



Remote 5.01 Installation



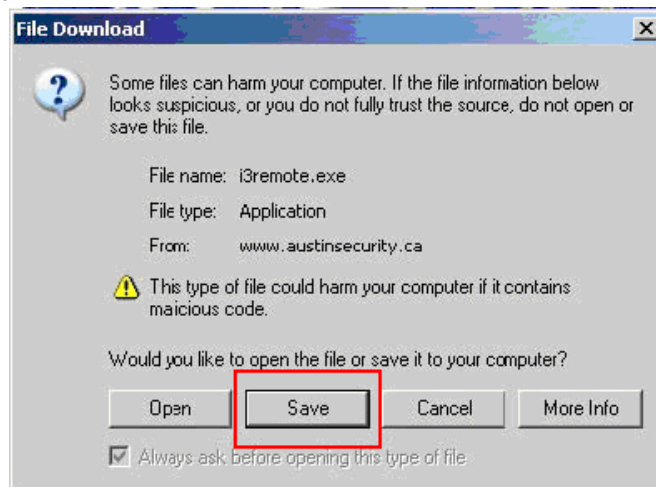
Step by Step Installation Instructions
For I3DVR Remote 5.01

1. Go to www.compufixcanada.com

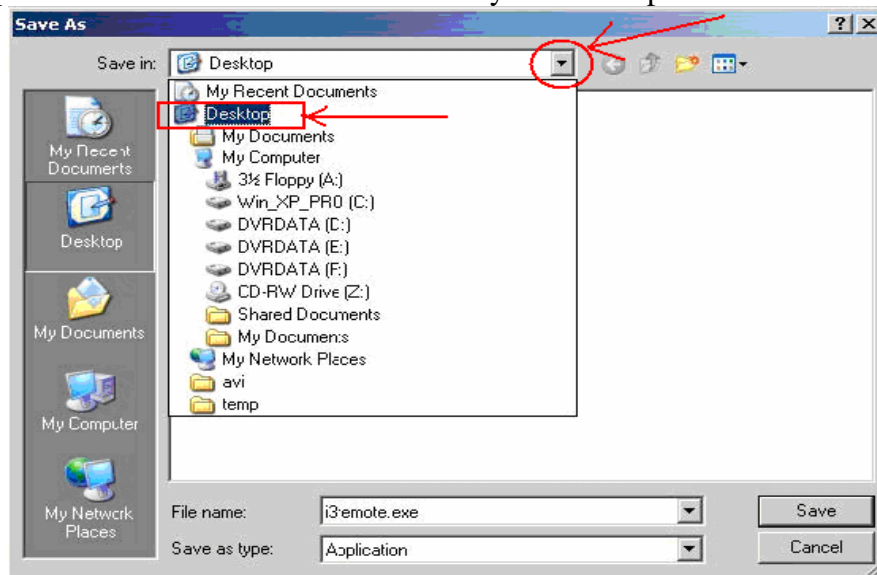
2. Click on the i3 Remote 5.01 link



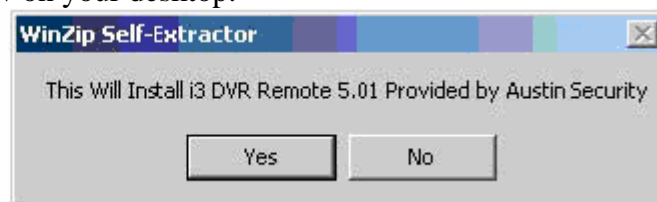
3. Click on Save



4. Drop down the "Save in" menu and select your Desktop.



5. Run i3remote.exe that is now on your desktop.



6. Click yes, next and "I agree" until the installation is finished.

7. The i3remote.exe file can now be deleted from your desktop.

8. Run the new I3DVR Remote icon that is now on your desktop.



9. Turn OFF your Caps lock. Enter in your desired password and confirm your entry. Press ok. ***DO NOT FORGET YOUR PASSWORD***

A screenshot of the 'New Account Creation' dialog box. It has a title bar with a close button. Inside, there are two text input fields: 'Password:' and 'Confirm Password:'. Both fields are circled in red. Below the fields are two buttons: 'OK' and 'Cancel'. The 'OK' button is also circled in red.

10. Click on the “Connections” button.



11. In the Server Connect window that is now open highlight the Server icon and click the “Add” button.

A screenshot of the 'Server Connect - LAN' dialog box. It has a title bar with a close button. On the left, there is a list box containing a single item labeled 'Server' with a small icon. On the right, there is a section titled 'Selected Server Info' with three labels: 'Server Code:', 'Server Name: Server', and 'IP Address:'. Below this is a 'Control' section with four buttons: 'Add', 'Edit', 'Delete', and 'Connect'. The 'Add' button is circled in red. There is also a 'Cancel' button to the right of the 'Connect' button.

12. Enter in your Server ID / Server Name / IP Address /
User name* / *Password.

****Note: your User name and Password are the same you use to login your DVR onsite. NOT the Password you entered in step 9.****

Insert to new site.

Server Info

Group: Server Add Group

Server ID: 000-000 ← Be sure to include the dash in the middle of your Server ID

Server Name: anything ← Server name can be anything you like

IP Address: xxxxxx.innolink.biz ← Careful of the periods in your IP Address

☐ Connect when system start

User Info

Name: your user name ← The user name you use onsite to log into your DVR

Password: xxxxxxxxxxxx ← The Password you use onsite to log into the DVR. NOT the password you entered from step 9.

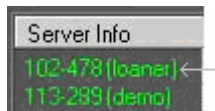
☐ Emergency Alarm

Sound File:

Duration of Sound Wave: 0 99 secs

Ok Cancel

13. Click OK. Click Cancel on the Server Connect window. You will now see your newly created connection on the right side (Here are 2 examples). Double click your new connection.



14. A Status window will appear showing the progress of your connection.

Connecting Server - LAN

Server ID : 000-000

IP address : xxxxxx.innolink.biz Port Num. : 8080

Location: anything

15. Once connected you will see your cameras along the bottom. You can click on the “All” button to highlight all your cameras in red.



16. Click on View to see live video of your location. Click on Search to view recorded video.

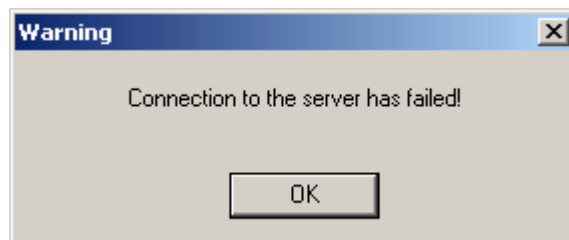


Repeat steps 10 through 13 to add additional Server connections.

*-*Please refer to this section for troubleshooting your remote software*-*

Troubleshooting Error codes

-Connection to server has failed.



Possible cause

#1 Incorrect IP address entered in the connection setup.

#2 Network traffic is not getting through.

Solutions:

For #1 Edit your connection to include the correct IP address.

For #2 Ensure you currently have an internet connection. Disable or configure your firewall to allow i3dvr_remote.exe to communicate.

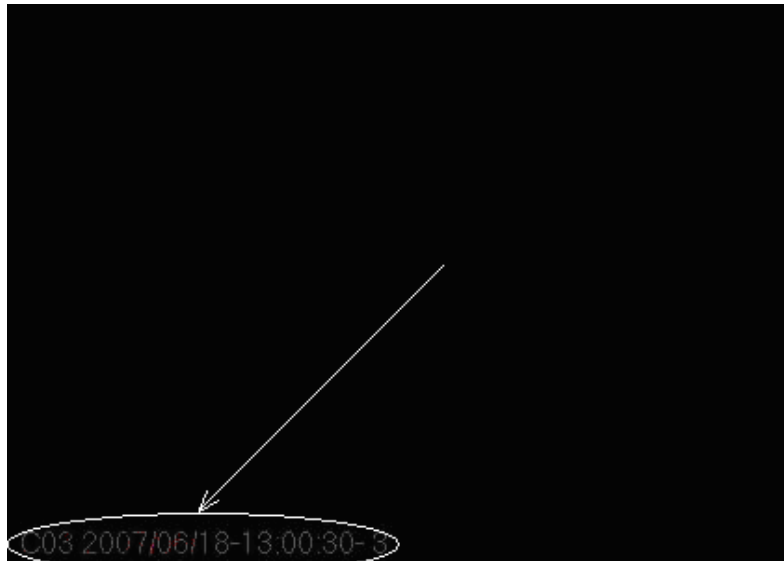
- Connection failed! Please ensure that Server ID, Username, and Password are entered in correctly



Possible cause: Incorrectly entered Server ID, Server Name, IP Address, User name and/or Password.

Solution: Click the connections button, highlight your faulty connection, click edit, and enter in the correct info.

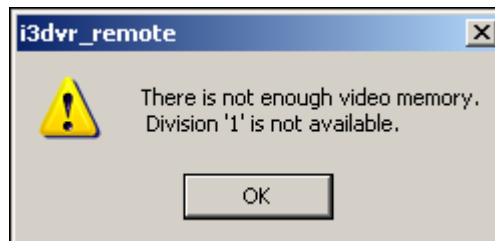
-When viewing a camera, image is black with the time stamp in the bottom left of the camera image.



Possible cause: DirectX video problem.

Solution: ***Disconnect from the site first*** Click setup on the right hand side. Click on the configuration setup tab. At the bottom change DirectX to RGB. Click OK. Try again.

- Not enough video memory for # screen division.



Possible cause:

#1 video hardware acceleration turned off.

#2 old display adapter drivers

#3 a weak video card (antique).

Solution:

For #1 Right click your desktop, in the display properties window under the setting tab. Click advanced. Troubleshoot tab, Hardware acceleration should be at full.

For #2 go to the manufactures website to install the newest display drivers.

For #3 try another computer, or install a new video card with the latest drivers.

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