

CamControl WM

Software

(English)

Version 1.7

CamControl WM Software Manual



Limited Warranty

This handbook of the HeiTel Digital Video GmbH documents the current technical state of the described products. We attempt to describe them as thoroughly and explicitly as possible to make working with our products as simple as possible. This manual may nevertheless include technical inexactitudes and misprints. Due to the speed of technological development, we reserve the right to include technical alterations and developments without special advance notice.

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Contents

1	How to use this manual	7
	Conventions	7
2	Introduction	9
3	Installing the software	13
3.1	Hardware and software requirements	13
3.2	Licensing terms	14
	Demo version	14
	Requesting a device-specific license key	14
	Entering the licence key	15
3.3	Installing the software	16
3.3.1	Installation using a PC	16
	Installation steps on the PC	16
	Installation steps on the mobile device	17
3.3.2	Installation on the Windows Mobile Device	18
3.4	Starting the program	18
3.5	Updating the software	18
3.6	Uninstalling the program	19
4	Working with CamControl WM	21
4.1	Starting the program	21
4.2	The program interface	22
	Start screen or offline view	22
4.3	Connecting/disconnecting	24
4.3.1	Connecting	24
4.3.2	Terminate connection	24
4.4	Configuring the transmitter index	25
4.4.1	Adding, changing or deleting transmitter entries	25
	Adding transmitter entries	26
	Editing transmitter entries	27
	Deleting transmitter entries	27
4.5	Connecting	28
	Cancelling a connection attempt	28
4.6	Accessing live images	29
4.6.1	Live image display for transmitters without PTZ functions	30
4.6.2	Live image display for transmitters with PTZ functions	31
	Additional PTZ functions	31
4.7	Accessing archive images	33
4.7.1	Continuous recording	35
4.7.2	Event recording	37
	Event selection by time	37
	Event selection using navigation elements	38

5	General notes	41
5.1	Known problems, general	41
	No CamControl WM entry in the Programs directory in Windows Mobile ..	41
	Controls are shown incorrectly after changing the format or are not accessible	41
5.2	Known problems, device-specific	41
	HERM200 from HTC	41
6	CamControl WM error messages	43
7	Software Licence Contract	45
8	Addendum	49
8.1	Chronologic CamControl WM history	49

1 How to use this manual

This manual provides you with information about all the functions and options of the HeiTel Software **CamControl WM**. The software is used for the operation and alarm verification of image transmitters. This manual refers to the scope of features in the current **CamTel SVR** and **CamDisc SVR** devices as well as the operation of the devices **CamDisc HNVR**, **Cam4mobile**, **CamDisc SVR s** and **CamServer 2**, which are for the most part identical.

Creation date of the manual This manual for the **CamControl WM** software was revised in November 2009. In the course of the ongoing further development of our products, the functionality of the **CamControl WM** is also being expanded on a continual basis. Information that could not be included in the manual at the time of printing can be found at the end of the manual in the section containing late-breaking information (see ["Addendum" on page 49](#)).

Version information The current software version of **CamControl WM** replaces all previous versions. The software has been approved for the following Microsoft operating systems: Windows Mobile 5 and Windows Mobile 6

Conventions

Highlighting References to product names, dialogue boxes, buttons or drawings appear in bold (e.g. **CamControl WM**, **CamDisc SVR**, **CamTel SVR**, **OK**, **Connect**).



Comments and special instructions are presented in grey boxes. Exclamation points indicate particularly important passages or remarks.

Orientation The key words and program symbols in the left page margin should help you navigate throughout the text and to locate passages you have read earlier.

Thank you for using this software product. We hope you are satisfied with our efforts.

2 Introduction

Thank you for choosing a HeiTel product. Years of experience in developing and manufacturing CCTV software and hardware have resulted in this well thought-out and reliable product, designed for a wide range of applications.

Competent digital video partner

HeiTel has been a pioneer in digital image archiving technology and remote digital video surveillance since 1990 and has now become an internationally recognised manufacturer in the field. Rapid developments in all areas of hardware and software have made possible the development of increasingly complex and functional systems.

Digital image archiving

Our range of digital image archiving equipment includes **CamDisc SVR**. The flexibility offered by removable hard disks for purposes of decentralised access using conventional PCs makes it a cost-effective product for recording digital video with all the features expected on the market.

Remote digital video transmission

All our products can be connected to the public telecommunications network (ISDN, PSTN, GSM) or a computer network (TCP/IP) and can therefore be operated remotely. The saved video images can be quickly and comfortably accessed in spite of the still relatively low bandwidth of the telephone network. The transmission of live images makes it immediately possible to view the area monitored. Our systems open up completely new areas of application and additional markets.

Burglary or false alarm?

Our range of devices also includes our **CamTel SVR** products. With an external modem or an optionally integrated **ISDN Card / PSTN Card**, we provide you with easy-to-install, high-quality products for remote video surveillance. The recording of images from before the actual alarm was triggered provides you in mere seconds with solid grounds for making alarm verification decisions.

Powerful receiver software

The core of our products is the **CamControl LITE** software, which allows you to configure and access all HeiTel products. This software product is included with our hardware and is available in various languages. Using typical personal computers, it allows you to install and operate our products with ease.

Integrated evaluation software

With our **CamControl PLAYER** you can evaluate and process archived images quickly and conveniently. The **CamControl PLAYER** software allows you to evaluate both PC receiver archives and video recordings on **CamDisc SVR** removable hard drives. The software is a stand-alone product and is available free of charge. It allows third parties (police, public prosecution service, etc.) to review original files in order to preserve evidence or suchlike.

Professional video management

CamControl PRO is the latest development of our proven receiver software. This Windows software makes it possible to receive up to nine transmissions simultaneously and the images to be displayed at the same time on a monitor for alarm verification or routine checks - ideal for security centres or applications with complex requirements.

Control station integration

We are consistently developing our product philosophy even further. We now also offer the option of integrating our systems into existing control centres

in order to implement optimal alarm and video management with regard to alarm verification.

Video control station In the **Event Management System (EMS)**, HeiTel offers its own autonomous control station solution. This client-server system has up to 21 operator stations and provides you with a high-performance alarm management tool that features dynamic alarm processing and an alarm database.

This control station solution can be expanded using the products **EMS Site Map** (interactive site map management) and **EMS TAPI** (program interface for telephony applications).

Mobile access The **CamControl WM** software rounds off the portfolio and allows current HeiTel products to be used. This software makes it easy to access and control our products using Windows Mobile-based smartphones and PDAs.

CamControl iPhone software is offered with virtually identical functionality for the Apple iPhone and iPod touch devices in Apple's App Store.

Thank you for your interest in our products. We hope to continue serving you as a valuable partner in the future.

You can use the following HeiTel devices with CamControl WM:

Digital video transmission systems with local continuous recording:

CamDisc HNVR Hybrid image storage for mixed operation of up to 10 analogue or IP cameras, removable hard drive for continuous recording with adaptive multi-track management, Multi-Unicast server for network and dial-up connections and access via the communication connections

CamDisc SVR s Digital **real-time** image storage with up to ten video inputs, removable hard drive for continuous recording with adaptive multi-track management, Multi-Unicast server for network and dial-up connections and access via the communication connections

CamServer 2 Digital **real-time** image storage with up to ten video inputs, hard drive for continuous recording with adaptive multi-track management, Multi-Unicast server for network and dial-up connections and access via the communication connections

Cam4mobile Digital image storage for mobile use with up to ten video inputs, removable hard drive for continuous recording with adaptive multi-track management, Multi-Unicast server for network and dial-up connections and access via the communication connections

CamDisc SVR Digital image storage with up to ten video inputs, removable hard drive for continuous recording with adaptive multi-track management, Multi-Unicast server for network and dial-up connections and access via the communication connections

Digital video transmission systems

CamTel SVR Digital image transmitter with up to ten video inputs, Multi-Unicast server for network and dial-up connections and access via the communication connections

3 Installing the software

CamControl WM is a control and alarm verification software for the current HeiTel **CamDisc HNVR**, **CamDisc SVR s**, **CamServer 2**, **Cam4mobile**, **CamDisc SVR** and **CamTel SVR**.

These devices must be available for use with **CamControl WM** via an Internet connection.

CamControl WM is a piece of software that can be installed on smartphones or PDAs running Windows Mobile 5 or Windows Mobile 6. The software offers the following features:

- Remote access to the previously mentioned HeiTel image transmitter with these features:
 - Live picture control
 - Archive picture access
 - Remote switching functions
 - Remote control of pan-and-tilt systems or dome cameras

3.1 Hardware and software requirements

In order to install and operate **CamControl WM**, the hardware must meet the following minimum requirements.

Minimum requirements for PDA or smartphone

- ARMv4 processor
- Microsoft Windows Mobile 5 or Windows Mobile 6 operating system
- Display resolution 240 x 320 pixel and 480 x 640 pixel
- For active operation: Communications link of the smartphones or PDA to the Internet or company network via GSM, UMTS/3G, HSDPA, WLAN etc.
- For software installation: Microsoft ActiveSync 4.1 or Microsoft Windows Mobile Device Center 6 (see ["Minimum requirements for installation PC" on page 13](#))
- For live view and archive evaluation of video systems with IP cameras a minimum of 20 MB free RAM is required: (see **Start/Settings/System/Memory/Main**)

Minimum requirements for installation PC

- Operating system Microsoft Windows Vista, XP, 2000
 - For Microsoft Windows 2000 and XP: Synchronisation software Microsoft ActiveSync 4.1; recommended version ActiveSync 4.5
 - For Microsoft Windows Vista: Windows Mobile Device Center 6

Minimum requirements for current HeiTel video systems

- Device firmware V1.60 or newer
 - Accessibility via Internet connection
 - Activation of the functionalities **Web Server** and **Web API** via **CamControl LITE** or **CamControl PRO** software



(see **Recorder settings/Connections/Network (TCP/IP)**)

Recommended firmware for HeiTel video systems

- Device firmware version 1.78 or higher (includes Web Server v1.18 and Web API v1.4)
 - For video systems with older firmware versions, the Web API v1.3 is used automatically.



For HeiTel video systems with IP cameras, device firmware V1.78 or later is essential.

3.2 Licensing terms

The purchase of a license entitles the user to installation and operation on one PDA or smartphone (see “Software Licence Contract” on page 45).

Demo version

The current version of the **CamControl WM** software (version 1.3 or later) must be purchased and requires a license key.

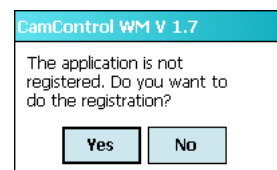
Demo mode

After installation, **CamControl WM** can be used for 30 days.

The time remaining for the demo is displayed in the offline view of the software in the window title.



After the 30 day trial period has expired, you will be prompted to enter the license key. Pressing **Yes** takes you directly to the **License Manager** (see “License Manager” on page 15). Pressing **No** quits **CamControl WM** immediately.



To ensure uninterrupted use of the **CamControl WM** software, make sure to obtain a license key for your Windows Mobile device before the 30 day trial period has expired.

Requesting a device-specific license key

The **CamControl WM** software continues to be available as a download. Using an online form on the HeiTel website (<http://www.heitel.com/>) you can request a download link.

Along with the link you will receive an order form in PDF format to purchase a device-specific license key.

Order form

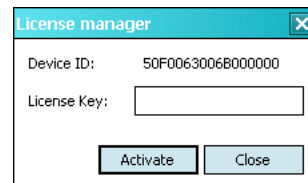
In addition to several other pieces of information, the **Device ID** of the Windows Mobile device you would like to use with **CamControl WM** is needed.



Please note case sensitivity of the **Device ID**!

Device ID The **Device ID** is displayed in the **License Manager** dialogue.

- Start the **CamControl WM** program.
- In offline mode, go to **Menu/License Manager** to open the **License manager** dialogue.
 - After the 30 day trial period has expired, the **License Manager** can only be called up from the dialogue for entering the license key (see above).
- Enter the **Device ID** displayed in the license manager on the order form for the license key.
- Return the order form to HeiTel, taking into consideration the distribution chain (end customer/installer/dealer).



Entering the licence key

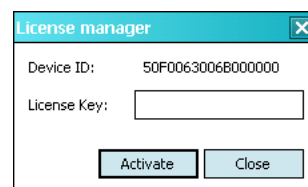
Your dealer will send you a licence key that is valid only for the device having the **Device ID** specified on the order form.



This licence key cannot be transferred to other devices.

License Manager

- Open the **License manager** dialogue as described in the previous step (see [“Requesting a device-specific license key”](#) on page 14).
- Check whether the **Device ID** of the HeiTel license certificate matches your Windows Mobile device.
- Enter the license key into the respective field in the **License manager** dialogue.
- Pressing the **Activate** button completes the licensing process of the **CamControl WM** software.

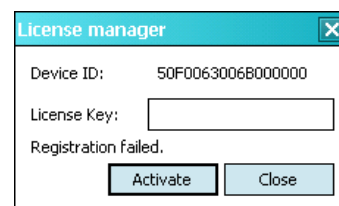
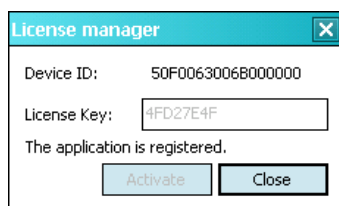


If the license key is incomplete or incorrect, the software will not be activated and the **License Key** field will be cleared.

- Next, close the **License manager** dialogue.

Registration information

Status messages in the **License manager** program window indicate whether or not registration was successful:



3.3 Installing the software

CamControl WM is provided with an installation routine that detects the operating system of the installation PC in order to perform the installation with ActiveSync or the Windows Mobile Device Center (see “Installation using a PC” on page 16).

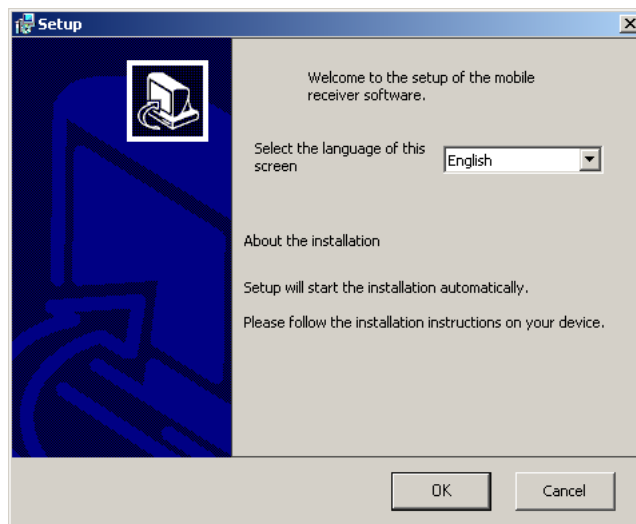
As an alternative, you can run the CAB file included with **CamControl WM** after transferring it to the Windows Mobile device using the file explorer (see “Installation on the Windows Mobile Device” on page 18).

3.3.1 Installation using a PC

Proceed as follows:

Installation steps on the PC

- Open ActiveSync or the Windows Mobile Device Center and connect to your smartphone or PDA.
- To install **CamControl WM**, run the Setup.exe file on your PC.

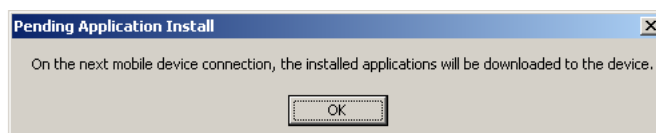


- From the pull-down menu, choose the language version (English or German) for the **Setup** dialogues and instructions.

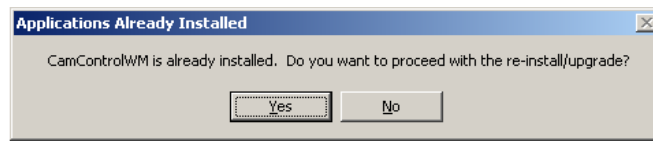


If ActiveSync or the Mobile Device Center are not installed correctly, the **OK** button is deactivated. The software cannot be installed if this is the case.

- Continue by pressing **OK**.
- ActiveSync or the Mobile Device Center will start with the **software** installation dialogue.
If your smartphone or PDA is not connected to the PC at this time, you will see the following message:

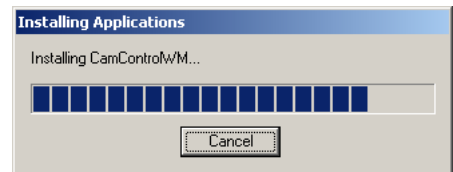


- If the software is already installed on your mobile device, you will also see a corresponding message:



Decide whether you would like to perform a re-installation or an upgrade.

- This dialogue provides information about the progress of the installation.
- After the software has been copied, you must perform additional installation steps on the mobile device. Confirm the corresponding dialogue by pressing **OK**.



Installation steps on the mobile device

- If a version of the **CamControl WM** software was installed, confirm the message to uninstall the previous version from your mobile device by pressing **OK**. The installation will continue.
- Finally, you must select the language version for **CamControl WM**.



The selected language cannot be changed later. You can only change the language selection when performing an update or new installation.



Confirm your selection by pressing **OK**.

- Finally, you will see a message notifying you of the successful installation. Close this window by pressing **OK**.

The installation is now complete.

If an installation was not possible with this method, please use the alternative described in the following section.

3.3.2 Installation on the Windows Mobile Device

If the installation was not possible as described in the previous section, please perform the installation as follows:

- Copy the CamControlWM.CAB file to your mobile device.
- Locate this file using the **File Explorer**.
- Open the file CamControlWM.CAB.
- Follow the instructions described in the previous section (see [“Installation steps on the mobile device”](#) on page 17).

3.4 Starting the program



Start the program by going to the menu **Start/Programs/CamControl WM** (see [“Starting the program”](#) on page 21).

3.5 Updating the software

Before performing an update, it is recommended that you back up the configuration file from the previous version of **CamControl WM** to a directory of your choice. Or, you can copy the file to the installation PC using ActiveSync.

Once you have installed the latest version of **CamControl WM**, copy the backed-up configuration files to the program directory of the newly installed receiver software.

You should back up the following files before an update:

Configuration file \Program Files\CamControlWM\ccwmsettings

Telephone directory \Program Files\CamControlWM\senderlist

The program path (\Program Files\CamControlWM) is the default setting. You can not change this to anything you like during the software installation. The path is determined by the installation routine.

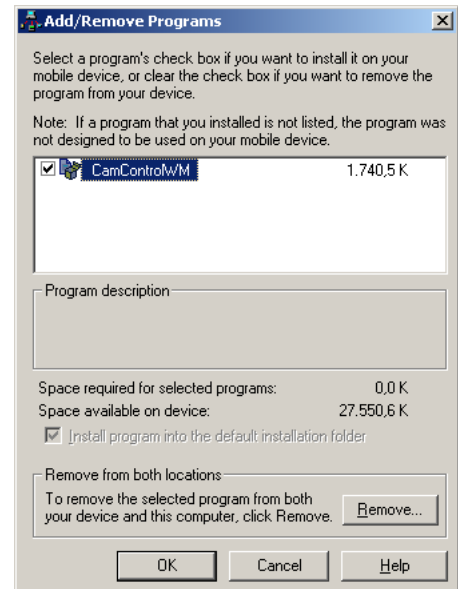
3.6 Uninstalling the program

There are several ways to uninstall the program from the computer:

Uninstalling the program using ActiveSync or the Mobile Device Center.

Uninstall using ActiveSync or the Mobile Device Center (if the software was not previously installed in this way):

- Open ActiveSync or the Windows Mobile Device Center and connect to your smartphone or PDA.
- In the program window of Microsoft ActiveSync, open the **Tools** menu and select **Add/Remove Programs**.
- Select the program **HT CamControlWM**.
- Deactivate the corresponding check boxes in order to remove only **CamControl WM** from your mobile device. Confirm your selection by pressing **OK**.
A new installation using the **Software** option in ActiveSync is possible in this way.
- Select the program **HT CamControlWM** and choose **Remove** if you would like to uninstall the program both from your mobile device as well as from your installation PC (desktop). To confirm this, press **OK** in the following confirmation prompt.
 - The software will be uninstalled.



Uninstalling the program from the mobile device

Uninstall the program by going to **Start/Settings/System/Remove Programs**.

- Select **HT CamControl WM**.
- Press **Remove** to confirm uninstalling the software.
- Confirm the following prompt with **Yes** to continue uninstalling the software.



4 Working with CamControl WM

CamControl WM is a powerful software program that provides you with a variety of functions for alarm verification, routine monitoring and the operation of the remote control system. Using intuitive dialogue boxes, you can configure **CamControl WM** to meet your own needs. The software automatically detects the active digital image transmission system and adjusts its functions and display accordingly. This minimises operational errors and incorrect configuration, and also guarantees ease of use.



4.1 Starting the program



After you have successfully installed **CamControl WM** on your PC, start the software with the program icon **CamControl WM** in the directory **Start/Programs**.

After starting the program for the first time, a shortcut for **CamControl WM** may be added to the **Start** menu.

4.2 The program interface

The program interface changes depending on the display format. This allows an optimum display of the information for the relatively small display dimensions and resolutions of mobile devices.

In general, **CamControl WM** is designed for devices operated in the portrait format. However, the software can be operated with devices in landscape format as well. In this case, the control elements are arranged differently and smaller where necessary.

Efforts were made to ensure that the images displayed in the picture area are as easy to recognise as possible with both formats.



When switching from portrait to landscape format or vice-versa while running the **CamControl WM** software, it is possible that controls are displayed incorrectly or cannot be found.

When switching between formats, you should therefore close the software first and then restart it.

Some displays of the timestamp (date and time) depend on the language of the operating system and are not affected by the **CamControl WM** software. This means, for example, that English date and time formats can appear in a German installation and vice-versa.

Start screen or offline view

Offline view After installing **CamControl WM**, the software displays the start screen shown above. The application was optimised for a typical Windows Mobile monitor resolution of 240 x 320 pixels or 480 x 640 pixels.

Program bar/Window title bar In the program bar to the right, next to **Start** icon, the program name **CamControl WM** including the current version, is displayed in offline mode.

In the window title bar, you will see the program name **CamControl WM**. For an active connection to a transmitter from the transmitter list, the transmitter name stored there is displayed (see [“Configuring the transmitter index” on page 25](#)).

Display area Below the program bar is the display area. In offline mode, only the **CamControl WM** background is displayed.

The size of this area in portrait format is 240 x 180 pixels, which corresponds to a 4:3 display ratio at a monitor resolution of 240 x 320 pixels.

At a display resolution of 480 x 640 pixels, the size of this area in portrait display is 476 x 356 pixels, corresponding to a 4:3 display.



Selection area of transmitter list

In the **Transmitter** pull-down menu, select a transmitter that you previously created in the transmitter index. After the initial installation there usually are no transmitters. As a result, the **Connect** button is greyed out (inactive).

Menu bar In the left part of this bar you will generally see a context-dependent **Menu** button. Under some circumstances, this button can also be assigned to other functions.
The right part of the bar is used for a variety of functions. This button is not used in offline view.

4.3 Connecting/disconnecting

You can use **CamControl WM** to start a connection to transmitters that are available via the Internet. It is not possible to connect to transmitters that are only available via dial-up connections (modem or ISDN connections).

The program does not provide for automatic tours or the acceptance and processing of alarms or routine calls.

4.3.1 Connecting

Connect

You connect to a transmitter by clicking on the **Connect** button after you have selected the desired device in the **Transmitter** pull-down menu.

Transmitter

CamDisc SVR10 #1	▼
CamDisc SVR10 #1	▲
CamDisc SVR10 #2 PTZ	☰
CamDisc SVR4 #3	□
CamDisc SVR4 #4	□
CamTel SVR10 #1	▼



4.3.2 Terminate connection

If you would like to terminate the current connection, select the **Disconnect** option to the bottom of the menu bar under **Menu**.



Similar to **Internet Explorer Mobile**, the current connection will not be disconnected after exiting the application. Please disconnect from the Internet manually.

4.4 Configuring the transmitter index

Using **CamControl WM** you can only actively establish a connection to a transmitter. Each individual transmitter entry in the transmitter index represents an option for establishing a connection (see “Connecting” on page 24).

Accessing the transmitter index

You can only open the transmitter index for editing when there is no connection to a transmitter.

In the menu bar under **Menu**, select the **Transmitter index ...** option.



4.4.1 Adding, changing or deleting transmitter entries

The **Transmitter index** dialogue appears as follows:

■ Transmitter:

Unique symbolic name for the transmitter

- You can select existing transmitters in this field.

If there are no transmitter entries, only the **Add** button will be active; the **Delete** and **Change** buttons will be greyed out.

■ IP or URL of transmitter:

IP address or web link of the transmitter

■ User:

User for access to the transmitter, if necessary

■ Password:

Password for access to the transmitter, if necessary



The following characters must not be used in entries for transmitter data. It is therefore impossible to enter this symbol accordingly:

- "|": ASCII Code 124 or 7C_{hex}

Delete, Add and Change

Use the **Delete** (see “Deleting transmitter entries” on page 27), **Add** (see “Adding transmitter entries” on page 26) and **Change** (see “Editing transmitter entries” on page 27) buttons to access functions for editing the **Transmitter index**.

Cancel and OK

The **Cancel** button in the menu bar lets you discard changes you have made to the parameters; the **OK** button saves the modified **Transmitter index** to your device.

Editing transmitter entries

Change

Select the desired transmitter entry and press the **Change** button to modify the existing entry.

You can modify all entries except those whose **Transmitter names** are greyed out. The **Change** procedure is analogous to the **Add** procedure (see “Adding transmitter entries” on page 26).



Discard and Save These two buttons let you complete the input dialogue:

- **Discard:**

The current data that was added/modified is not saved.

- **Save:**

The current transmitter entry is saved in the transmitter index.

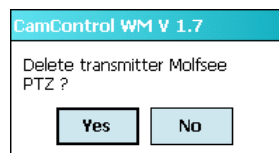
Cancel and OK The **Cancel** button in the menu bar lets you discard changes you have made to the parameters; the **OK** button saves the modified **Transmitter index** to your device.

Deleting transmitter entries

Delete

Select the desired transmitter entry and press the **Delete** button to delete the entry from the transmitter index.

After a confirmation prompt, the corresponding entry is deleted from the transmitter index.



Cancel and OK The **Cancel** button in the menu bar lets you discard changes you have made to the parameters; the **OK** button saves the modified **Transmitter index** to your device.

4.5 Connecting

Connect

You connect to a transmitter by clicking on the **Connect** button after you have selected the desired device in the **Transmitter** pull-down menu.

Transmitter

CamDisc SVR10 #1	▼
CamDisc SVR10 #1	▲
CamDisc SVR10 #2 PTZ	☰
CamDisc SVR4 #3	□
CamDisc SVR4 #4	□
CamTel SVR10 #1	▼



Automatic connection

If your Windows Mobile device is not connected to the Internet (your device is not connected via 3G or HSDPA), then **CamControl WM** dials in similarly to how **Internet Explorer Mobile** creates this connection.



Similar to **Internet Explorer Mobile**, the current connection will not be disconnected after exiting the application. Please disconnect from the Internet manually.

Cancelling a connection attempt

Cancel

During the connection attempt, this process can be interrupted with **Cancel**.

Prolonged connection attempts caused by incorrect or erroneous address entries, for example, can be cancelled in this way.

If necessary, check that corresponding transmitter data (see ["Editing transmitter entries" on page 27](#)).



4.6 Accessing live images

Display variations Depending on the range of features of the selected transmitter, **CamControl WM** offers two variations of live image display:

- **Live image display for transmitters without PTZ functions:** [page 30](#)
- **Live image display for transmitters with PTZ functions:** [page 31](#)

Transmitter without PTZ functions



Transmitter with PTZ functions



No video signal or inadequate video signal

HeiTel video systems indicate a lack of video signal or an inadequate video signal in the following ways:

Live camera with no video signal

If a camera is selected when no video signal input is connected, the missing video picture is indicated by the HeiTel device with the symbol shown here.



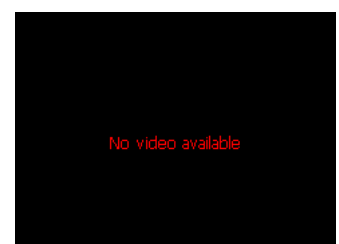
Covered live camera

If a camera is selected where its lens is covered, the missing video picture is indicated by the HeiTel device with the symbol shown here.



No live image of an IP camera

If a camera channel is selected whose live image is to be supplied by an IP camera and its HeiTel device does not receive any such images, the message **No video available** will be displayed. Possible causes are indicated in the section on the IP camera configuration in the manual for **CamControl LITE** or **CamControl PRO** software.



4.6.1 Live image display for transmitters without PTZ functions

After establishing the connection (online view), instead of the program name **CamControl WM**, the name of the transmitter saved in the transmitter index is displayed in the window title bar. Below the window title bar, the live image of the first camera of the selected transmitter is displayed. A separate line contains the pull-down menus **Camera** and **Quality**. Below this are buttons for controlling the relay where applicable. Finally, there is the menu bar.



Camera selection

From the **Camera** menu you select the desired camera for accessing the live images. The camera number varies depending on the image transmitters that are used and their activated camera channels. The descriptions saved in the device are always displayed for the camera name.

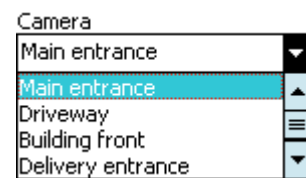
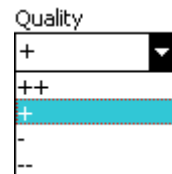


Image quality

From the **Quality** menu you can select from four levels for the corresponding image formats:

- ++ 720 x 288 pixels
- + 512 x 256 pixel (standard setting)
- - 256 x 128 pixel
- -- 128 x 80 pixel



Live images are always played back in a 4:3 format that is scaled to the maximum size.

Relay control

The relay control is generally active if the relay has been set up as a switch or button.



- If the **Reset Offline** option was also set when configuring the parameters of the relay, the relay cannot be set using **CamControl WM**.(bis einschließlich Geräte-Firmware V1.76)
- If the relay was neither assigned the **Closed while connected** or **Closed on error** function, the corresponding relay symbol disappears.

The descriptions configured for the device parameters are always displayed as the relay name.

Menu bar From the context-dependent **Menu** button, you can terminate the connection using the **Disconnect** function. To access the current transmitter with integrated hard drive, there is also the **Site Archive** feature, which allows you to access archived images if necessary (see “Accessing archive images” on page 33).



4.6.2 Live image display for transmitters with PTZ functions

For transmitters with PTZ functions, the functions and positions of the buttons for the most part correspond to those covered in the previous section (see “Live image display for transmitters without PTZ functions” on page 30). For this reason, only additional functions for PTZ control are explained here.

The pan-and-tilt functions are controlled by clicking on them. To control the focus and zoom, each function has two buttons (**F+** and **F-** as well as **Z+** and **Z-**), which are positioned in the area for the relay switch function.

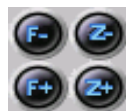


Additional PTZ functions

Pan-and-tilt functions Pan-and-tilt systems or dome cameras are controlled by clicking on the live image. The arrow in the image to the right is not shown by the **CamControl WM** software. You should, however, determine which direction the image moves when you click in a particular image area for the pan-and-tilt function.



Focus and zoom



The buttons shown to the left are used to control the focus (**F+** and **F-**) and zoom (**Z+** and **Z-**) if the pan-and-tilt system or dome camera supports these functions.

Menu bar with preset positions

The **PTZ presets** function in the menu bar allows you to access up to nine predefined positions (**Preset 1** to **Preset 9**). You therefore define the nine most important preset positions that you would like to control using **CamControl WM** as **Preset 1** to **Preset 9**, for example, via **CamControl LITE** or **CamControl PRO** for your pan-and-tilt system or dome camera.

Global display of the PTZ controls

The PTZ controls are displayed globally for all cameras of the transmitter, even if not all connected cameras support PTZ functions. It is therefore recommended that you assign names to the relevant camera(s) in the device parameterisation using the camera names. For example, adding "PTZ" as a prefix or suffix in the camera names can make these additional functions more clear.



If a number of dome cameras or pan-and-tilt systems are operated on one HeiTel video system via the serial RS-485 bus, PTZ control requires that the relevant camera IDs are identical to the camera channel used on your HeiTel video system.

4.7 Accessing archive images

Accessing archive images is possible with **CamControl WM** only for transmitters with a hard drive for recording image data such as **CamDisc SVR**, **Cam4mobile** or **CamServer 2**.

The images of the pre-alarm image storage from **CamTel SVR** devices cannot be accessed using **CamControl WM**.

Accessing the site archive

When a device is actively connected, archive images are accessed through the menu command **Site Archive**.

The **Site Archive** button is greyed out (deactivated)



- if the user does not have archive access authorization,
- if no archival data was stored on the device or
- if the device is from the **CamTel SVR** series.

Select archive type

Select the desired archive type for accessing the archive images. A distinction is made between **Continuous recording** and **Event recording**.



For more detailed information on the differences between the two types of recording, please refer to the appropriate device manual.

Password-protected archive data

Under certain circumstances, archive data for the HeiTel video system is protected by one or two passwords.


In this case, you are prompted by the **CamControl WM** software to enter the corresponding passwords.

Once the password has been entered correctly, you can access the archive data being sought.

If the password is not entered correctly, the message **User name or password incorrect** is displayed. Use **OK** to return to the password entry dialogue screen.



Types of access Depending on the configuration of the selected transmitter, there are two recording methods used to access the archive via **CamControl WM**.

-  **Continuous recording:** [page 35](#)
-  **Event recording:** [page 37](#)

Access dialogue
Continuous recording



Access dialogue
Event recording



4.7.1 Continuous recording



If you have selected **Continuous recording**, the access dialogue generally starts with the most recent archive image of the first camera track.



If there are not any archived images from the **Continuous recording** for this camera track, you will be notified of this accordingly. After confirming with **OK**, you can select a different track.

After loading the archive image, below the window title bar you will see a pull-down menu for selecting the camera track.

Next, a bar appears for selecting an archived image using date and time.

Below the current archive image, there are five buttons for controlling the images/ image sequences. In the same line, the number of the current image is displayed.

Finally, the menu bar contains a **Live** button that lets you return to the live image viewing.



Camera selection

Select a camera track from the pull-down menu. The most recent image is displayed in each case.

You are given a selection of camera tracks having archives containing image files from continuous recording.

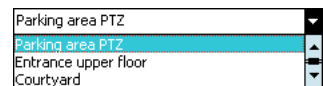


Image selection by time and date



The date and time setting allows you to access a specific archived image from the current camera track.

The > button allows you to jump to an archived image that is nearest to the set timestamp.

When viewing the archive using the following buttons, the date and time of the current image are always displayed in this line.

Control buttons

The following buttons allow you to playback archived images or navigate within the current archive:



First (oldest) picture



Previous picture



Playback (with Stop alternating button)



Stop (with Playback alternating button)



Next picture



Last (most recent) picture

Playback and **Stop** are in the form of alternating buttons.



The playback speed (**Playback**) of the archived images cannot be modified. It depends only on the processor speed of your mobile device and the capacity of the connection to the transmitter.

Image number

The number of links next to the control buttons shows the current image number of the track. The * preceding the image number indicates an archive image query with the transmitter and shows activity.

Menu bar with button for live image viewing

The **Live** function takes you back to live image viewing.



The **OK** button in the title line also takes you back to the live image view.

Disconnecting

The **Menu/Disconnect** function allows you to directly terminate the connection to the transmitter from the archive image view.



Similar to **Internet Explorer Mobile**, the current connection will not be disconnected after exiting the application. Please disconnect from the Internet manually.

4.7.2 Event recording



If you have selected **Event recording**, the access dialogue generally starts with the alarm image of the oldest event of the first track.



If there are no archive images from the **Event recording** for this camera track, you will be shown the alarm image of the oldest event from the earliest possible track for which events have been recorded.

After loading the alarm image, below the window title bar you will see a pull-down menu with the camera tracks available for selection. An additional pull-down menu allows you to select events. To the right of this menu are three buttons. The first two buttons are used for navigation in the event archive. The **Select** button on the far right opens a dialogue box for direct event selection by date and time (see “Event selection by time” on page 37).



Below the current archive image, there are five buttons for controlling the images/image sequences. In the same line, the number of the current image for the selected event is highlighted.

Finally, the menu bar contains a **Live** button that lets you return to the live image viewing.



Event selection by time

Select

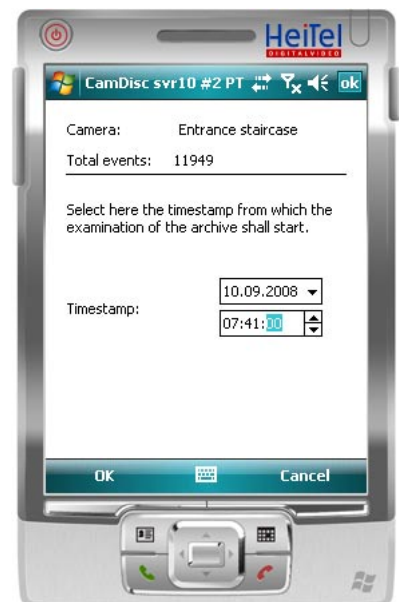


The **Select** button opens another dialogue in which you can define the time from which a maximum of 50 subsequent events should be loaded.

The dialogue provides information about the current camera as well as the number of pending events.

Next to the **Timestamp** entry, you select the data and time.

After confirming the desired time by pressing **OK**, the **CamControl WM** loads up to 50 events after the timestamp and returns to the previous view.



Event selection using navigation elements

In addition to selecting events by entering the time (see “Event selection by time” on page 37), you can also select events using two navigation elements:



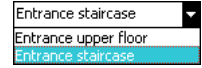
- The |< button always takes you to the most recent event of the selected track.



- Pressing the > button loads the next (maximum) 50 events.

Camera selection

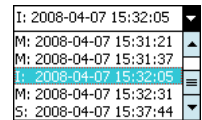
Select the camera track using the pull-down menu. The most recent alarm image is displayed in each case. You are given a selection of camera tracks with archives containing image files from an event recording session.



Event selection

Select one of the (maximum) 50 loaded events from the pull-down menu.

In addition to date and time, the type of event is indicated by a prefix (**I**, **M**, **S**):



- **Event Input**: Triggered by a control input (e.g. camera control input)
- **Event Motion**: Triggered by device-based motion detection
- **Serial event**: Triggered by serial command

Control buttons

The following buttons allow you to play back archived images or navigate within the selected event:



First (oldest) **picture**



Previous picture



Playback (with **Stop** alternating button)



Stop (with **Playback** alternating button)



Next picture



Last (most recent) **picture**



The **alarm image**

Playback and **Stop** are in the form of alternating buttons.



The playback speed (**Playback**) of the archived images cannot be modified. It depends only on the processor speed of your mobile device and the capacity of the connection to the transmitter.

Image number with colour coding

The number of links next to the control buttons shows the current image number of the selected event. The image numbers are also colour coded:

- **Green**: The image numbers of the pre-alarm images are highlighted in green.
- **Red**: The image number of the alarm image is highlighted in red. You can access the alarm image at any time using the button of the same name.
- **Yellow**: The image numbers of the post-alarm images are highlighted in yellow.

The * preceding the image number indicates an archive image query with the transmitter and shows activity.

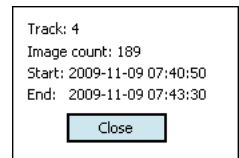
Menu bar with button for live image viewing

The **Live** function takes you back to live image viewing.
The **OK** button in the title line also takes you back to the live image view.



Displaying event information

Use the **Menu/Show recording info** function to obtain additional information on the event currently selected. The window displays the track, image count and the start and end time of the event.



Disconnecting

The **Menu/Disconnect** function allows you to terminate the connection to the transmitter directly from the archive image view.



Similar to **Internet Explorer Mobile**, the current connection will not be disconnected after exiting the application. Please disconnect from the Internet manually.

5 General notes

This chapter contains tips and advise for operating the **CamControl WM** software.

5.1 Known problems, general	41
5.2 Known problems, device-specific.....	41

Please consult the section concerning the respective topic you are interested in learning about.

5.1 Known problems, general

No CamControl WM entry in the Programs directory in Windows Mobile

In some cases, after installing **CamControl WM** no entry is added to the Programs directory of Windows Mobile.

If this happens, start **CamControl WM** through the File Explorer of Windows Mobile:

My Device/Program Files/CamControlWM/CCWM

Controls are shown incorrectly after changing the format or are not accessible

When switching from portrait to landscape format or vice-versa when running the **CamControl WM** software, it is possible that controls are displayed incorrectly or cannot be found.

When switching between formats, you should therefore close the software first and then restart it.

5.2 Known problems, device-specific

HERM200 from HTC

When using the extendable QWERTY keyboard, the device changes automatically from the current display format to the horizontal display format (landscape). If the keyboard is slid back in, the device changes back to the vertical display format (portrait). Because **CamControl WM** does not adapt to these changes in the display format, the format change can result in display problems.

When switching between formats, you should close the software first and then restart it again if necessary.

6 CamControl WM error messages

General errors CamControl WM provides general error messages in straightforward plain text, such as "The connection was aborted by the user." or "User name or password are invalid." etc.

Error codes Error messages ending with a number occur while the connection is being established or when checking device-specific parameters. For these messages there can be a variety of different causes, although in general it can be assumed that the connection has gone down.

The following error codes are possible:

- **-1:** General error when initialising the connection (transmitting or receiving problems)
- **-2:** Errors when establishing the internet connection
- **-4:** Data could not be sent → Connection terminated
- **-5:** Data could not be received → Connection terminated

The only error codes with relevance for the application engineering are error codes **-4** and **-5**, which can only arise once a connection to the device has been established.

Error messages with multiple significance

Only a few errors may have a further reason in addition to the reported cause:

- **The maximum number of concurrent sessions is reached.**
 - The maximum possible number of four simultaneous connections is reached.
 - Select the device again later.
 - The function **Web API** is disabled.
 - Select the device using **CamControl LITE** or **CamControl PRO** and check the parameter settings for the **Web API (Recorder settings/Connections/Network (TCP/IP))**.
- **URL or port of the device are invalid.**
 - The settings for the URL or port are incorrect in the transmitter index.
 - The WebServer on the device is disabled.
 - Select the device using **CamControl LITE** or **CamControl PRO** and check the parameter settings for the **Web Server (Recorder settings/Connections/Network (TCP/IP))**.
 - The device is not switched on.
 - Switch the device on.
- **The server version only supports full frame images and has no archive access.**
 - The live image is displayed incorrectly due to an older firmware version (see illustration right), archive access is not possible and relay control is not functioning.
 - Carry out an update to a current firmware version on the device concerned (Firmware 1.62 or above) using **CamControl LITE** or **CamControl PRO**.
 - The live image is only transmitted as a full image (time-delayed) due to an older firmware version, and archive access is not possible.



➔ Carry out an update to a current firmware version on the device concerned (Firmware 1.62 or above) using **CamControl LITE** or **CamControl PRO**.

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Please read all of this software licence contract carefully. It stipulates the legal regulations by which you are allowed to use the software package that you have purchased. The term "software package" comprises software products including updates, epigrams, changed versions, additions or copies as well as printed material and online or electronic accompanying materials. This licence contract is not a contract of purchase. The copy of the software product contained in this package (as defined below) and all other copies that you are entitled to make within the scope of this contract, remain the property of HeiTel (referred to in the following as the licensor). By installing this software product, you agree to the regulations set forth in this contract. If you do not agree to this contract then you are not entitled to install or to use the software product. However, you may return the product to the dealer from which you have purchased it for a full refund.

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- 5.2 The licensor has neither explicitly nor silently guaranteed that the software has any particular characteristics; the customer accepts sole responsibility for selecting the software product as well as for using it and for the results arising from such use.
- 5.3 The customer must examine the software program and the accompanying material thoroughly on receipt of the same and must report any faults or deficiencies immediately, and at the latest within 60 days after the program has been put into operation. Latent defects must also be reported immediately after they have been discovered. If the customer does not fulfil his duty of reporting such defects then all liability of the licensor is excluded.
- 5.4 Should the software be faulty, then the original data medium on which the software is stored must be correctly packaged and sent back to the

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- 8.3 No oral agreements exist in addition to this contract. Changes and additions to this contract must be made in writing.

8 Addendum

Late-breaking information that could not be included in the manual at the time of printing can be found on the following pages.

[8.1 Chronologic CamControl WM history](#) 49

8.1 Chronologic CamControl WM history

CamControl WM V1.7 2009-10-26

- Additional indication of status of registration in licence manager window
- Memory utilization optimised

CamControl WM V1.6 2009-10-13

- Optimised image representation of NTSC cameras
- New button for evaluation of event recordings: Switch to alarm image
- Additional track information for event recordings available: track number, number of images, event starting point and event end point
- Web Server connection over individually adjustable port is now possible

CamControl WM V1.5 2009-06-19

- Support of IP cameras in live- and archive mode
- New **CamControl WM** offline screen

CamControl WM V1.3 2008-12-11

- Integration of a license concept. The software is usable as demo version. Within 30 days a license key is needed for activation
- Date format adjustment in accordance with the ISO standard 8601: "YYYY-MM-TT HH:MM:SS"
- Archive evaluation of NTSC cameras optimized

CamControl WM V1.2 2008-09-12

- User interface was adapted to an additional screen resolution of 480 x 640 pixels
- Dialogues for archive evaluation were adjusted with new symbols and buttons

CamControl WM V1.1 2008-04-18

- Initial release

CamControl WM V1.0 2008-02-25

- Internal initial release

