Digia II

User Manual

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FCC compliance This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

You are cautioned that any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Regulatory $C\,\epsilon$ ISO 9001 Certified   ⊠

Contents

Preface

This is the GE *Digia II User Manual* for models Digia 204, Digia 209, and Digia 216. This document includes an overview of the product and detailed instructions explaining:

- how to install the unit; and
- how to set up the unit.

There is also information describing how to contact technical support if you have questions or concerns.

To use this document effectively, you should have the following minimum qualifications:

- a basic knowledge of CCTV systems and components; and
- a basic knowledge of electrical wiring and low-voltage electrical connections.

Read these instructions and all ancillary documentation entirely <u>before</u> installing or operating this product. The most current versions of this and related documentation may be found on our website. Refer to *Online publication library* on page 8 for instructions on accessing our online publication library.

Note: A qualified service person, complying with all applicable codes, should perform all required hardware installation.

Conventions used in this document

The following conventions are used in this document:

Bold	Menu items and buttons.
Italic	Emphasis of an instruction or point; special terms.
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
Blue italic	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.
`Monospace`	Text that displays on the computer screen.
	Programming or coding sequences.

Safety terms and symbols

These terms may appear in this manual:

CAUTION: *Cautions* identify conditions or practices that may result in damage to the equipment or other property.

WARNING: *Warnings* identify conditions or practices that could result in equipment damage or serious personal injury.

Chapter 1   Introduction

This chapter provides an overview of your Digia II, including things you need to know to begin configuring and using your Digia II.

In this chapter:

Product overview

Digia II incorporates all of the benefits of digital video recording, is simple to install, and operates similar to a VCR. Highly efficient compression technology and superior resolution for recorded images make the Digia II stand out among other DVRs.

Features

- Triplex operation for recording and playback.
- Built in MPEG-4 codec with configurable quality.
- Variable recording speeds of up to 120 frames per second NTSC and 100 frames per second PAL.
- Audio recording capabilities.
- Motion detection capabilities.
- Hard disk for internal storage.
- Easy-to-use control panel with common VCR and multiplexer functions.
- Onscreen menu operations with multiple language support.
- Real-time live display for all cameras.
- Easy archiving of video and remote viewer through USB port.

Front panel

Figure 1 shows the front of the Digia II.

Figure 1.   Digia II front panel
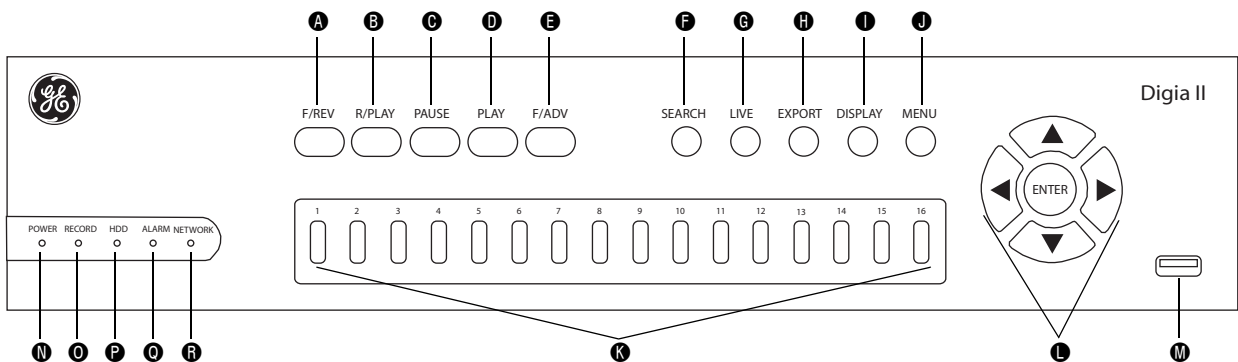
Ⓐ   F/REV. Fast reverse, or rewind, and also starts or increases reverse slow motion. Press this to rewind video or start or increase reverse slow motion .

Ⓑ   R/PLAY. Reverse playback. Press this to play back video in reverse.

Ⓒ   PAUSE. Press this to pause the playback of video. Use F/REV or F/ADV to start reverse or forward slow motion in increments of 1/32, 1/16, 1/8, 1/4, and 1/2 speed.

Ⓓ   PLAY. Press this to playback video.

Ⓔ   F/ADV. Fast advance, or fast forward, and also starts or increases forward slow motion. Press this to fast forward video or start or increase forward slow motion.

Ⓕ   SEARCH. Press this to start the search functionality.

G   LIVE. Press this to return to live video.

H   EXPORT. Press this to begin the export functionality.

I   DISPLAY. Press this to change the display to show 1, 4, 9, or 16 channels of video.

J   MENU. Press this to access the main menu.

K   Channel buttons. Press one of these buttons to bring up that video channel on the monitor in live video mode. Also use these to input numbers for passcode entry.

> **Note:**   There are 4, 9, or 16 channel buttons, depending on the model you have and how many channels of video it can support.

L   Directional buttons with enter button. Use these buttons to navigate through menus and press enter to indicate a choice.

You can also use the enter and directional buttons in combination to move the camera displays to different locations onscreen, freeze live video, or zoom in on live video. See *Enter and directional buttons* on page 27 for more information.

M   USB port. Use this in the export and firmware upgrade processes.

N   Power indicator.

O   Record indicator. Indicates that the hard drive is recording.

P   HDD or hard disk drive activity indicator.

Q   Alarm indicator.

R   Network access indicator.

Back panel

Figure 2 shows the back of the Digia II.

Figure 2.   Digia II back panel
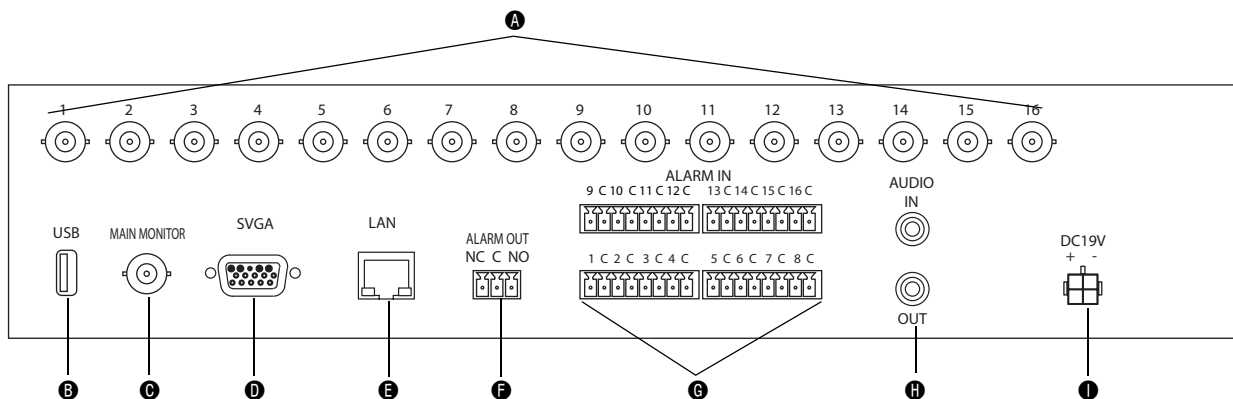
A   Camera inputs. Connect a camera to any one of these BNC connectors.

> **Note:**   The unit will automatically sense whether the video feed is NTSC or PAL on camera one. We recommend you connect a camera to the camera 1 connection.

B   USB port. Use this for exporting video and for firmware upgrades.

Ⓒ   Monitor output BNC. Connect this to a monitor to view Digia II output.

Ⓓ   SVGA connector. Connect a computer monitor to view a Digia II output.

Ⓔ   Ethernet port. Use an Ethernet cable to connect Digia II to a computer network.

Ⓕ   Alarm output connections. Connect to apprpopriate devices (siren, buzzer, etc.).

Ⓖ   Alarm input connections. Connect alarms here.

Ⓗ   Audio in/out. Connect speakers and/or microphone here.

Ⓘ   19 VDC power connector. Connect the power source here.

Monitor display

Figure 3 shows the Digia II monitor display.

Figure 3.   Digia II monitor display
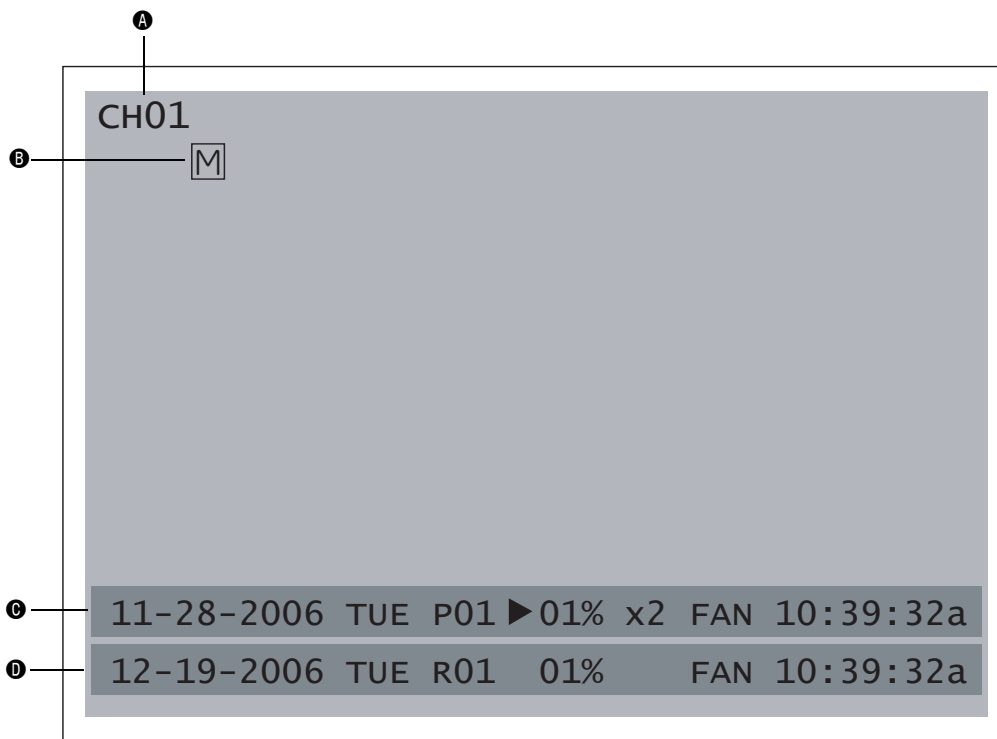
Ⓐ   Channel tag. Indicates the channel name.

Ⓑ   Event signal. Small icons indicate certain events for each channel. There are four different signals:
- A - An alarm event has taken place where this camera is located.
- M - A motion event has taken place where this camera is located.
- V - The video feed from this specific location has been lost.
- F - The fan in the unit is malfunctioning.
- H - The hard drive is malfunctioning.

Playback status bar. The playback status bar appears when you enable the OSD (onscreen display) in the *Display* menu. There are three parts to this display bar, which are:

- Record date - Displays the date when the video was recorded.
- P01 - Displays that video is currently playing back from the hard drive.
- Percentage - Displays the location on the hard drive where the video was recorded.
- Playback status - Displays the direction and speed of playback. Pause means the video is paused. > means normal playback speed. < means normal reverse playback speed. >> x N means N times fast playback speed. << x N means N times fast reverse playback speed. ||>> means forward slowmotion playback. <<|| means reverse slowmotion playback.
- Record time - Displays the time when the video was recorded.

C

Record status bar. The record status bar appears when you enable the OSD (onscreen display) in the *Display* menu. There are three parts which are:

- Current date - The current date.
- Record status - Shows R01, which means its recording the video feed to the hard drive.
- Percentage - Displays the amount of hard drive remaining.
- HDD/Fan status - Shows *No Disk* if no disk is installed, and/or *No Fan* if the cooling fan stops working.
- Current time - The current time.

D

Chapter 2 Installation

This chapter provides the steps to begin installing your Digia II.

In this chapter:

Installation

Be sure to install your Digia II in an area that secure, away from water, heat, dust, dirt, and other substances that may damage the unit.

To install Digia II, do the following:

1. Connect a camera to any one of the camera BNC connections.

2. Connect a microphone or another audio input device to the audio input connector.

3. Connect speakers or another audio output device to the audio output connector of the unit.

4. Connect an Ethernet cable from a computer network to the LAN port.

5. Connect a monitor to the main monitor BNC connector.

6. Connect any alarm inputs to the alarm input connectors. The alarm inputs can be:

   • Normally open (NO), where the relay contact is in an open state. When the contact is closed, an alarm is triggered from 1 to 60 seconds in duration.
   • Normally closed (NC), where the relay contact is in a closed state. When the contact is open, an alarm is triggered from 1 to 60 seconds in duration.
   • NO trans, where a relay is in an open state. When the contact is closed, an alarm is triggered and will remain until the contact is opened again.
   • NC trans, where a relay is in a closed state. When the contact is opened, an alarm is triggered and will remain until the contact is closed again.

7. Connect any alarm outputs to the alarm output connectors. The alarm output is a built-in relay offering three modes:

   • ALM-COM (common)
   • ALM-NO (normally open)
   • ALM-NC (normally closed)

   These can be used to trigger an external device such as an alarm panel or a siren.

8. Connect the 19 VDC power supply to the unit, and then connect it to the wall outlet.

If you'd like to install your Digia II in a standard 19-inch rack, you will need to order the rack mount kit (Digia2RK) separately.

Chapter 3   Setup

This chapter provides an description of your Digia II's main menu.

In this chapter:

Main menu

To access the main menu, press the **Menu** button. You will be asked for a passcode. Enter either your admin passcode, or your user passcode. The default admin passcode is 4444, and the default user passcode is 1234.

Note: If you log on with a user passcode, you will only be able to access the *Display* and *Information* menus, and the search and export features. All other menus and features will be inaccessible.

Use the directional arrows to navigate through the menu choices and press **Enter** to select the highlighted menu option (*Figure 4*).

Figure 4.   Main menu

```
            Digia II Menu

        1. Camera
        2. Record
        3. Schedule
        4. Alarms
        5. Network
        6. Display
        7. System
        8. Information
```
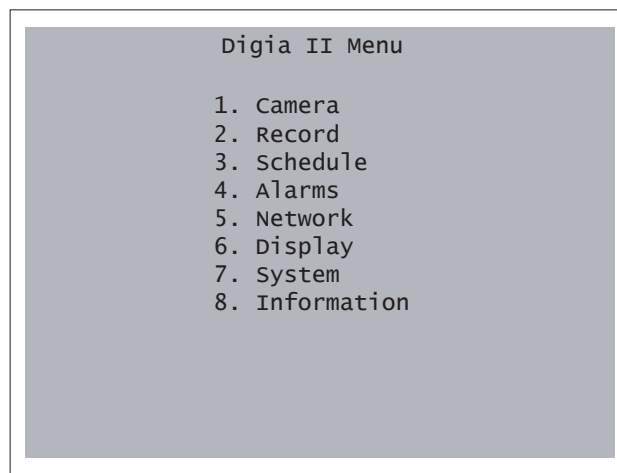
Camera

Figure 5 shows the *Camera* menu options.

Figure 5.   Camera

```
           Digia II Menu - Camera
  <<            Camera 1               >>
              Title  CH01_ _ _ _ _
          Recording  Continuous
         Frame Rate  1    f/s
      Quality Level  6-Highest
             Covert  ☐
      Sequence List  ☑
         DWELL time  03    Sec(s)
         Brightness  50  %
           Contrast  50  %
         Saturation  50  %
    Select EXPORT to Copy Settings
    Select DISPLAY to Paste Settings
```
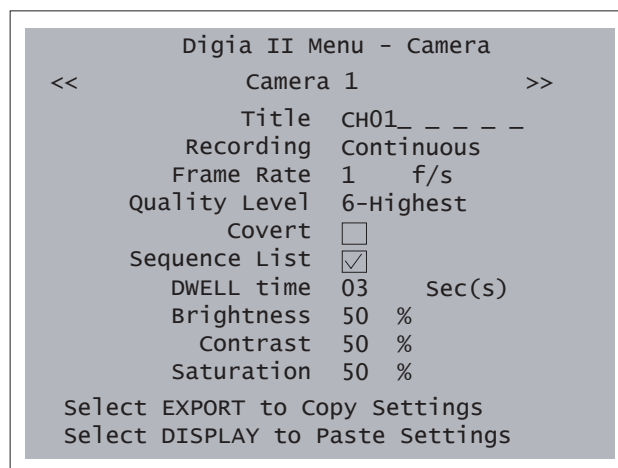
Table 1.   Camera submenu

Menu item	Description
Camera #	Each camera has its own submenu. The number of submenus depends on how many cameras your Digia II is capable of supporting.
Title	Set the title for the camera (up to 12 characters).
Recording	Set the recording method for this camera. Choose from Schedule, Disable, Continuous, or Alarms.
Frame rate	Choose the frame rate for this camera from 1 to 30 frames per second (fps).
Quality level	Choose the recording quality for this camera. Choose 1-lowest, 2, 3, 4, 5, or 6-highest.
Covert	Check covert to not show the video for this camera on a monitor. It will appear disabled.
Sequence list	Check sequence list to include this camera in the sequence list.
Dwell time	Set the dwell time between 1 and 99 seconds.
Brightness	Set the brightness level for this camera. Default is 50%.
Contrast	Set the contrast level for this camera. Default is 50%.
Saturation	Set the saturation level for this camera. Default is 50%.
Select EXPORT to copy settings.	Press the Export button to copy the settings from this camera submenu to the clipboard. Everything but the title is copied.
Select DISPLAY to paste settings.	If you copied settings from another camera submenu, press **DISPLAY** to paste those settings in the appropriate places on the current submenu.

Record

Figure 6 shows the Record submenu.

Figure 6.   Record

```
          Digia II Menu - Record

         Resolution   2CIF
         Pre-Alarm    ☑
             Audio    ☑
   Auto Delete Mode   Disable
    Disk Overwrite    Continuous
```
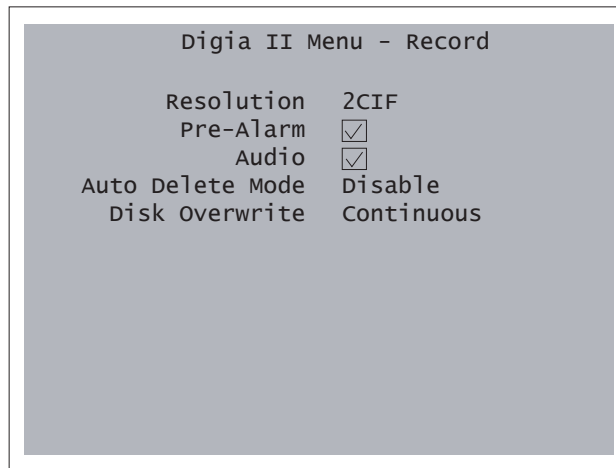
Table 2.   Record submenu

Menu item	Description
Resolution	Choose the resolution you want to record at. Choose from CIF, 2CIF, and D1/4CIF.
Pre-alarm	Check this box to record prealarm video.
Audio	Check this box to record audio.
Auto delete mode	Choose the interval at which to automatically delete footage. Choose disable or between 1 and 255 days.
Disk overwrite	Choose between continuous or no overwrite.
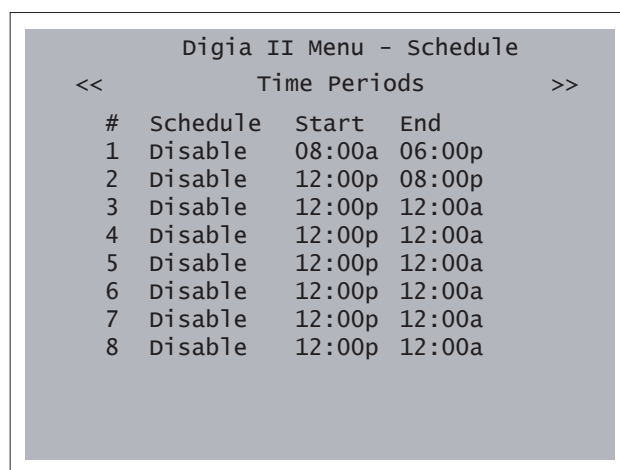
Schedule

The *Schedule* submenu has submenus of its own. Those menus are *Time periods* and a schedule menu for each camera.

Time periods

Figure 7 shows the *Time periods* submenu.

Figure 7. Time periods

```
        Digia II Menu - Schedule
  <<           Time Periods           >>
   #  Schedule   Start   End
   1  Disable    08:00a  06:00p
   2  Disable    12:00p  08:00p
   3  Disable    12:00p  12:00a
   4  Disable    12:00p  12:00a
   5  Disable    12:00p  12:00a
   6  Disable    12:00p  12:00a
   7  Disable    12:00p  12:00a
   8  Disable    12:00p  12:00a
```

Table 3. Time periods submenu

Menu item	Description
#	The list of schedules, in numerical order.
Schedule	Choose from Disable, Weekday, Weekend, Daily, and Monday through Friday.
Start	Set the start time.
End	Set the end time.

Camera # (1 - 16)

Figure 8 shows the *Camera* submenu.

Note: Your number of cameras will depend on which model of Digia II you have and how many cameras or channels it is capable of.

Figure 8.   Camera schedule

```
          Digia II Menu - Schedule
   <<                Camera 1                >>
   #  Schedule   Start   End     IPS   QL
   1  Disable    08:00a  06:00p  1     6
   2  Disable    12:00p  08:00p  1     6
   3  Disable    12:00p  12:00a  1     6
   4  Disable    12:00p  12:00a  1     6
   5  Disable    12:00p  12:00a  1     6
   6  Disable    12:00p  12:00a  1     6
   7  Disable    12:00p  12:00a  1     6
   8  Disable    12:00p  12:00a  1     6
```

Table 4.   Camera schedule submenu

Menu item	Description
IPS	Set between 0 and 3.
QL	Set between 1 and 6.

Alarms

Figure 9 shows the *Alarms* submenu.

Figure 9.   Alarms

```
        Digia II Menu - Alarms
  <<            Alarm 1              >>
                   Alarm  Disable
         Alarm Frame Rate  10  f/s
            Quality Level  6-Highest
           Alarm Duration  05  Sec(s)
              Sensor Type  NC
              Event Buzzer  ☐
        Alarm to Full Screen  ☐
           eMail Notification  ☐
                Video Loss  ☐
          Motion Detection  Disable
         Motion Sensitivity  7
   Select EXPORT to Copy Settings
   Select DISPLAY to Paste Settings
```
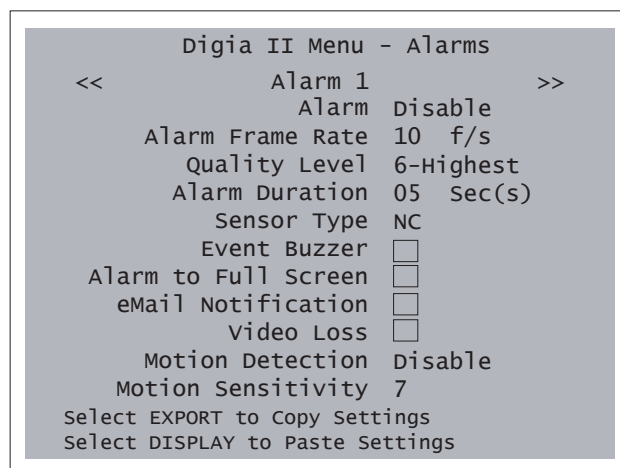
Table 5.   Alarms submenu

Menu item	Description
Alarm #	The current alarm being edited.
Alarm	Choose between Disable, Enable, and Global.
Alarm frame rate	Choose between off, 1, 2, 3, 4, 5, 6, 7.5, 10, 20, and 30 fps.
Quality level	Choose between 1-lowest, 2, 3, 4, 5, and 6-highest.
Alarm duration	Choose between 1 and 60 seconds.
Sensor type	Choose between NC, NO, NC Trans, and NO Trans.
Event buzzer	Check this box if you want to hear an alarm buzzer.
Alarm to full screen	Check this box if you want the video to become full screen when the alarm is triggered.
Email notification	Check this box if you want the Digia II to send an e-mail to a predetermined e-mail address when the alarm is triggered.
Video loss	Check this box if you want this alarm triggered when video is lost.
Motion detection	Choose between Disable, Partial, and Full. If you set it to partial, it will take you into the motion detection grid.
Motion sensitivity	Choose between 1-lowest, 2, 3, 4, 5, 6, 7, 8, and 9-highest.
Motion detection grid	Use the directional arrows to move the highlight square to a desired area. **Enter** toggles the cells on or off. When a cell is on, that area will be monitored for motion detection.

Network

The Network submenu has three of its own submenus. They are Network configuration, Network email, and Network DDNS.

Network configuration

Figure 10 shows the *Network configuration* submenu.

Figure 10. Network configuration

```
              Digia II Menu – Network
     <<        Network Configuration          >>
                    Data Port  00554
                    HTTP Port  00080
                 Control Port  01600
                Client Access  ☐
             Bandwidth Saving  8192

                 Network type  DHCP
                   IP Address  000.000.000.000
                  Subnet Mask  000.000.000.000
                      Gateway  000.000.000.000
                   DNS Server  168.095.001.001
```

Table 6.   Network configuration submenu

Menu item	Description
Data port	Default is 00554.
HTTP port	Default is 00080.
Control port	Default is 01600.
Client access	Check this box if you want to enable access to the Digia II over a network.
Bandwidth saving	Default is 8192 KB. Select between 10 and 8192 KB. This limits the bandwidth for the network stream.
Network type	Choose between Static and DHCP. DHCP will assign values to the IP, subnet, gateway, and DNS server values automatically.
IP	The IP address of the unit. If you choose static as a network type, you can set the IP address by highlighting the number you want to change, hit **Enter**, and then use the up and down arrow to change the values. Hit **Enter** again to set the number, then use the left or right arrows to move to another position and repeat to change that number.
Subnet mask	The subnet mask of the unit. If you choose static as a network type, you can set the subnet mask the same way as you set the IP address.

Table 6.   Network configuration submenu (continued)

Menu item	Description
Gateway	The IP address to the gateway router the unit is getting its network connection from. If you choose static as a network type, you can set the gateway the same was as you set the IP address.
DNS server	The IP address to the DNS server you wish to use. If you choose static as a network type, you can set the DNS server address the same way as you set the IP address.

Network email

Figure 11 shows the *Network email* submenu.

Figure 11. Network email

```
              Digia II Menu - Network
   <<              Network Email              >>
              SMTP Server  _ _ _ _ _ _ _
                           _ _ _ _ _ _ _
                SMTP Port  0025
            Authentication  ☑

                     User  _ _ _ _ _ _
                 Password  ***********

             Sender Email  _ _ _ _ _ _ _ _
                           _ _ _ _ _ _ _ _
                           _ _ _ _ _ _ _ _

           Receiver Email  _ _ _ _ _ _ _ _
                           _ _ _ _ _ _ _ _
                           _ _ _ _ _ _ _ _
```

Table 7.   Network email submenu

Menu item	Description
SMTP server	Enter the SMTP server address for your mail server.
SMTP port	Default is 00025.
Authentication	Check this box if your mail server requires authentication.
User name	Enter the user name for the SMTP server.
Password	Enter the password for the SMTP server.
Sender email address	Enter the email address you want the email to come from.
Receiver email address	Enter the email address you want the email to go to.

Network DDNS

Figure 12 shows the *Network DDNS* submenu.

Figure 12. Network DDNS

```
              Digia II Menu - Network
    <<            Network DDNS            >>
        DDNS Services  ☐
         DDNS Server  tzo.com

                 User  _ _ _ _ _
                       _ _ _ _ _
             Password  *****************
                       *****************
            Record ID  _ _ _ _ _ _ _ _

                 FQDN  _ _ _ _ _ _ _ _
                       _ _ _ _ _ _ _ _
                       _ _ _ _ _ _ _ _
                       _ _ _ _ _ _ _ _
```
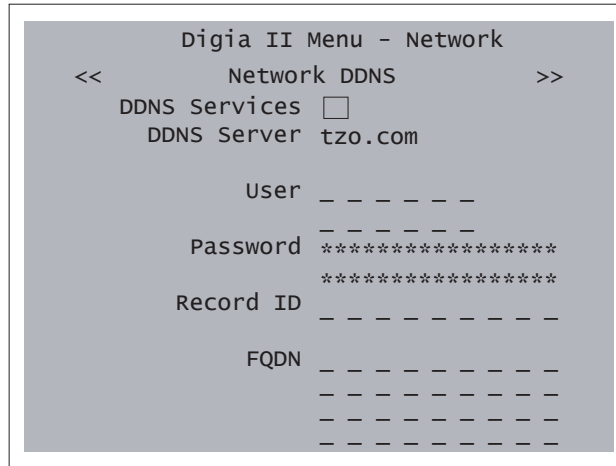
Table 8.   Network DDNS submenu

Menu item	Description
DDNS services	Check this box to enable DDNS service on the Digia II.
DDNS server	Choose between tzo.com, www.sitelutions.com, or www.dyndns.org. To set up an account, see those websites for more information.
User	Enter the user name of the DDNS account.
Password	Enter the password of the DDNS account.
Record ID	A record ID that your DDNS service may provide for you.
FQDN	Fully qualified domain name. Enter your fully qualified domain name here. Example: digia2.dyndns.com.

Display

Figure 13 shows the *Display* submenu.

Figure 13. Display


```
                Digia II Menu - Display


                        OSD   ☑
                  TimeStamp   Disable
                   Sequence   ☐
               Alarm Display  ☑
```
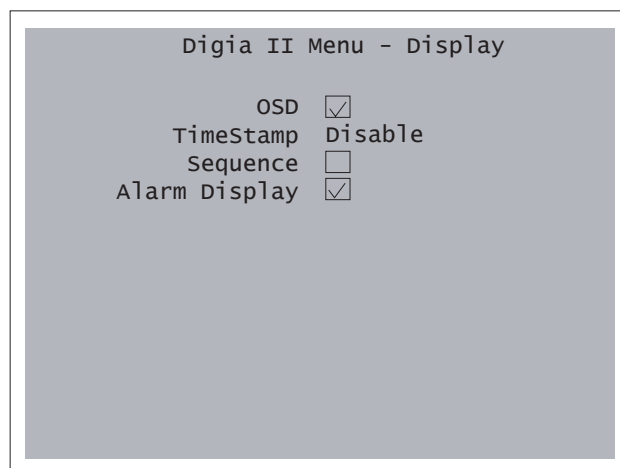
Table 9.   Display submenu

Menu item	Description
OSD	Check this box if you want the playback and record status bars to display.
Timestamp	Choose between Disable, Top, or Bottom to have the timestamping display. **Note:** If you enable timestamp, the timestamp becomes a permanent part of the recording and cannot be removed from recorded video.
Sequence	Check this box to enable sequencing. Sequencing will automatically switch the live view to the next available video feed where you have enabled *Sequence List* in the *Camera* menu. It will switch to the next feed after the defined dwell time interval.
Alarm display	Check this box to enable the alarm icons to display (A, M, V, F).

System

The System submenu has two submenus of its own. They are System date&time and System admin.

System date&time

Figure 14 shows the *System date&time*.

Figure 14. System date&time

```
          Digia II Menu - System
  <<           System Date&Time          >>
Date/Time Format  MM-DD-YYYY   12 HR
       Set Date  12-19-2006   TUE
       Set Time  03:06:54p
Daylight Savings  ☐
       Start On  APR    LAST    SUN
           From  02:00a to 03:00a
         End On  OCT    LAST    SUN
           From  03:00a to 02:00a
Time Synchronize  ☐
    Time Server  220.130.158.052
      Time Zone  GMT
  Time Update by  DAY
```
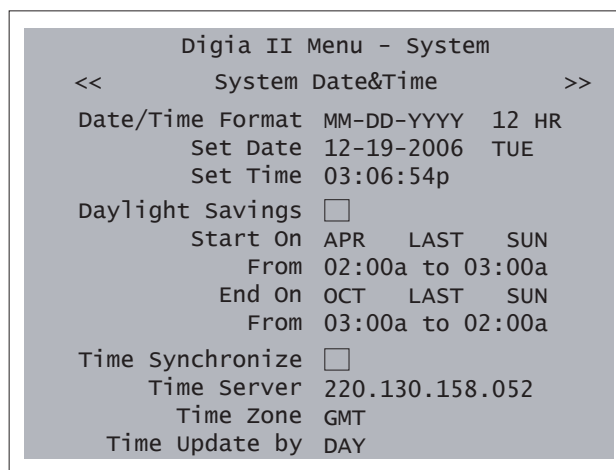
Table 10. System date&time menu options

Menu item	Description
Date/time format	Choose between MM-DD-YYYY, DD-MM-YYYY, and YYYY-MM-DD, and between 12 HR and 24 HR.
Set date	Set the current date here.
Set time	Set the current time here.
Daylight savings	Check this box if you want to enable daylight saving time. **Note:** If you are setting up daylight saving time, check this box last after you have specified all the other settings.
Start on	Choose the month that daylight saving time start. Also choose between last, 1st, 2nd, 3rd, or 4th, and then choose the day of the week it applies to.
From	Set the hour and minute at which you would like the time to change, and set the hour and minute you want the time to change to.
End on	Choose the month that daylight saving time ends. Also choose between last, 1st, 2nd, 3rd, and 4th, and then choose the day of the week it applies to.
From	Set the hour and minute at which you would like the time to change, and set the hour and minute you want the time to change to.

Table 10.   System date&time menu options (continued)

Menu item	Description
Time synchronize	Check this box if you want the Digia II to synchronize it's time clock to an external source.
Time server	Set the IP address of the external source you want to use as your time synchronizing server.
Time zone	Choose between GMT, GMT+(1, 2, 3, 3:30, 4, 4:30, 5, 5:30, 5:45, 6, 6:30, 7, 8, 9, 9:30, 10, 11, 12, and 13), and GMT-(12, 11, 10, 9, 8, 7, 6, 5, 4, 3:30, 3, 2, and 1).
Time update by	Select the time interval at which you want the system to update its time. Choose between day, week, and month.

System admin

Figure 15 shows the *System admin* submenu.

Figure 15. System admin

```
            Digia II Menu - System
  <<             System Admin              >>

              Language English
             OSD Color White
      Load/Save Setting NO
       Firmware Upgrade NO
             Delete HDD NO

        Admin Pass Code ****
                Confirm ****

         User Pass Code ****
                Confirm ****

      Network Pass Code ********
                Confirm ********
```
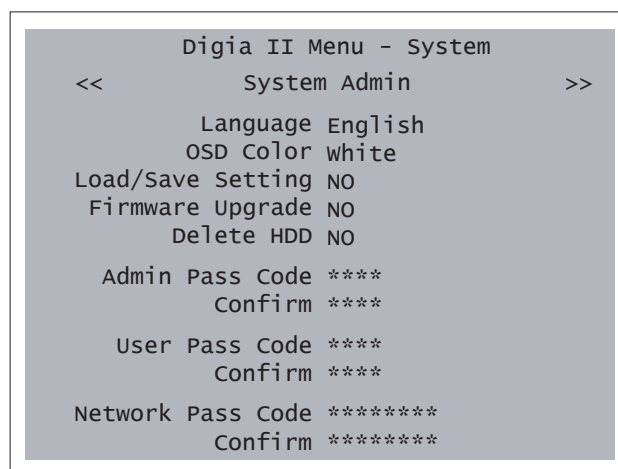
Table 11.   System admin submenu

Menu item	Descriptions
Language	English.
OSD color	Choose between white, black, red, yellow, magenta, and cyan.
Load/save setting	Press **Enter**, then up or down. Select whether you'd like to cancel the process, load defaults, load other settings, or save settings.
Firmware upgrade	With a USB device that has the new firmware on it plugged in, press **Enter**, then up or down. Enter the passcode (default is 4444). Your USB device must have atleast 5 MB of free space.
Delete HDD	Press **Enter**, then up or down. Enter the passcode (default is 4444). This will delete everything on the hard drive.

Table 11.   System admin submenu (continued)

Menu item	Descriptions
Admin passcode	Enter an admin passcode.
Confirm	Confirm the admin passcode.
User passcode	Enter a user passcode.
Confirm	Confirm the user passcode.
Network passcode	Enter a network passcode.
Confirm	Confirm the network passcode.

Information

Figure 16 shows the *Information* submenu.

Figure 16. Information

```
        Digia II Menu - Information

            DVR ID  _ _ _ _ _ _

   Firmware Version  0.9.28
          HDD Size  76 GB
        IP Address  000.000.000.000
       MAC Address  00:00:00:00:00:00
             Model  Digia II-16


Record Time
         From  11-30-2006    06:33:58a
           To  12-19-2006    03:13:04a
```
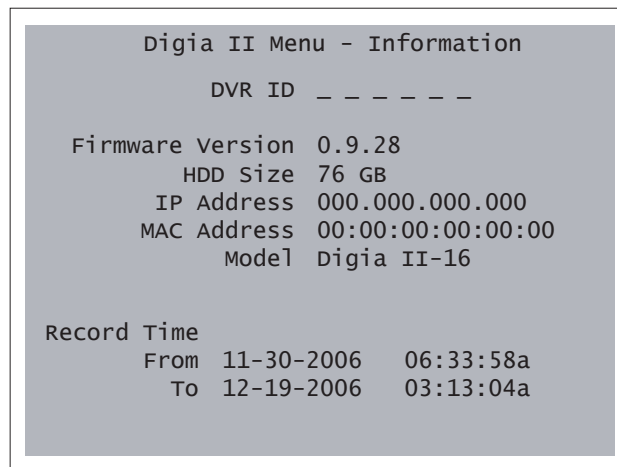
Table 12.   Information submenu

Menu item	Description
DVR ID	Enter a DVR ID.
Description	
Firmware version	Displays your firmware version.
HDD size	The size of the hard drive installed.
IP address	The IP address of the unit.
MAC address	The MAC address of the unit.
Model	The model number of the unit.

Table 12.   Information submenu (continued)

Menu item	Description
Record time	
From	The date the unit started recording.
To	Either the current date or the last date the unit was recording.

Search

Digia II allows you to search through your recorded video by a multitude of search criteria. To search your video, do the following:

1. Press the **Search** button on the front panel.

2. The *Search* menu displays (*Figure 17*). Choose whether you want to search by time or filters by highlighting the option next to *Search By* and pressing **Enter**. Press up or down to switch the option, and then press **Enter** again to set the choice.

Figure 17. Search

```
        Digia II Menu - Search
            Available Video
    Start   11-30-2006    06:33:58a
    End     12-19-2006    03:17:42p

        Search By    Time
        Date          Time
  From 12-19-2006  TUE  03:12:42p
            Camera  All
            Alarm  ☐
            Motion  ☐
        Video Loss  ☐
      System Event  ☐

      Press SEARCH to Start
```

3. If you choose *Time* as your search term, set the date and time you wish to search. Or if you choose *filtered* as your search term, choose the starting date and time, and the ending date and time you wish to search.

4. Select which camera you want to search. You can search any one camera or all cameras.

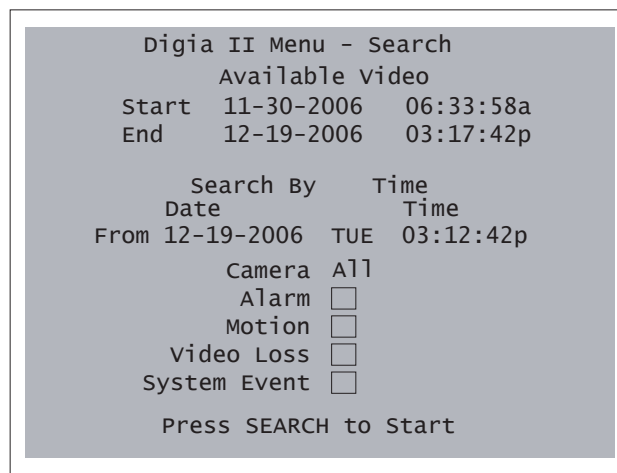5. Select whether you want to search for video that has alarms, motion, video loss, or a system event associated with it by checking the checkbox next to your desired search criteria.

6. Press **Search** again to start the search.

7. If you have any search results, they will appear on a new page labeled *Event list*.

8. Use the left or right arrows to navigate through multiple pages.

9. Use the up or down arrows to navigate through entries on a page.

10. Press **Export** to export any of the lists results. This will take you to the *Export* menu with the export start time set according to the event selected. The export end time will be set to the start time plus five minutes. See *Export* on page 26 for more information.

11. Highlight the video you wish to watch and press **Enter**.

12. The recorded video will display and you can control it through the VCR style controls on the front panel.

13. When you are finished viewing the video, press the **Search** button to return to the *Event list*, or press the **Live** button to return to live video.
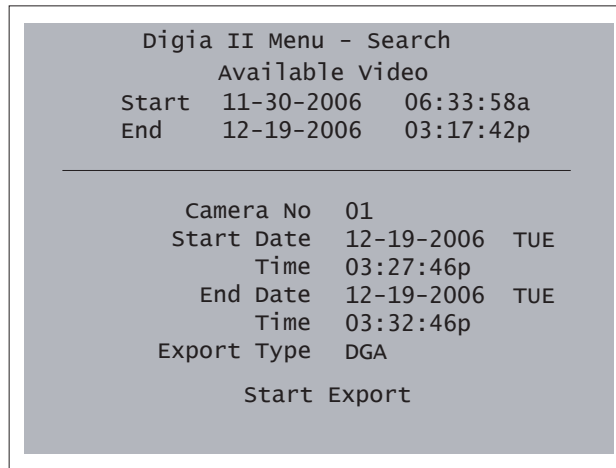
> **Note:**   When you are in the *Event list* page, you must hit **Menu** to escape out to the *Search* menu.

Export

You can export recorded video in a file to a USB device. To export recorded video, do the following:

1. Press the **Export** button on the front panel of the Digia II.

2. The *Export* menu will display telling you what video is available to export (*Figure 18*).

Figure 18. Export

```
           Digia II Menu - Search
               Available Video
      Start   11-30-2006    06:33:58a
      End     12-19-2006    03:17:42p


          Camera No   01
         Start Date   12-19-2006   TUE
               Time   03:27:46p
           End Date   12-19-2006   TUE
               Time   03:32:46p
        Export Type   DGA

               Start Export
```

3. Select the camera view that you want to export.

4. Set the start date of the recorded video that you want to export.

5. Set the start time of the recorded video that you want to export.

6. Set the end date of the recorded video that you want to export.

7. Set the end time of the recorded video that you want to export.

8. Set the export type. Choose from DGA, AVI, or DGA+player.

9. Highlight *Start Export*, and press **Enter** to begin the export process.

The file will be created with the following naming format:

```
CH##-YYYYMMDDHHMMSS-YYYYMMDDHHMMSS
```

CH## stands for the channel number that recorded this video. The first YYYYMMDDHHMMSS is the start time in year, month, day, hour, minute, and seconds that the recording started. The second YYYYMMDDHHMMSS is the end time in year, month, day, hour, minute, and seconds that the recording ended.

Enter and directional buttons

You can use the Enter and directional buttons for a variety of tasks.

Shuffle camera views

In a multiple-channel display mode, you can customize where each camera view is displayed. To shuffle the camera views, do the following:

1. Press **Display** until you are in the multiple-channel view you want to be in. You must at least be in the 2 x 2 display. If your unit is capable of more channels, you can also be in the 3 x 3 or 4 x 4 display.

2. Press **Enter** once. *Select* should appear in your upper left video display (*Figure 19*).

Figure 19. Shuffle views

CH01	CH02
Select	
CH03	CH03
12-19-2006 TUE R01 01% FAN 10:39:32a	

3. Use the directional buttons to move the *Select* to the video display you'd like to change.

4. Once you are in the channel you want to change, press the channel number of the video channel you would like to display in this area.

    For instance, if you want channel 2 to display in the area normally showing channel 1. Press **Enter** to show the *Select* message. Then press **2**. Channel 2 will now display where channel 1 was, and channel 1 will display where channel 2 was (*Figure 20* on page 28).

Figure 20. Shuffled view

```
┌──────────────────────┬──────────────────────┐
│ CH02                 │ CH01                 │
│                      │                      │
│                      │   Select             │
│                      │                      │
│                      │                      │
│                      │                      │
├──────────────────────┼──────────────────────┤
│ CH03                 │ CH03                 │
│                      │                      │
│                      │                      │
│                      │                      │
│                      │                      │
│   12-19-2006  TUE  R01    01%      FAN    10:39:32a │
└──────────────────────┴──────────────────────┘
```
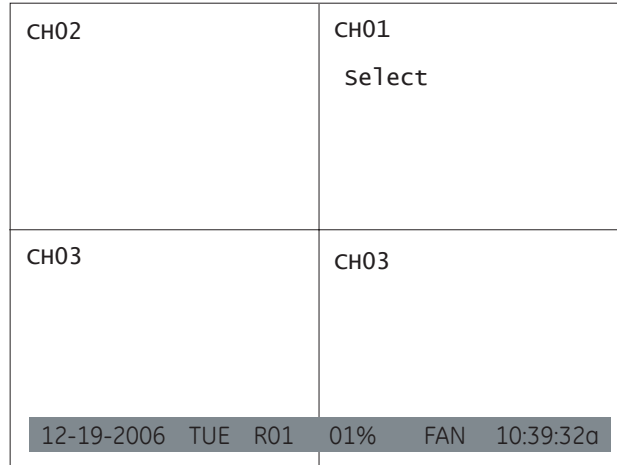
5. After you make your first switch, the *Select* message moves to the next channel (*Figure 20*). Repeat steps 3 and 4 above to customize the display as much as you'd like.

6. When you are finished, press **Enter** again.

The unit will remember your customized views for all displays (2x2, 3x3, or 4x4).

Freeze or zoom in on live video

If you'd like to freeze your live video display or zoom in on the live video, do the following:

1. Press **Display** until you are showing only one channel of video. You may also choose the channel you want to display with the channel buttons.

2. Press **Enter** to freeze the video (*Figure 21* on page 28).

Figure 21. Freeze

```
┌─────────────────────────────────────────────┐
│ CH01                              [FREEZE]   │
│                                              │
│                                              │
│                                              │
│                                              │
│                                              │
│                                              │
│                                              │
│                                              │
│                                              │
│   12-19-2006  TUE  R01    01%      FAN    10:39:32a │
└─────────────────────────────────────────────┘
```
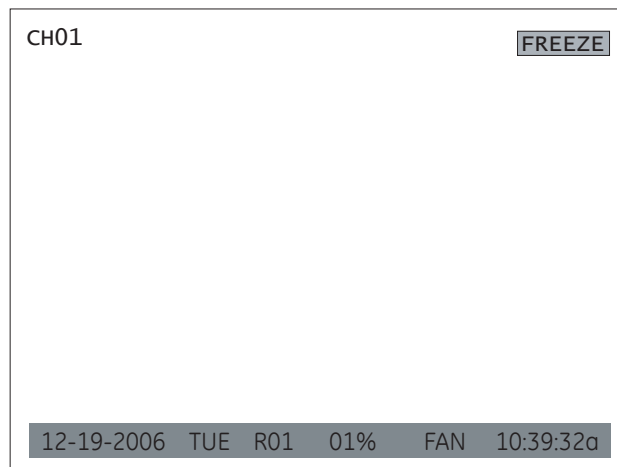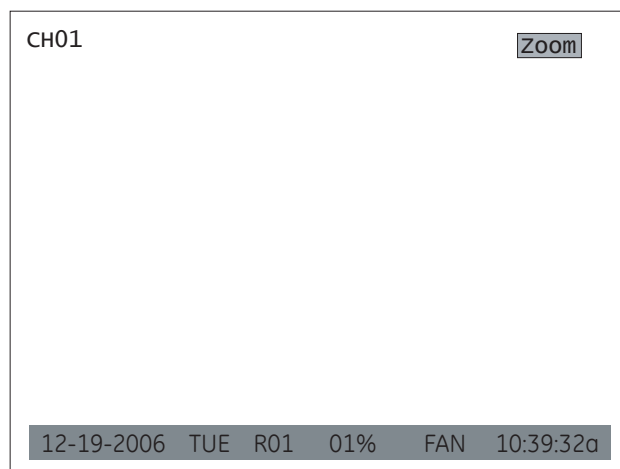
3. Press **Enter** again to unfreeze the video and zoom in on live video (*Figure 22* on page 29).

Figure 22. Zoom in

4. Use the directional buttons to navigate through the zoomed in screen.

5. Press **Enter** again to exit back to regular live video.

Chapter 4   Troubleshooting, maintenance, support

This chapter provides information to help you contact technical support in case you need assistance with your GE equipment.

In this chapter:

Troubleshooting

This section provides information to help you diagnose and solve various problems that may arise while configuring or using your GE product and offers technical support contacts in case you need assistance. (See *Contacting technical support* on page 34.)

Troubleshooting your Digia II

- *I cannot log onto Digia II main menu.*

  1. Make sure you are using the correct admin passcode (default: 4444) or user passcode (default: 1234).

     Note: The admin passcode will grant you access to all of the menus and allow you to configure all of the options. The user passcode will only allow you access to the search, export, display, and information menus.

  2. If the default passcodes do not work, try 1111.

  3. If no passcodes work, contact technical support. Once you have access to the menus, set the admin passcode and user passcode.

- *I cannot upgrade the firmware on my Digia II.*

  When downloading the firmware files, Windows may add a .dat file extension, or another file extension, depending on your version of Windows. It does this because Windows does not recognize the file type. If this happens, the firmware upgrade process will not work. To solve this, simply edit the file name of the firmeware upgrade file and remove the .dat file extension.

  Also, make sure there is enough room on the USB device. The firmware upgrade process requires approximately 5 MB of free space.

- *I cannot record at 30 fps.*

  The unit supports up to 30 fps recording at D1 resolution, 60 fps recording at 2CIF resolution, and 120 fps recording at CIF resolution. The unit distributes these frames across all the enabled channels evenly (when the recording mode is set to continuous, schedule, or alarms) so that if you are recording at 2CIF (60 fps) with four channels enabled, each channel will be capable of recording up to 15 fps. By default, all channels are enabled and recording at 2CIF resolution. If you have a 4 channel unit, you can either:

  - Disable two of the four channels to be able to record at 30 fps on any channel at the default resolution of 2CIF; or,
  - Change the recording resolution from 2CIF to CIF.

  If you decide to record at D1 resolution on that same four channel unit, then you will need to disable three of the four channels to be able to record at 30 fps.

- *My USB device is not recognized by the Digia II.*

  When you export video, you should insert the USB device into the USB port prior to the final step. This provides time for the Digia II to recognize the device. Some devices may not be compatible. Try a different brand, or contact technical support.

- *I want to export video to a CD-RW or DVD-RW drive.*

  The Digia II supports external optical burners via the USB 2.0 port. Check *www.gesecurity.com* or contact technical support for the latest list of compatible optical drives.

- *The Digia II boots up to a startup screen and does not progress to live mode.*

  The Digia II runs a self-diagnostic test upon powering up. If something is detected as a failure, such as the fan, hard drive, or Ethernet, the unit may not boot completely. Contact technical support.

- *DVR only records for a few hours*

  If motion recording is not properly set up, this problem will arise. To set up motion recording, see (*Alarms* on page 15).

  The DVR will record at a lower frame rate when there is no motion, which will conserve hard disk space. When motion is detected by a camera, the DVR will record at a higher frame rate. This will ensure a higher resolution during motion events playback.

- *The monitor displays no picture.*

  1. Make sure that the equipment is wired properly (Refer to your installation documentation for assistance).

  2. Make sure that all of the wires used are working properly.

  3. Verify that the recorder is getting the correct amount of power.

- *There is no display coming from one of the channels on the DVR.*

  1. Veryify that the problem is coming from the recorder or the camera. Take a working camera and plug it into the port that seems to not be working properly. If you see a picture, the original recorder or camera is faulty.

Contacting technical support

For assistance installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, you may contact technical support during normal business hours (Monday through Friday, excluding holidays, between 5 a.m. and 5 p.m. Pacific Time).

Table 13. Service and support contact information

	Customer service	Technical support
Phone	**Toll-free:** 888.GESECURity (888.437.3287) in the US, including Alaska and Hawaii; Puerto Rico; Canada. Outside the toll-free area: 503.885.5700.	
E-mail	*gesecurity.customerservice@ge.com*	*nstechsrv@ge.com*
Fax	888.329.0331	888.329.0332

Note: Be ready at the equipment before calling for technical support.

Online publication library

Another great resource for assistance with your GE product is our online publication library. To access the library, go to our website at the following location:

> *http://www.gesecurity.com*

In the **Customer Support** menu, select the *Resource Library* link. After you register and log on, you may search through our online library for the documentation you need.[1]

---

1.   Many GE documents are provided as PDFs (portable document format). To read these documents, you will need Adobe Reader, which can be downloaded free from Adobe's website at *www.adobe.com*.

Appendix A Defaults

This appendix provides a list of the default settings for the Digia II.

In this appendix:

Defaults

Table 14 lists the default settings for each property in the Digia II.

Table 14.   Default settings

Camera settings	
Title	CH##_____
Recording mode	Continuous
FPS	1
Quality level	6
Covert	Disabled
Sequence list	Enabled
Brightness	50%
Contrast	50%
Saturation	50%
Record settings	
Resolution	2CIF
Pre-alarms	Enabled
Audio	Enabled
Auto delete mode	Disabled
Disk overwrite	Continuous
Schedule settings	
Schedules	All time periods disabled

Table 14.   Default settings (continued)

Alarms settings	
Alarm	Disabled
Alarm frame rate	10 fps
Quality level	6
Alarm duration	5 secs
Sensor type	NC
Event buzzer	Disabled
Alarm to full screen	Disabled
Email notification	Disabled
Video loss	Disabled
Motion detection	Disabled
Motion sensitivity	7
Network settings	
Data port	00554
HTTP port	00080
Control port	01600
Client access	Enabled
Bandwidth savings	8192 KB
Network type	DHCP
SMTP port	25
Authentication	Disabled
DDNS services	Disabled
DDNS server	tzo.com
Display settings	
OSD	Enabled
TimeStamp	Disabled
Sequence	Disabled
Alarm display	Enabled

Table 14. Default settings (continued)

System settings	
Date format	MM/DD/YYYY
Time format	12 HR
Daylight savings	Disabled
Time sychronize	Disabled
Language	English
OSD color	White
Admin passcode	4444
User passcode	1234
Network passcode	33333333
Information	
DVR ID	_____