INSTALLATION STEPS
Need to be updated in **SIRA Portal** as Mandatory

• Update the following:

**SSU Company Information**
- Company Name
- Company Address

**Equipment List**
- SIRA Certified Recorder
- Equipment List & Equipment Settings
- Recorder-Camera Mapping

**Maintenance Details**
- CCTV/Alarm Maintenance Certificate
- CCTV/Alarm Layouts
Set Following Setting in your recorder

- NTP IP : 192.168.14.30 Port : 123 (Time Interval : 2 Sec.)
- RTSP Port : 554 (Must be set this value)
- TCP Port : 37777 / ***** (as per Manufacture Default)
- HTTP Port : 5520 / ***** (as per Manufacture Default)
- User Name : **** Password : ****** (Minimum 6 Char) with Admin Full Rights
Click on My Customer > My Customer

Click on New
1) Select ‘LIA’
2) Select ‘Document Type’
3) Enter ‘License No.’

Click on “Get Customer Info”

(Now SSU Company Information: Name, Website, Phone, Email and Address will be received from SIRA Portal automatically)
Update the Following Mandatory Fields:

1) **Customer Images**: Upload Site Front View, Sign Board
2) **Site Account Number**: Enter Site Account Number, It is Mandatory for Alarm Service
3) **Latitude**: Enter Latitude of the Site Location (SSU)
4) **Longitude**: Enter Longitude of the Site Location (SSU)
5) **Customer Existing Network Connections**: Select “LAN DHCP Mode”
6) **Port Forwarding**:
   - If Check this option: Video Guard will Reserve its Last Port for Local LAN View.
   - If not Check this option: Last Port of Video Guard can be used to connect any Recorder/IP Module.

Save & Close
(Complete the Following Steps as per below order)

1) Video Guard Mapping
2) Recorder
3) EMAP
4) Alarm Configuration
5) Video Guard Verification
6) Get the Certificate
List of Purchased Video Guard items are Listed in the Left Pane, can be selected and added by clicking + icon. The mapped Video Guard Serial Number with Serial Code will be showing in Right Pane.

(Now Video Guard Assigned to the Client)
Installation of Video Guard at Site

Check the Availability of the Following before Proceeding to install Video Guard at Site.

Video Guard Mapping
Make sure the Video Guard device is mapped to the site by Serial Number.

Internet with DHCP Mode
Internet Connection Availability with DHCP Mode.

Recorder IP Address
IP Address of All Recorder should be set to DHCP Mode.

User Privilege
Create a User with Admin Rights for Recorder.

Check List
Prepare the below checklist for Recorder.

<table>
<thead>
<tr>
<th>Recorder Name</th>
<th>Preferred IP Address (Optional)</th>
<th>Recorder User Name/Password</th>
<th>Mac Address</th>
<th>No of Channels (Active Channels)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recorder-1</td>
<td>Mandatory if Port Forwarding enabled</td>
<td>User Name/Password</td>
<td>00:00:00:00:00:00</td>
<td>16</td>
</tr>
</tbody>
</table>
Connection Diagram
For CCTV Service Only

Connection Diagram
LAN DHCP Mode

DHCP Mode
WAN Port
Link from your network switch for Recorder LAN View access (optional)

Recorder - 1
Recorder - 2
Recorder - 3
Recorder LAN must be in DHCP Mode
Connection Diagram
For CCTV with ALARM Service

Connection Diagram
LAN DHCP Mode

DHCP Mode
WAN Port
Link from your network switch for Recorder Local LAN View access (optional)
Alarm IP Module

Recorder - 1
Recorder - 2
Recorder LAN must be in DHCP Mode
Physical Installation of Video Guard at Site:

**Step 1:** Connect the Internet Cable (in DHCP Mode) at WAN Port of Video Guard

Once the Internet is Connected, The Video Guard Client connection will be established with the Video Guard Server.

You can Verify the Connection Status (ONLINE / OFFLINE) in your Video Guard Portal.

Location : (Product – Videoguard)

**Step 2:** Connect the First Recorder (in DHCP Mode) in First LAN Port of Video Guard.

**Step 3:** Connect each Recorder with each port of Video Guard.

**Step 4:** Port Forwarding

- If Check this option : Video Guard will Reserve it’s Last Port for Local LAN View.
- If not Check this option : Last Port of Video Guard can be used to connect any Recorder/IP Module

**Internet Upload Speed**

Calculate per Camera  = 0.8 Mbps.
Maximum internet upload speed  15 Mbps ( 16 Camera’s )
Device Status (Physical):

Indication light showing the Status of the Device

Power ON

Internet Connection Established

Each Recorder Connection Status

Device Status (in Video Guard Portal)

Status of the Device can be seen in Video Guard Portal.
CCTV - SERVICE
Click on “Recorder” to update Recorder Information

Select a Recorder & Click on “Edit” to update Recorder Information
1) Verify “Recorder Name”
2) Verify Recorder (Product Name/No).
3) Make sure the Serial No. of Mapped Video Guard showing automatically.
4) Enter your desired IP Address for LAN View, if you have enabled Port Forwarding.
5) Connected Port Number showing automatically.
6) Enter your Recorder “User Name”.
7) Enter your Recorder “Password”.
8) Assigning by Video Guard automatically.
9) Verify the Connected Recorder MAC Address. It is taking automatically by Video Guard.
10) Select Maximum Channel.
11) Select ‘SDK’ for approved Recorder. If Recorder is not Approved, contact SIRA for Approval.
12) TCP Port – Enter Port No.*******(as per recorder)
13) HTTP Port – Enter Port No. ****(as per recorder)
14) Cameras taking automatically.
15) Select Channel Number as per Camera Connected with this Recorder.
.Select the “Layout” and Click on “Edit” for Recorder-Camera Mapping

CCTV EMAP - Blue Print of the site

(To update the layout in Video Guard Portal: update the Layout in concern Maintenance Request in SIRA Portal)

Click on EMAP for Recorder-Camera Mapping

Select the “Layout” and Click on “Edit” for Recorder-Camera Mapping
1) Drag the available Recorders (icon) from List (Left Side Pane) and drop into the appropriate location in Layout (Right Side Pane).
2) Drag the available Cameras (icon) from List (Left Side Pane) and drop into the appropriate location in Layout (Right Side Pane).
If SSU have the Alarm IP Module, SSP have to fill the Alarm configuration page.
Control Panel Connection

Click the “Alarm Configuration” icon of SSU to fill the Control Panel information
Panel Info

Connect the IP Module in Video Guard through the LAN Port orderly. Once it's connected in the Video Guard,

1. Select connected Video Guard Port Number
2. No. of Expander: Select as per Zone List
3. No of Partitions: Select as per Zone List

Contact Info

SSP must update the Control Panel Keypad users and site important contact users here.

If selected alarm come from the Site—the added user’s information will be shown in SIRA Central Monitoring. Video Guard Operator will contact the Site users.
SSP must update the Zone, Sensors, and Control Panel Information. Added Zone details will be shown in SIRA.

SSP must update CCTV EMAP and Alarm EMAP.
SSP have to map the cameras to three source (Zone, Panel, and User).

**Zone** - the cameras connected in a zone are mapped here.

**Panel** - the camera connected for the panel are mapped here.

**Users** - the camera connected for the users are mapped here.
**Site Open / Close Schedule:**

**Working Days:**

Site Open/Close and grace period timing can be updated here.

<table>
<thead>
<tr>
<th>Day</th>
<th>Open</th>
<th>Close</th>
<th>Early open</th>
<th>Late open</th>
<th>Early close</th>
<th>Late close</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>Open</td>
<td>Close</td>
<td>Early open</td>
<td>Late open</td>
<td>Early close</td>
<td>Late close</td>
</tr>
<tr>
<td>Monday</td>
<td>Open</td>
<td>Close</td>
<td>Early open</td>
<td>Late open</td>
<td>Early close</td>
<td>Late close</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Open</td>
<td>Close</td>
<td>Early open</td>
<td>Late open</td>
<td>Early close</td>
<td>Late close</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Open</td>
<td>Close</td>
<td>Early open</td>
<td>Late open</td>
<td>Early close</td>
<td>Late close</td>
</tr>
<tr>
<td>Thursday</td>
<td>Open</td>
<td>Close</td>
<td>Early open</td>
<td>Late open</td>
<td>Early close</td>
<td>Late close</td>
</tr>
<tr>
<td>Friday</td>
<td>Open</td>
<td>Close</td>
<td>Early open</td>
<td>Late open</td>
<td>Early close</td>
<td>Late close</td>
</tr>
<tr>
<td>Saturday</td>
<td>Open</td>
<td>Close</td>
<td>Early open</td>
<td>Late open</td>
<td>Early close</td>
<td>Late close</td>
</tr>
</tbody>
</table>

**Holiday:**

SSP can choose or enter the new holiday for the site basis here.
SSP can change any type of recorder alarm into either alarm or event depends upon its requirement.
### Alarm Settings

**Selected Recorder:** First DVR

<table>
<thead>
<tr>
<th>Channels</th>
<th>Motion Alarm</th>
<th>Video Loss/ IP Camera Disconnect</th>
<th>Shelter Alarm</th>
<th>Record File Missing</th>
<th>Recording Start / Stop</th>
<th>Schedule Change</th>
<th>Record Days Under The Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Channel 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Channel 2</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Channel 3</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Channel 4</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Channel 5</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Channel 6</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Channel 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Channel 8</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Complete Alarm Setting**

- [ ] Save & Close
SSP can apply the policy for Send alarm or events through E-Mail or SMS
Select particular recorder from the policy settings list and click configure icon in policy settings page.
Select the required days.

If needed the alert in SMS or Email, check accordingly. Schedule the time to send SMS or Email.

Add list of email and contact number.

Check all the required alarm like motion alarm, hard disk error, etc.

Click Save

Prepare Schedule to get alarm alert
SSP can check Email log whether Email is sent or not

Status in the email log as shown below

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sent</td>
<td>Message sent successfully</td>
</tr>
<tr>
<td>Temporary failure</td>
<td>Try to resend for some times</td>
</tr>
<tr>
<td>Permanent failure</td>
<td>Failure of sending mails.</td>
</tr>
<tr>
<td>Need to send</td>
<td>Ready to send</td>
</tr>
</tbody>
</table>
Can check Alarm or event information mails received by mentioned email id in the policy settings.
SMS Log Status

SSP can check SMS log whether SMS is sent or not

Status in the SMS log as shown below

<table>
<thead>
<tr>
<th>Sent</th>
<th>Message sent successfully</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary failure</td>
<td>Try to resend for some times</td>
</tr>
<tr>
<td>Permanent failure</td>
<td>Failure of sending SMS.</td>
</tr>
<tr>
<td>Need to send</td>
<td>Ready to send</td>
</tr>
</tbody>
</table>
**SMS Log**

- Can check their user credential send or not

**Events & Alarm**

- Can check Alarm or event information SMS received by mentioned mobile number in the policy settings
5 - Video Verification

1. Fulfilled SSU Video Guard Site Form
2. SSU Trade License Copy
3. SIRA Approved Recorder Certificate Copy
4. Police Connectivity Certificate Copy (if Alarm Required)
5. SIRA Approved IP Module Certificate Copy (if Alarm Required)
6. **Internet Upload Speed**
   - Calculate per Camera = 0.8 Mbps.
   - Maximum internet upload speed 15 Mbps (16 Camera’s)
7. EJARI COPY with MAKANI NO./UAE NG NO
   - If, and only if, EJARI with Makani Number/UAE NG No. is not being issued,
     please send a copy of a CONFIRMATION LETTER from SSU and mentioned the following details in the letter:

<table>
<thead>
<tr>
<th>SSP TRADE NAME</th>
<th>SSP LICENSE NO:</th>
<th>SSU TRADE NAME</th>
<th>SSU LICENSE NO:</th>
<th>MAKANI NO:</th>
<th>LATITUDE</th>
<th>LONGITUDE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For Video Verification, Send email to “support@videoguard.ae” and Call: 04-3888155 for confirmation.
5 - Video Verification

For Video Verification, Send email to “support@videoguard.ae” and Call: 04-3888155 for confirmation.

6 - Generating Certificate

Once Verification is Completed, SSP can Generate the Certificate.
For Further Clarification

Email: support@videoguard.ae

04-3888155