is the viewable frame rate in single or multiple camera mode?
9. How many cameras can be connected to the DVR?
10. Can you connect multiple units together?
11. What kind of password security is supported?

### Operations:

1. How does the unit interface with the User and Installer world?
2. What is the operational difference between monitor A and B?
3. What is Triplex operation?
4. What is a bookmark and how is it used?
5. What is the purpose of the Zoom button?
6. What is the purpose of the Jog/Shuttle?
7. What is the built in copy device?
8. What is the HELP key?
9. What is the LOCK key?

### Search Functions:

1. What kind of search functions are supported?
2. Can I specify the cameras to include in a search?
3. Can I search data copied to a CD or other type of copy media?
4. What is motion search?
5. What is a Bookmark search?

#### Copy Functions:

1. What is the simplest way of copying needed data?
2. What copy devices are supported?
3. Can you copy all or can you select specific cameras?
4. Do you need special software to playback copied data?
5. Is copied data watermarked?
6. What is the difference between copy1 and Copy2?
7. What is the calculate function?

#### Protecting Data:

1. What is the purpose of the Protect Data function?
2. Can I unprotect data?
3. Can I view protected data?

#### PTZ Cameras:

1. How many PTZ cameras can be connected to the DVR?
2. What PTZ protocols are supported?
3. How are the PTZ cameras controlled?
4. Are PTZ presets supported?

#### Recording:

1. What is the total picture recording rate?
2. Are the per camera record settings Global or Independent?
3. What is the maximum and minimum recording rate per camera?
4. What kind of recording format is used and is there more than one file size?

#### Alarm Recording:

1. What kind of alarm triggering is supported?
2. Can you specify what cameras to record on alarm?
3. Are camera recording requirements of pictures per second and file size global or independent?
4. How many alarm inputs are supported?
5. How many alarm outputs are supported?
6. Are alarm relays supported?

#### Audio Recording:

1. How many audio inputs for recording are supported?
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4. Is the recording channel assignable or fixed?

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3. What is the difference between RECORDING PATTERN A-D?
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6. Why is the DVR beeping when I activate Timer recording?
7. What is SPECIAL in Timer recording?

#### Motion Detection:

1. What is the purpose of motion detection?
2. How many camera channels support motion detection?
3. Example of Motion Detection usage and settings?
4. Can I test my motion detect settings to ensure they are set properly?
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4. How many levels of password are supported and what are they?
5. How flexible is the multiplexer settings?
6. What is the difference between the display of output A and Display of output B?
7. Can the display be setup to show an alarm camera in full screen then go back to previous multiple display screen?
8. What kind of options do I have to identify cameras?
9. Is there a way to set the unit back to factory's original settings?
10. Is the Audio channel addressable to any camera?

#### Menu Data:

1. What's the purpose of the Menu Data Feature?
2. Can I save my DVR's menu programmed information?
3. Can I load different DVR menu information to 2<sup>nd</sup> DVR and fine tune the second DVR?

#### Systems Menu:

1. What is the System Menu?

#### COM/LAN

1. What is the COM/LAN sub menu?
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3. How do you connect multiple units together?
4. Does the DVR support DHCP?
5. What kind of network protocol is supported?
6. Is there any network software that comes with the product?
7. Does the DVR support web browser communications?
8. Why does the DVR reset when I change my IP address?

#### Hard Disk and other Memory Devices:

1. What is the minimum and maximum Hard Disk storage supported?
2. What kind of storage devices are supported?
3. Does the Hard Disk have to be formatted before installation?
4. Can any USB drive be connected to the USB port and work?
5. Can I partition the Hard Disk?
6. How do I add additional storage to my main recording area?

#### Network and Internet Information:

1. What kind of a network does the unit support?
2. What kind of a network port is used?
3. Can I connect to the unit via WEB browser?
4. What is the operational difference between a web browser connection and DX-PC55U application software?
5. How do I copy needed data to my PC via my network connection?
6. Why does the DX-PC55U take over my desktop when I launch the software and how can I get back my desktop?
7. What is the maximum bandwidth usage when connecting via DX-PC55U?
8. Is there a bandwidth throttle?
9. Is audio available via the network?

10. Can I control a PTZ camera via the network?
11. How many users can connect at one time?
12. How is priority set for control?
13. Is there a way if needed to disconnect all users and only allow one user to take over full control of the unit?
14. Can I connect to multiple units via one PC and use one PC screen?
15. Is there more than one operational mode for the DX-PC55U?
16. What is the Patrol function and how does it work?
17. Can I assign display patterns to function keys?
18. Is the DX-PC55U simplex, duplex or triplex?
19. Can I assign specific cameras to display patterns?
20. Can I program the DVR via the network connection?

#### General Questions:

1. What is a DX-TL4709U?
  - The DX-TL4709U is a 9 channel Triplex DVR that can Record, Live View and Playback at the same time on 1 monitor screen. The DVR records up to 120pps, using independent pictures per second recording and quality grade per channel. The unit comes with a built in CD/DVD and supports web browser and intelligent LAN/WAN software.
2. Is there more than one model available? And what is the difference between models?
  - There are three models, the basic difference is the internal Hard Disk capacity. Currently we have a 250GB unit (DX-TL4716U-250GB), a 500GB (DX-TL4716U-500GB) a 1TB unit (DX-TL4716U-1TB) and a 1.5TB (DX-TL4709U-1.5TB)
3. What kind of a digital video recorder is it? PC or imbedded
  - The DX-TL4709U is mostly imbedded. The DVR's OS is based on Linux but the unit is Mitsubishi proprietary and not seseptable to PC viruses.
4. How stable is the system?
  - Since it's developed around Linux, and does not run any PC software, the DVR is very stable and not affected by FAT32 type files or viruses.
5. Is the DVR simplex, duplex or triplex? Please define operations.
  - The DX-TL4709U is a Triplex DVR that can Record, Live view and Playback from any recorded channel on a single multiple display screen.

6. What is the picture resolution?
  - The DX-TL4709U picture resolution is 720X240 or 720X480 (user selectable).
7. What is the viewable display rate in single or multiple camera mode?
  - In Live mode, the DVR displays 60 fields or 30 frames (NTSC standard) and in recorded mode, the display rate is 720X240 or 720X480 depending on how the video was recorded.
8. How many cameras can be connected to the DVR?
  - The DX-TL4709U is a 9 camera recorder. Each camera input has a looping output where these outputs can be used as spot monitors.
9. Can you connect multiple units together?
  - Yes and No. Physically the DX-TL4709U cannot be cascaded, each DVR is stand alone. If you use the DX-PC55U application software you can display many DVR's in a single screen.
10. What kind of password security is supported?
  - The DX-TL4709U supports two types of lock functions. Simple Lock and Password lock. By Pressing LOCK button, Simple Lock is activated. Simple Lock locks out all functions of the DVR. Password Lock has three levels; each level provides different access to the DVR.

#### Operations:

1. How does the unit interface with the User and Installer?
  - The DVR uses a GUI (Graphical User Interface) which is mouse driven. The GUI is divided into 3 menu's User, Setup, and System.
2. What is the operational difference between monitor A and B
  - Both monitor A & B are intelligent, multiple display, triplex operation. The only difference between the two is that monitor B does not display the Menu.
3. What is Triplex operation
  - Triplex operation is where on a single multi display screen (4, 9) you can view live, playback from one channel and record at the same time.
4. What's the purpose for the bookmark.
  - A Bookmark is the ability to identify or mark when reviewing (playback) a point for future reference. The beginning of an incident for example can be Bookmarked. This bookmark can be used to protect this area, to search and also to copy.
5. What is the Zoom function?
  - Zoom is digital zoom, you can enlarge the image, 2X, 4X. You can also move around the enlarged image area.

6. What is the function of the Jog/Shuttle?
  - The Jog/Shuttle is used for playback functions only. When in Pause mode, you can fast forward or reverse. Also from Pause you can advance or reverse a field at a time. Also, when reviewing using the Shuttle you can lock the review speed by pressing Pause key.
7. What is the built in copy device?
  - The DX-TL4709U comes equipped with a built in CD/DVD +/-.
8. What is the HELP key?
  - The help key when pressed provides you information on the particular screen you are working with. Also, when an ALERT is displayed on the monitor screen, pressing the Help key will provide you information on why the ALERT is being displayed.

#### Operational Questions (Con't).

9. What is the LOCK button?
  - The DX-4509U supports two Lock modes, Simple Lock and Password Lock. The LOCK button is used to activate each of the two modes.

#### Search Function:

1. What kind of search functions are supported?
  - The DX-TL4709U supports 5 search modes, Time Date Search, Alarm List Search, Bookmark Search, Search by Motion and Find Data Storage Location.
2. Can I specify the cameras to include in a search?
  - The DX4509U allows you to specify a single or multiple cameras or channels to be used during the search function.
3. Can I search data copied to a CD or other type of copy media?
  - The DX-TL4709U allows you to search any recording supported device which include CD/DVD, USM memory and USB HDD.
4. What is motion search?
  - The DX-TL4709U support Motion Search where you can specify and area of the field of view of the recorded image and search for any movement in that area. For example if a laptop ended up missing and the last place it was seen was at a persons desk, you can select the desk as the area of motion and the search will bring-up any related video.
5. What is a Bookmark search?
  - Bookmark search uses any registered Bookmark as the point of reference and can retrieve the related video.

### Copy Function:

1. What is the simplest way of coping needed data?
  - The simplest copy process is utilizing the Bookmark function. When copying, simple select the bookmark numbers for the beginning and ending and select copy.
2. What copy devices are supported?
  - The DX-TL4709U comes with a built in CD/DVD, also, USB memory HDD and Jump drives can be used.
3. Can you copy all or specific cameras?
  - The DX-TL4709U copy process is very flexible, you can copy any needed camera or cameras. For example you can copy camera 1 or camera 3,5,7 and 9 and son on or you can copy all 9 at the same time.
4. Do you need special software to playback copied data?
  - The DX-TL4709U copies the needed playback video on to the target device. For example, when you copy a clip of video to a CD, the playback software is also copied.
5. Is copied data watermark?
  - The DX-TL4709U copies the watermark when it copies to one of the many copy devices. To verify the watermark, the media must be played back on a DX-TL4709U; it does not have to be the original DVR.
6. What is the difference between copy1 and Copy2?
  - The DX-TL4709U supports Copy and Backup functions. Copy 1 is the copy process where you can copy a small clip of video. Copy 2 is more of a back-up or archive process.
7. What is the calculate function?
  - The DX-TL4709U needs to know the size of the media being used for the copy process. When you select the storage device and calculate, the DVR looks at the media being used, evaluates the clip of video and informs you the size of the clip to be copied and it also provides you with the number of media pieces (CD/DVD) needed to complete the copy.

### Protecting Data:

1. What is protect data and how is it used?
  - The DX-TL4709U allows you to protect important data from accidentally being erased. Protect Data is the feature that allows you to select the data to protect, review and unprotect.

#### PTZ Cameras:

1. How many PTZ cameras can be connected to the DVR?
  - The DX-TL4709U supports up to 16 PTZ cameras, each camera input can also be connected to a PTZ camera.
2. What PTZ protocols are supported?
  - The DX-TL4709U supports a variety of PTZ protocols such as PELCO D, American Dynamics 422, BBV, Dennard, Elbex, GE, JVC, Omicron and Panasonic.
3. How are the PTZ cameras controlled?
  - The DX-TL4709U can control PTZ cameras in many different ways. Locally at the DVR, you can control the PTZ camera via Jog/Shuttle, via optional wired remote or via optional keyboard. Remotely you can also control the PTZ camera via DX-PC55U the application software that comes with every unit.
4. Are PTZ presets supported?
  - The DX-TL4709U supports functions that are supported by the PTZ camera. If the PTZ camera supports presets then they are also supported by the DX-PC55U software.

#### Recording:

1. What is the total picture recording rate?
  - The DX-TL4709U can record up to 240 pictures per second. The settings per camera can be set global or independent.
2. Are the per camera record settings Global or Independent?
  - The DX-TL4709U per camera settings are either global or independent.
3. What is the maximum and minimum recording rate per camera
  - The DX-TL4096U maximum per channel record settings is 30pps and minimum per channel record is .125pps.
4. What kind of recording format is used and is there more than one file size
  - The DX-TL4709U utilizes JPEG2000 as the recording compression. There are a total of 6 file sizes that range from L1-L6 where the smallest file size is 4K and largest is 30K.

### Alarm Recording:

1. What kind of alarm triggering is supported
  - The DX-TL4709U is very flexible and supports a variety of alarm triggering. Alarms can be triggered via external contact or Motion Detection or a combination of both.
2. Can you specify what cameras should record alarms?
  - The DX-TL4709U allows you to select specific or all cameras for Alarm recording. In addition, via the Alarm Plus feature you can also record alarms plus the none alarm cameras being used.
3. Are camera recording requirements of pictures per second and file size global or independent?
  - The DX-TL4709U Alarm channel recording can be set globally where all the cameras use the same pictures per second rate or independent where each channel can record different than the others.
4. How many alarm inputs are supported?
  - The DX-TL4709U has 9 external alarm inputs
5. How many alarm outputs are supported?
  - The DX-TL4709U has 9 Alarm outputs
6. Are alarm relays supported?
  - The DX-L4509U has 4 Alarm Relay outputs

### Audio Recording:

1. How many audio inputs for recording are supported?
  - The DX-TL4709U supports 1 channel for recording audio. This channel can be assigned to any camera video input.
2. What is the minimum picture record rate required to record audio?
  - The DX-TL4709U can record audio down to .25PPS.
3. When playing back from a PC, is audio and video in sync?
  - When playing back audio on a PC via the DX-PC55U FSM player, you can select Sync or none sync audio playback.
4. Is the recording channel assignable or fixed?
  - The DX-TL45009U audio channel can be assigned to any camera input.

## Schedule or Timer Recording:

1. What is Timer Recording?
  - The DX-TL4709U supports three types of recording, regular, alarm and Timer recording. Timer recording is where you can setup a time schedule that includes day of week, time of day, holidays and after hours for the DVR to follow. The DVR will then start recording when scheduled, stop, archive, switch to support specific cameras and more.
2. How many recording patters are supported?
  - The DX-TL4709U supports two Timer modes, pattern 1 and pattern 2.
3. What is the difference between RECORDING PATTERN A-D?
  - The DX-TL4509 has 4 recording patters A to D. The basic difference between Recording Pattern A to B through D is that recording pattern A is the only recording patter that can be used for regular recording. Regular recording is where you press the front panel REC Button. Patterns B to D and also A can all be used for Timer Rec. mode.
4. What is an application or operational example of schedule recording?
  - Typically, Timer recording is used for business that are open during the day and closed at night. In this example, Timer recording would be setup to record 8:00AM to 5:00PM under with all cameras and after hours from 5:00 PM to 8:00 AM the DVR would be setup to record only main areas like entrance, back door cameras. Also, you setup the DVR to archive recorded video on Saturday at 7:00PM.
5. How do I activate Timer Recording?
  - To activate Timer REC. on the DX-TL4516U simply press the Timer button found inside the front door.
6. Why is the DVR beeping when I activate Timer Recording?
  - You must first have the time and date set and the record program patter configured that will be used.
7. What is SPECIAL in Timer Recording?
  - Special in Timer recording is where you can specify the time that Special will follow. For example you can specify Friday at 8:00PM to Monday 8:00AM as Special. Then when you use Special the DVR will know to follow that time for the recording conditions you specify.

## Motion Detection:

1. What's the purpose for motion detection?
  - The DX-TL4709U uses motion detection to start alarm recording. Once the camera field of view mask is setup with the minimum number of pixels, motion threshold and sensitivity, when the set mask meets or exceeds the set parameters then the DVR will go into record mode. If the DVR is setup to record motion as an alarm then the DVR will record the video and update the alarm list with the new number.
2. How many camera channels support motion detection?
  - All camera channels can be setup for motion recording
3. Can I test my motion detect settings to ensure they are set properly?
  - When setting the various motion settings, the DX-4509U provides a Test mode which allows you to test your settings.
4. Can I set different patters in one motion mask?
  - The DX-TL4709U supports multiple patterns in the motion mask.
5. How many sensitivity levels are supported?
  - The DX-TL4709U supports 5 different levels of sensitivity settings
6. Will an alarm activated by motion send an email with an attached image?
  - The DX-TL4709U will send an email notification when its setup to record motion as an Alarm and when the DVR is programmed to send a notification to a specific email address or IP address. No image is sent. To send an image when an alarm occurs you must use the DVR rear Alarm input terminals and also setup the DVR's email notification.
7. What type of recording is supported by motion activity?
  - The DX-TL4709U support Alarm and Regular recording via motion. Regular recording does not record an alarm number in the alarm list.
8. When is an alarm list generated via motion recording?
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9. How can I interrupt motion recording to make changes to my record settings?
  - Yes, go into the "SET RECORD PATTERN" you are using and select "Alarm Input" to OFF. This will provide you with 5 minutes to make needed changes. After 5 minutes, this feature will turn back ON.

## System Information:

1. What is found in the SETUP/System Menu Settings?

- The DX-TL4709U utilizes a GUI menu system which is divided into 3 sub menus. The USER menu, the SETUP menu and the SYSTEM menu. The SETUP/System menu is part of the SETUP menu and is where you setup the clock, password, language, rear terminals, On Screen display, Audio and Reset to Factory settings.
2. Is auto daylight savings supported?
    - The DX-TL4709U supports Auto Daylight Savings. You can also adjust the date and time when Auto Daylights starts and ends.
  3. What are the rear terminals used for?
    - The DX-TL4709U has 4 Mode out and Call out rear terminals. In the Mode out mode, the rear terminals are used to monitor the DVR activity of Recording, Playing, Low Memory, Power, Alarm and LAN connection. When the DVR is set to monitor any of these modes, the DVR will send out a TTL signal that can be used by an alarm panel to trigger an alarm or notice condition. The CALL out terminals are used to monitor Normal, Alarm LPA and Copy2 recording. When the DVR is set to monitor any of these conditions and the threshold is met, a warning on the monitor and a TTL output is sent by the DVR to an alarm panel to trigger an Alarm.
  4. How many levels of password are supported and what are they?
    - The DX-TL4709U supports 3 password levels. The first level locks out all functions except for Password Lock release and Help button. The 2<sup>nd</sup> password level disables the DVR functions except the following. Front of unit – Power, REC/STOP, and Timer. On Remote controller – REC/STOP, and Timer button. Menu operations of SETUP Menu and System Menu. The 3<sup>rd</sup> Level locks out Menu operations of SETUP Menu and System Menu.
  5. How flexible is the multiplexer settings?
    - The DX-TL4709U Multiplexer settings are very flexible. The DVR supports two monitor outputs “A” and “B”. Both outputs can display multiple camera displays and support Triplex operation of Live, Playback and REC. on a single multiple display screen.
  6. What is the difference between the display of output A and Display of output B.?
    - The only difference between output “A” and “B” is that Output “B” does not display any the DVR’s menu.
  7. Can the display be setup to show an alarm camera in full screen then go back to previous multiple display screens?

- The DX-TL4709U can be setup to switch from normal display to display an Alarm channel and to go back to the normal display after the alarm.
8. What kind of options do I have to identify cameras?
    - The DX-TL4709U allows you to name each camera, number the camera or not display any camera ID.
  9. Is there a way to set the unit back to factory's original settings?
    - The DX-TL4709U has a RESET to FACTORY SETTINGS function which resets all menu settings except for Time and Day, Local and Communication Password and User ID and Hard disk partitioning are not changed.
  10. Is the Audio channel addressable to any camera?
    - The DX-TL4709U supports one channel of audio and this channel can be setup to support any of the 16 camera channels.

#### Menu Data:

1. What is the Menu Data use for?
  - The DX-TL4709U uses the Menu Data to copy or save a DVR's menu settings. For example, after the DVR has been programmed and all settings are done, save the settings to a CD or USB jump drive and you can reload the settings if the DVR is ever replaced or if someone changes the settings. Also, you can also upload the settings to another DVR that has similar settings and just fine tune the 2<sup>nd</sup> DVR for its unique settings.
2. Can I save my DVR's menu programmed information?
  - The DX-TL4709U uses the Menu Data feature to copy or save a DVR's menu settings.
3. Can I load different DVR menu information to 2<sup>nd</sup> DVR and make small unique changes the second DVR?
  - The DX-TL4709U uses the Menu Data to copy or save a DVR's menu settings. Also, you can also upload the settings to another DVR that has similar settings and just fine tune the 2<sup>nd</sup> DVR for its unique settings.

#### Systems Menu:

1. What is purpose of the System Menu?
  - The System Menu provides you access the Communication menu, the PTZ settings, the Service information screen, the Restore function, the Memory settings and it allows you to Clear Data from the various supported recording devices.

## COM/LAN

1. What's the purpose of this menu?
  - The COM/LAN is the sub menu where you can setup the DVR's various communication settings like LAN IP address and associated address and the RS-232 protocol.
2. What does the RS-232 port support?
  - The DX-TL4709U utilizes the RS-232 port for PC control of the DVR. This could be local or remote control only. No video is sent out this port.
3. How do you connect multiple units together?
  - The DX-TL4709U comes with the DX-PC55U LAN/WAN software which do allow you to connect to multiple DVR at the same time.
4. Does the DVR support DHCP
  - The DX-TL4709U supports Static IP address only.
5. What kind of network protocol is supported?
  - The DX-TL4709U supports TC/IP protocol
6. Is there any network software that comes with the product?
  - The DX-TL4709U comes with the DX-PC55U application software. This software is licensed free and can be loaded to as many PC's as needed. The DX-PC55U supports only Mitsubishi DVR's.
7. Does the DVR support web browser communications
  - The DX-TL4709U does support Web Browser communications
8. Why does the DVR reset when I change my IP address
  - The DX-TL4709U comes with the default static IP address of 192.168.000.100. When the IP, Subnet or Gateway are changed, the DVR resets enabling it to start using the new address.

## Hard Disk and other Memory Devices:

1. What is the minimum and maximum Hard Disk storage supported?
  - The DX-TL4709U at this time comes with 250GB, 500GB, 1TB or 1.5T
2. What kind of storage devices are supported
  - The DX-TL4709U comes with a built in - CD/DVD and supports additional add-on USB 2.0 HDD (DX-ZD6UE optional add-on drives) and USB Jump drives.
3. Does the Hard Disk have to be formatted before installation?
  - The DX-TL4709U does not require that add-on drives 1<sup>st</sup> be formatted. This is true for HDD, CD/DVD or Jump drives.

4. Can any USB drive be connected to the USB port?
  - The DX-TL4709U supports USB 2.0 Hard Disk Drives and Jump drives.
5. Can I partition the Hard Disk?
  - The DX-TL4709U allows for regular and alarm partitioning
6. How do I add additional storage to my main recording area?
  - When adding the optional DX-ZD6UE Hard Disk Drive, connect the add-on drive, 1<sup>st</sup> power the add-on drive and after 10 seconds power-up the DVR. Go to the SYSTEM/MEMORY #1 for Add/Remove HDD Device and select #2 External HDD and select “Settings”. When the HDD Management screen appears, click on the Free field of SB01 and SB02 until Main \*\* is displayed. Exit the Memory menu all the way out until the menu disappears from the screen. Go back to the HDD Management screen and check that the new add-on drives have been assigned the next logical position. Exit the menu and now you are ready to start using the new HDD storage.

#### Network and Internet Information:

1. What kind of a network does the unit support?
  - The DX-TL4709U has a built in 10/100Base-T port. LAN and WAN communication are supported
3. Can I connect to the unit via WEB BROWSER?
  - The DX-TL4709U supports both Web Browser and Application communication.
4. What is the operational difference between a web browser connection and DX-PC55U application software?
  - The Web Browser is for simple functions like view, playback and search and some programming. The DX-PC55U Application software is very powerful software that allows you to do everything that the Web Browser does and more. For example the DX-PC55U software has a Simple GUI layout where you can select display patters, drag cameras. The software is also duplex where you can view and Playback at the same time on the same screen. You can listen to live audio over the network with the DX-PC55U software, you can copy sections of video to your PC, you can program the DVR, control the DVR, connect to many other DVR's and load specific cameras from each and much more.
5. How do I copy needed data to my PC via my network connection

- To copy data from your DVR to your PC, launch and the DX-PC55U software and establish a connection. From the main window select the box next to the DVR No. When the Recorder Panel is displayed select the Section Down Load Icon. Input the time and date and cameras that have the needed video select if you want to also copy the FSM player which is needed to playback on a separate PC. Downloading will take place and inform you when complete.
6. Why does the DX-PC55U take over my desktop when I launch the Software and how can I get back my desktop
    - The DX-PC55U software has two modes of operation when launched. The Simple mode does take over your desktop. You can minimize the affect by changing your PC desktop “Task Bar and Start Up” settings to Auto-Hide the Task Bar. This will allow you to launch the desktop when you drag the mouse to the Task Bar area and select Show Desktop.
  7. What is the maximum bandwidth usage when connecting via DX-PC55U?
    - The maximum bandwidth used by the DX-PC55U is about 1MB.
  8. Is there a bandwidth throttle
    - The DX-PC55U does have a bandwidth throttle which allows you to fix the amount of bandwidth that can be used. The lowest setting is 30K and the highest setting is no limit.
  9. Is audio available via the network
    - One way live audio is available via the PC55U software. No Playback audio is available at this time.
  10. Can I control a PTZ camera via the network?
    - Yes, all PTZ cameras connected to the DVR, once configured can be controlled via the DX-PC55U software.
  11. How many users can connect at one time?
    - Up to 5 users can connect to the DVR using the DX-PC55U software. Up to 10 users can connect to the DVR via the Web Browser.
  12. How is priority for control assigned?
    - Priority access is provided by the system administrator. If two users have the same access, the first connected user has control.
  13. Is there a way if needed to disconnect all users and only allow one user to take over full control of the unit.
    - For emergency situations, the DX-PC55U software has a special port that can bump off all connected users and take over full control of the DVR.

14. Can I connect to multiple units via one PC and use one PC screen
  - Yes, with the DX-PC55U software you can connect to multiple DVR's and display various cameras in one PC screen.
15. Is there more than one operational mode for the DX-PC55U
  - The DX-PC55U has two operational modes, Simple mode is easy to use with a fix area for video display and controls are laid out for ease of use. Full mode is a mode that allows you to display various windows over the desktop.
16. What is the Patrol function and how does it work
  - The Patrol function allows you to setup the DX-PC55U software to go through a tour of various display patterns or even various DVR selected cameras.
17. Can I assign display patters to function keys
  - Yes
18. Is the DX-PC55U simplex, duplex or triplex
  - DX-PC55U is Triplex where the DVR can be recording, live view and also playback from any channel at the local pc screen.
19. Can I assign specific cameras to display patters
  - Yes
20. Can I program the DVR via the network connection
  - Yes