

Technical Product information No. 07.02

For Product /Version	CamServer 2, CamDisc^{svr} 4s, CamDisc^{svr} 10s, CamDisc^{svr} 4, CamDisc^{svr} 10, CamTel^{svr} 4, CamTel^{svr} 10, CamMobile 4, CamMobile 10
Date	June 2007
Subject	E-Mail function for the svr-Series, CamMobile and CamServer 2
Short Description	Configuration of the e-mail function for devices of svr-series, CamMobile and CamServer2
Download latest Firmware-Version	CamDisc ^{svr} 4s, CamDisc ^{svr} 10s, CamServer 2: http://www.heitel.com/en/service/upgrades/firmware/camdisc-svr-s-camserver-2/ CamDisc ^{svr} 4, CamDisc ^{svr} 10, CamTel ^{svr} 4, CamTel ^{svr} 10, CamMobile 4, CamMobile 10: http://www.heitel.com/en/service/upgrades/firmware/svr-serie-cammobile/
Download CamControl LITE Demo Version	http://www.heitel.com/en/service/downloads/CamControl LITE
Download CamControl PRO Demo Version	http://www.heitel.com/en/service/downloads/CamControl PRO

1. Introduction

With the introduction of the firmware 1.46 for the HeiTel devices **CamDisc^{svr}**, **CamServer 2**, **CamMobile**, **CamDisc^{svr}**, **CamTel^{svr}**, the mentioned models have an e-mail function through which up to recipients can be informed through e-mail with or without the alarm image in the event of an alarm.

The following reasons for alarm can trigger an e-mail dispatch:

- Camera Control Inputs
- Alarm input
- Tamper-/Sabotage input
- Armed-/Disarmed systems
- Motion detection
- Video signal loss detection
- Alarm through serial control
- Hard Disk Error

2. Requirements

- 2.1. **CamControl LITE** Software 3.66 or newer; **CamControl PRO** Software 3.67 or newer
- 2.2. One of the above mentioned devices with Firmware 1.46 or newer.

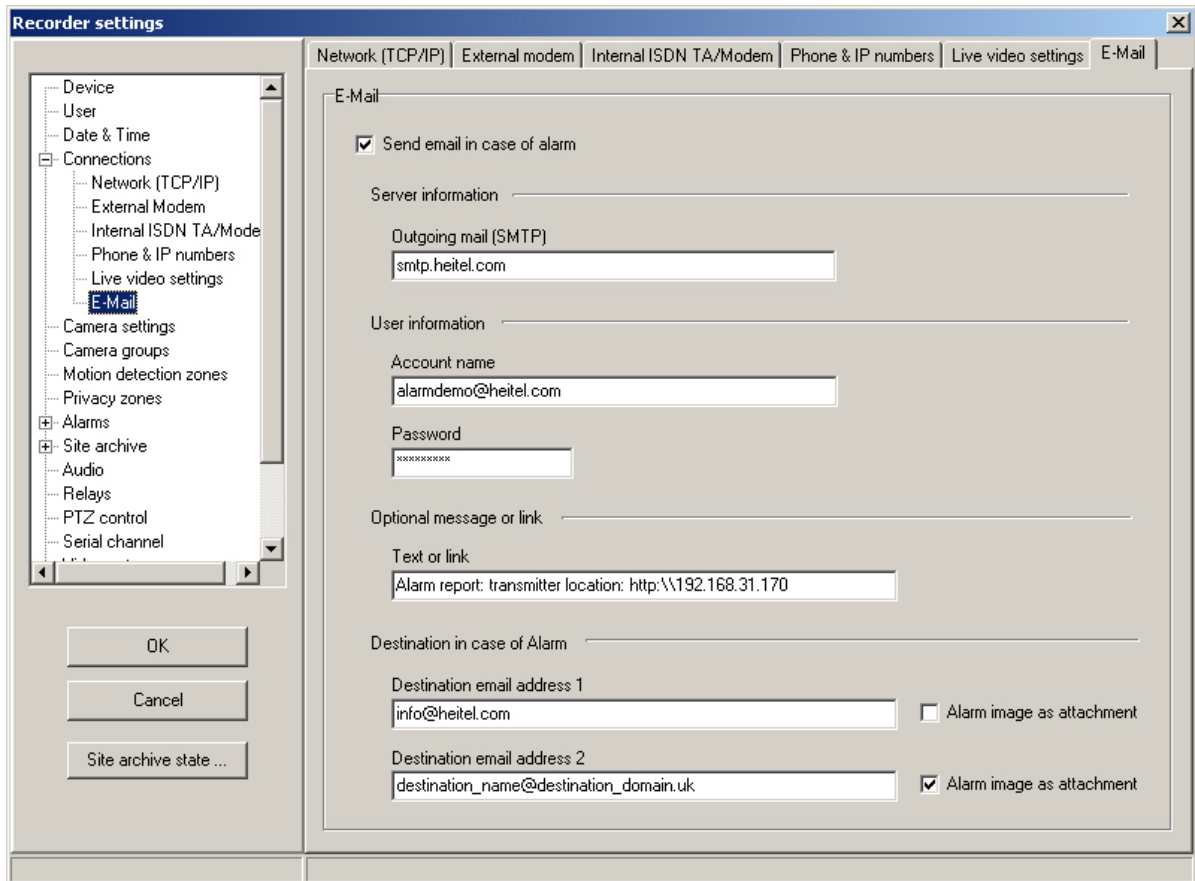
Instruction: **CamControl LITE/PRO** Version 3.66 or newer is definitely required for the configuration of latest HeiTel devices with Firmware 1.46.

- 2.3. A separate e-mail account that is used possibly only for the alarm messages of HeiTel devices is recommended. The following information is required for the parameterisation: Outgoing mail server (SMTP), user name and as the case may be the e-mail address of the account as also the corresponding password.
The IP-addresses for Gateway and DNS-Server is required additionally.

Appropriate information can be received from your Internet-/E-mail provider or as the case may be the responsible system administrator.

3. Setting up the E-Mail Function

- 3.1. Select the desired sender with **CamControl LITE/PRO** 3.66 (or newer).
- 3.2. Make sure that the sender has a suitable Firmware 1.46 (or newer). Open the device settings (**Recorder settings / Device**) after the successful connection on clicking the button **Settings**. The status of the firmware (for example **V 01.46**) **will be** displayed to the right of the **Version**.
- 3.3. Switch to the network settings (**Recorder settings/Connections/Network (TCP/IP)**). Validate and if required change the settings for **Gateway** and **DNS Server**.
- 3.4. Switch to the e-mail settings (**Recorder settings/Connections/E-Mail**). For configuration and activation of the alarm message through e-mail, activate the option **Send email in case of alarm**.



- Enter the respective DNS-domain-name of your SMTP server, for example, in the form **aaaa.bbbb.cccc** in the section **Server information** under **Outgoing mail (SMTP)**. The alarm message through e-mail is not supported on entering an IP-address.
- Enter the e-mail address or the user name for the e-mail account intended to be the sender in the **User information** section under **Account name** as also the corresponding **Password**.
The sender address consists of the user name and STMP domain. If the username however contains an at sign (@), the username will be used as the sender.

User name	Outgoing mail (SMTP)	Sender address
Info	smtp.heitel.com	info@heitel.com
info@heitel.com	smtp.heitel2.de	info@heitel.com

In both the cases, the sender results as **info@heitel.com**.

- You can enter an additional text or hyperlink that will be displayed in the text of the e-mail under **Text or link** in the **Optional message or link** section. The character length for this text field is limited to 64 characters.
- Enter the e-mail addresses of the recipients under **Destination email address 1** and **Destination email address 2** in the **Destination in case of alarm** section. You can select for each of the recipients if the respective **Alarm image as attachment** is to be sent.
It is generally attempted to send an alarm message through e-mail to the entered recipients. If the e-mail dispatch fails, no further alarm message is sent through e-mail for the concerned alarm.

Independent of the e-mail alarm message, the alarm message of corresponding receivers according to the settings carried out under **Recorder settings/Connections/Telephone number & IP-Address** take place.

- 3.5. Confirm the modifications of the **Recorder settings** with **OK** and end the connection to the sender. In the case of modifications to the settings of **Gateway** or **DNS Server**, the sender carried out a restart and is available again after a short waiting time (maximum around 120 seconds).
- 3.6. The e-mail function automatically generates a subject in the following manner for receiving alarm message through e-mail:

Transmitter name and/or **Serial number**, **Cause of alarm** [**Camera name**, if available], **Date** and **Time**.

Example of a possible subject:

```
CamDisc svr 10 #1, control input 01 [Camera 1], 2007-06-08 11:18:42
```

The e-mail body is extensively prepared and contains, if necessary, the optional additional text or as the case may be link and/or the alarm image:

```
Alarm report: transmitter location: http:\\192.168.31.170
```

```
Unit: CamDisc svr 10 #1 [CV547015]  
Reason: control input 01 [Camera 1]  
Date: 2007-06-08 11:18:42
```

All messages, which are automatically generated by the e-mail function of the sender, exclusively contain text information in English.

The filename for the alarm image always consists of the date and time without separator and has the file extension .jpg for the image format JPEG (Joint Photographic Experts Group).

File name of the alarm image mentioned in the sample alarm message:

```
20070608111842.jpg
```

4. General Instructions

The e-mail function uses the services of other parties for sending the corresponding alarm e-mails according to the parameterisation by the user.

Important instruction: *Please note that HeiTel Digital Video GmbH has no influence on and assumes no liability for the function and availability of services obtained from other parties.*