

# OSE-201/301 IE User's Manual



Product: OSE-201/301

Document: IE User's Guide

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## **Safety Warning**

- To reduce probable risk of fire or electronic shock, do not expose this product under rain or moisture environment.
- Remove power before unit installation.
- Please make sure powers of all devices have been unplugged before connecting to this product.
- Recommend using appropriate power adapter for product safety.
- Please do not tear down this unit for safety and warranty.
- Recommend read this manual thoroughly before system/unit installation.
- Make sure all cables and power have been successfully installed on this product.
- Dust, moisture, and dramatic temperature change can cause mal-function of this unit. Manufacturer advises not to put this product under these environments.
- If item of this pack is missing or defect of this unit, please contact certified distributor or reseller for service/maintenance.

## **FCC Class A Statement**

**Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his/her own expense.**

**Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. TWSAFE Inc. is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.**

**This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.**

## Quick Installation Guide (QIG)

The purpose of this QIG is to guide you to go through setup procedure of this system smoothly in order to view remote video images of video server on IE. Details of setup functions on IE Web pages and management software of multi-camera can be seen on User's Manual.

## Product & Accessories

Please check packing contents thoroughly after opening this pack. Contact your reseller while item is missing.



Quick Installation Guide



OSE-301\*1



Software CD  
ROM\*1



DC Power  
Output  
(DC 12V)



Adapter\*1



Microphone/Speaker 2  
in1 cable\*1



L type  
wrench\*1



Screws \*4



I/O Connector\*1

# Product Brief Introduction

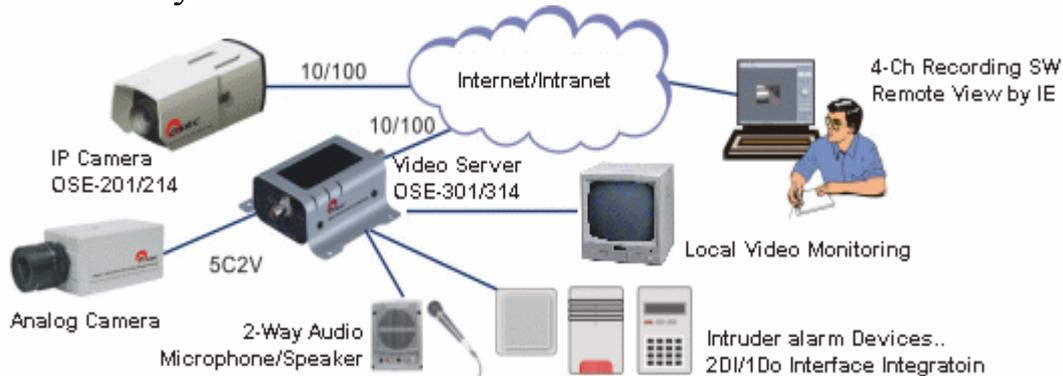
## I. Product

- OSE-301 (301) video server is a device which transforms analog images into digital through MPEG 4 video compressed, and transmits images/data via Internet or Intranet with 2-way audio.
- 301 is an independent web server which user can view via Internet Explorer everywhere where Internet is connected.
- 301 is equipped with motion detection which can detect, send alarm, take snapshot while event is triggered.
- 301 has 2 digital inputs and 1 digital output which can successfully integrate with other security devices e.g. alarm, light, sensor for better security protection.
- 301 offers an analog video output for on-site clearer camera images installation and monitoring.
- 301 supports additional DC-12V power output (max. 750 mA) to connect camera or other security device power input without finding another power source.
- 301 provides RS-485 connectors for pan-tilt device or speed dome camera surveillance.

## II. IE Browser & Multi-port Software

- User can view and monitor video images through IE Browser without installing any additional software.
- OOSEC Browser offers user for remote video surveillance and control/setup this product via IE Browser.
- User can use OOSEC Browser to setup network protocols including IP address environment (DHCP, fixed IP, PPPoE, and DDNS).
- This pack also attaches 16-port management software for recording and retrieving recorded images.

## 1.1 System Reference Structure

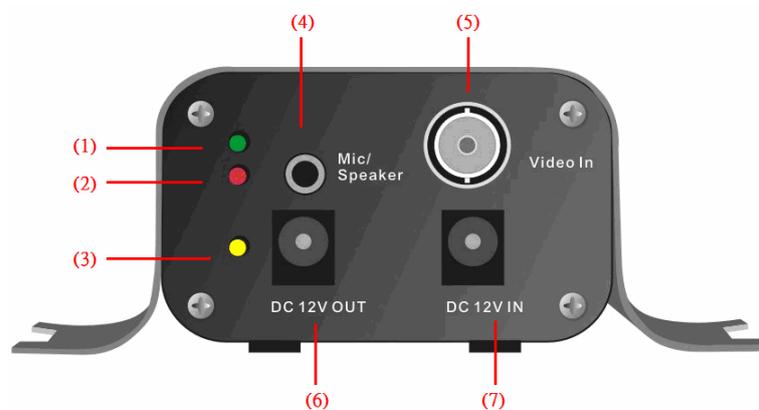


## 1.2 Required Additional Accessories

<ul style="list-style-type: none"> <li>• CCD Camera &amp; Accessories: camera, pan-tilt devices, housing, and bracket</li> </ul>	 <p><b>CCD camera*1</b></p>
<ul style="list-style-type: none"> <li>• Alarm/Access control: DI/DO to connect urgent button, sensor, buzzer, system for security integration.</li> </ul>	 <p><b>Alarm (option)</b></p>
<ul style="list-style-type: none"> <li>• Coaxial cable: 5C2V (BNC connector) cable to connect CCD camera.</li> </ul>	 <p><b>5C2V coaxial cable</b></p>
<ul style="list-style-type: none"> <li>• UTP cables: Prepare a parallel UTP cable with RJ45 connectors to connect network equipment e.g. switch/hub, IP sharing, router. Use a cross-over cable if directly connects to PC.</li> </ul>	 <p><b>RJ45 UTP cable</b></p>
<ul style="list-style-type: none"> <li>• 16-port Recording Requirement: CPU Intel P4 3.2, 1G memory, 128 MB VGA, OS: Microsoft XP SP1</li> </ul>	 <p>NVR-4/16 Recording software Remote View by IE Browser <b>Personal computer</b></p>
<ul style="list-style-type: none"> <li>• Audio: Microphone and speaker</li> </ul>	 <p><b>Microphone/speaker (option)</b></p>
<ul style="list-style-type: none"> <li>• XDSL broadband Internet connection</li> </ul>	

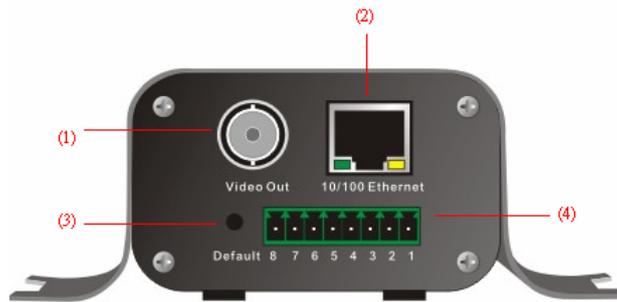
## 1.3 Functions

### 1.3.1 A-side Product View

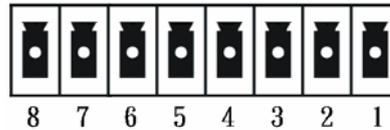


1. Login indicator: Green light-on indicates user is logging in.
2. System start-up indicator: Blink when system is on.
3. Power: Red light on when power is on.
4. Microphone/Speaker: Use attached audio cord to connect audio device.
5. Video In: Use 5C2V cable with BNC connector to connect CCD camera.
6. DC12V OUT: DC 12V power output with maximum 750mA limited.
7. DC12V IN: Connect attached adapter.

### 1.3.2 B-side Product View



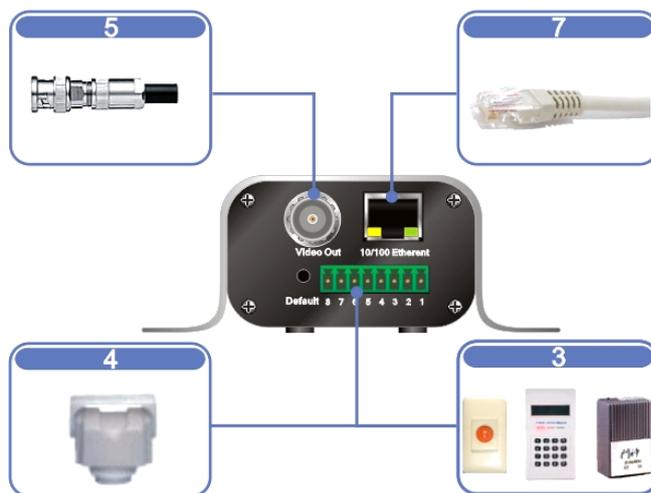
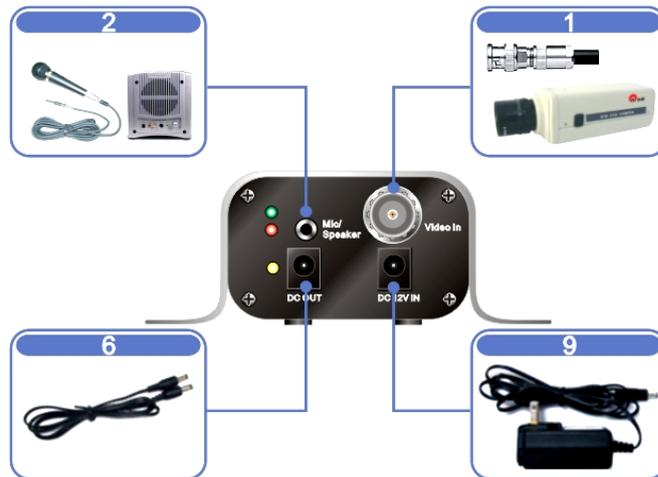
1. Video Out: BNC output port for better camera images while installed on-site adjustment only.
2. 10/100 Ethernet: Connect to network by using standard RJ45 connector.
3. Default: Insert this button by using attached L-type wrench or end of thin paper clip to restore manufacturing default values.
4. I/O & RS-485 Connectors:



Port		Function	Remark
1	DI1+	DI1 Positive	Max. 50mA, 12VDC
2	DI1-	DI1 Negative	
3	DI2+	DI2 Positive	Max. 50mA, 12VDC
4	DI2-	DI2 Negative	
5	DO+	DO Positive	Max. 50mA, 80VDC
6	DO-	DO Negative	
7	RS485+	TX/RX	Non-inverting
8	RS485-	TX/RX	Inverting

**Remark: User can use pan-tilt-zoom images of camera by connecting RS-485. If distance is too far, please use additional signal amplifier.**

## 1.4 Installation



- Step 1: Use 5C2V coaxial cable to connect CCD camera.
- Step 2: Connect Microphone/speaker.
- Step 3: Connect security devices into digital inputs/output.
- Step: Connect pan-tilt device into RS-485.
- Step 5: Use 5C2V coaxial cable to connect TV/monitor.
- Step 6: Connect camera DC-12V power into product with maximum power output 750mA.
- Step 7: Use RJ-45 UTP cable to connect network equipment.

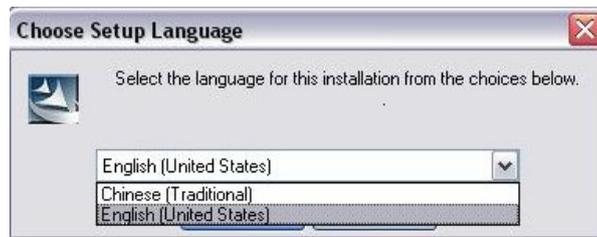
- Step 8: Plug-in powers of all optional connected devices.
- Step 9: Plug-in power of video server.
- Step 10: Confirm power indicator is on.
- Step 11: Confirm red-light system is quick blinking.
- Step 12: Start-up PC to start application software installation.

## Software Installation

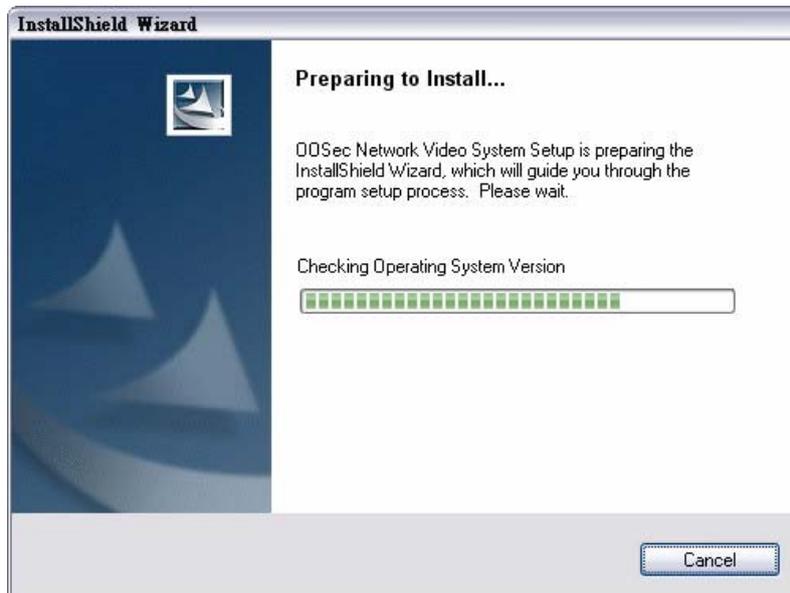
### Start CD Software Installation

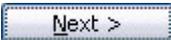
**Before Installation:** Insert the CD attached in the package to CD-ROM reader on your computer, system will start its auto-execution procedure.

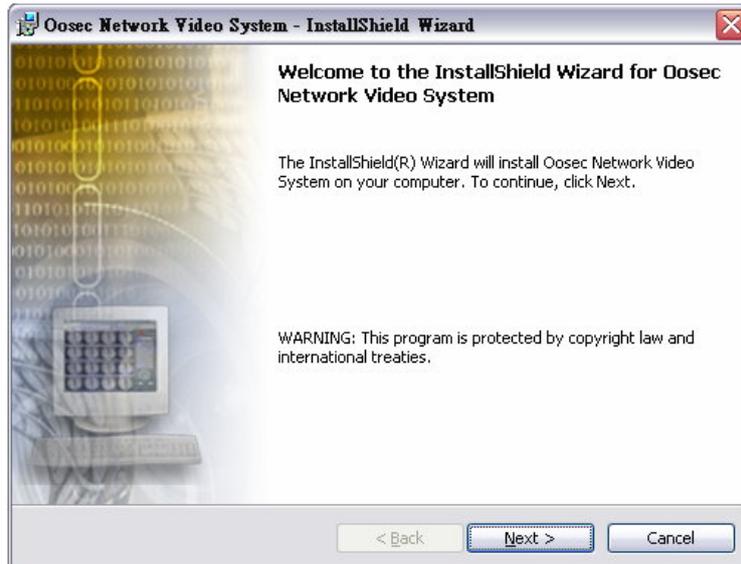
**Language:** System supports two language selection.

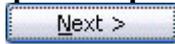


**System is detecting OS of user's PC, please wait.**



**Welcome Page:** Click  to enter next setup procedure.



**Read Me & Intellectual Property Announcement: User needs to click “I accept the terms in the license agreement” to enter next step of setup procedure or the setup sequence will not proceed. Click  to proceed.**



**Save-path: User defines save path of the execution file. Click  to proceed.**



**Check:** See details of setup are correct. Click  to proceed.



**Installing:** System is installing on your PC, please wait.



**Installation Complete: System installation sequence is complete. Click  to exit.**



## 2. IP Address Setup

User can write IP address onto video server can be set either by IP Installer or multi-port application software.

**Remark: Product default IP address is “192.168.1.99”. Default password is Mac address shown on the package and bottom of the video server.**

Please follow procedures listed below to change default values on personal computer

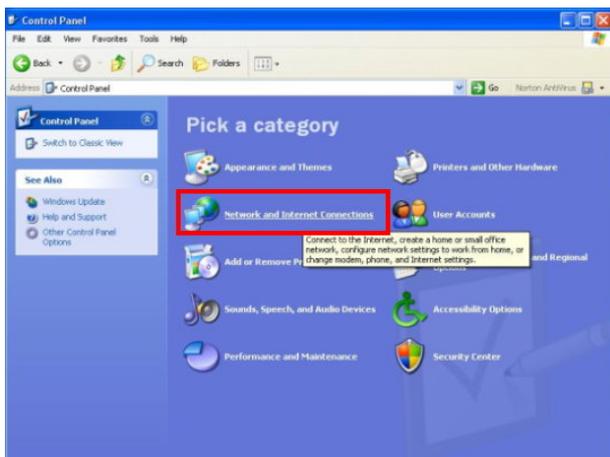
### 2.1 Hardware connection

Prepare a crossover UTP cable to directly connect with PC or a standard parallel UTP cable and insert it onto switch/hub or IP sharing.

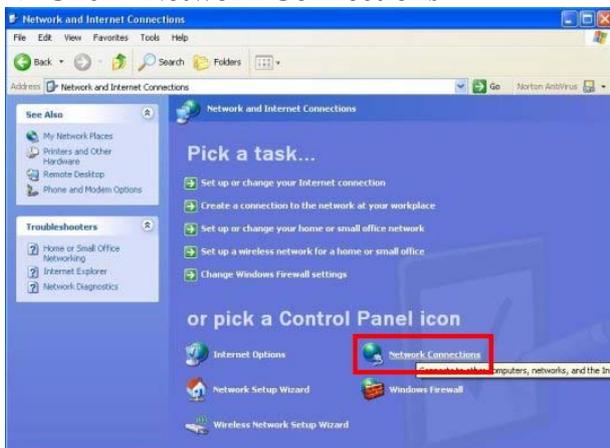
### 2.2 Network and Internet Connections

Before IP Installer setup sequence, user needs

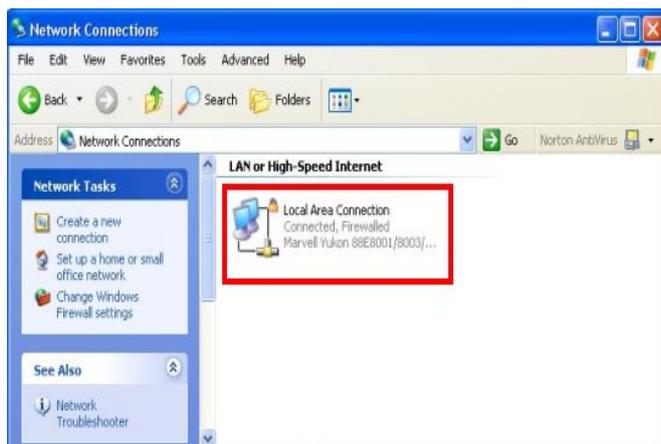
▼ Click “Start”→ “Control Panel” → “Network and Internet Connections”



▼ Click ”Network Connections”



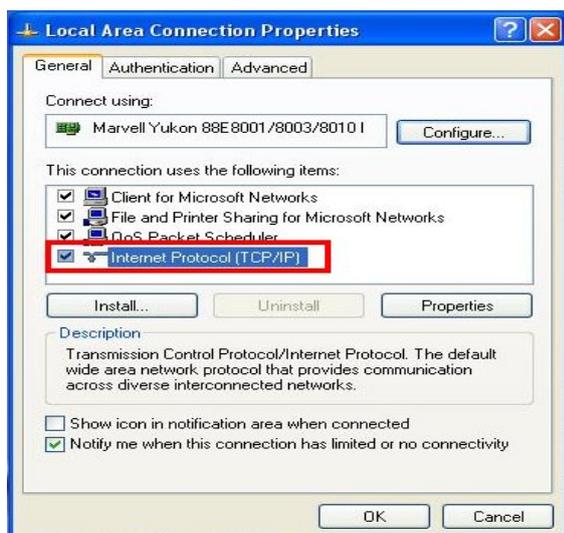
▼ Double click your network (Local Area Connection)



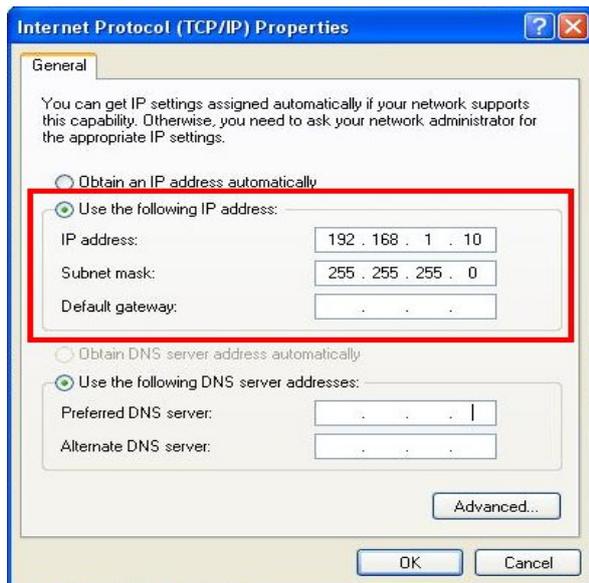
▼ Click “Properties” to enter IP address setup.



▼ Double click “Internet Protocol (TCP/IP)”



▼ Tick “Use the following IP address” then type IP (I):192.168.1.99, and for Subnet mask is 255.255.255.0



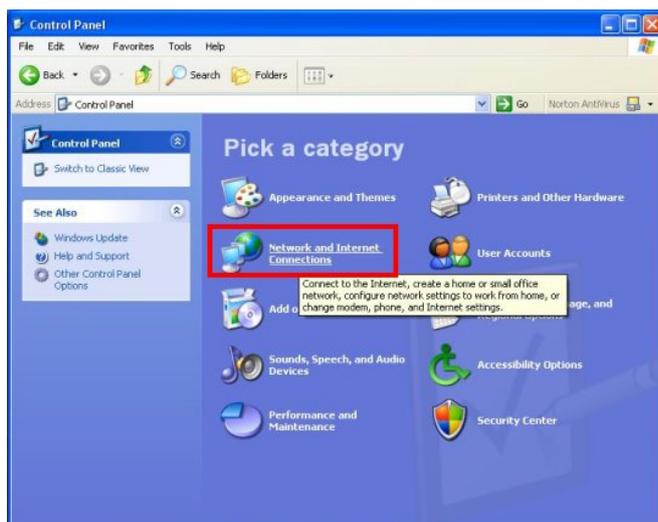
Click “OK” icon to finish network connections setup for user’s PC and video server are in the same subnet. User can setup IE security for remote view.

### 3. Network Security Setup

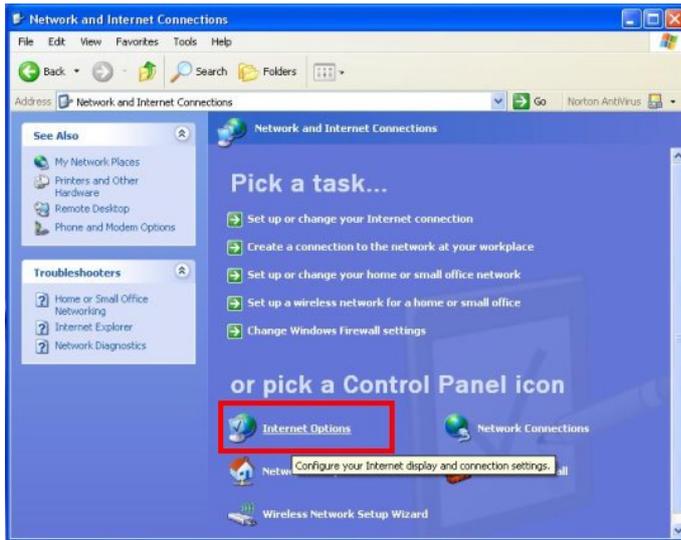
#### 3.1 Security/Trusted Sites Setup

When first time to login video server via Internet Explorer, user needs to do security adjustment to view video images.

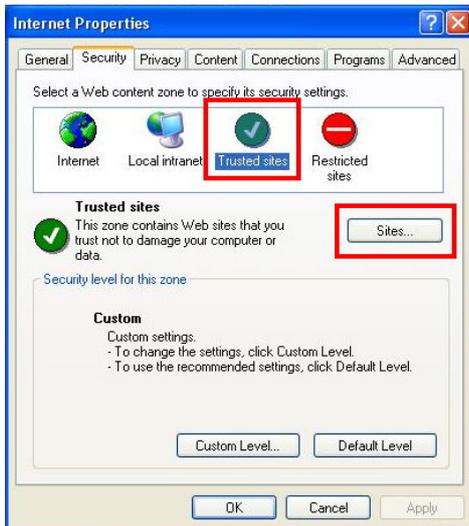
Sequence: Click “Start” → “Control Panel” → “Network and Internet Connections” → “Internet Options” → “Security” → “Internet” → “Custom level”.



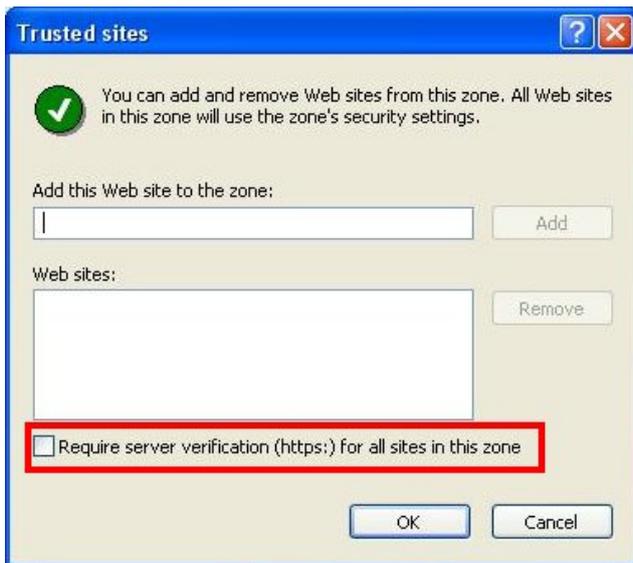
▼ Click “Internet Options”



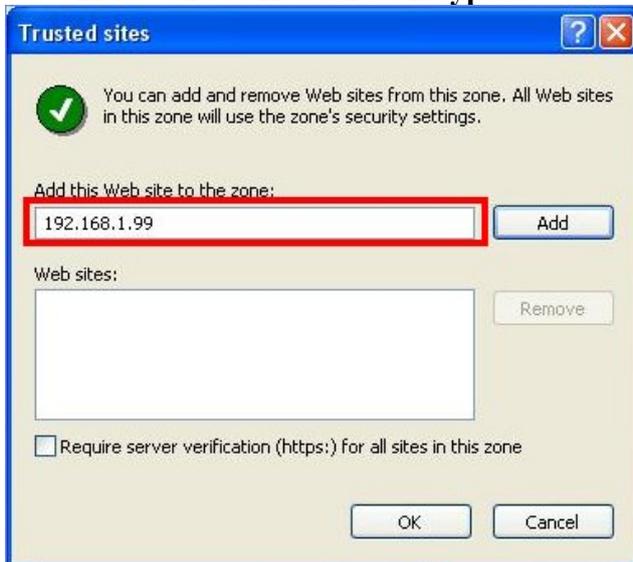
▼ Click “Trusted Sites” and then click “Sites” to type wishful IP address for IP camera/video server to ensure IE browser will not block the IP address.



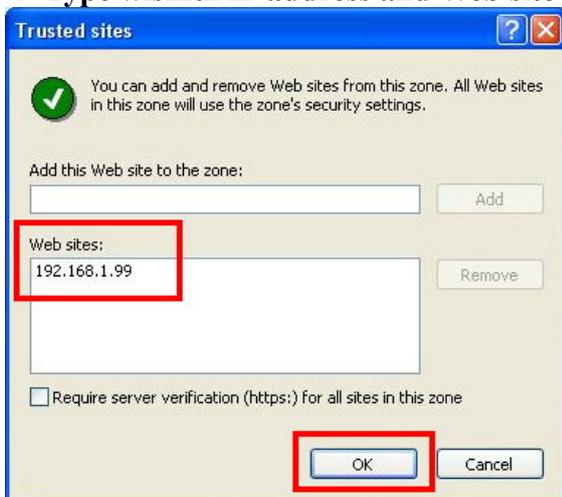
▼ Type wishful IP address for IP camera/video server and DO NOT click “Require server verification (https) for all sites in this zone.”



▼ Window shows IP address is typed.



▼ Type wishful IP address and Web site will show in the window, click “OK” button to save data.

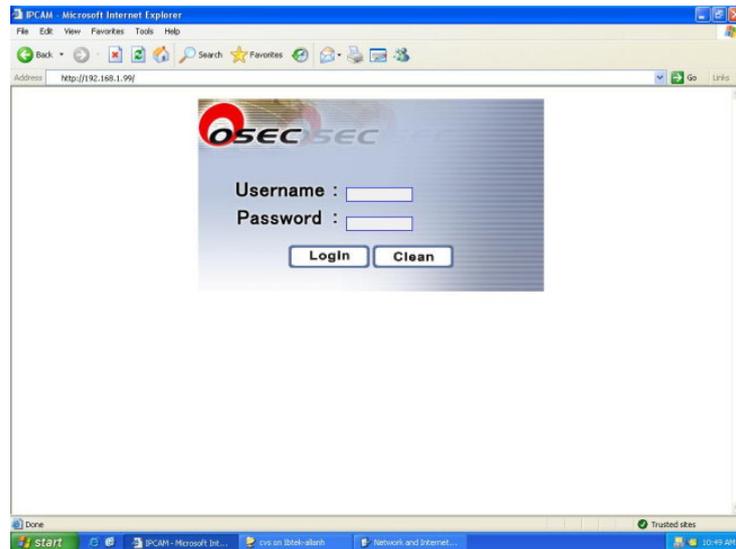


## 4 Login IP Camera/Video Server

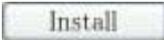
User's PC must be equipped with IE 6.0 or later version.

### 4.1 Login System

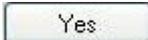
▼ After having typed correct IP address, system will pop-up a verification window that needs to type correctly to view real-time video images.



**Remark:** Please type “root” for user’s account and MAC address of this IP camera/video server (shown on the IP camera/video server and the surface of the pack)

▼ System will ask to install ActiveX, click  to install ActiveX



After downloading ActiveX, click  to view real-time images.



## 4.2 IE Main Page

There are three major blocks on IE main page which include setup functions, real-time display, and pan-tilt-zoom control panel.

**【Setup】** : Device functions setup for this camera.

**【Real-time Display】** : This window includes real-time images, snapshot, microphone, speaker, DI, DO, and control buttons.

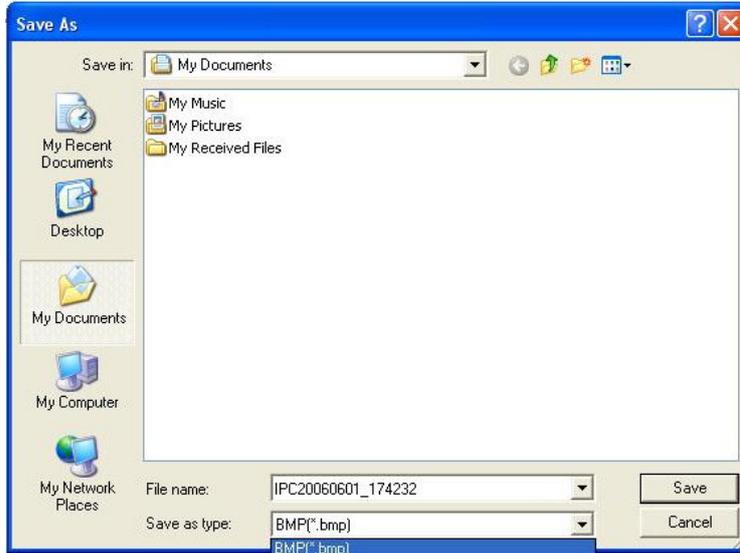
**【Pan-tilt-zoom】** : This section includes pan-tilt-zoom, speed, and other command controls.



## 4.2.1 【Real-time Video Images】

1. System shows real-time video, and on-screen-display clock.

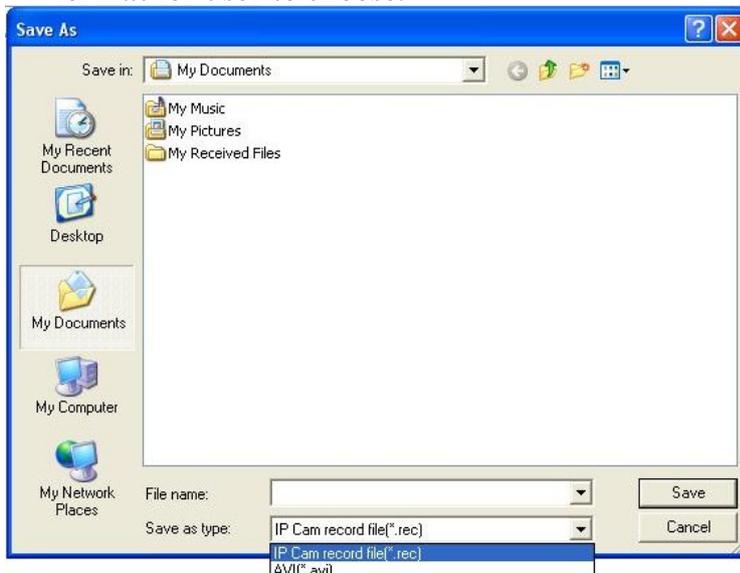
2. : Click it to save selected picture onto your computer.



3.  / : Click to activate or deactivate on-site microphone.

4.  / : Click to activate or deactivate on-site speaker.

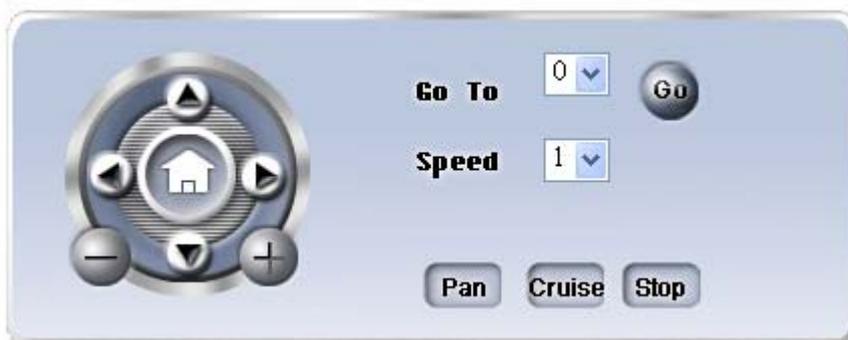
5. : Click it to capture real-time video images on your computer. You need to assign wishful save-path onto your computer. System provides \*.AVI file and self recording file format for user to choose.



6. DI indicators:  indicates no DI message which  indicates DI alarm is triggered.  indicates off and  indicates message triggered.

7. DO:  indicates high-volt output and  indicates low-volt output.

## 4.2.2 【Pan-tilt-zoom Control Panel】



If user installed pan-tilt device or speed dome camera and IE provides useful protocols, user can use this control panel to control pan-tilt-zoom functions.



 Up,  Down,  Left,  Right,  Default location,   
Zoom-in, and  Zoom-out

**Speed**  Pan-tilt speed control

**Go To**   Select pre-set location and click “Go” to view.

**Pan** Click to trigger device auto-pan.

**Cruise** Click to trigger cruise of user’s define pre-set locations.

**Stop** Click to stop auto-pan.

## 4.3 【Setup】



Back to main video page

Device system setup

Video function setup

Device network setup

User's account setup

Pan-tilt-zoom setup

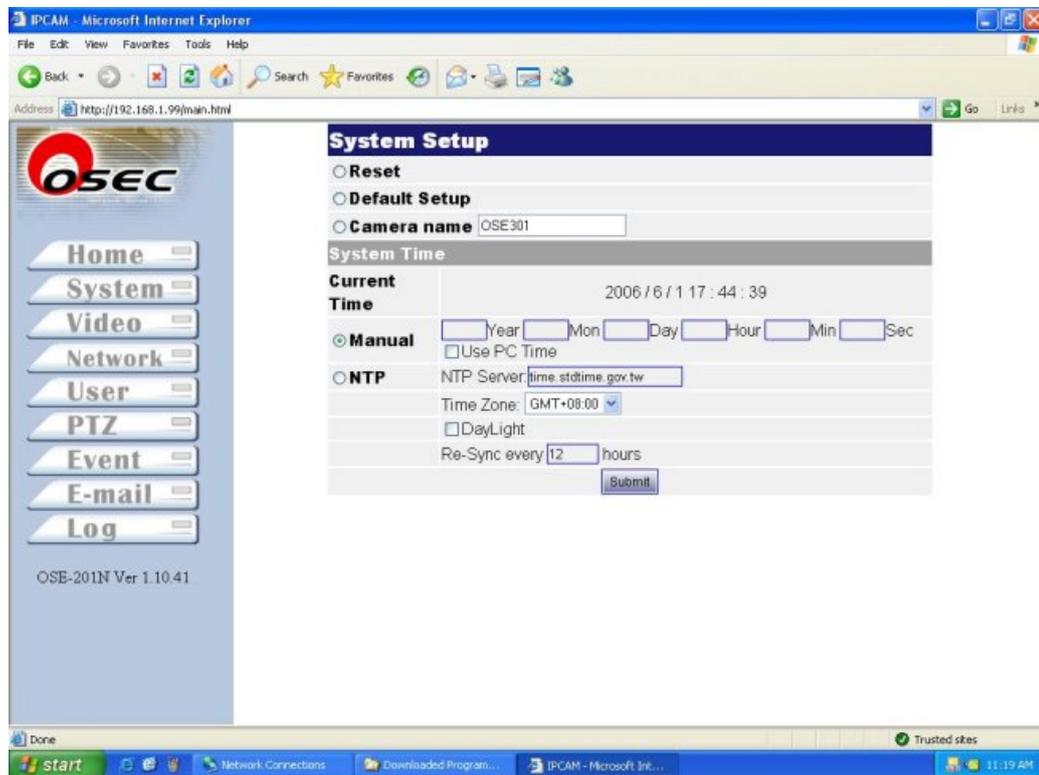
Event triggered setup

Email account setup

Log inquiries

### 4.3.1 【System】

Time clock setup, synchronized with NTP, and default values reset.



- System Setup

**Reset:** Click to reboot system

**Default Setup:** Click to return to default manufacturer's values.

**Camera Name:** Type wishful IE title

- **System Time:** Click to reset clock time on device.

**Current Time:** Display current device time.

**Manual:** Reset current time manually.

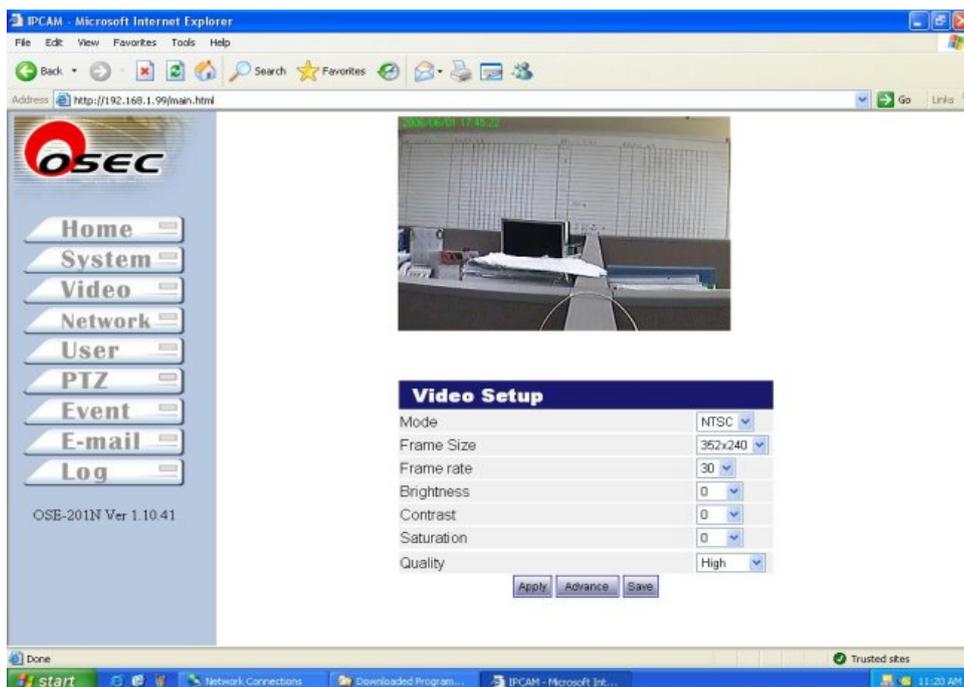
**Use PC Time:** Click to synchronize current time with your computer.

**NTP :** Select your time zone, click to active Day Light, IP of NTP server.

**Re-Sync:** Time period to synchronize with NTP server.

- Click  to save data.

### 4.3.2 【Video】



**【Mode】** : Select NTSC or PAL to fit into your video format in your country (See Appendix D)

**【Frame Size】** Video resolution setup

NTSC: (QCIF) 176X120, 320X240, and (CIF) 352X240

PAL: (QCIF) 176X144, 320X240, and (CIF) 352X288

**【Frame Rate】** System support different frame rates for user to define.

NTSC: 1,5,10, 15, and 30

PAL : 1,10, 15,and 25

**【Brightness】** Video brightness range from -10 - +10, default: 0

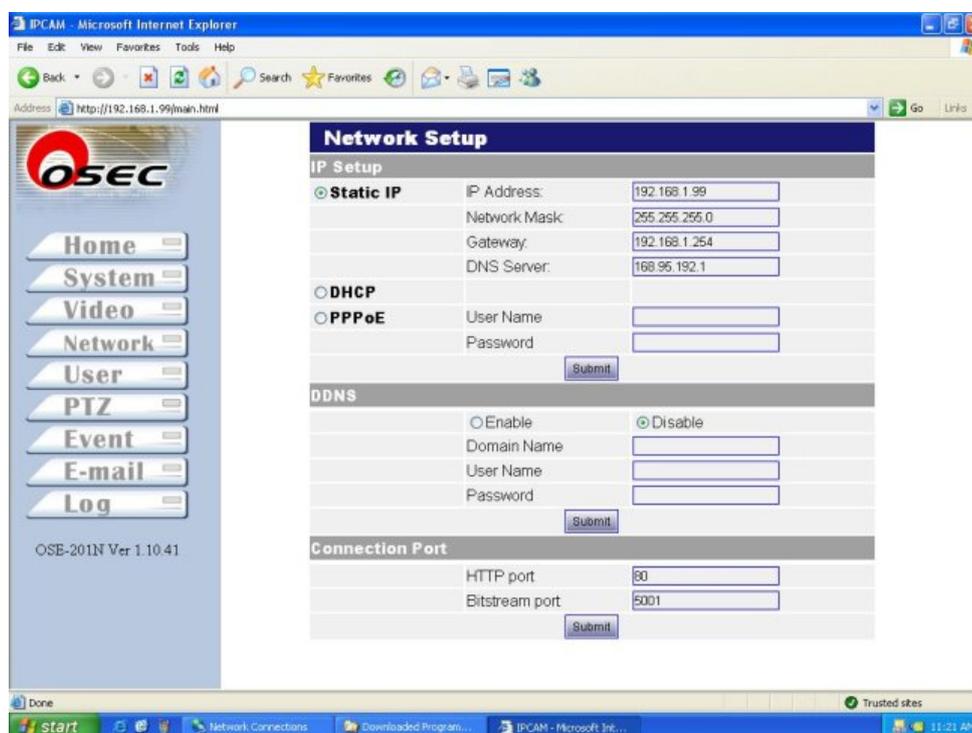
**【Contrast】** Video contrast range from -10 - +10, default: 0

**【Saturation】** Video saturation range from -10 - +10, default: 0

**【Quality】** Video quality range for “High”, “Medium”, and “Low”

Click  onto device (not permanently save) and click  to save onto device.

### 4.3.3 【Network】



**【DHCP】** : DHCP assigns IP automatically (See Remark1)

**【Static IP】** : If you use a fixed IP by ISP provider or for LAN, then input your wishful IP onto device. Please contact your ISP provider for more details of IP address, Network Mask, Gateway, and DNS server address.

**【PPPoE】** : If you're using PPPoE to connect Internet, input your user account and password provided by your ISP service company.(See Remark2)

**【DDNS】** : If you're using domain name instead of fixed IP address and for PPPoE connection, click “Enable” first, then type domain name, user name, and password to login device.

**【Connection Port】**

『 HTTP Port 』 : Default HTTP port is 80.

『 Bit-stream port 』 : Default video stream is 5001

Manufacturer does not recommend user to change default value unless has sufficient knowledge of networking setup. You may contact your MIS or ISP provider for more details of network setup.

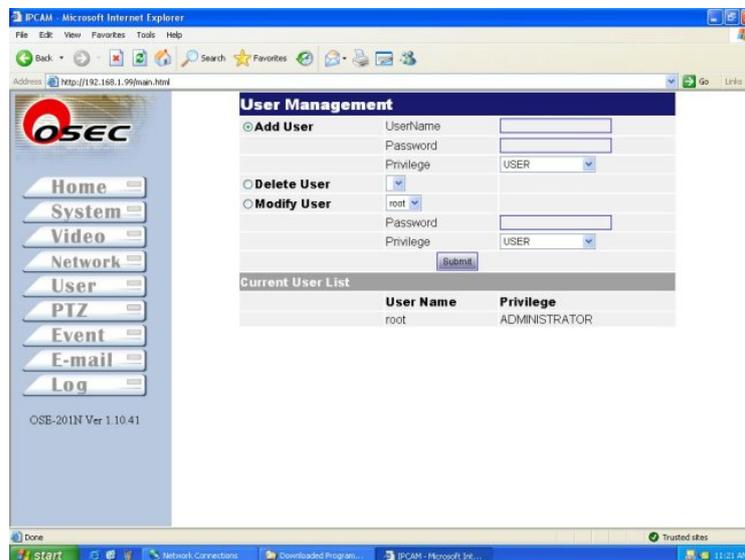
- Click  and click “Submit” to save data.

**Remark 1:** DHCP (Dynamic Host Configuration Protocol) allows devices to connect to a network and be automatically assigned an IP address.

**Remark 2:** PPPoE(PPP over Ethernet) provides the ability to connect a network of hosts over a simple bridging access device to a remote Access Concentrator (Server).

**Remark 3:** DDNS (Dynamic Domain Name Server) is a service that maps Internet domain names to IP addresses. DDNS serves a similar purpose to DNS: DDNS allows anyone hosting a Web or FTP server to advertise a public name to prospective users. Unlike DNS that only works with static IP addresses, DDNS works with dynamic IP addresses, such as those assigned by an ISP or other DHCP server. DDNS is popular with home network, who typically receive dynamic, frequently-changing IP addresses from their service provider. To use DDNS, one simply signs up with a provider and installs network software on their host to monitor its IP address

#### 4.3.4 【User】



**【User Management】** : System allows up to 10 user accounts (2 user privileges) to remote view this camera.

**【Add User】** : Add new user account, password, and privilege.

**【Modify User】** : Modify current user’s account and his/her privilege.

**【Delete User】** : Delete user's account.

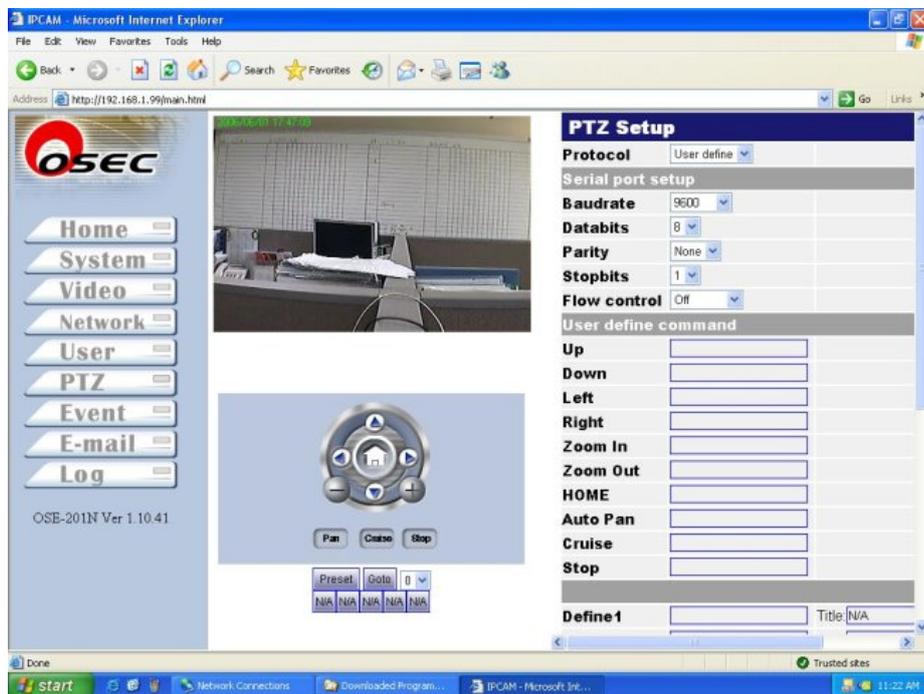
Click  to save onto device.

**【Current User List】** : Display user account and his/her privilege.

There are two levels of privilege can be setup for the user.

- Administrator: View and setup functions manipulate.
- User : IE browser real-time view only.

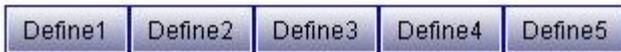
### 4.3.5 【PTZ】



**【PTZ Setup】** Select appropriate command protocols for pan-tilt device control. Once selecting command protocols, system will write onto device automatically without further setup. But for “User define” mode, user needs to setup manually.

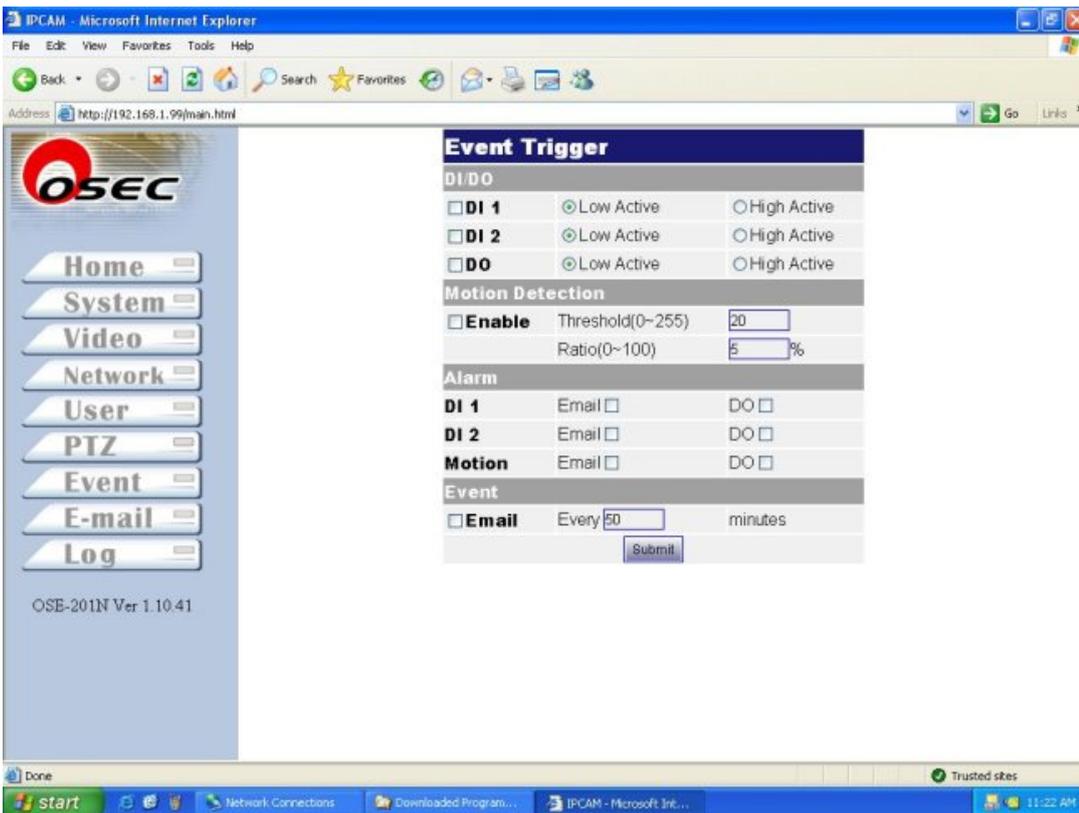
- **【Serial Port Setup】** RS-485 COM port setup
  - Baudrate : Buud unit of signaling speed per second
  - Databits : Data group of bits selection
  - Parity: It stands for parity checking to ensure the validity of data.
  - Stopbits : It indicates the bit sent after the data bits, indicating that no more data bits follow.
  - Flow control: The way in which information is controlled in a network to prevent loss of data when the receiving buffer is near its capacity.
- **【User define command】** User self defines other command protocols.
- 「Up」, 「Down」, 「Left」, 「Right」, 「Zoom In」, 「Zoom Out」, 「HOME」, 「Auto Pan」, 「Cruise」, and 「Stop」 commands.  
System provides up to 5 self commands for user to define.

- “Define1 - 5” and “Title1 - 5” will be shown underneath PTZ control panel.



- “Perset 0 – 9” and “Goto 0 – 9”: It offers user for up to 10 different pre-set locations setup.

### 4.3.6 【Event】



#### 【DI/DO】

User defines “high volt” or “low volt” triggered signal for digital-input sensors for DI1 and DI2 ; defines “high volt” or “low volt” triggered signal for digital output.

#### 【Motion Detection】

User defines two variables to setup motion detection.

## 【Alarm】

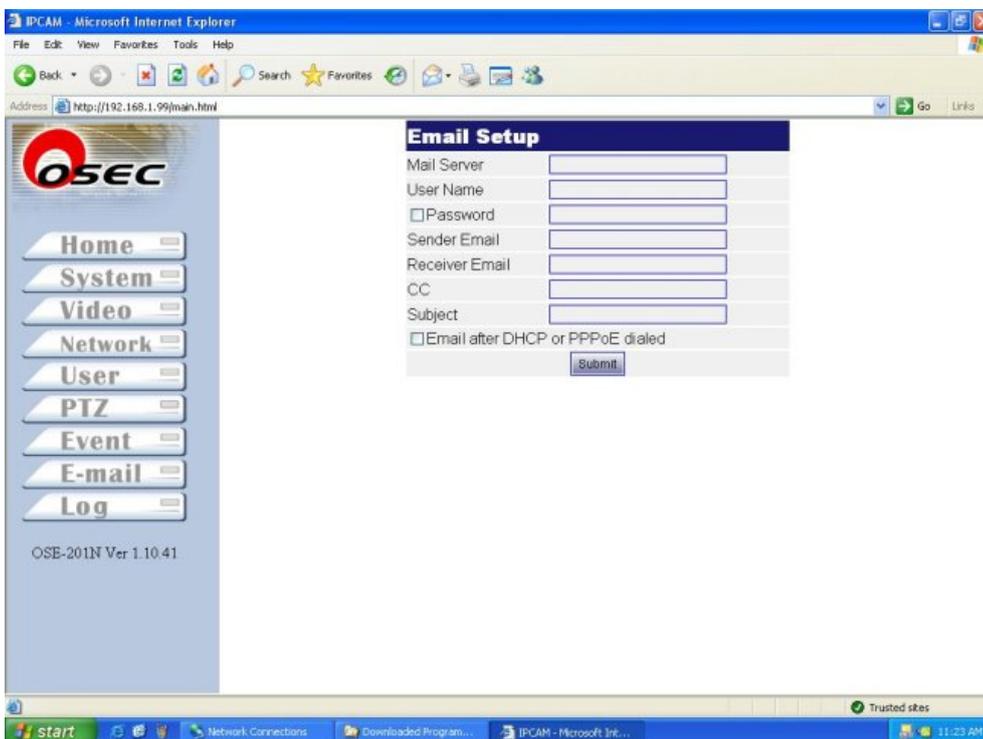
User can define sequence steps while event is triggered. These sequences include DO alarm, email (attached one snapshot per second).

## 【Event】

It defines how long will be to send event-triggered email.

Click  to save input data.

## 4.3.7 【Email】



### Email Setup

【Mail Server】 : SMTP server account setup

【User Name】 : User's name account setup

【Password】 : User's password setup

【Sender Email】 : Sender's email account setup

【Receiver Email】 : Receivers' email account setup

【CC】 : Carbon copy of multi-receiver divided by “;”

【Subject】 : Subject of email message

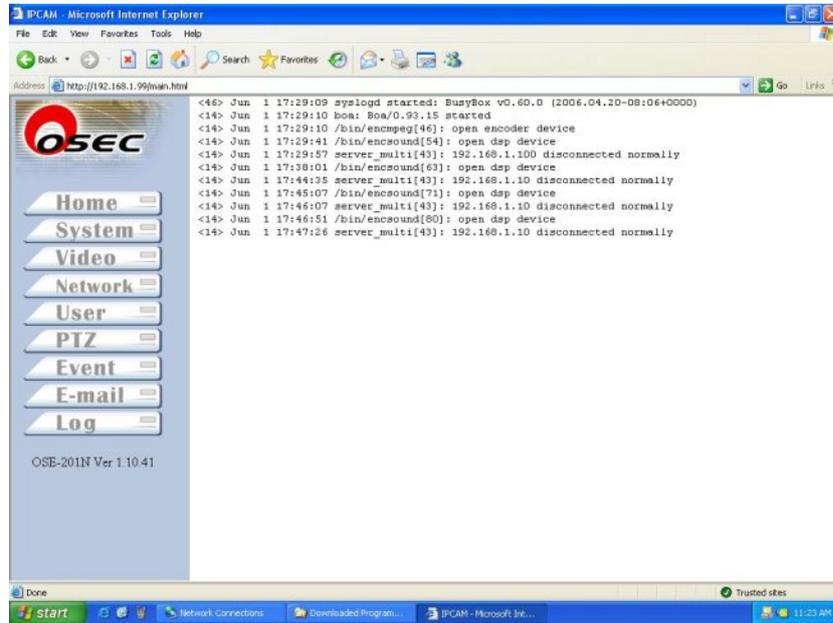
**Email after DHCP or PPPoE Dialed:** User can send email to user after DHCP or PPPoE gets a new IP

address for user can logon to the camera.

Click  to save input data.

### 4.3.8 【Log】

System offers user to review details of system operating records.



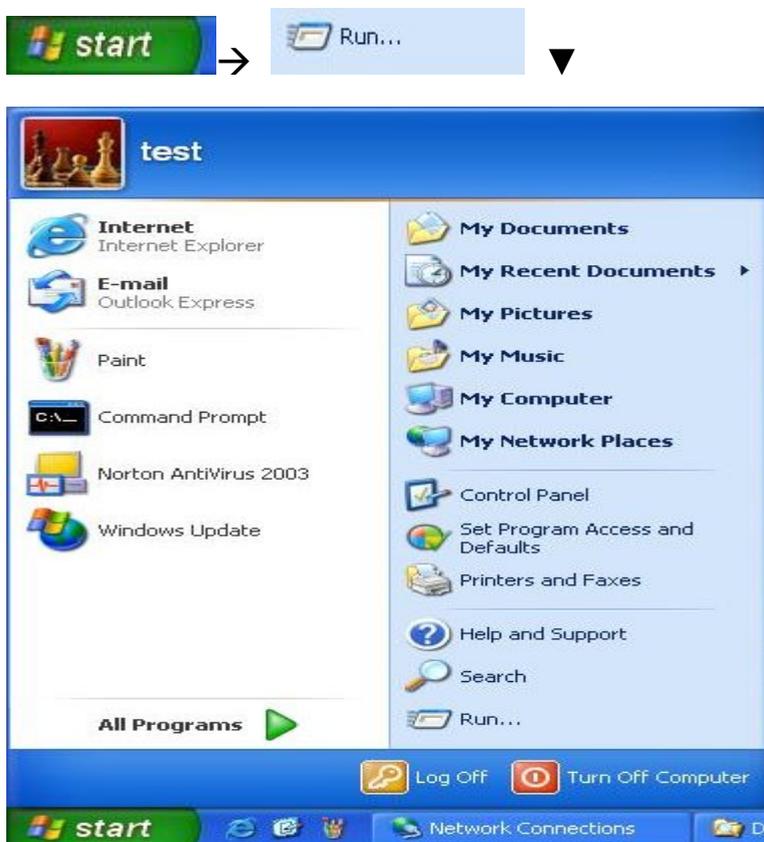
# Appendix A DDNS Service

## I. How to use DDNS

- If user gets IP address from DHCP or dynamic IP address given from ISP provider of XDSL, DDNS account is required to view video images.
- There're some websites offering free DDNS account, yet, some websites offer DDNS service with service charge. Each account must be unique that cannot repeat with others
- When application is complete, DDNS website will detect user's IP or manually type IP address manually. When DDNS account writes onto video server/IP camera and connect to DDNS website, DDNS will detect IP address and correspond to DDNS account automatically.

## II. Example: DDNS

- Suppose DDNS website is TWSAFE.dyndns.org
- DHCP assigns IP address 220.132.206.9 to video server
- Connect to DDNS website and it will auto-detect or manually update correspondent IP address: TWSAFE.dyndns.org= 220.132.206.9





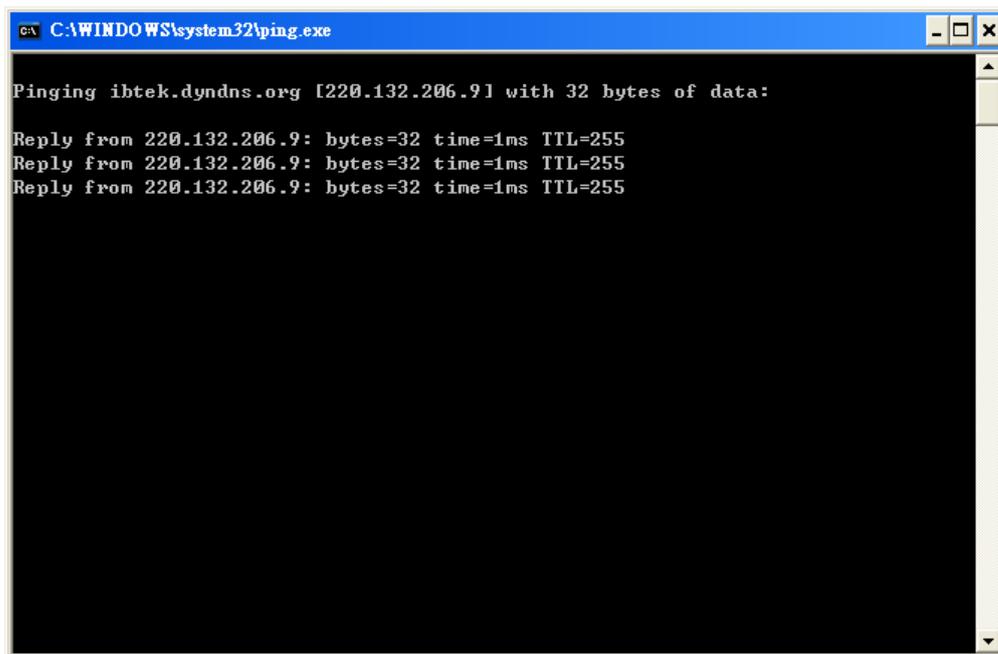
▲ Type: ping TWSAFE.dyndns.org -t

If system shows “Pinging TWSAFE.dyndns.org [220.132.206.9] with 32 bytes of data:

Reply from 220.132.206.9: bytes=32 time=1ms TTL=255

It means DDNS has updated IP address successfully corresponding

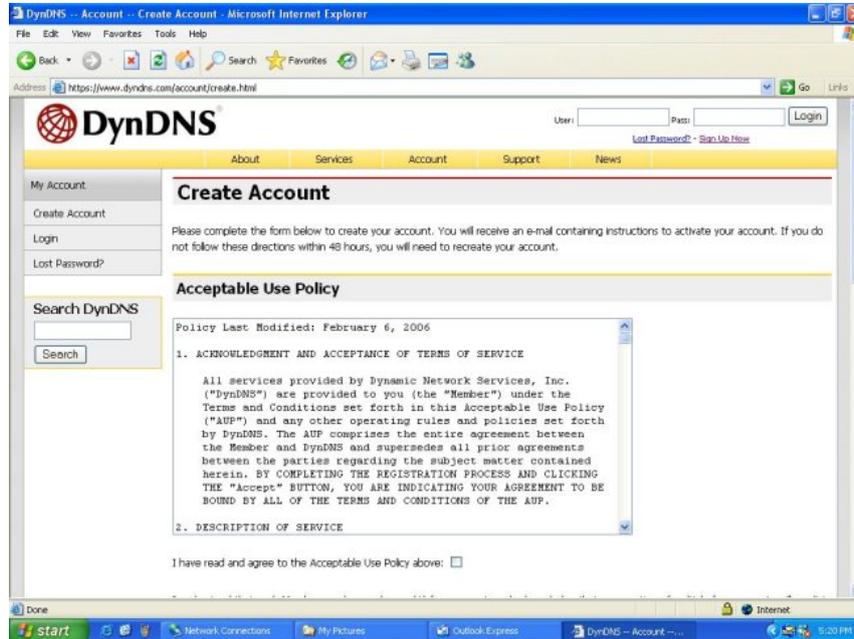
TWSAFE.dyndns.org = 220.132.206.9



- If video server/IP camera reconnects to network, another new IP address will be assigned, please follow the II steps listed above again to correspond DDNS.

## 2. How to Apply DDNS Account

- ▼ <http://www.dyndns.com/account/create.html> offers free DDNS account. User can apply a free domain account from here.



### ▼ Acceptable Use Policy

**Acceptable Use Policy**

Policy Last Modified: August 12, 2005

1. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF SERVICE

All services provided by Dynamic Network Services, Inc. ("DynDNS") are provided to you (the "Member") under the Terms and Conditions set forth in this Acceptable Use Policy ("AUP") and any other operating rules and policies set forth by DynDNS. The AUP comprises the entire agreement between the Member and DynDNS and supersedes all prior agreements between the parties regarding the subject matter contained herein. BY COMPLETING THE REGISTRATION PROCESS AND CLICKING THE "Accept" BUTTON, YOU ARE INDICATING YOUR AGREEMENT TO BE BOUND BY ALL OF THE TERMS AND CONDITIONS OF THE AUP.

2. DESCRIPTION OF SERVICE

I have read and agree to the Acceptable Use Policy above:

I understand that each Member may have only one (1) free account, and acknowledge that any creation of multiple free accounts will result in the termination of all of my accounts:

- User applies account with no repeated account with others, for example, TWSAFE.tw
- Type personal data.

## Username

Username:

Your username will be used to login to your account and make changes.

## E-mail Address

E-mail Address:  Confirm E-mail Address:

The e-mail address you enter must be valid. Instructions to activate your account will be sent to the e-mail address provided. You must keep this address current. Any accounts with invalid e-mail addresses are subject to removal without warning. We do not sell our account information to anyone. Read more about our [privacy policy](#).

## Password

Password:  Confirm Password:

The password you enter will be used to access your account. It must be more than 5 characters and cannot be the same as your username. Do not choose a password that is a common word, or can otherwise be easily guessed.

■ Click  after completion.

## Mailing Lists

DynDNS maintains a number of mailing lists designed to keep our users informed about product announcements, client development, our company newsletter, and our system status. Please use the checkboxes below to alter your subscription preference. Your subscription preference may be changed at any time through the [account settings](#) page.

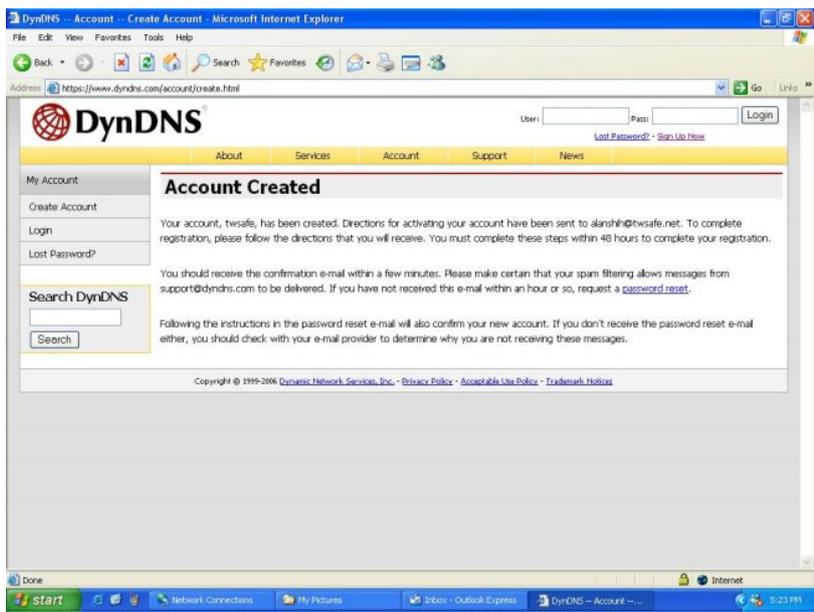
Mailing List	Subscribe
Announce	<input type="checkbox"/>
system-status	<input type="checkbox"/>

## Optional Information

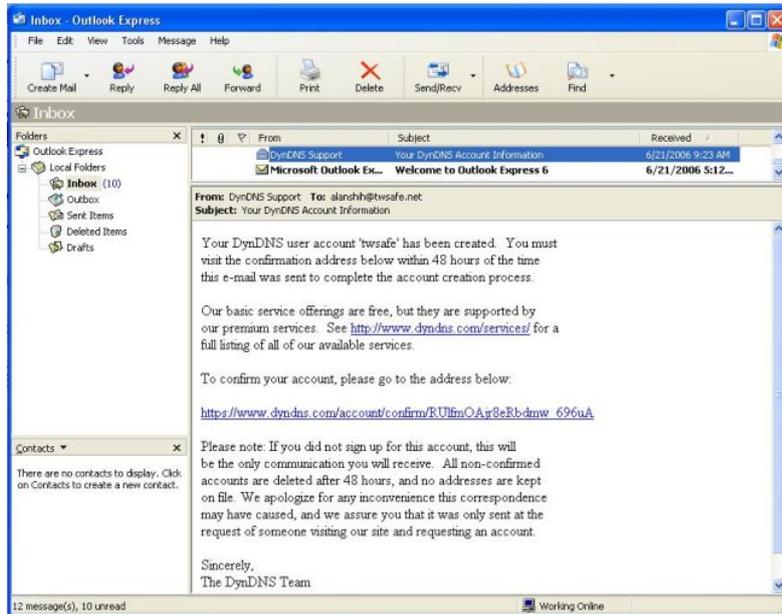
How did you hear about us:  Details:

Providing this information will help us to better understand our customers, and tailor future offerings more accurately to your needs. Thanks for your help!

## ▼ Account Completed



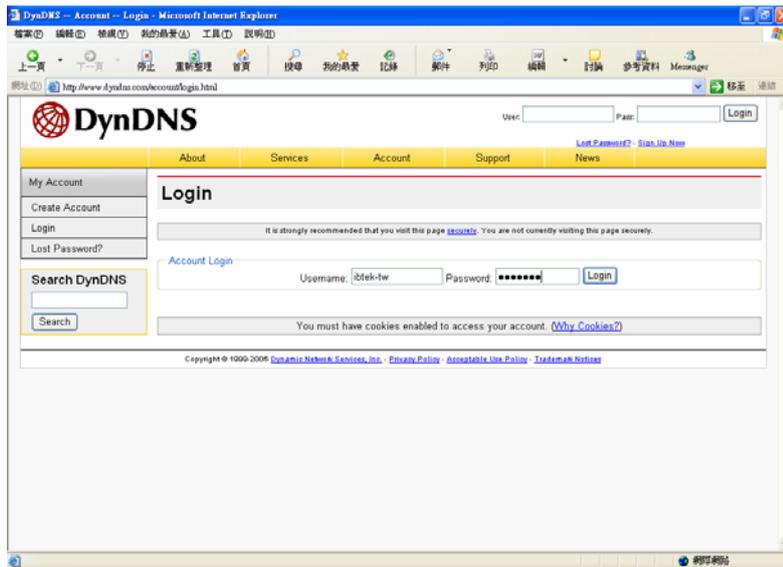
- ▼ User will receive a confirmation email from dnydns.org. User needs to click the address to confirm account.



## ▼ Account Confirmed



- Logon to <http://www.dyndns.com/account/login.html> and click Login on the left. Type account and password and click



- <http://www.dyndns.com/account/services/hosts/dyndns/>  
 and click Hostname, then type wishful hostname (system will detect user's IP automatically), and click Add Host

Add Host

## New Dynamic DNS<sup>SM</sup> Host

Hostname:	twsafe	dyndns.org
IP Address:	61.221.18.146	
Enable Wildcard:	<input checked="" type="checkbox"/>	
Mail Exchanger (optional):		<input type="checkbox"/> Backup MX?

Add Host
Reset Form

- Hostname Created

## Hostname Created

[Dynamic DNS Home](#)

The hostname you have requested has been created. The information now in the database and DNS system is:

Hostname:	<a href="http://twsafe.dyndns.org">twsafe.dyndns.org</a>
IP Address:	61.221.18.146
Wildcard:	Y
Mail Exchanger:	None
Backup MX:	N

- When IP address changes, DDNS <http://www.dyndns.org> will handshake new IP address. User also can change IP

address manually.

**Modify Dynamic DNS ibtek.dyndns.org** [Convert to Static DNS](#) · [Dynamic DNS Home](#)

<b>IP in Database/DNS:</b>	220.132.206.9
<b>Last Updated:</b>	Wed Nov 2 22:34:47 2005
<b>New IP Address:</b>	<input type="text" value="220.132.206.9"/> <div style="border: 1px solid gray; padding: 5px; font-size: small;">This is the IP address that your browser is reporting and may or may not be the same IP address currently in DNS.</div>
<b>Enable Wildcard:</b>	<input checked="" type="checkbox"/>
<b>Mail Exchanger (optional):</b>	<input type="text"/> <input type="checkbox"/> Backup MX?

## **Appendix B Intellectual Property Right**

### **TRADEMARKS**

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**Email: [service@oosec.com](mailto:service@oosec.com)**

**Web: [www.oosec.com](http://www.oosec.com)**

## **Appendix C Limited Warranty**

### **HARDWARE & SOFTWARE LIMITED WARRANTY**

TWSAFE CORP.. (TWSAFE), warrants to the original purchaser (“Purchaser”) i.e. distributor or reseller of an IP surveillance product (“Product”) that the Product will be free from flaws in material or workmanship for ONE year from the date of purchase. If a Product fails during the Warranty Period due to a defect in material or workmanship, TWSAFE as its sole responsibility and Purchaser’s sole and exclusive remedy will, at its opinion, either repair or replace the Product with the same or later version that performs substantially the same function as the one being replaced. The Limited Warranty is contingent upon proper use of the Product and does not cover any Product that has been damaged by misuse, accident, neglect, disaster, improper installation, improper test, or abuse nor by any Product has been altered, modified, or replaced by anyone other than TWSAFE.

THIS IS A LIMITED WARRANTY AND IT IS THE ONLY WARRANTY MADE BY TWSAFE. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATIONS, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE

Any Product requiring service during Warranty period should be returned to TWSAFE in accordance with the “Return Material Authorization” process set forth in documentation for that Product and in the current TWSAFE Products and Services Guide.

EXCEPT FOR THE EXCLUSIVE REMEDY SET FORTH ABOVE, IN NO EVENT SHALL IP SURVEILLANCE PRODUCT HAVE ANY LIABILITY TO PURCHASE ARE ANY THIRD PARTY FOR ANY CLAIM, LOSS OF DAMAGE OF ANY KIND, EVEN IF IP SURVEILLANCE PRODUCT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE OR INDIRECT DAMAGES, ARISING OUT OF OR IN CONNECTION WITH THE PERFORMANCE, USE OF OR ANY INABILITY TO USE ANY PRODUCT OR ANY DATA, SOFTWARE OR EQUIPMENT RELATED THERETO OR USED IN CONNECTION THEREWITH OR INFRINGEMENT OF ANY PATENT, COPYRIGHT, TRADEMARK OR ANY OTHER INTELLECTUAL PROPERTY RIGHT OF ANY THIRD PARTY. IN NO EVENT SHALL IP SURVEILLANCE PRODUCT’S LIABILITY FOR DAMAGES, WHETHER ARISING OUT OF CONTRACT, NEGLIGENCE, WARRANTY OR INFRIGEMENT OF ANY INTELLECTUAL PROPERTY RIGHT, EXCEED THE PURCAHSE PAID BY PURCHASER FOR THE PRODUCT.

## **Appendix D PAL/NTSC Country/Region List**

### **PAL:**

ABU DHABI, AFGHANISTAN, ALBANIA, ALGERIA, ANDORRA, ANGOLA, ARGENTINA, ASCENSION ISLAND, AUSTRALIA, AUSTRIA, AZORES, BAHRAIN, BANGLADESH, BELGIUM, BOSNIA HERZEGOVINA, BOTSWANA, BRAZIL, BRUNEI, BRUNEI, CAMEROON, CANARY ISLANDS, CAPE VERDE, CAYMEN ISLANDS, CHINA, CHRISTMAS ISLAND, COOK ISLAND, CROATIA, CYPRUS, CYPRUS (TURKISH), CZECH REPUBLIC (CT1, CT2 & PRIMA), DENMARK, DUBAI, EASTER ISLAND, EGYPT, ERITREA, ETHIOPIA, FALKLAND ISLANDS, FAROE ISLANDS, FIJI, FINLAND, GAMBIA, GAZA & WEST BANK, GERMANY, GHANA, GILBRALTAR, GREECE, GREENLAND, GUINEA, GUINEA-BISSAU, HOLLAND, HONG KONG, ICELAND, INDIA, INDONESIA, IRELAND, ISRAEL, ITALY, JORDAN, KENYA, KIRIBATI, KUWAIT, LAOS, LATVIA, LEBANON, LESOTHO, LIBERIA, LIECHTENSTEIN, LITHUANIA, LUXEMBOURG, MACAU, MACEDONIA, MADEIRA, MALAWI, MALAYSIA, MALDIVES, MALTA, MONACO, MONTENEGRO, MOZAMBIQUE, NAMIBIA, NEPAL, NETHERLANDS, NEW ZEALAND, NIGERIA, NORFOLK ISLAND, NORWAY, OMAN, PAKISTAN, PAPUA NEW GUINEA, PARGUAY, POLAND, PORTUGAL, QATAR, ROMANIA, SARDINIA, SAUDI ARABIA, SERBIA, SEYCHELLES, SIERRA LEONE, SINGAPORE, SLOVAKIA REPUBLIC, SLOVENIA, SOLOMON ISLANDS, SOMALIA, SOUTH AFRICA, SPAIN, SRI LANKA, SUDAN, SWAZILAND, SWEDEN, SWITZERLAND, SYRIA, TANZANIA, THAILAND, TONGA, TRISTIAN DA CUNAH, TURKEY, UGANDA, UNITED ARAB EMIRATES, UNITED KINGDOM, URUGUAY, VANUATU, VATICAN, YEMEN, YUGOSLAVIA, ZAMBIA, ZANZIBAR, ZIMBABWE

### **NTSC:**

ALASKA, AMERICAN SAMOA, ANTIGUA, ANTILLES (DUTCH), ARUBA, BAHAMAS, BARBADOS, BARBUDA, BELIZE, BERMUDA, BOLIVIA, BRITISH VIRGIN ISLANDS, BURMA, CANADA, CAYMEN ISLANDS, CHILE, COLUMBIA, COSTA RICA, CUBA, CURACAO, DIEGO GARCIA, DOMINICA, DOMINICAN REPUBLIC, ECUADOR, EL SALVADOR, GALAPAGOS ISLAND, GREENLAND, GRENADA, GUAM, GUATEMALA, GUYANA (REPUBLIC), HAITI, HAWAII, HONDURAS, JAMAICA, JAPAN, JOHNSTON ISLANDS, KOREA SOUTH, LEEWARD ISLANDS, MARIANA ISLANDS, MARSHALL ISLANDS, MEXICO, MICRONESIA, MIDWAY ISLANDS, MONTSERRAT, MYANMAR, NICARAGUA, OKINAWA, PALAU, PANAMA, PERU, PHILIPPINES, PUERTO RICO, SAMOA, ST KITTS AND NEVIS, ST LUCIA, ST VINCENT, SURINAM, TAIWAN, TRINIDAD & TOBAGO, UNITED STATES OF AMERICA, VENEAEULA, VIETNAM, VIRGIN ISLANDS