Instruction Manual
FLIR Cloud™ Services Client

Instruction Manual
FLIR Cloud™ Services Client

Table of contents

1 Setting up FLIR Cloud™ Client for PC or Mac 1
1.1 System Requirements 1
1.2 Installing FLIR Cloud™ Client 1
1.3 Adding a System using FLIR Cloud™ Services 1
1.4 Adding a System over the Local Network (LAN) 4
1.5 Adding a System over the Internet using a DDNS Address 6
2 Using FLIR Cloud™ Client for PC or Mac 10
2.1 Home Page 10
2.2 Live View 10
2.2.1 Live View Controls 11
2.2.2 Opening Live View in Multiple Monitors 12
2.3 Controlling PTZ Cameras 13
2.3.1 PTZ Presets 14
2.3.2 PTZ Tours 15
2.3.3 PTZ Pattern 16
2.3.4 PTZ Scan 17
2.3.5 PTZ Pan 17
2.4 Playback 17
2.5 Playback Controls 19
2.6 Downloading Video to your Computer Hard Drive 20
2.7 Alarm 21
2.8 Log 21
2.9 E-map 22
2.10 Devices 24
2.11 Device Config 25
2.12 Alarm CFG 26
2.13 Tour & Task 29
2.14 Account 30
2.14.1 Managing User Accounts 30
2.14.2 Managing Roles 32
2.15 General 33
2.15.1 Basic 33
2.15.2 File 33
2.15.3 Alarm Prompt 34
2.15.4 Version 35

1 Setting up FLIR Cloud™ Client for PC or Mac

FLIR Cloud™ Client is a central management software that allows you to view and manage multiple FLIR security systems on a PC or Mac. It includes support for FLIR Cloud™ Services, allowing a simple, secure connection to compatible systems over the Internet with no network configuration required.

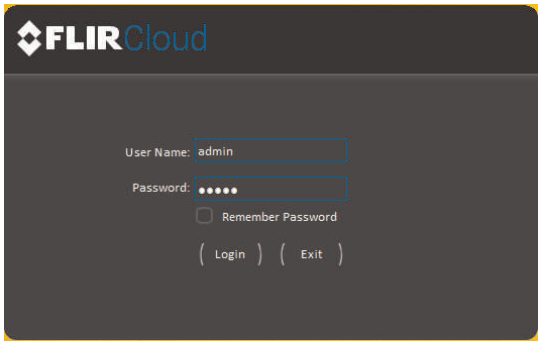
1.1 System Requirements

Your system must meet the system requirements below:

Description	Requirement
CPU	Core 2 Duo 3.0GHz
Operating System	Windows™ 8/7/Vista Mac OSX 10.7 and above
Memory	2GB
Video	512 MB of video memory and above
Network (LAN)	10/100 BaseT Network
Network (WAN)	1 Mbps upstream High-speed Internet service is required to remotely connect to your system.

1.2 Installing FLIR Cloud™ Client

1. Download and install the client software.
   - **PC Users**: Download and install **FLIR Cloud™ Client for PC** from www.flirsecurity.com/pro.
   - **Mac Users**: Download and install **FLIR Cloud™ Client for Mac** from www.flirsecurity.com/pro. Double click to extract the software. Then, drag the software to **Applications**.
2. Once installation is finished, double-click the FLIR Cloud™ Client icon ( ) from the desktop or Applications list.
3. Log into the Client Software using the Client Software user name (default: **admin**) and password (default: **admin**) and then click **Login**.



1.3 Adding a System using FLIR Cloud™ Services

If you have systems that support FLIR Cloud™ Services, you can securely connect them using FLIR Cloud™ Client without any network configuration.

Prerequisites:

- Your system must support FLIR Cloud™ Services. If your system supports FLIR Cloud™ Services, it will have a QR code label with a Device ID somewhere on the unit. You will need to refer to the Device ID during setup.

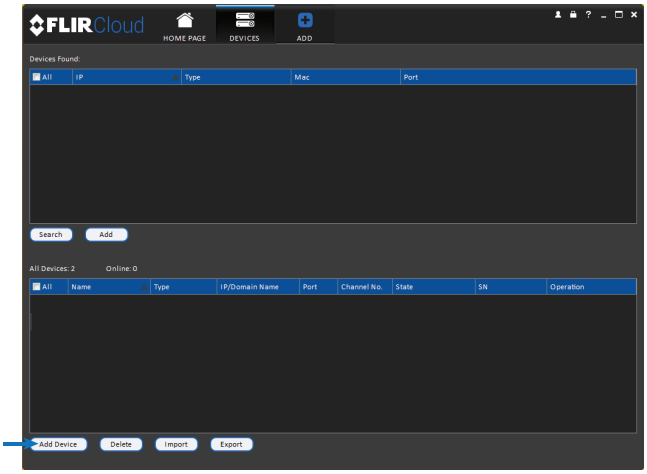
Note
If your system does not support FLIR Cloud™ Services or have the QR code label, you can connect to it using the IP or DDNS address (see 1.4 *Adding a System over the Local Network (LAN)*, page 4).

- Connect your system to your router using an Ethernet cable.
- **Make sure to upgrade your system to the latest firmware version.** You must have the latest firmware and client software to connect to the system over the Internet.

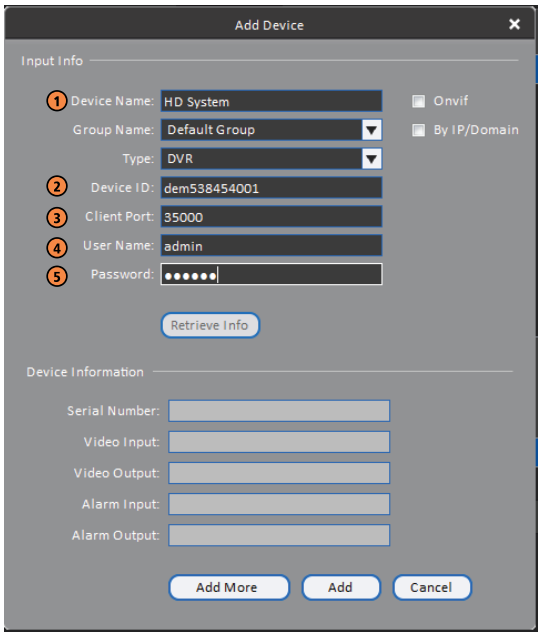
Note
An upload speed of 1Mbps is required to use FLIR Cloud™ Services. Up to 3 devices may connect to a system at the same time.

To connect to your system using FLIR Cloud™ Services:

1. Click and then click .
2. Click **Add Device**.

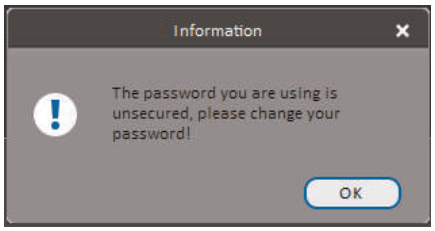


3. Enter the following:

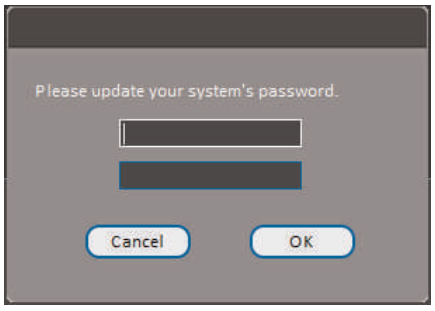


3.1. **Device Name**: Choose a name for your system of your choice.
3.2. **Device ID**: Manually enter the Device ID printed on the product label.
3.3. **Client Port**: Enter the system's Client Port.
3.4. **User Name**: Enter the system's User Name.
3.5. **Password**: Enter the system's Password.

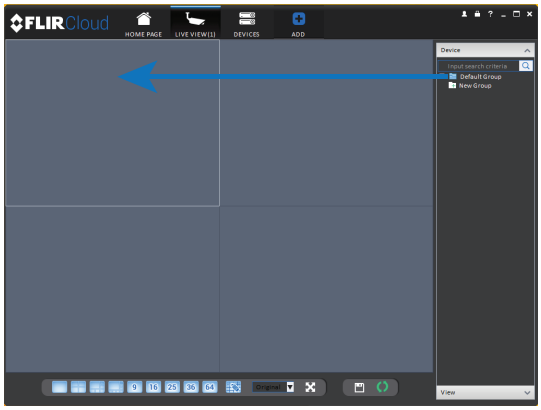
4. Click **Add**. If this is the first time you are connecting, you will be prompted to change the system password.



5. Enter a new 6 character password and click **OK**. This password will be used to connect to your system from now on.



6. Click then .
7. Click and drag **Default Group** to the display window to open your cameras in live view.



Congratulations! You can now connect over the Internet to view and playback video on your computer.

1.4 Adding a System over the Local Network (LAN)

You can also add systems over a local network (LAN). The software will automatically scan the network for compatible systems.

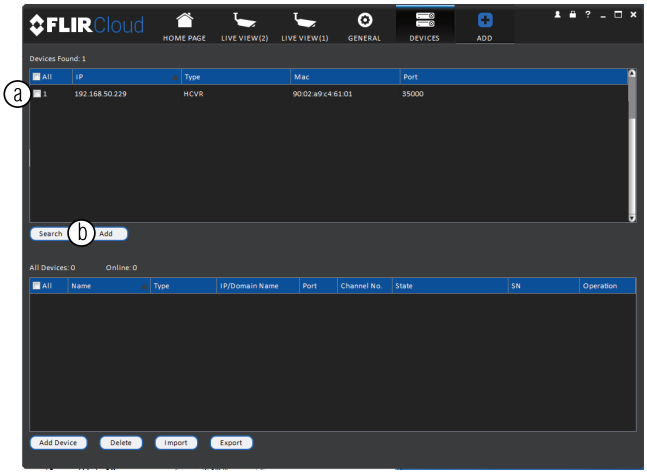
Prerequisites:

- Connect the system to your router using an Ethernet cable.
- Install FLIR Cloud™ Client on a computer in the same network as the system you are connecting to.

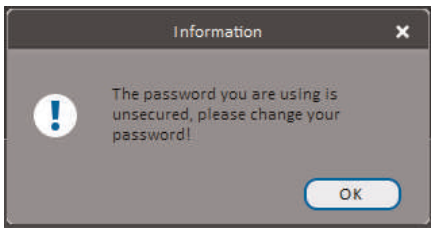
To add a system over the LAN:

1. Click and then click .

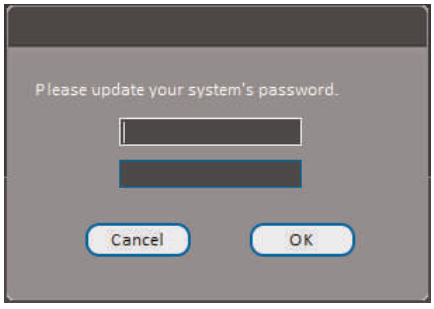
2. The client scans your LAN for connected systems. Check your system (a) and click **Add** (b).



3. Enter the password for your system (default: **000000**) and click **OK**.
4. If this is the first time you are connecting, you will be prompted to change the system password.

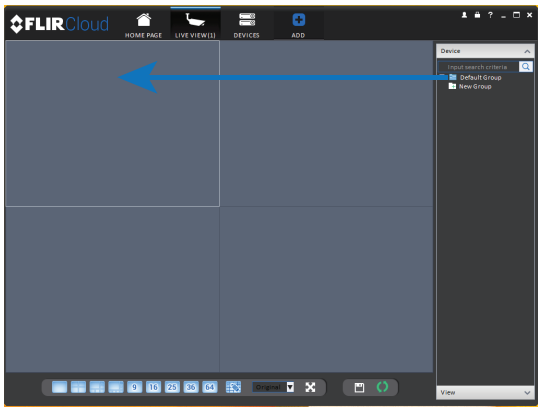


5. Enter a new 6 character password and click **OK**. This password will be used to connect to your system from now on.



6. Click then .

7. Click and drag **Default Group** to the display window to open your cameras in live view.



Result

1.5 Adding a System over the Internet using a DDNS Address

It is recommended to sign up for a free FLIR DDNS address to connect to compatible systems over the Internet that do not support FLIR Cloud™ Services.

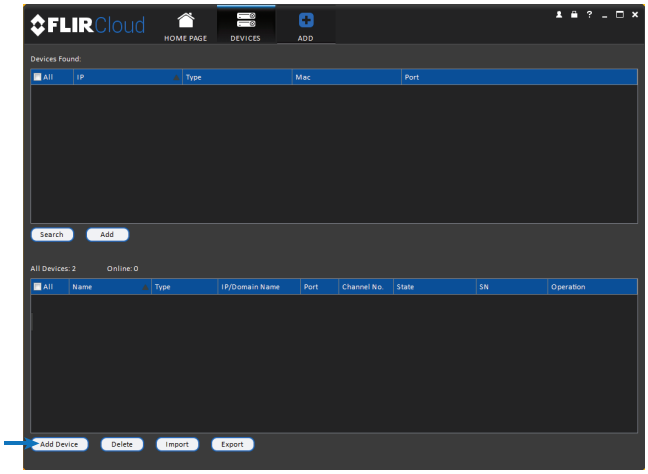
Prerequisites:

- Create a DDNS account at http://ddns.myddns-flir.com.
- Input the DDNS address into the system locally.
- Port forward the required ports on the router to the system's local IP address.
- Install FLIR Cloud™ Client on a remote computer.

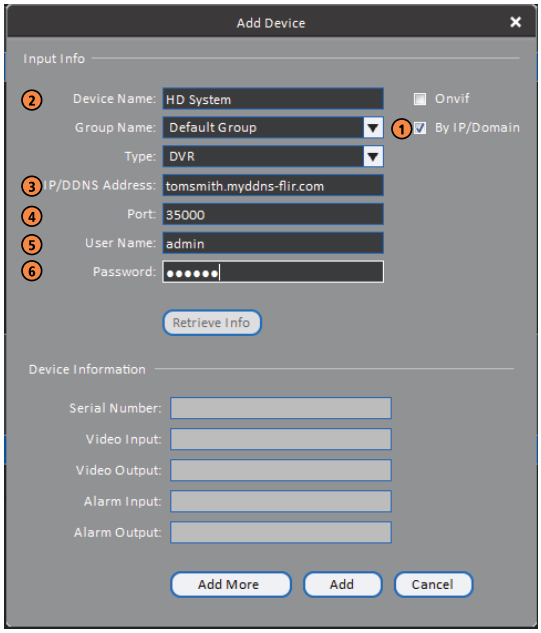
To add a system using a DDNS address:

1. Click and then click .

2. Click **Add Device**.



3. Enter the following:

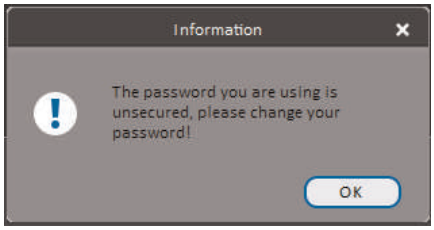


3.1. Check **By IP/Domain** to add a system using the DDNS address.
3.2. **Device Name**: Choose a name for your system of your choice.
3.3. **IP/DDNS Address**: Enter the Domain Name/URL Request you received in the email when you registered for DDNS followed by **.myddns-flir.com**.

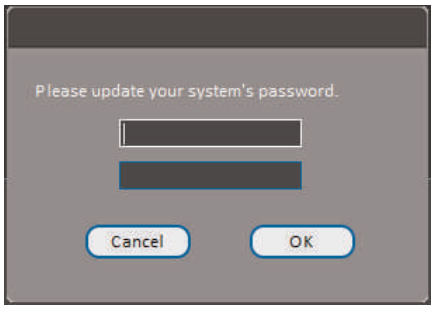
> **Note**
> For example, if your Domain Name/URL Request is tomsmith, enter *tomsmith.myddns-flir.com*

3.4. **Client Port**: Enter the system's Client Port.
3.5. **User Name**: Enter the system's User Name (default: **admin**).
3.6. **Password**: Enter the system's Password (default: **000000**).

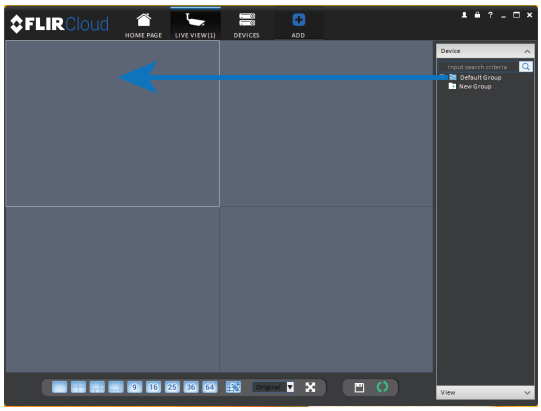
4. Click **Add**. If this is the first time you are connecting, you will be prompted to change the system password.



5. Enter a new 6 character password and click **OK**. This password will be used to connect to your system from now on.



6. Click then .
7. Click and drag **Default Group** to the display window to open your cameras in live view.



Congratulations! You can now connect over the Internet to view and playback video on your computer.

Result

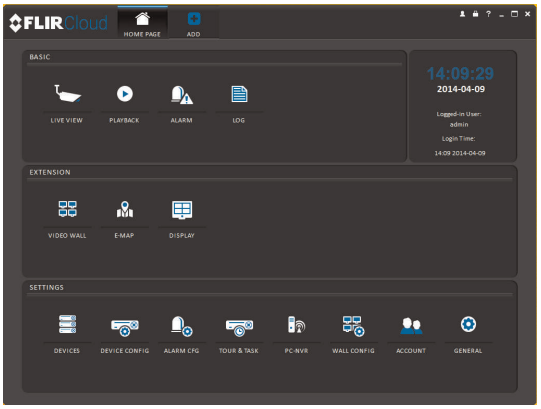
FLIRCloud
HOME PAGE
LIVE VIEW(1)
DEVICES
ADD
Front
CAM 2
CAM 3
CAM 4

2 Using FLIR Cloud™ Client for PC or Mac

FLIR Cloud™ Client allows you to connect to multiple systems from a PC or Mac.

2.1 Home Page

The Home Page allows you to access all the tabs within the software. Each tab allows you to access different features.



To open tabs:

Click a tab from the Home Page to open it or click the

button at the top of the screen from within any tab to open a new tab.

2.2 Live View

The Live View tab is where you can view live video from connected systems.

To view live video from a system:

1. Click

and then click

to create a Live View tab.
2. Click and drag a DVR, NVR, group, or individual camera to open live video. To access individual cameras, you can click **+** to expand groups or systems.

2.2.1 *Live View Controls*

1. **Live display**: Double-click to expand the area. Right-click to access additional options. Hold the mouse over the display area to access the camera toolbar.

   Camera toolbar:

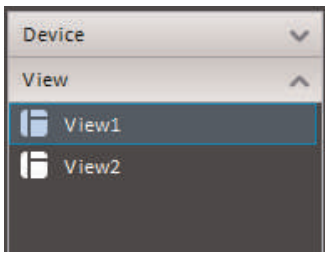
   1.1. **Streaming quality**: Shows the bitrate and resolution for the stream, and shows if display is showing the Sub Stream or Main Stream.
   1.2. **Manual recording**: Click to start/stop manual recording.
   1.3. **Snapshot**: Click to save a snapshot.
   1.4. **Mute/unmute**: Click to mute/unmute audio (audio camera required).
   1.5. **Not supported.**
   1.6. **Instant playback**: Plays back the most recently recorded video from the camera. By default, it will play back the last 5 minutes of recorded video from the camera.
   1.7. **Digital zoom**: Click to enable digital zoom mode. Click and drag over the display area to zoom on the camera. Then click and drag to pan. Click the icon again to zoom out.
   1.8. **Disconnect.**

2. **Split-screen mode**: Click to select split-screen layout.

3. **Aspect ratio**: Use the drop down menu to select the aspect ratio for the selected camera. **Original** uses the actual aspect ratio of the image. **Full-win** stretches the image to fill up the entire display area.

4. **Full-screen**: Click to open full-screen mode. Press **ESC** to exit full-screen mode.

5. **Save view**: Click to save the current display layout and open cameras as a view. Then enter a name for the view.
6. **Start/stop tour**: Click to start the tour. During the tour the client will cycle through all saved views every few seconds. Click again to stop the tour.
7. **PTZ Controls**: Controls for PTZ cameras (not included). See 2.3 *Controlling PTZ Cameras*, page 13 for details.
8. **View**: Click **View** to access view menu. Then double-click on a view to open it in the display area.



9. **Devices**: Shows a list of groups, cameras, and systems connected to the client. Drag items to the display area to open live video. Right-click to view additional options.

2.2.2 Opening Live View in Multiple Monitors

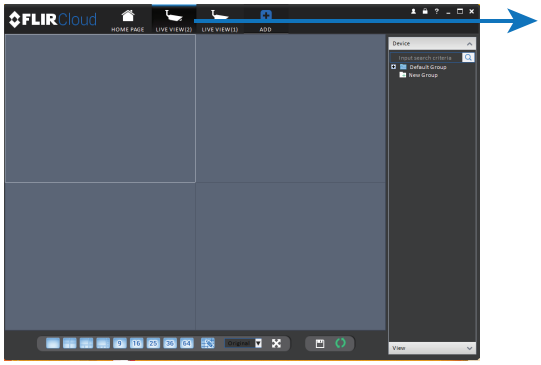
If your computer has multiple monitors, you can open more than one Live View tab and move them to secondary monitors. This allows you to monitor cameras on multiple monitors at the same time.

Note
Using multiple monitors significantly increases the amount of computing resources necessary to run the application and may affect performance.

To open Live View in multiple monitors:

1. Click ADD and then click LIVE VIEW to create a Live View tab.

2. Click and drag the tab outside of the client window to create a new window. You can drag the window to one of the secondary monitors.



Result

2.3 Controlling PTZ Cameras

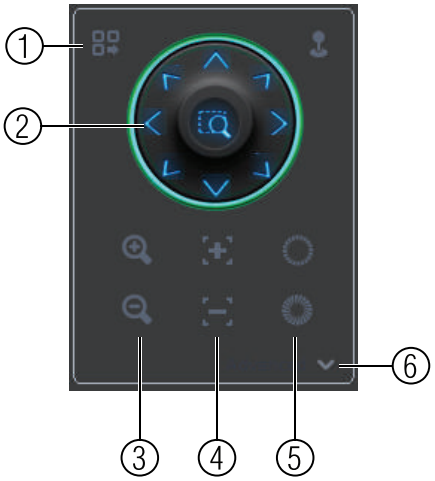
If you have PTZ cameras (not included), you can control them using the client.

Note
You must ensure the PTZ camera is properly connected to your system and your system is configured to detect it before you can control them using the client.

To control PTZ cameras:

- Click the display area with the PTZ cameras and use the on-screen PTZ controls.

PTZ controls:



1. **Open menu**: Click to open camera OSD menu controls. This feature may not be supported for all camera models.
2. **Move camera**: Click the arrows to move the camera.

   Click to open dynamic zoom mode. Then click and drag in the video area to zoom in the camera on an area.
3. **Zoom +/-**: Click to zoom the camera in and out.
4. **Focus +/-**: Click to increase/decrease the focus.
5. **Iris +/-**: Click to increase/decrease the iris.
6. **Advanced**: Click to access advanced PTZ controls.

2.3.1 PTZ Presets

Presets will save a camera position for quick retrieval.

To add presets:

1. Click to open the Advanced controls. Select **Preset**.
2. Click .

3. Select the number of the preset you would like to add.

4. Move the camera to the desired position.
5. Click to save the current position as a preset.

To go to a saved preset:

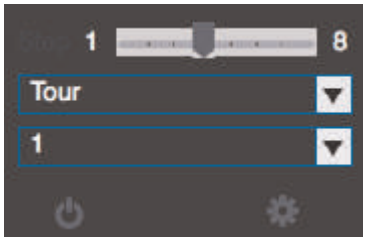
1. Select the preset number from the list or click to go to the currently selected preset.

2.3.2 PTZ Tours

Tours will cycle through a set of presets.

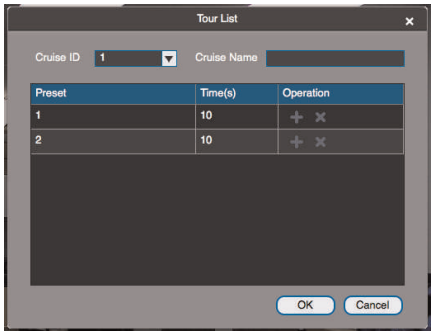
To configure a PTZ tour:

1. Click to open the Advanced controls. Select **Tour**.
2. Click .



3. Under **Cruise ID**, select the number of the tour you would like to configure.
4. (Optional) Under **Cruise Name**, enter a name for the tour.

5. Use the chart to select which presets you would like to include in the tour and the order of presets.



- **Preset**: Select the preset number.
- **Time(s)**: Enter the time in seconds the camera will remain on the selected preset.
- **Operation**: Click to add a preset to the tour. Click to delete a preset from the tour.

6. Click **OK** to save changes.

To run a PTZ tour:

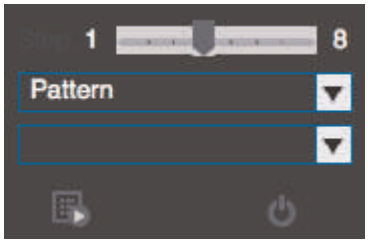
1. Select the tour number and click .

2.3.3 PTZ Pattern

Patterns automatically cycle the camera between two positions.

To create a pattern:

1. Click to open the Advanced controls. Select **Pattern**.
2. Select the number of the pattern you would like to set up.



3. Move the camera into the desired start position.
4. Click to start recording the pattern.
5. Move the camera to the desired end position. Then, click to stop recording the pattern.

To run a pattern:

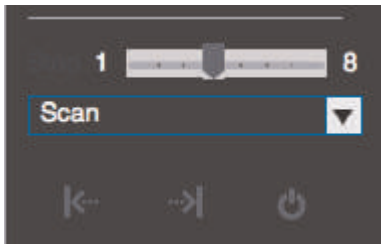
1. Select the pattern number and click .

2.3.4 PTZ Scan

Scan automatically cycles between a left and right point.

To set up scan mode:

1. Click to open the Advanced controls. Select **Scan**.



2. Move the camera to the desired left position and click .
3. Move the camera to the desired right position and click .

To run scan mode:

1. Click .

2.3.5 PTZ Pan

Pan makes the camera continuously pan 360°.

To run Pan mode:

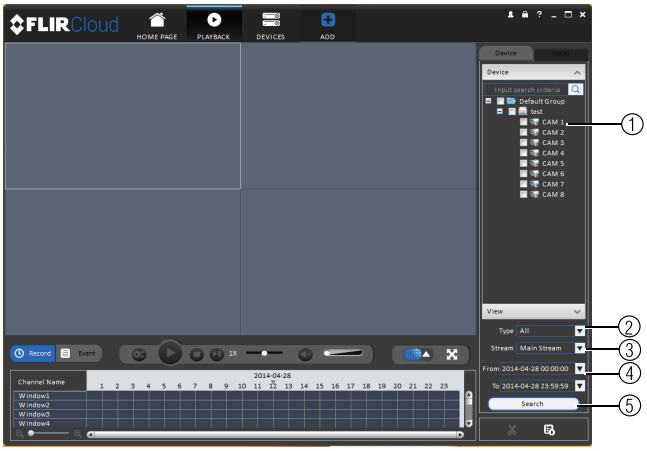
1. Click to open the Advanced controls. Select **Pan**.
2. Click .

2.4 Playback

You can use Playback mode to playback video saved on systems connected to the client.

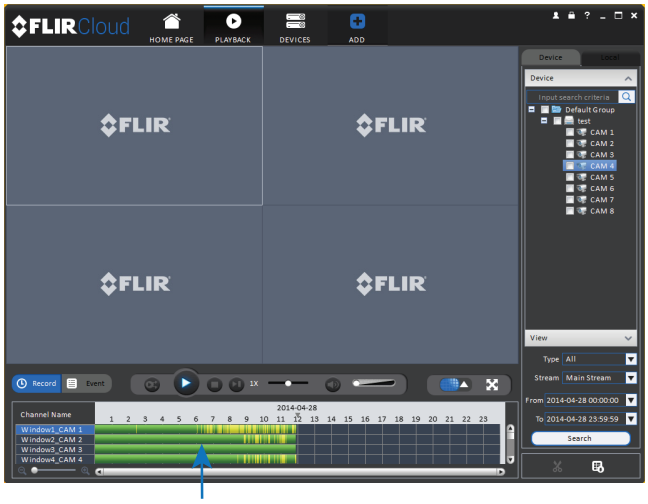
To access Playback mode:

- Click and then click to create a Playback tab.

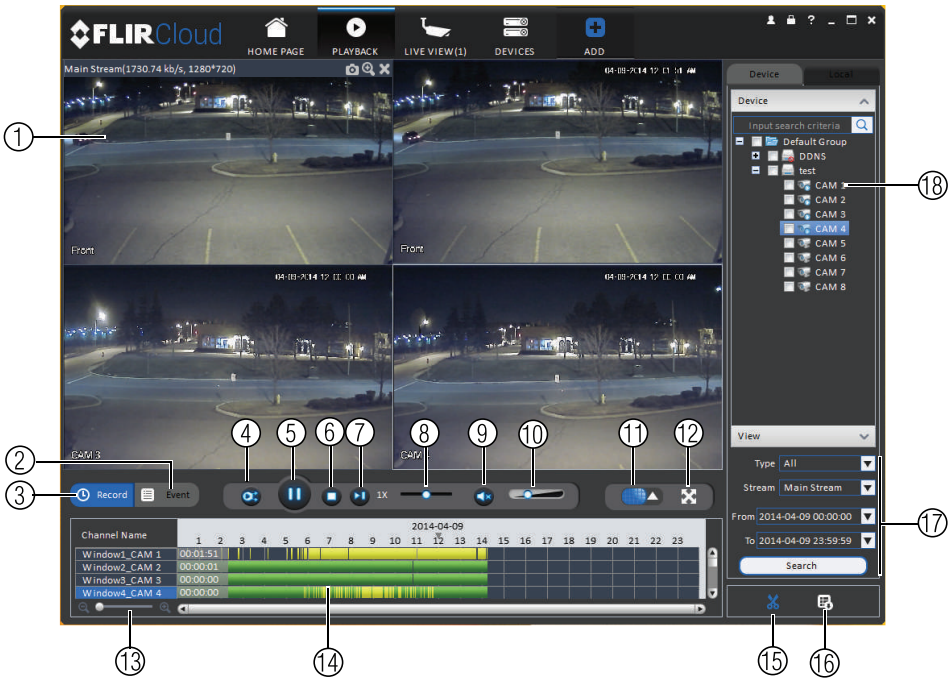


To playback video:

1. Check the channels you would like to play back from in the Device List.
2. Under **Type**, check the file types you would like to search for.
   - **All**: All recordings.
   - **General**: Continuous recordings.
   - **MD**: Motion recordings.
   - **Alarm**: Alarm recordings. Your system must support alarm devices (not included) to use this feature.
3. Under **Stream**, select **Main Stream** to search for Main Stream recordings (high quality) or **Sub Stream** to search for Sub Stream recordings (smaller file size).
4. Select the start time and end time for your search under **From** and **To**. You may not search more than 24 hours of video.
5. Click **Search**. Wait for the client to find video saved to the system.
6. Click inside the play back bar to start playback.



2.5 Playback Controls



1. **Display area**: Double-click to expand/return to split-screen mode. Hold the mouse over the display area to open the camera toolbar.

   - **Snapshot**: Click to save a snapshot.
   - **Digital zoom**: Click to enable digital zoom mode. Then, click and drag to zoom in. Click and drag to pan the camera. Click again to zoom out.

2. **Event**: Click to view recordings based on a list of events and files.
3. **Record**: Click to view recordings on a timeline.
4. **Sync**: Click to sync playback between channels. This forces all channels to playback from the same time.
5. **Pause/play.**
6. **Stop.**
7. **Frame-by-frame**: Click to advance the video by a single frame.
8. **Playback speed**: Use the slider to adjust the playback speed.
9. **Mute.**
10. **Volume.**
11. **Split-screen**: Select split screen configuration.
12. **Full-screen**: Click to open playback in full-screen. Press **ESC** to exit full-screen.
13. **Timeline zoom**: Use the slider to zoom in/out on the timeline.
14. **Playback timeline**: Shows recordings from the selected channels on a timeline. Click inside the timeline to start playback or select a playback time. Each type of recordings is shown in a different color. Continuous recordings are green, motion recordings are yellow, and alarm recordings are red.
15. **Video clip**: Click to start a video clip. You can download video clips to your hard drive.

16. **Download list**: Click to see a list of files you have downloaded and the progress of files that are currently downloading.
17. **Search**: Search for video on the selected channels based on the search parameters you set.
18. **Device list**: Select the channels you would like to search or playback video from.

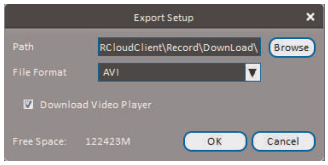
2.6 Downloading Video to your Computer Hard Drive

You can download video to your computer hard drive to save important events or share them. It is recommended to download video of important events as soon as possible to ensure they are not overwritten by new recordings.

Note
PC Users: You may need to run FLIR Cloud™ Client as an administrator to download files to your hard drive.

To download video files:

1. Start playing back video using the steps in 2.4 *Playback*, page 17.
2. Click to start a video clip at the current playback time. Click to stop the video clip.
3. Configure the following save options:



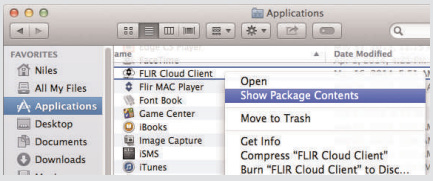
   - **Path**: Use the default save folder or click **Browse** to select a different folder.
   - **File Format**: Select **Original Format** to save to .dav format (requires the video player). Select **AVI** to save files to .avi format (can be played in VLC Media Player).

     Note
     The Mac version only supports downloading video to .dav format.

   - **Download Video Player**: Check to save a copy of the video player with the downloaded file.
4. Click **OK** to start the download. A status screen will pop up to show progress on downloaded files.

Note
To retrieve downloaded video files:

- **PC Users**: Browse to the folders listed in **General>File**.
- **Mac Users**: Browse to the folders listed in **General>File**. To get to the default location, open Applications in Finder, right click on **FLIR Cloud Client** and select **Show Package Contents**. Then, navigate to the desired folder.



2.7 Alarm

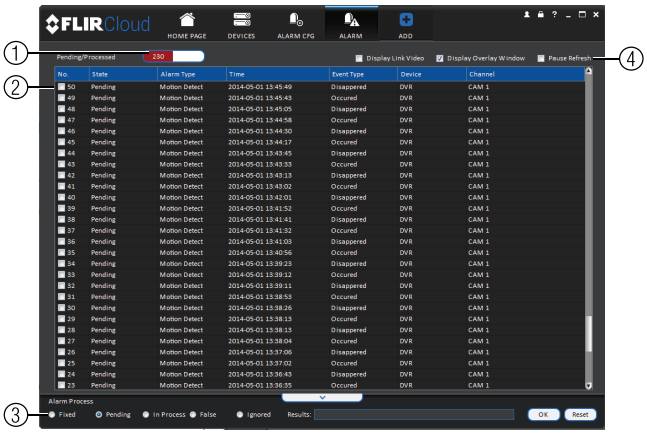
The Alarm menu allows you to view a list of alarms received by the client software.

Note
You must set up alarms in the Alarm CFG menu before they will appear in this list. See 2.12 *Alarm CFG*, page 26 for more details.

To access Alarms:

- Click and then click .

Alarm menu overview:



1. **Number of alarms**: Shows the number of open alarms.
2. **Alarm list**: Shows the list of alarms and information on when they occurred and which systems and channels triggered them.
3. **Alarm Process**: You can close alarms by selecting one of the options and clicking **OK**.
4. **Options**: Check to enable the following:
   - **Display Link Video**: Open live video to monitor alarms on a continuous basis.
   - **Display Overlay Window**: Show the overlay controls. They allow you to enable/disable sound alerts and quickly jump back to the Alarm menu from another tab.

   - **Pause Refresh**: Stop refreshing the live video in the video popup.

2.8 Log

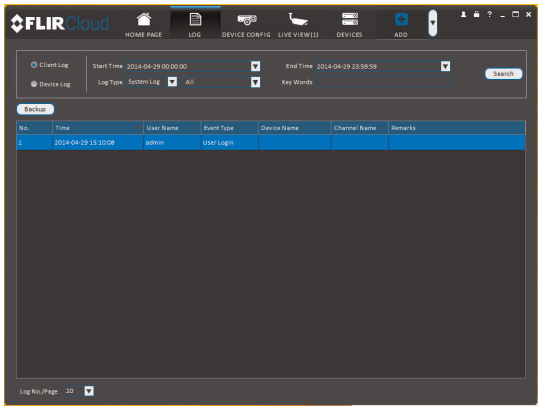
The Log menu allows you to view logs for the client software or to view logs for connected systems.

To access logs:

- Click and then click .

To view client logs:

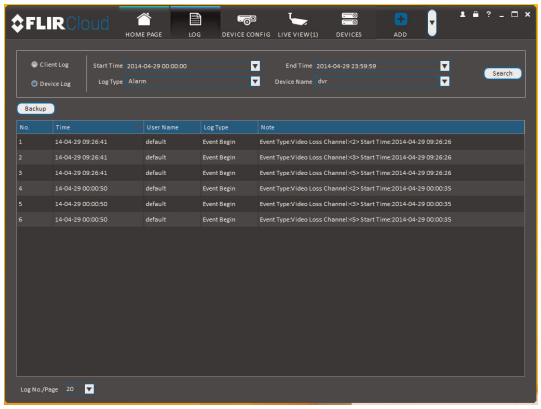
1. Click **Client Log** to view logs for the client software.



2. Configure the following:
   - **Start Time/End Time**: Select the start and end times to search for logs.
   - **Log Type**: Select the type of logs to search for.
3. Click **Search**.

To view logs from connected systems:

1. Click **Device Log** to view logs from connected systems.



2. Configure the following:
   - **Start Time/End Time**: Select the start and end times to search for logs.
   - **Log Type**: Select the type of logs to search for.
   - **Device Name**: Select the system you would like to view logs from.
3. Click **Search**.

2.9 E-map

E-Map allows you to place cameras over a still image. For example, you can use the E-Map to create a virtual map of your cameras over a floor plan of your home or business.

To create an E-map:

1. Click

and then click

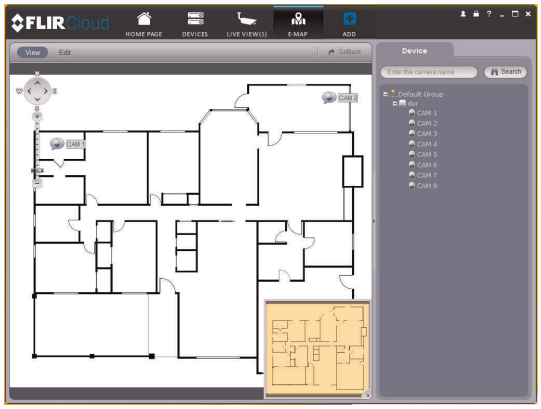
.

2. Click **Add Map**.

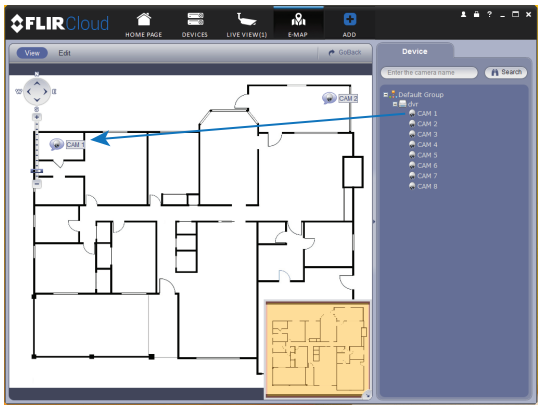
3. Configure the following:

- **Name**: Enter a name for your e-map of your choice.
- **Picture**: Click **File** and then select a .png, .bmp, or .jpg image on your computer to use as the e-map.
- **Describe (optional)**: Enter a text description of the e-map.

4. Click **Save**.
5. Click **Edit** to edit the e-map.



6. Click and drag cameras from the device list to place them on the map.



To open cameras from the e-map:

1. Click **View**.
2. Double-click cameras on the map to open live video.

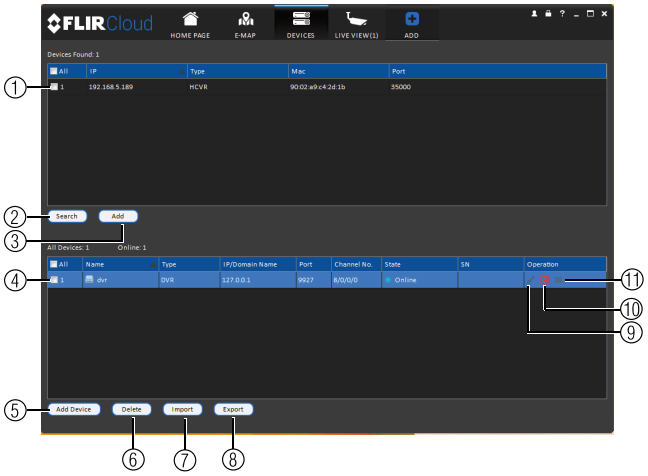
2.10 Devices

The Devices menu is where you can manage systems connected to the client software.

To access the Devices menu:

- Click and then click .

Devices overview:



1. **Devices Found**: Shows systems that are connected to the same network as the computer where the client is installed. Once you connect to the system, it moves to the bottom of the screen.
2. **Search**: Refresh the list of systems connected to the network.
3. **Add**: Add checked systems to the client software.
4. **Device list**: Shows a list of systems connected to the client software, and shows which systems are online.
5. **Add Device**: Add a remote system using a Device ID or IP/DDNS address.
6. **Delete**: Delete the selected system.
7. **Import**: Import a list of systems from a saved .xml file.
8. **Export**: Export a list of currently connected systems to an .xml file. This is useful if you need to re-install the software or if you want to open the same list of systems on a different computer.
9. **Delete**: Delete system.
10. **Manual connect/disconnect**: Manually connect/disconnect the system.
11. **Edit**: Edit the connection details for the system.

2.11 Device Config

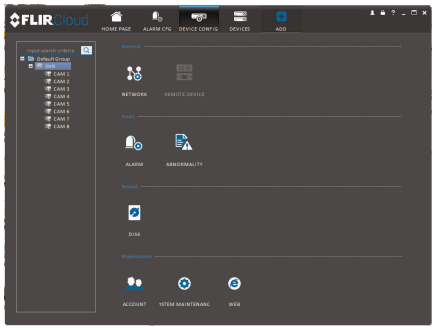
The Device Config menu allows you to remotely configure settings for connected systems.

To access the Device Config menu:

- Click

and then click

.
- Click on a system in the device list to see the settings available for that system and then configure settings as needed.



Note
The settings available depend on the model of system you have.

2.12 Alarm CFG

The Alarm CFG menu allows you to configure alarms for the client software. The client software will alert you by popping up live video and playing sound alerts.

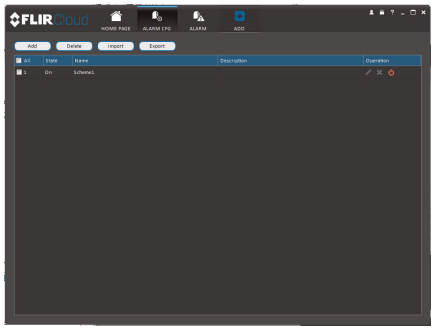
Note
Alarm upload must be enabled on the system in order for it to send the alarm to the client software.

To create alarms:

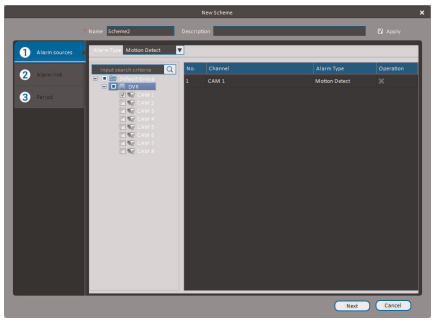
1. Click

and then click

.
2. Click **Add** to create a new alarm.

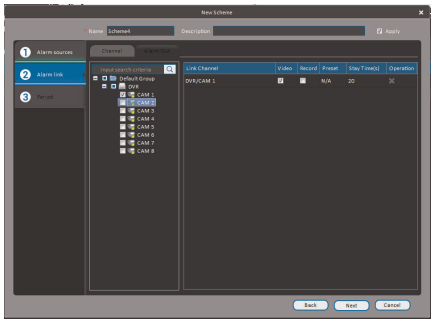


3. In the **Alarm sources** menu, you set up the parameters that trigger the alarm.

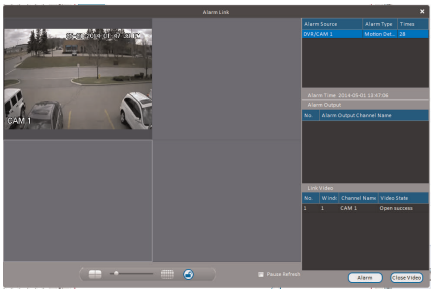


- Under **Alarm Type**, select the alarm type that will trigger an alarm. For example, you can select Motion Detect for the alarm to be triggered by motion.
- Select the systems or channels you would like to trigger an alarm. Continuing the example, if CAM 1 is selected, the alarm will be triggered if there is motion on CAM 1.
- Click **Next**.

4. In the **Alarm link** menu, you set up the responses to alarms. Select the channels that will pop up or alarm out devices (not included; not all systems support alarm out devices) that will be triggered by an alarm.
   For each channel selected, configure the following:



   - **Video**: Pop up a window with live video from the selected channel, like the one below.

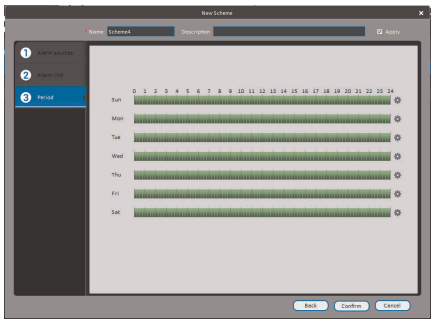


   - **Record**: Record video from the selected channel.

> **Note**
> **PC Users**: You may need to run the client software as admin to record.

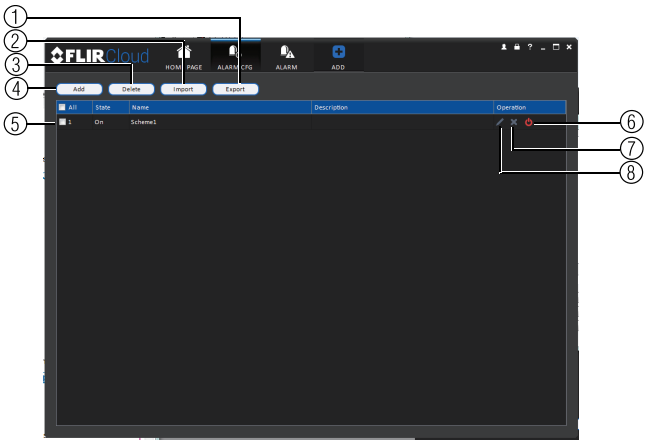
   - **Preset**: If you select a PTZ camera, you can select the preset that will be activated when an alarm occurs.
   - **Stay Time**: Enter how many seconds the video window will stay open or record when an alarm occurs.

5. Click **Next**.
6. In the **Period** window, configure times the alarm will be activated.



7. Click **Confirm** to save the alarm.

To manage alarms:



1. **Export**: Export current list of alarms as an xml file.
2. **Import**: Import list of alarms.
3. **Delete**: Delete selected alarm.
4. **Add**: Add new alarm.
5. **Alarms.**
6. **On/off**: Click to enable/disable alarm.
7. **Delete**: Click to delete alarm.
8. **Edit**: Click to edit alarm settings.

2.13 Tour & Task

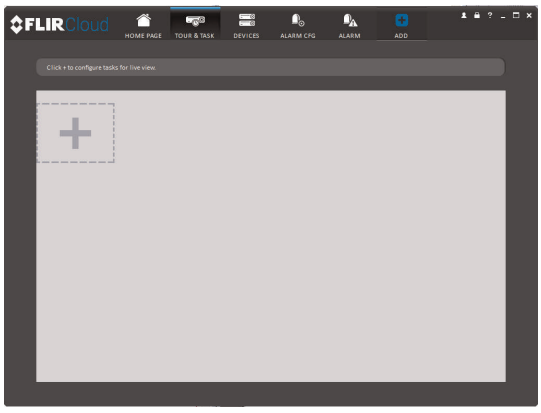
The Tour & Task menu is where you can set up custom views for the system. You can also set up tours, which sets the client to automatically cycle through views.

To start a tour:

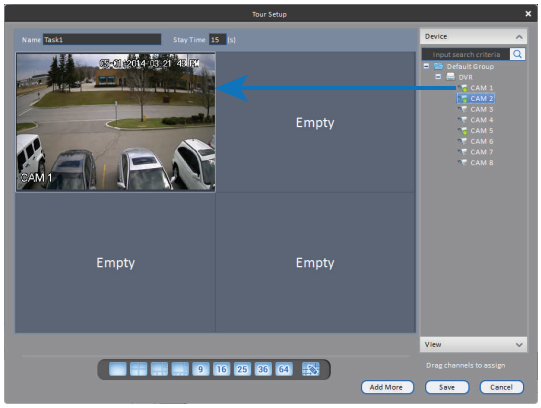
- Click in Live View to start a tour. The live view will automatically cycle through all views you have set up in the Tour & Task menu. Click again to stop the tour.

To add views:

1. Click and then click .
2. Click **+** to create a new view.



3. Under **Name**, enter a name for your view.
4. Under **Stay Time**, enter the number of seconds the view will be shown before the client switches to the next view.
5. Select the split-screen mode you would like to use for the view and then click and drag channels to the empty grid areas to select channels to be shown in the view.



6. Click **Save** to save the view. Or click **Add More** to save the view and create another view.

2.14 Account

The Account menu is where you can set up user accounts and passwords for the client software. To simplify management, you can group user accounts according to role. A role determines the permissions an individual user account can have.

To access the account menu:

- Click

and then click

.

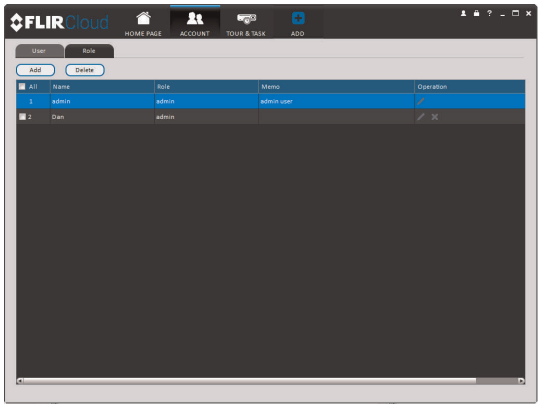
2.14.1 Managing User Accounts

By default, the client software includes an admin account that has full access to all features of the software and all connected systems. You can add user accounts with customized levels of access.

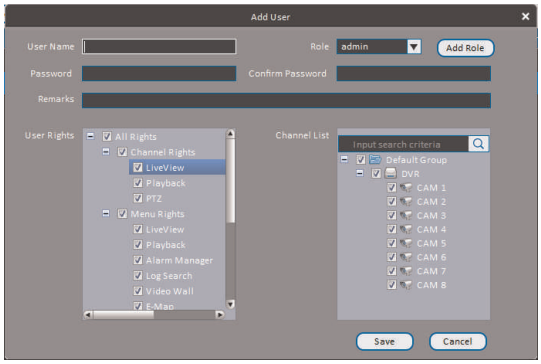
Note
The admin account cannot be deleted. The default user name for the admin account is **admin** and the default password is **admin**.

To create a user account:

1. Click **Add**.



2. Configure the following settings for the user account:



- **User Name**: Enter a user name for the account.
- **Role**: Select the role for the user account. By default, the user account gains all the permissions of the role selected, but you can deactivate permissions as needed.
- **Password/Confirm Password**: Enter the password for the user account.
- **Remarks (Optional)**: Enter a text description of the user account.
- **User Rights**: Check the permissions that will apply to the user account. If you click on LiveView, Playback, and PTZ, you can select which channels the user account can access in the Channel List section.

3. Click **Save** to create the account.

To switch between user accounts:

- Click .

To modify a user account:

> **Note**
> Admin accounts with Account Setup permissions can change account passwords. A user cannot change his own password.

- Click next to the user account you would like to modify. Edit the user account details and click **Save**.

To delete a user account:

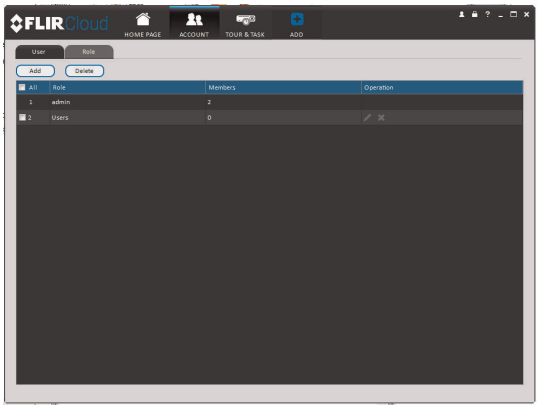
1. Click next to the user account you would like to delete. Click **OK** to confirm.

2.14.2 Managing Roles

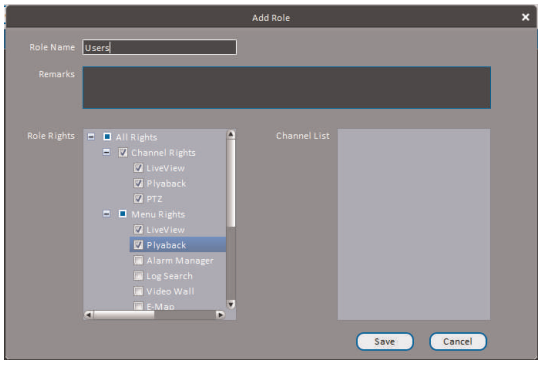
Roles make it easier to manage user accounts by determining the permissions an individual user account can have. By default, a new user account is given all the permissions of the role they are assigned to.

To create a role:

1. Click the **Role** tab.
2. Click **Add**.



3. Configure the following settings for the role:



- **Role Name**: Enter a name for the role.
- **Remarks (Optional)**: Enter a text description of the role.
- **Role Rights**: Check the permissions that will apply to user accounts assigned this role. If you click on LiveView, Playback, and PTZ, you can select which channels may be accessed in the Channel List section.

4. Click **Save**.

To modify a role:

- Click next to the role you would like to modify. Edit the role details and click **Save**.

To delete a user account:

1. Click next to the role you would like to delete. Click **OK** to confirm.

2.15 General

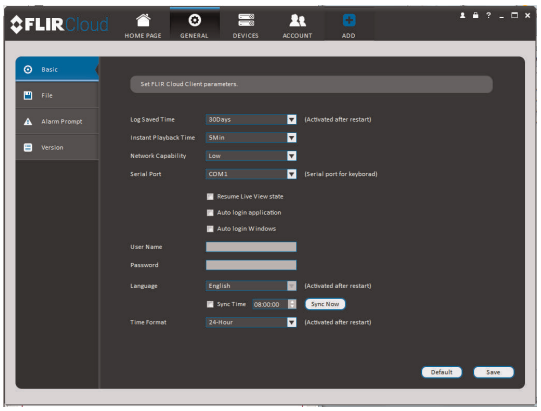
The General menu is where you can configure application settings for the client software.

To access the General menu:

- Click and then click .

2.15.1 Basic

The Basic menu contains general settings for the client software.



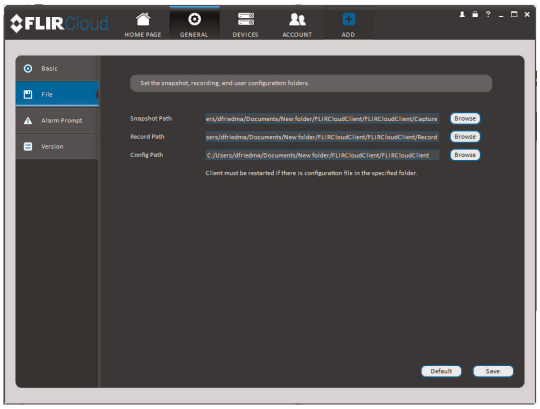
The Basic menu contains the following settings:

- **Log Saved Time**: Select the number of days you would like the client to save log entries.
- **Instant Playback Time**: Select the number of minutes the system will go back when you start an instant playback.
- **Network Capability**: Select the speed of your computer's network connection.
- **Resume Live View State**: Check for the client to resume live view when it starts up. The live view will open to the last view that you had open.
- **Auto login application**: Check for the client to automatically login when it starts up without entering a user name or password.
- **Auto Login Windows**: Not supported.
- **Language**: Select the language for the client software.
- **Sync Time**: Check to have the client software sync time with your computer's system time. Select the time the software will sync the time. Click **Sync Now** to manually sync the time.
- **Time Format**: Select **12–Hour** or **24–Hour** time format. You must close the client and restart it to apply this setting.

Note
Click **Save** to save setting changes.

2.15.2 File

The File menu allows you to select the folders where the client software will save downloaded video files and snapshots.



The File menu contains the following options:

- **Snapshot Path**: Click **Browse** to select the default folder to save snapshots.
- **Record Path**: Click **Browse** to select the default folder to save video recordings.
- **Config Path**: Click **Browse** to select the folder where the client will save software config files.

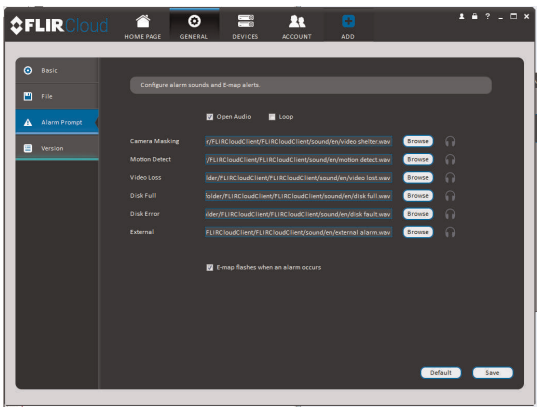
Note
Click **Save** to save setting changes.

PC Users: You may need to run the client software as admin to save files to enable snapshot or video recording.

2.15.3 Alarm Prompt

The Alarm Prompt menu allows you to configure audio alerts. The client will play audio alerts when events occur. You can replace the default sounds with any .wav file.

Note
You must configure alarms in the Alarm CFG menu before the client will play alarm sounds.



The Alarm Prompt menu has the following options:

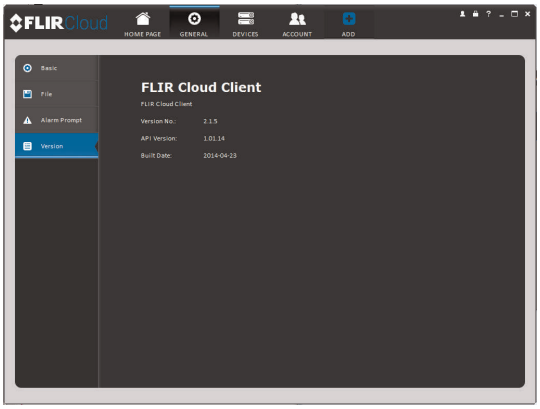
- **Open Audio**: Check to enable audio alerts.
- **Loop**: Check to repeat audio alerts until acknowledged.
- **Camera Masking**: Select or preview the sound that will play for camera masking alarms.
- **Motion Detect**: Select or preview the sound that will play for motion detection.

- **Video Loss**: Select or preview the sound that will play for video loss alarms.
- **Disk Full**: Select or preview the sound that will play for disk full alarms.
- **Disk Error**: Select or preview the sound that will play for disk errors.
- **External**: Select or preview the sound that will play for external alarms (triggered by sensor devices, which may not be supported on all systems).
- **E-map flashes when alarm occurs**: If the camera has alarms enabled and is added to an e-map, a appears on the e-map when an event occurs.

Note
Click **Save** to save changes.

2.15.4 Version

The Version menu shows you which version of the client software you are using. It is recommended to always run the latest version of the software from www.flirsecurity.com/pro.



Website
www.flirsecurity.com/pro

Technical Support
1-866-816-5919

Customer Service
1-866-344-4674

Copyright
© 2014, FLIR Systems, Inc.
All rights reserved worldwide. Names and marks appearing herein are either registered trademarks or trademarks of FLIR Systems and/or its subsidiaries. All other trademarks, trade names or company names referenced herein are used for identification only and are the property of their respective owners.

Legal disclaimer
Specifications subject to change without further notice. Camera models and accessories subject to regional market considerations. License procedures may apply. Products described herein may be subject to US Export Regulations. Please refer to exportquestions@flir.com with any questions.

Publ. No.: LX400018
Release: 2.0
Commit: 14567
Head: 14568
Language: en-US
Modified: 2014-06-04
Formatted: 2014-06-04