

DHT300 SERIES FAQ's

The Frequently Asked Questions apply to all DHT 300 Series family of Digital Video Recorders. This includes the DHT304 (404) (4 Channel), DHT309 (409) (9 Channel) and DHT316 (416) (16 Channel) units.

GENERAL

Q: What is a Triplex DVR?

The DVR allows the user to playback, record and view the cameras locally or over the internet simultaneously.

Q. What is the maximum Hard drive size supported?

The DVR has 2 HDD bays in storage, the maximum capacity is 300GB per bay.

Q. What type of hard drives and brands are compatible with the system.

Any major IDE hard drive brand works.

Q. I lost my Administrator password?

Call Tech Support at 1-846-344-4674 for assistance..

VIDEO

Q. What video resolutions and fps are supported by the DVR?

Three resolutions are available: 352 X 240 at 60 IPS , 704 X 240 at 60 IPS and CIF mode at 120 IPS

Q. When a BACKUP of video and with audio recorded is the Audio and video out of sync? Not, if you recorded the video channel at 30 fps.(30fps -> real time)

Q. Can I watch the recorded Video external to the DVR ?(another video device)

Recorded data is encrypted by a proprietary File format .If the PC has the proper CODEX installed the AVI conversion option will work properly . Use the Player Software supplied by the DVR to watch the recorded data.

Q. How many types of video outputs does the DVR support ?

The unit has type of 2 video outputs: The VIDEO OUT , and S-VIDEO OUT .

Q. How many video looping outputs are there on the DHT 300 series DVR's?

All the DHT300 comes with the video looping feature for each camera.

AUDIO

Q. How many audio channels can the DVR record simultaneously?

The DVR can record 1 audio channel . All video channels will be assigned to an unique audio channel.

DHT300 SERIES FAQ's

Q: How long can I record for?

This will depend on your hard drive size , IPS , resolution and Quality. See the **HDD calculator on the instruction manual for** information.

BACK UP

Q. How can I backup a video clip?

Using the backup feature you can record a video clip on a USB thumb drive.

Q. Does it support all USB devices?

For now the system can support only most of the USB thumb drives

OTHER

Q. Can I have PTZ (pan/tilt/zoom) controls on the unit?.

Yes , using the remote control you can move and control basic PTZ functions like, zoom, focus and iris.(Channel 1 only)

Q. What PTZ protocols are supported by the DVR ?

The DVR can support a PELCO D protocol only.

Q. How can I upgrade the system?.

From time to time the manufacturer may have a new Firmware available. You can upgrade your DVR using the USB port using a USB thumb drive.

Q. Does the DVR support the pre-alarm feature?

Yes, the DVR supports the pre-alarm function.

Q. Does the DVR support Motion detection?

Yes, the DVR supports motion detection.

Q. Can I combine motion detection, schedule and continuous recording?

No, the DVR cannot combine motion detection , schedule or continuous recording

OVER WRITE FEATURE

Q: How do I enable the over write function in the VCD unit?

Press the Setup button. Go to the HDD / REC SET menu and select the option HDD OVERWRITE. Select the option to Y.

NETWORK

Q : How many people can view the cameras simultaneously over the internet ?

Using the Remote viewer the limitation is 2 users. User 1 is the ADMIN and the second is for the GUEST .

DHT300 SERIES FAQ's

Q: What Ports are required for a LAN connection behind a ROUTER?
You can use any port but you have always to open 4 ports on the same sequential way.
The default ports to be opened are 4 ports: 5000, 5001, 5002 and 5003.

Q. Can I use a Dynamic IP address with this DVR on the internet ?
Using a third party service like www.dyndns.org it is possible to connect the DVR using a dynamic IP address on the internet. This feature is useful since the ISP offers a Dynamic IP address service connection.

Q. Can I use dial-up to view the cameras remotely?
Dial up is not recommended due the low bandwidth connection. It is recommended to connect the DVR to a LAN or a High speed internet connection for remote viewing.

Q. How can I check my actual IP address on the DVR?
You will find this on the SETUP Menu , go to System I menu to check the IP address.

NETWORK VIEWER

Q. Computer requirements.

- **Minimal Requirements¹:**
 - OS: **2000/XP**
 - CPU: **Pentium² III/Celeron³** 800MHz or higher
 - RAM: 128MB
 - VGA: 1024×768, 24bit color, **ATI** chipset or similar
 - Video RAM: 32MB or higher
 - LAN: 10/100 Ethernet
 - HDD: 20MB free space

- **Recommended Requirements⁴:**
 - OS: **Windows 2000/XP**
 - CPU: **Pentium4** 1.4GHz or higher
To display 4 channels with full motion, **Pentium4** 2GHz or higher is recommended
 - RAM: 256MB
 - VGA: 1024×768, 24bit color, full **DirectX** support, **ATI** chipset or similar
 - Video RAM: 64MB or higher
 - LAN: 10/100 Ethernet
3Com or **Intel** network interface cards are recommended
 - HDD: 20MB free space

Q. I can only see part of the Menu screen.
Your display resolution is maybe to low, try increasing the display resolution to 1024 X 728 or more.

¹ Specifications subject to change without prior notice

² Pentium is a registered trademark of Intel Corporation

³ Celeron is a registered trademark of Intel Corporation

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DHT300 SERIES FAQ's

Q. How can I save or Print a JPEG file from the DVR?

Using the Net Viewer you can save jpeg pictures.

Q. Can I view multiple locations?

No, you only can connect to one location at the time

Q. Can I minimize the software?

Yes , you can minimize it.

Q. Can I search events by date and time on the network ?

Yes, you can search by day and time

Q. Is this software Mac Compatible.?

The Net Viewer it is not Mac Compatible.

Q. Can I watch the cameras using the WEB Browser ?

This not possible, it is possible only using the network Viewer software.