

# TruVision Device Manager User Manual

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**Product documentation**

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# Description

The TruVision® Device Manager is standalone software that can discover Aritech IP devices on a network, such as IP cameras, DVRs, NVRs, encoders, decoders, IFS switches, TruPortal access panels, intrusion panels, and keypads.

This manual explains how to use the TruVision Device Manager to find and configure network-related settings of TruVision devices.

## Installation prerequisites

**For each Windows computer running Microsoft Windows 10 or later operating systems:**

1. Download the latest operating system service pack from the Microsoft Download Center.
2. Check for Windows updates at <http://update.microsoft.com>.
3. Download the latest video driver.

## Device Manager capabilities

The following Device Manager features are compatible with the following Aritech device types. Go to [firesecurityproducts.com](http://firesecurityproducts.com) for information about specific model compatibility.

Device Type	Device Discovery	SNMP	Change IP Address	Change Password	Firmware Upgrade	Change Date & Time	Device Config Backup & Restore	Upload IP Camera Information	Reset Password
Recorders	YES	YES*	YES	YES	YES	YES	YES	YES	YES
Cameras	YES	YES*	YES	YES	YES	YES	YES	N/A	YES
Encoders	YES	NO	YES	YES	YES	YES	YES	N/A	YES
Decoders	YES	NO	NO	YES	YES	NO	YES	N/A	YES
IFS	YES	NO	YES	NO	NO	NO	NO	N/A	NO
TruPortal	YES	NO	YES	NO	NO	YES	NO	N/A	NO
Intrusion panels	YES	NO	NO	NO	NO	NO	NO	N/A	NO
IP speakers	YES	NO	NO	NO	NO	NO	NO	N/A	NO

\* SNMP Version 2 must be enabled.

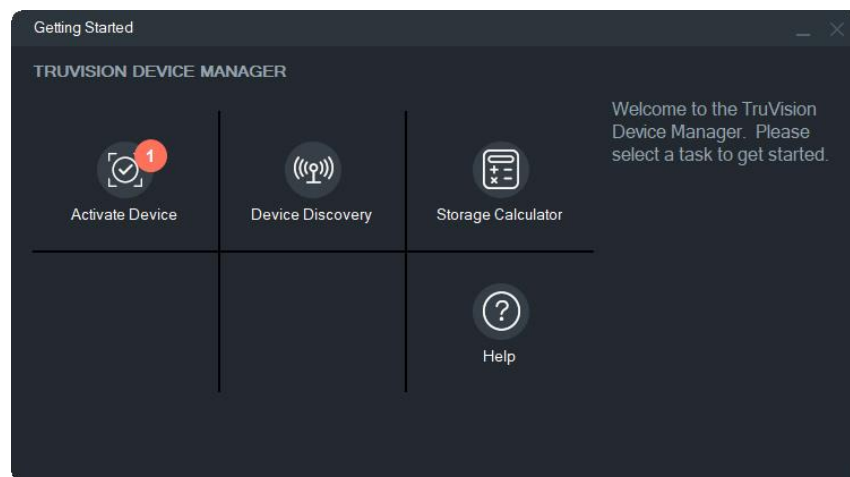
# Installation

## To install TruVision Device Manager:

1. Double-click the TruVision Device Manager Setup.exe installer to begin the installation.
2. If necessary, click **Yes** in the User Account Control window to make changes to the computer.
3. The End User License Agreement window appears. Select the **I Accept these terms and conditions** check box and then click **Next** to continue.
4. The Installation Folder window appears. Accept the default installation folder or click ... to select a different location and then click the **Install** button.
5. Click **Close** to complete the installation.

## Getting started

After launching Device Manager, the Getting Started window is shown.



Click a specific button in the Getting Started window to perform Device Manager tasks:

- **Activate Device** – Activate one or more inactive devices as shown in the button. See “Activate an inactive device” on page 4.
- **Device Discovery** – Launch the Device Manager main window and discover devices on the local network. See “Device discovery” on page 6.
- **Storage Calculator** – Create a storage capacity requirement report. See “Storage calculator” on page 16.
- **Help** – Open the Device Manager user manual.

## Activate an inactive device

Upon launching Device Manager, the Activate Device button will display the number of inactive TruVision devices that have been recently connected to the network. This allows you to easily identify and activate these devices for integration with the system.

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**IMPORTANT:** A wired network connection is required to activate an inactive device. Do not use a Wi-Fi network connection when following these steps.

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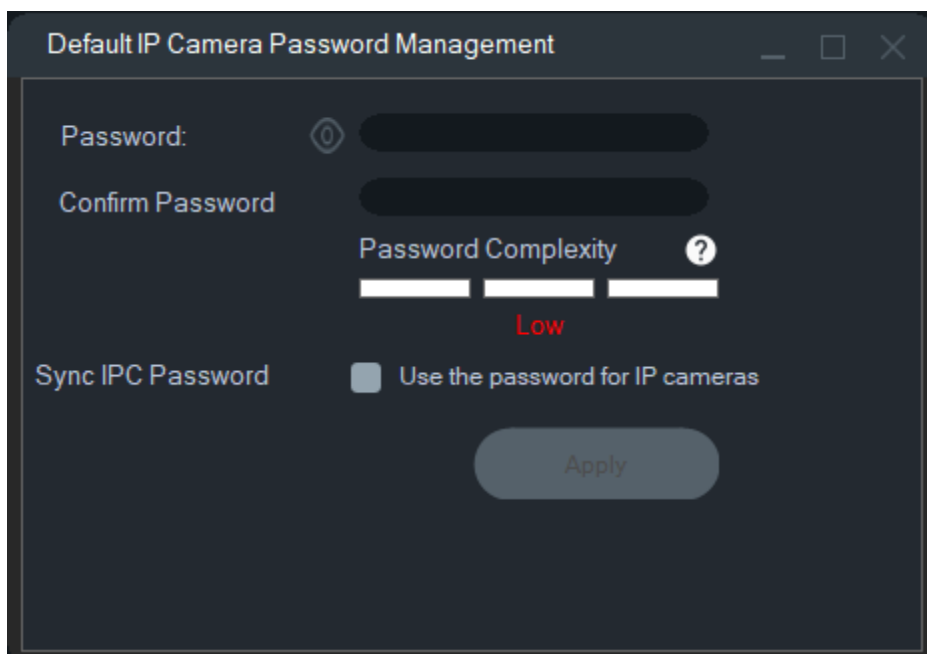
### To activate an inactive device:

1. Launch Device Manager and click **Activate Device** in the Getting Started window. A list of inactive devices appears in the Device Activation/Change IP Address screen.
2. Follow the steps under “Change IP address” on page 8. **Note:** The device is not activated until it is given a new password.
3. After successful device activation, a confirmation message will be displayed.

## Set camera default password

Set the default password for all cameras after activating the recorder

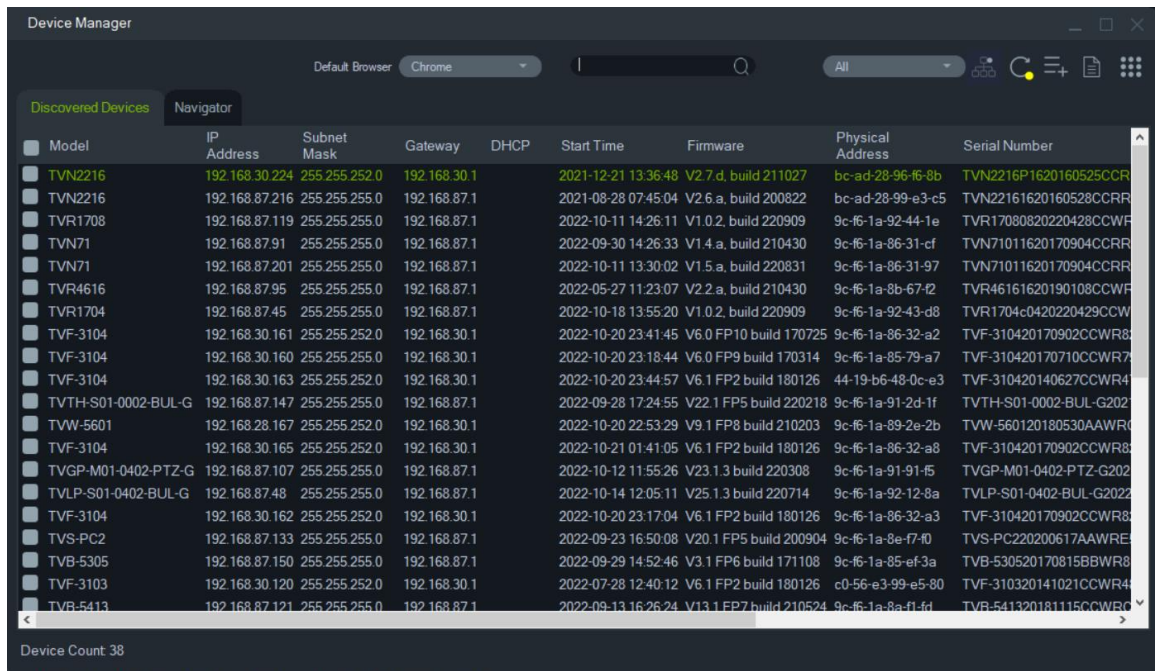
**Note:** This feature is only supported on TVN 12 and TVR 17 recorders.









The screenshot shows a dialog box titled "Default IP Camera Password Management". It contains the following fields and options:

- Password:** A text input field with a lock icon to its left.
- Confirm Password:** A text input field.
- Password Complexity:** A progress indicator with a question mark icon to its right. The indicator shows three segments, with the first segment filled and the word "Low" written below it.
- Sync IPC Password:** A checkbox labeled "Use the password for IP cameras".
- Apply:** A button at the bottom center.

# Device Manager window



The Device Manager window contains the **Discovered Devices** tab along with the following buttons:

Button icon	Name	Description
	Filter	By typing the model, firmware version, or other options, the user can filter search results.
	SNMP	View SNMP configured devices and SNMP device data. See “SNMP support (Version 2c)” on page 14.
	Refresh	Refresh the list of discovered devices. See “Device discovery” on page 6.
	Add Device	Add a device manually. See “Add device” on page 7.
	Export to CSV	Export the list of discovered devices to the CSV file format.
	Device Manager Tools	Tools for Device Manager configuration. See “Device Manager tools” on page 7.

**Note:** Select the browser type from the **Default Browser** drop-down list, after double-clicking the discovered devices, open the Device’s configuration window in the selected browser. The device should support the selected browser to open the login and configuration screen after a successful login.

# Device discovery

Device Manager scans the local network for online devices and provides detailed network information for each device. It performs automatic searches every 15 seconds, ensuring that the latest status of devices within the network is updated and the information for the discovered devices is displayed.

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**IMPORTANT:** A wired network connection is required for device discovery. Do not use a Wi-Fi network connection when following these steps.

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**Note:** Unmanaged devices do not support the discovery feature.

## Search for active devices online

After launching Device Manager, click the **Device Discovery** button in the Getting Started window. The Device Manager window appears.

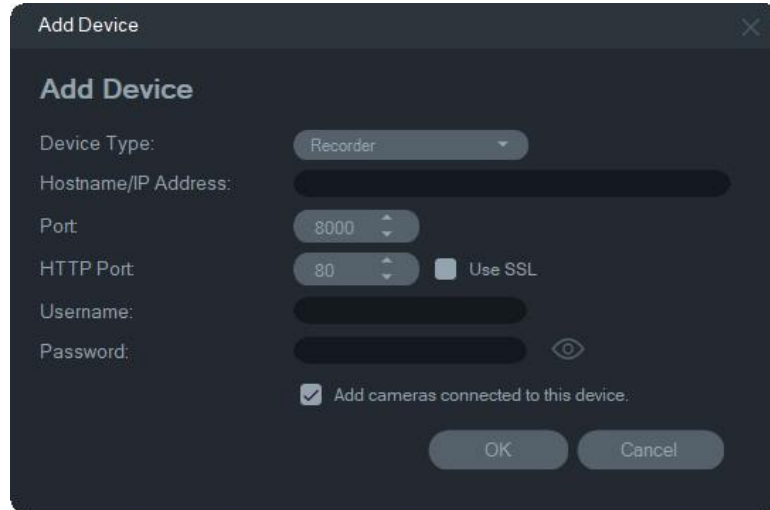
The device information that appears in the **Discovered Devices** tab includes the device type, IP address, port number, gateway, firmware version, serial number, MAC address, etc. Discovery results can be filtered by making a selection from the device filter drop-down list (**Camera**, **Recorder**, **TruPortal**, etc.)

### Notes:

- Click the **Refresh** button to perform a new search for online devices. When the **Refresh** button appears with a yellow dot, it indicates that new devices have been added in the background. Click  to add the newly found devices to the list.
- Click a column heading button to sort the information.

## Add device

If a TruVision IP device connected to the network does not appear in the Device Manager's list of discovered devices, it can be added by clicking the **Add Device** button.

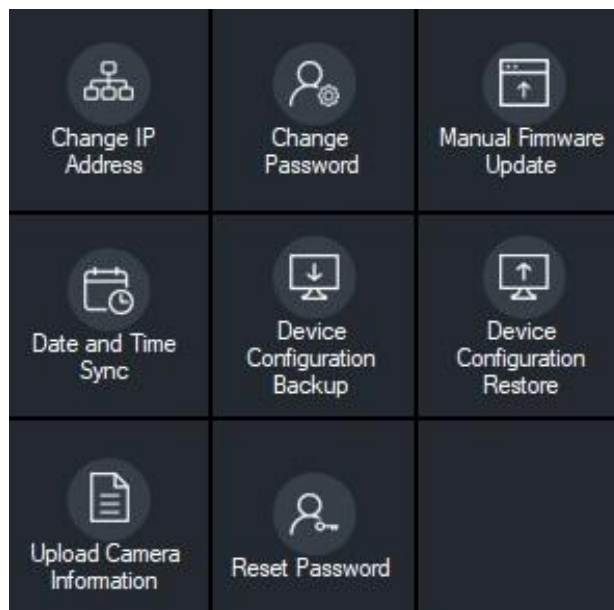


Type in the appropriate device location information along with the device's user name and password. Select **Use SSL** if required by the server. Click **OK**.

Select the **Add cameras connected to this device** check box to add cameras under a recorder in the Navigator panel. Type the user's name and password for each camera or select **Use this credential for all devices** in the Credentials Required window.

## Device Manager tools

Click the **Device Manager Tools** button in the Device Manager window to access the tools.



## Change IP address

1. Click the **Change IP Address** tool button to bring up the Device Activation / Change IP Address window.
2. Select one or more devices to continue with setup. If multiple devices are selected, IP addresses are automatically assigned in sequence (in this case, all devices must have the same password). Select individual devices to assign specific IP addresses to each. If a device has one or more Network Interface Cards (NICs) to share the network load when using a number of HD cameras, an IP address can be assigned to each by selecting the corresponding number of the NIC from the **Network** drop-down list. Type in a new IP address, subnet, and gateway manually or click an IP address to use default settings.

**Note:** Credentials must be entered before assigning an IP address to a NIC card.

odel	DHCP	IP Address	Subnet Mask	Gateway	Status
<input type="checkbox"/>					
<input checked="" type="checkbox"/>		172.16.223.1	255.255.0.0	172.16.0.1	

3. Click **Test**
4. If the IP addresses were recognized as available, click **Apply**.
5. Click **Yes** to change the IP address for the selected devices.

## Change password

1. Select one or more devices the main Device Manager window (if multiple devices are selected, all must have the same password), click **Device Manager Tools**, and then click the **Change Password** tool button.
2. Type the correct information in the **Old Password**, **New Password**, and **Confirm Password** fields. Select the **Include cameras connected to this recorder** check box to change the password(s) for connected cameras.
3. Click **Apply**.

## Manual firmware update

Before following these instructions, ensure that the firmware update file has already been downloaded to the local computer.

### To perform a manual firmware update:

1. Select one or more devices for firmware update in the main Device Manager window.
2. Click **Device Manager Tools**, and then click the **Manual Firmware Update** tool button. The Firmware Upgrade window appears.
3. Click **Browse** to locate the firmware file, and then type in the user name and password for the highlighted device in the Device List.
4. Click **Add** to add the highlighted device to the Tasks Summary list or click **Add All** to add all the devices in the Device List to the Tasks Summary list.
5. Click **Apply**, and then click **Yes** to start the firmware upgrade process.
6. The progress of the firmware upgrade is shown in the Firmware Upgrade window. Once the upgrade is finished, the device list will display the updated version information of the device(s).

## Date and time sync

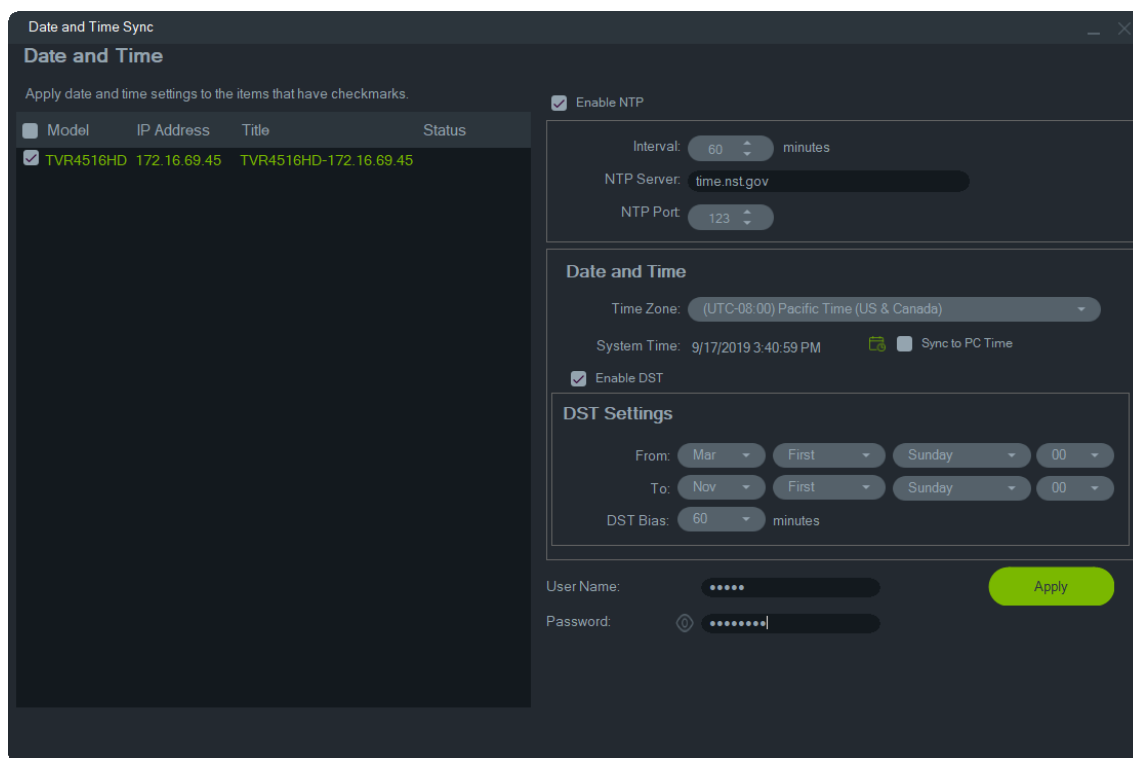
Use this tool to set the time and date across multiple devices.

Network Time Protocol (NTP) is a protocol for synchronizing the clocks of network devices such as IP cameras and computers. Connecting network devices to a dedicated NTP time server ensures that they are all synchronized.

**Note:** For a list of IFS switches that support date and time sync, see the *TruVision Navigator Compatibility with IFS Switches Addendum*.

### To perform date and time sync:

1. Select one or more devices for date and time sync in the main Device Manager window.
2. Click **Device Manager Tools**, and then click the **Date and Time Sync** tool button. The Date and Time Sync window appears.



3. Select **Enable NTP** and then type in an address in the **NTP Server** field, a time interval in the **Interval** field, and an NTP Port number in the **NTP Port** field as necessary.
4. From the **Time Zone** drop-down menu, select the time zone that corresponds to the device's location.
 

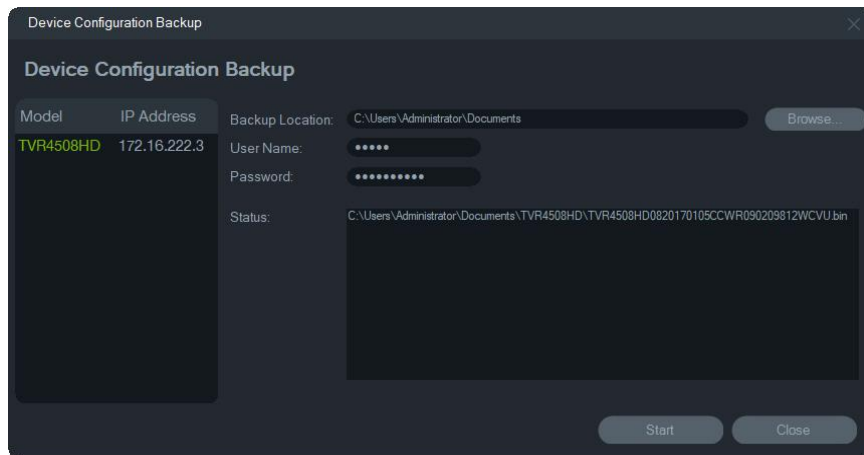
**Note:** You can also select the **Sync to PC Time** check box to synchronize the time of the device with the time of the computer.
5. Type in the **User Name** and **Password** credentials for each device or for multiple devices, and then click **Apply** after the credentials are accepted for all the devices in the list.

## Device configuration backup and restore

Use these tools to backup and restore device configurations.

### To back up a device configuration:

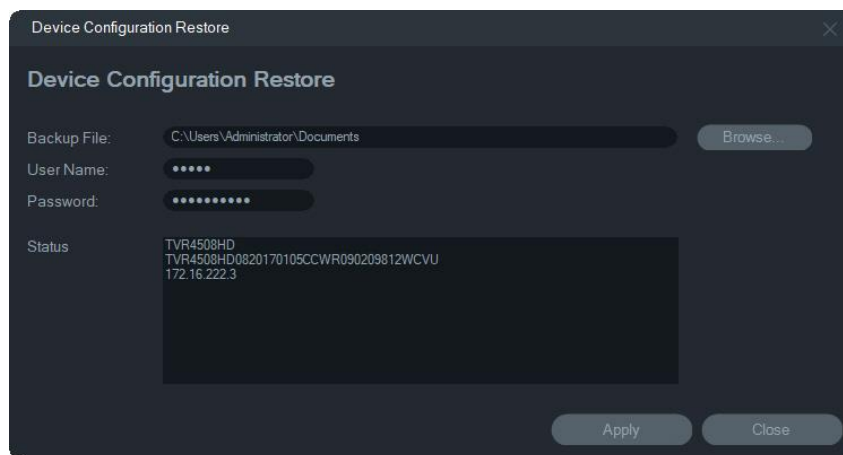
1. Select a device in the main Device Manager window, click **Device Manager Tools**, and then click the **Device Configuration Backup** tool button.
2. If required, click **Browse** to select a new backup location.
3. Enter the device user name and password and select **Start** to begin the backup process.



4. Click **Close** when backup is complete.

### To restore a device configuration:

1. Select a device in the main Device Manager window, click **Device Manager Tools**, and then click the **Device Configuration Restore** tool button.
2. If required, click **Browse** to select the location of the backup file.
3. Enter the device user name and password and click **Apply**.



4. Click **Yes** to restore the device configuration.

## Upload camera information

Use this tool to restore the device configuration for cameras only.

**Note:** Not all cameras support this feature.

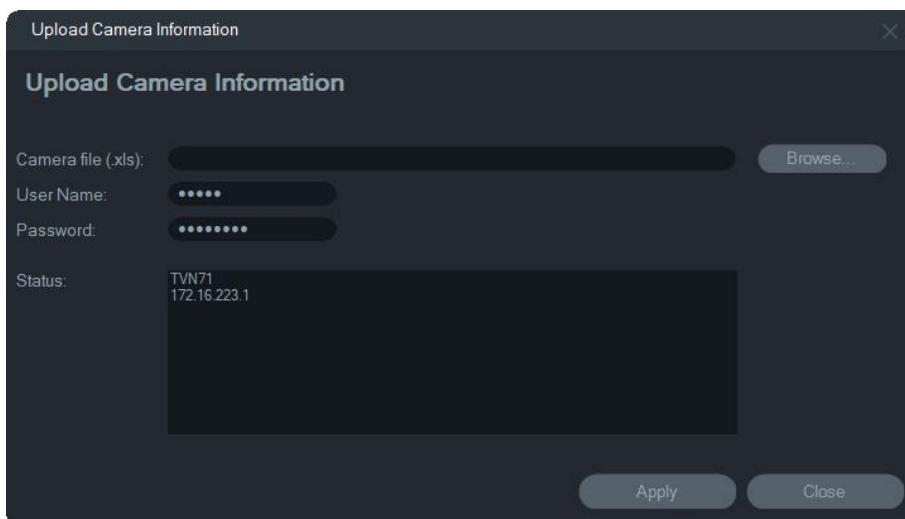
The list of recorders that can upload camera information is as follows:

- TVN 11
- TVN 12
- TVN 21
- TVN 22
- TVN 23

- TVN 70
- TVN 71
- TVR 15HD (IP cameras only)
- TVR 45HD (IP cameras only)
- TVR 16 (IP cameras only)
- TVR 17 (IP cameras only)
- TVR 18 (IP cameras only)
- TVR 46 (IP cameras only)

#### To upload camera information:

1. Select a supported recorder in the main Device Manager window, click **Device Manager Tools**, and then click the **Upload Camera Information** tool button.
2. Click **Browse** to select the location of the configuration file.
3. Type in the recorder user name and password and click **Apply**.



4. Click **Yes** to upload the camera information.

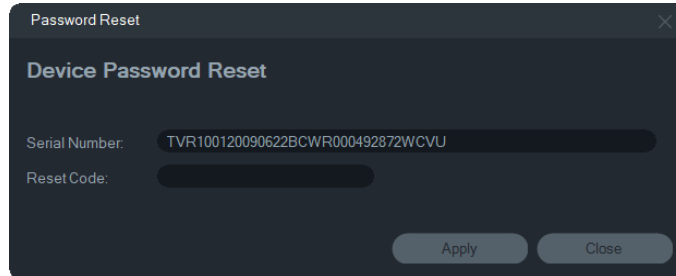
## Reset password

If the admin device password is lost, it is necessary to contact Technical Support to restore the password. The restoration process may vary depending on the device and its currently installed firmware. There are two methods available to restore the password.

#### To restore the default password (method 1):

1. Select the device for password reset in the main Device Manager window.
2. Click **Device Manager Tools**, and then click the **Reset Password** tool button.

- Copy the complete serial number from the **Device Serial No.** field in the Device information panel and paste it into an email to send to Technical Support. Also provide Technical Support with the date shown in Live View. For some devices (e.g., TVR 60), the hour shown in Live View is also required. Technical Support will provide a security key by email.

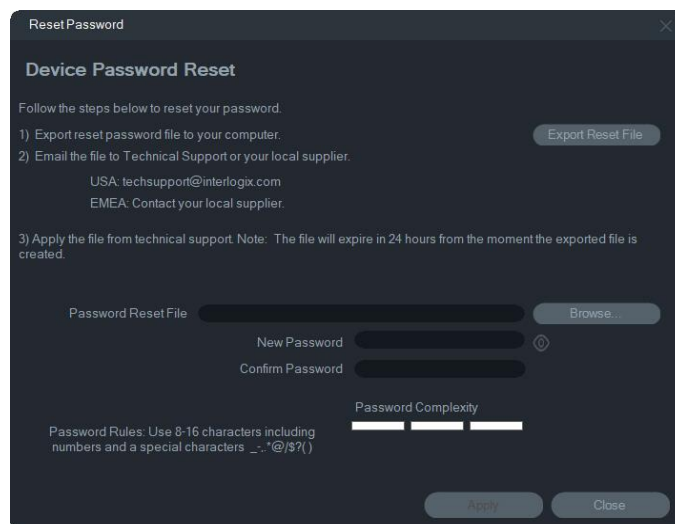


- Enter the security key received from Technical Support in the **Security Code** field and click **OK** to restore the default password. The default password is **1234**.

**Note:** The security key provided is related to the date (or hour in the case of TVR 60) the serial number was sent to Technical Support and expires the day it was created. We recommend resetting the device password immediately after receiving the reset code.

#### To set a new password using an XML file (method 2):

- Select the device for password reset in the main Device Manager window.
- Click **Device Manager Tools**, and then click the **Reset Password** tool button.
- Click the **Reset Password** button.



- Click **Export Reset File** in the Reset Password window to save the XML file, and then email the file to Technical Support. Technical Support will provide a new XML file.
- Save the XML file received from Technical Support on the computer, click **Browse**, and select the new XML password file.


6. Type a new password and then confirm it in the **New Password** and **Confirm Password** fields. Click **Apply**.

**Note:** Do not restart the device after the password recovery XML file has been exported, otherwise the steps above must be repeated. The password recovery XML file expires after 48 hours.

## SNMP support (Version 2c)

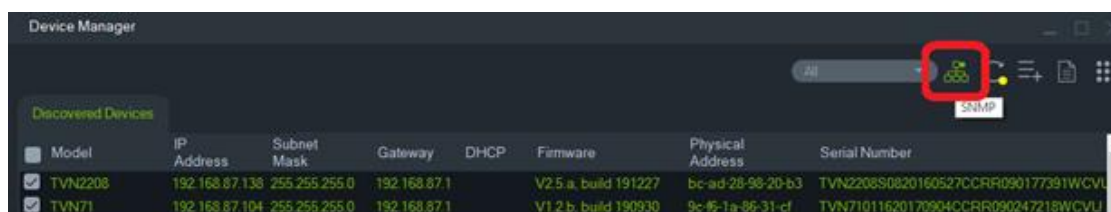
**Note:** It is important to be aware that SNMP v2c has known vulnerabilities. Exercise caution when enabling SNMP v2c on a public network. We strongly recommend contacting your network team and adhering to best practices before enabling SNMP v2c. Avoid using default community strings and ensure that unique, secure community strings are used instead. Take all necessary security measures to safeguard your network environment.

TruVision Navigator supports Simple Network Management Protocol (SNMP). It makes it possible for the user to retrieve some specific data related to the status or health of devices. This works with SNMP Version 2c (which is also supported in TruVision devices).

The Discovered Devices window allows the user to select discovered devices. By clicking the SNMP icon , the user opens the SNMP dialog.

### To discover devices using the SNMP icon:

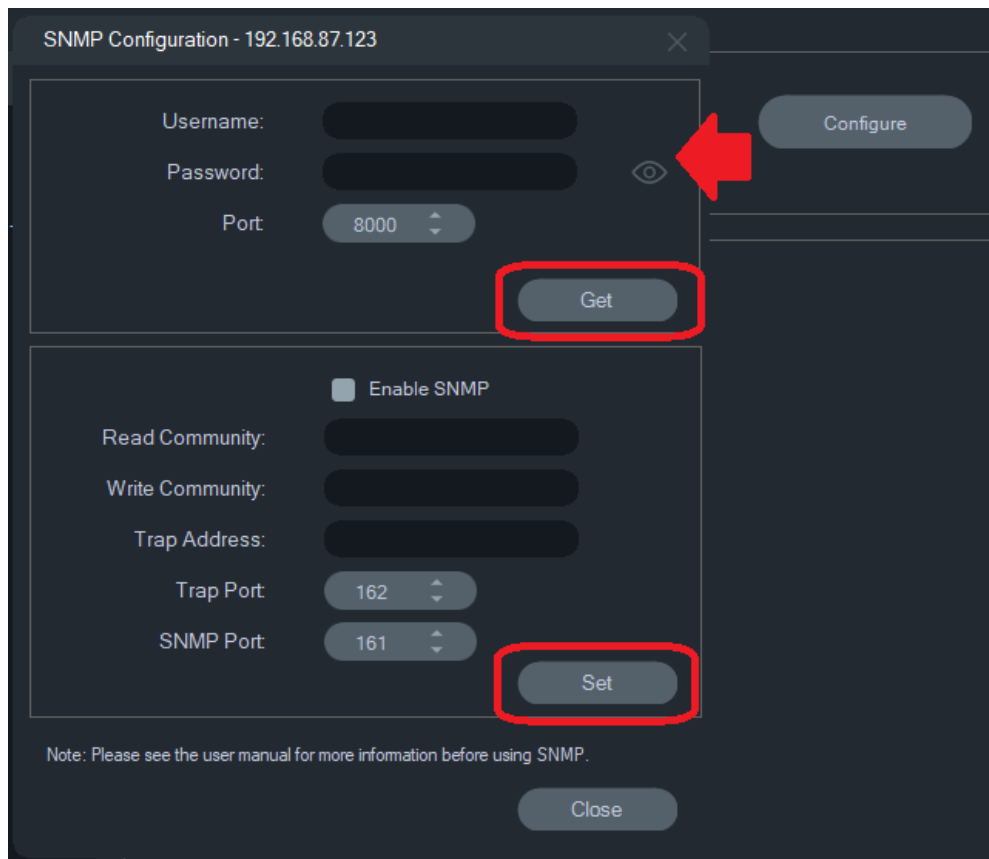
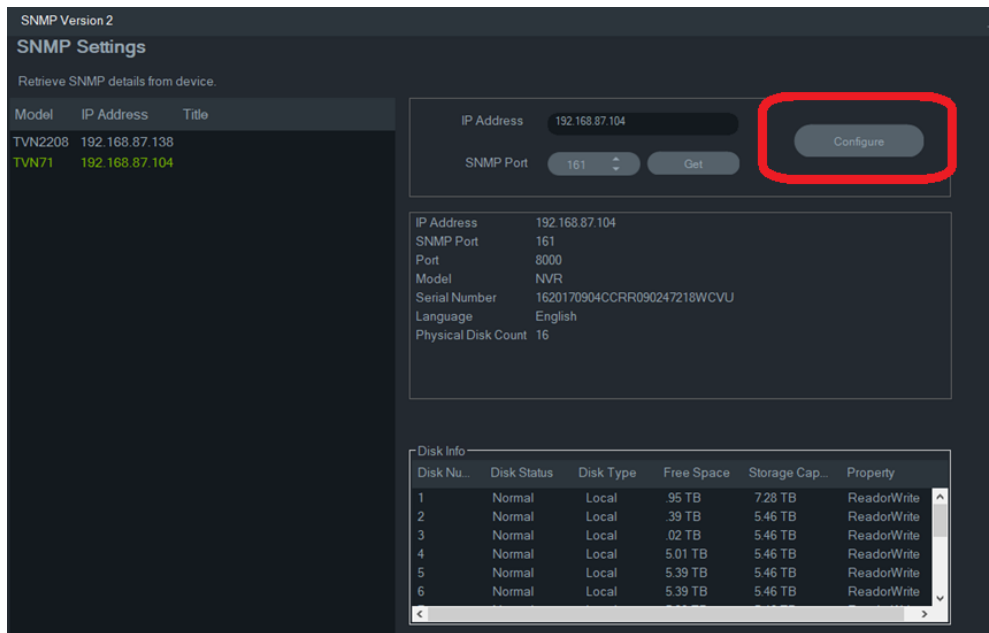
1. Select devices from Navigator tab or Discovered Devices (selection is optional).
2. Click the **SNMP** icon to populate the SNMP dialog in the SNMP Settings window.



### To retrieve SNMP data

1. SNMP dialog shows all the recorders/cameras that were selected in the discover window. Navigate to a specific device to get its SNMP data.
2. If the device was not selected and is not displayed, enter the device's IP address and by clicking the **Get** button retrieve the SNMP data of the device.
3. **Configuration** button allows the user to configure the SNMP settings on the device. Select a device from the left panel or enter the device's IP address and click the **Configure** button.

**Note:** Different SNMP data will be displayed depending on the device type (recorder or camera).



### To configure SNMP settings:

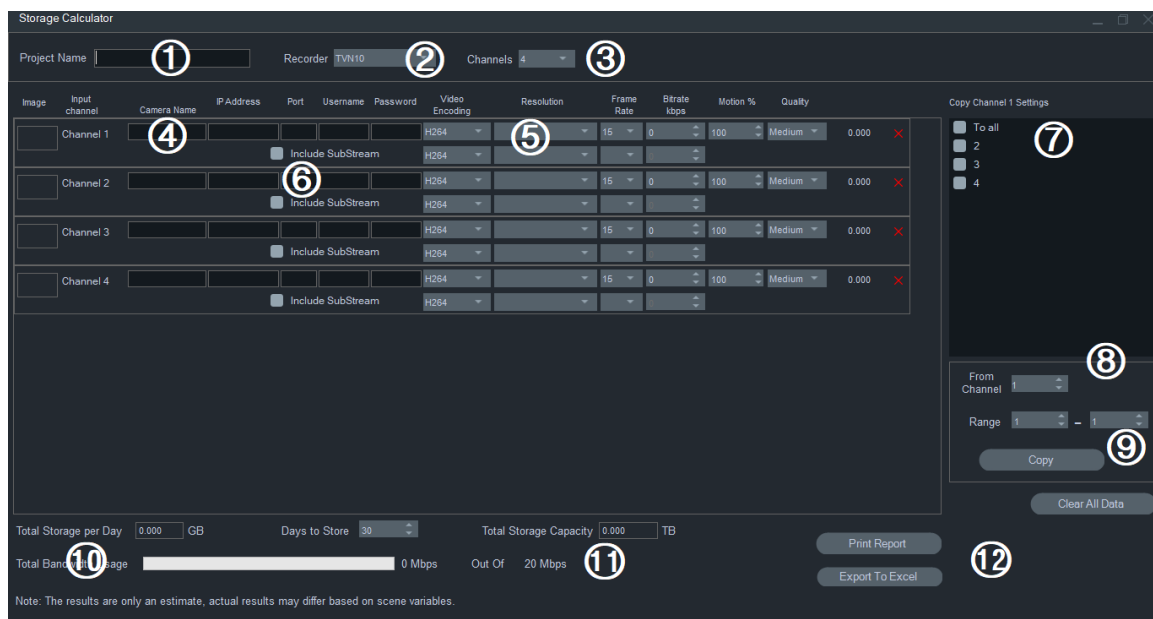
1. Enter the device credentials to configure the SNMP settings.
2. Click the **Get** button to populate SNMP configuration settings.
3. Click the **Set** button to change and save the SNMP settings on the device.

# Storage calculator

Storage calculator is a tool that permits the creation of a storage capacity requirement report for TruVision recorders that can be printed or exported to Microsoft Excel (XLS file format).

**IMPORTANT:** Storage requirement calculations provided by the calculator are only an estimation based on medium quality video settings. More storage capacity could be needed depending on the scene complexity of images captured by the cameras.

**Note:** Storage calculator only supports the TruVision recorders listed in the **Recorder** drop-down list in the TruVision Storage Calculator window.



## To generate a storage calculator report:

1. Click the **Storage Calculator** button in the Getting Started window.
1. Type a value into the **Project Name** field.
2. Select the recorder model from the **Recorder** drop-down list (2).
3. Select the number of camera channels in the **Channels** drop-down list (3).
4. Type camera names into the Camera Name (4) boxes as necessary and enter values for each camera in the Main Stream (5) and Substream (6) (if applicable) sections. Use the **Copy Channel 1 Settings** (7), **From Channel** (8), and **Range** (9) boxes to copy values between cameras.
5. The **Total Storage per Day** (10) and **Total Storage Capacity** (11) boxes populate with storage requirement calculations. When finished configuring the storage calculator project, click the **Print Report** or **Export to Excel** button (12) to generate a storage calculator report for future reference.