Setting up an UltraSync connection

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This document explains how installers need to connect a TruVision recorder to UltraSync.

Configuration steps

Pre-requisites

- A recorder with the UltraSync feature
- A network cable with RJ-45 connector that contains an Internet connection

The recorder will first need to be added to the LAN network.

TCP/IP settings

Note: As every network configuration may differ, please contact your Network Administrator or ISP to see if your recorder requires specific IP addresses or port numbers.

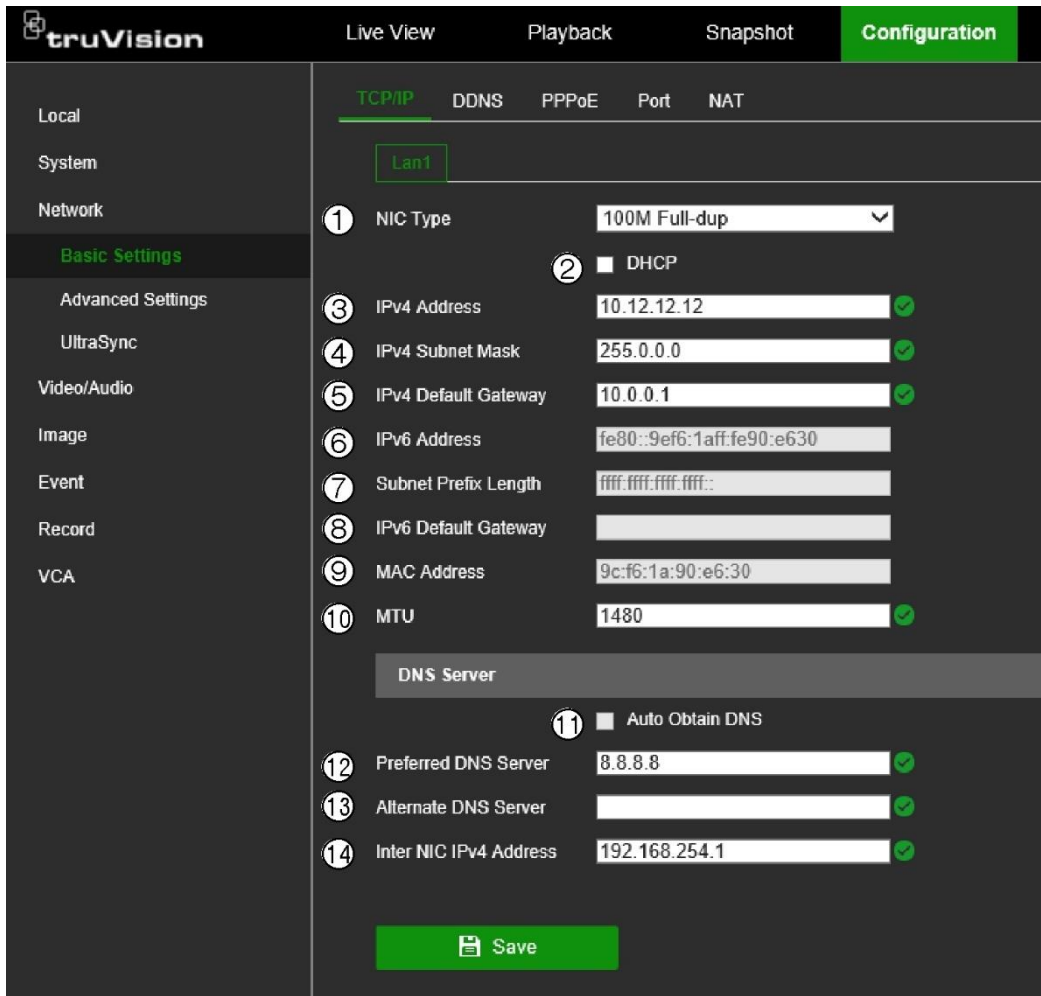**To configure general network settings (web and OSD modes):**

1. In web mode:

   Click **Configuration** > **Network** > **Basic Settings** > **TCP/IP**.

   — or —

   In OSD mode:

   Click **Network** > **General** > **TCP/IP**.

2. Enter the required settings: (web mode shown)

Option		Description
1.	NIC Type	Network interface card (NIC) is a device used to connect the recorder to a network. Select the NIC type used from the drop-down list.
2.	DHCP	DHCP (Dynamic Host Configuration Protocol) is a protocol for assigning an IP address dynamically to a device each time it connects to a network.
		Select this check box if you have a DHCP server running and want your recorder to automatically obtain an IP address and other network settings from that server. The DHCP server is typically available in your router.
		Default value is Disable.
		In OSD mode, it is called "DHCP (IPv4)".
3.	IPv4 Address	Enter the IPv4 address of the recorder. The default IP address is 192.168.1.82.
		In OSD mode, it is called" IP Address".
4.	IPv4 Subnet Mask	Enter the subnet mask for your network so the recorder will be recognized within the network.
		Default value is 255.255.255.0.
		In OSD mode, it is called "Subnet Mask".
5.	IPv4 Default Gateway	Enter the IP address of your network gateway so the recorder will be recognized within the network. This is typically the IP address of your router. Consult your router user manual or contact your ISP to get the required information on your gateway.
		In OSD mode, it is called "Default Gateway".

Option		Description
6.	IPv6 Address	Enter the IPv6 address of the recorder.
		This setting is not available in OSD mode.
7.	Subnet Prefix Length	This displays the number of bits in the subnet address.
		This setting is not available in OSD mode.
8.	IPv6 Default Gateway	Enter the IPv6 address of your network gateway so the recorder will be recognized within the network. This is typically the IP address of your router.
9.	MAC Address	Displays the MAC address. The MAC address is a unique identifier of your recorder, and it cannot be changed.
10.	MTU	Enter a value between 500 and 9676. Default is 1480.
11.	Auto DNS	This function is automatically enabled when DHCP is enabled. When enabled, the preferred and alternate DNS servers are automatically obtained.
		In OSD mode, it is called "Auto Obtain DNS".
		Note: Please make sure you use a public DNS server. If you have doubts, please use 8.8.8.8 (= primary DNS server for Google DNS).
12.	Preferred DNS Server	Enter the preferred domain name server to use with the recorder. It must match the DNS server information of your router. Check your router's browser interface or contact your ISP for the information.
		Note: Please make sure you use a public DNS server. If you have doubts, please use 8.8.8.8 (= primary DNS server for Google DNS).
13.	Alternate DNS Server	Enter the alternate domain name server to use with the recorder.
14.	Internal IPv4 Address	Enter the internal NIC IPv4 address. This is the IP address of the recorder's internal network managing only the PoE port cameras. This is not the LAN IP address.
		Default value is 192.168.254.1.

3. Click **Save** to save the settings.

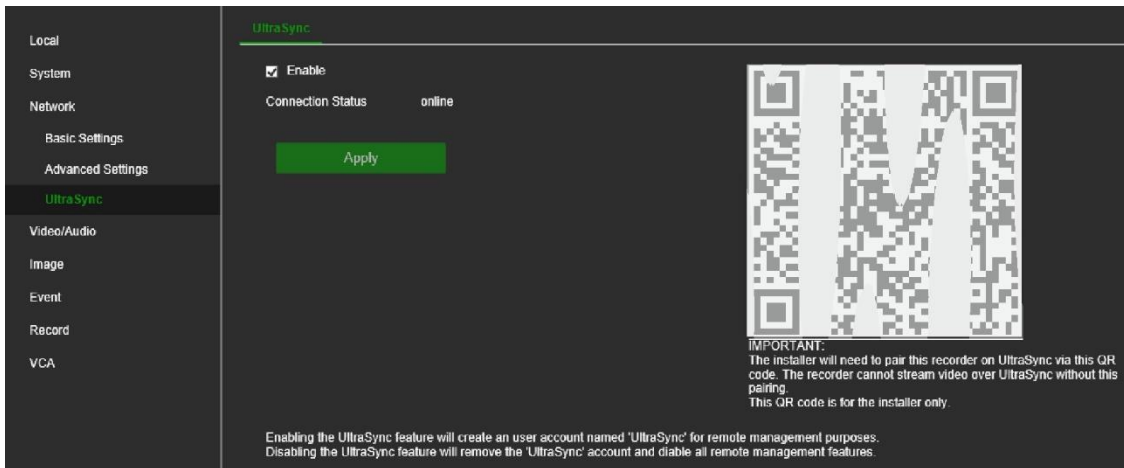## Connect the recorder to UltraSync

The recorder lets you stream video to applications that support UltraSync.

An UltraSync connection enables a remote connection to the recorder without using port forwarding in a router.

To connect the recorder to UltraSync in web mode:

Note: This setup must be done by an installer. It cannot be done by an end-user.

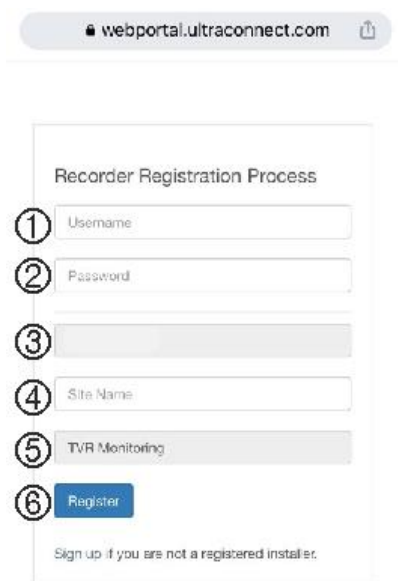1. Click **Configuration** > **Network** > **UltraSync**.

2. Select **Enable** to enable this function for the recorder. Click **Apply**.

   After clicking Apply, it will take a couple of minutes before the recorder will be connected to UltraSync. A QR code will be shown when the recorder is connected.

3. The installer needs to scan the QR code with his mobile phone.

   The *Recorder Registration Process* screen then appears:

1. Enter a valid UltraSync portal username.

2. Enter the password for the username.

3. This field automatically displays the SID number of the recorder.

4. Enter a unique site name for the recorder.

5. This field shows the service level for this recorder

6. Press **Register** to pair the recorder to the UltraSync account.

Note: If you do not have an UltraSync account, please contact your Aritech account manager or distributor.

A new user account need to be added (other than admin) to give users access to the recorder on TVR mobile app as admin user can't be used to login into mobile app.

In the TVR mobile app, configuration page, change UltraServer settings to PR (Public Release).
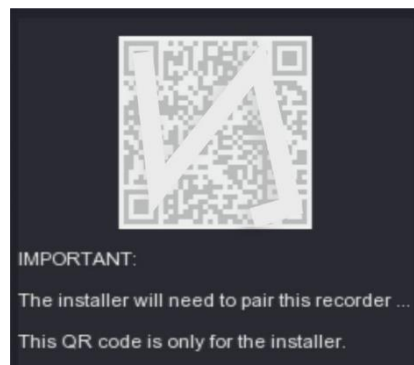
The end-user can only view video from the UltraSync connected recorder in the mobile application when the recorder is paired to an installer account.

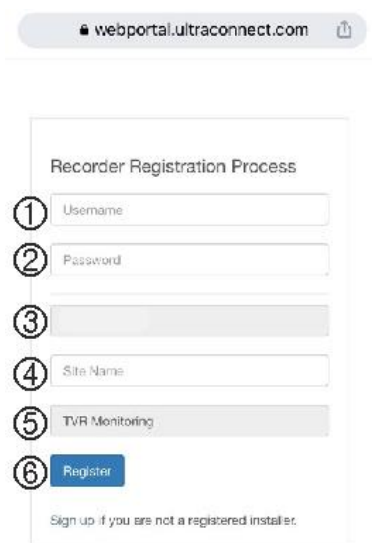See the *Operator Guide* for information on adding the recorder to the mobile application, TVRMobile.

To connect the recorder to UltraSync in OSD mode:

Note: This setup must be done by an installer. It cannot be done by an end-user.

1. Click **Configuration** > **Network** > **UltraSync**.
2. Enable for **Register to UltraSync**.
3. The Connection Status will show when the recorder is connected to UltraSync.
4. As soon as the recorder is connected to UltraSync, a QR code will be shown on the same screen.
5. The installer needs to scan this QR code with his mobile phone.

The *Recorder Registration Process* screen then appears:

1. Enter a valid UltraSync portal username.
2. Enter the password for the username.
3. This field automatically displays the SID number of the recorder.
4. Enter a unique site name for the recorder.
5. This field shows the service level for this recorder
6. Press **Register** to pair the recorder to the UltraSync account.

Note: If you do not have an UltraSync account, please contact your Aritech account manager.

The end-user can only view video from the UltraSync connected recorder in the mobile application when the recorder is paired to an installer account.

See the *Operator Guide* for information on adding the recorder to the mobile application, TVRMobile.

This concludes the UltraSync setup in the recorder. The end-user can now add the recorder to a mobile app by using the steps described in the Operator Guide.