



Question: How can I improve my network viewing performance in the CCTVWindow client software?

Answer: The following instructions may help you to improve network viewing performance by reducing the resources needed for each video stream being transmitted onto the network. (AlienDVR Sub Stream Settings)

Please Note: These settings act as a guide only and some experimentation with different values may help with individual connections. These instructions refer specifically to the CCTVWindow client.

1. Using the CCTVWindow client software, log onto your DVR and click on Setup
2. Right click on the DVR's node in the left hand pane, then select Remote Settings
3. Wait for the Remote Setting dialogue window to appear
4. In the Channel Parameters subsection, click on Video Parameters, then wait for this detail to be loaded from the DVR
5. Select camera 1, ie: Analog 1 from the drop list on the right hand side
6. Select encoding parameters for the required video stream, ie: Sub Stream
7. Select 'Stream Type' = Video
8. Select 'Resolution' = CIF (QCIF on an Alien ProLite)
9. Select 'Video Quality' = High
10. Select 'Bitrate Type' = Variable
11. Select 'Bitrate' = 96 kbps
12. Select 'Frame Rate' = 4
13. Select 'Frame Type' = Single P Frame
14. Select 'Iframe Interval' = 4 (some models will accept 8 or 12)

Having applied this settings to the first channel, repeat the procedure by applying them to all the other channels that require network viewing. A quick way of doing this is to click on Copy to : All channels. Click on Save & then on Reboot, to reboot the DVR.

The next task is to configure the CCTVWindow client software to access and utilise the new settings.

This CCTV installation tip is aimed at helping you to install CCTV equipment. If you are looking for answers on "how to fit CCTV" or perhaps "how to network a DVR or NVR" or even "how to get CCTV on your mobile phone" why not check out our full range of CCTV installation tips at: www.systemq.com

How to guides aim to answer commonly asked questions in a concise and informative manner. They are for advice & guidance only and do not replace any of the manuals or other literature supplied with our products.



How to FIT CCTV

Tip No:

224

Client Software : Viewing Secondary Streams from an Alien DVR.

Having made the changes above to enable secondary streaming at a lower resource than main stream in an Alien DVR – you must ‘choose’ the stream that is viewed by the client software when it connects as follows ...

1. In the CCTVWindow client software, click on Preview tab, then right click on the DVR node in the left hand pane, ensure All sub streams is selected and indicated by the visual tick (✓) mark
2. Expand the DVR by clicking on the plus sign (+) if necessary, then double click a channel as normal for viewing.

Experiment with the Substream settings to see what impact different settings have.

The configuration setting that you are able to apply to any given device are ‘device dependent’. The Alien ProLite range only supports a substream resolution of QCIF, whereas the Ultra, EKO and newer Hero models support both QCIF & CIF, be aware though that CIF resolution is four times greater than QCIF so demands more bandwidth.

These settings act only a guide, if you are still struggling to improve viewing performance you should quantify what bandwidth is available to you by looking at the router’s status page and by performing an online speed check via [‘www.broadbandspeedchecker.co.uk’](http://www.broadbandspeedchecker.co.uk) or similar.

This CCTV installation tip is aimed at helping you to install CCTV equipment. If you are looking for answers on “how to fit CCTV” or perhaps “how to network a DVR or NVR” or even “how to get CCTV on your mobile phone” why not check out our full range of CCTV installation tips at: www.systemq.com

How to guides aim to answer commonly asked questions in a concise and informative manner. They are for advice & guidance only and do not replace any of the manuals or other literature supplied with our products.

System Q Ltd. McGregor’s Way, Turnoaks Business Park, Hasland, Chesterfield, S40 2WB
Telephone: 01246 200 000 Website: www.systemq.com Email: support@systemq.com