How to FIT CCTV

Tip No: 228

Question: How do I configure Email functionality with an Alien DVR via CCTV window client?

Answer: Follow these simple steps to define Email settings to an Alien DVR via the CCTVWindow client software...

Configure Email Functionality with an Alien DVR via CCTVWindow Client

Some Alien DVRs support Email notification subject to alarm or motion detection. Models supporting this feature include the alienXS, the EKO+, the Max and the Hybrid.

They can only send email via an SMTP server or relay. This may be an Internet based mail server or a local server installed on the same network as the DVR. Be aware that when using public or Internet connected servers username/password authentication will be required.

Note 1: By default Microsoft Exchange servers assume an MS-Outlook client or similar, and do not support Alien's without a small configuration change. Please consult your Email support team or administrator.

Note 2: When emails start arriving in a user's mailbox he or she may be tempted to 'reply to' these Emails so it's a good idea to create an 'AlienDVR' account on your mail server in case they do this.

Step 1: Define email settings in an Alien DVR via the CCTVWindow client software...

1. Click on the Setup tab at the top of the screen
2. Click on and highlight the DVR entry in the left hand pane
3. Click on the Remote Configure button in the middle of the screen
4. Click on the Email Settings option located under Network Parameters section
5. Tick the box Server Authentication
6. Enter your SMTP username
7. Enter your SMTP password (twice)
8. Double click in the sender's username column and enter a descriptive name for the sender, example 'AlienDVR'
9. Double click in the sender's email address column and enter the sender's Email address
10. Double click in the Receiver1's username field and enter recipient number 1's friendly name
11. Double click in Receiver1's email address and enter recipient number 1's Email address

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The next step is to configure the DVR telling it when to act on motion detection or alarm input, (or both) and what to do when it does so.

Step 2: Configuring the DVR for Motion Detection & How to Act upon it

- Decide which camera channel you want to configure for motion detection (internal cameras are best)
- Still in the remote configure/settings pane, click on Channel parameters - Motion Detection
- Choose your camera number from the drop down menu at the top
- Tick the box Enable Motion Detection
- **To define an area of sensitivity**
    - Click on Settings button in the Area Settings panel
    - Tick the box Start Draw in the dialog window that opens
    - Click & drag the mouse over the screen area drawing a sensitivity grid in red
    - Set the Sensitivity level to 3 or 4
    - Click on Ok
- **To define an Armed Schedule period (ie: when it is deemed to be active)**
    - Click on Settings button in the Arm Schedule panel
    - Choose the day of the week when it be active from the drop down
    - Specify one or more time periods using the 24 hour clock (0:0 to 24:0 means 24 hrs). Note here that you cannot specify a single period passing through midnight but must specify two periods instead, the first leading up to midnight, the second after midnight.
    - Repeat for other days of the week, or copy to the Whole Week
    - Click Cancel to close this dialog
- **To define what happens subject to motion detection you must link the motion to an action**
    - Click on Settings button in the Linkage panel
    - Tick the box Email Linkage to activate email notification
    - Tick other boxes as required, paying attention to the Trigger Recording tab where you may select one/more channels to record subject to motion being detected on a single channel.
    - Click Ok
- Back on the Remote Setting dialog, click Save

Alarm input handling is defined in a similar way, in summary, choose your alarm input, specify over what period alarm handling will be active and finally, what to do when an alarm is detected.

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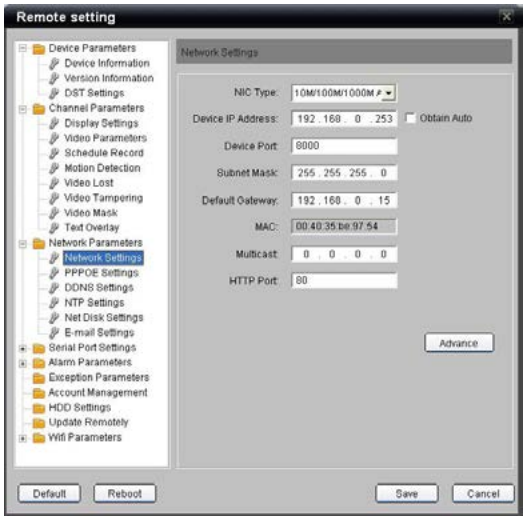
Using a Public Internet SMTP Service, eg: GMail.

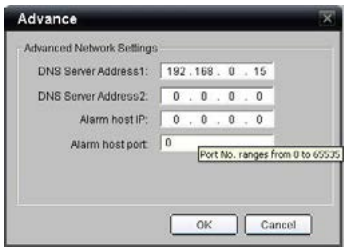
It may be possible to use a public Internet based SMTP server but be aware that with the volume of spam Email proliferating many public providers are reluctant to provide SMTP or relay services and many simply refuse to do so without authentication via a username and password.

At the time of writing Gmail was tested and found to be compatible with the Alien DVR range providing a reliable SMTP mechanism so the instructions below show how to configure the DVR to send Email via Gmail.



1. Enter the IP address of your DNS server so that the DVR can resolve Gmails server name to an IP address. This will usually be your gateway, or router's, internal address.

Method 1: use the CCTVWindow client as shown right, then below to enter the DNS server's address…



Method 2: at the DVR, go to *Menu* > *Settings* > *Network Settings* > *General*, and then enter the IP address of your DNS server in the 'Preferred DNS server' field.

The entry shown here 192.168.0.15, is an example from our network, replace this with your own address.

2. Create an account with Gmail and make a note of the username and password for that new account, then edit the email settings in the DVR via CCTVWindow as shown on the left...

Notes:

- The SMTP server is specified here by name, because we have followed step 1 above.
- The default port has been changed from 25 to 465 as required by Gmail.
- SSL is enabled as required by Gmail

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