User & Installation Manual

Serial Port POS

Let's make things safer!

Contents

Preface

This document

This manual is intended for administrators and operators of a WebCCTV Video Recorder who want to use the POS (Point Of Sale) component and is applicable for WebCCTV software version 4.4.0.0 or higher.

> This manual is applicable for both WebCCTV, GuardNVR and IQR Video Servers. Therefore WebCCTV can be replaced at all times by GuardNVR and IQR.

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1 Introduction

WebCCTV is a unique digital video surveillance solution, which combines three major functions in one Network Video Recorder (NVR) or Digital Video Recorder (DVR): local digital recording, multiplexing and simultaneous transmission of the video via existing networks (TCP/IP). To a standard WebCCTV, up to 20 cameras can be permanently recorded while multiple operators at different locations on the network are accessing the WebCCTV device.

Being a networked device, WebCCTV utilizes two basic principles of the Internet/Intranet technology:
- WebCCTV works over the TCP/IP network protocol, which provides maximum connectivity. This means that the existing computer network infrastructure can be used eliminating extra installation expenses.
- WebCCTV uses a web-based user interface to view live images, recordings, etc. More specific it uses Microsoft **Internet Explorer.**

Remote and Local Monitoring

To remotely monitor the connected cameras, the WebCCTV uses Web Browser technology. To locally monitor video, the WebCCTV also provides a local interface via a PC monitor directly connected to the WebCCTV. This local interface allows an operator to see live video from the connected cameras without the need for additional client computers on a network.

Serial Port POS is the WebCCTV alarm component which allows transformation of the POS printer transactions into WebCCTV alarms. In other words when the ticket is printed by the POS terminal the alarm is triggered within the WebCCTV system, so you are able to observe all transactions and recordings which are recorded based on the incoming transaction data into the WebCCTV system. To configure this system you need to perform the following steps:

- Connect the POS printer you want to control by means of WebCCTV to the serial port (COM port) of any computer in your network.

- Install and configure the **Remote POS Monitor** application on this computer.

- Install and configure Alarm Component on the WebCCTV server.

After all configurations Remote POS Monitor will capture the transactions which come from the POS printer connected to the COM port and send it to the WebCCTV server. The Alarm Component, which is installed on the WebCCTV server, will generate the alarm.

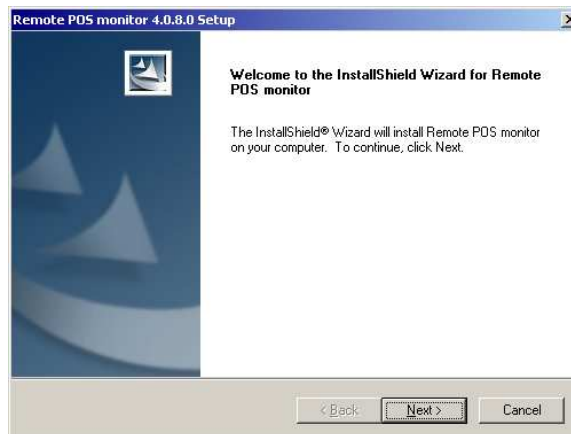# 2 Remote POS Monitor

2.1 Installation

Remote POS Monitor has to be installed on the computer to which the POS printer is connected.

> ⚠ If you are going to instal Remote POS Monitor on a different unit then the WebCCTV server, please open **port 135** on the WebCCTV server in the firewall exception list first before proceeding!

To install follow the steps below:

1. Run the **Remote POS Monitor Installation** setup. This setup can be found in the support section on www.webcctv.com under the subsection **Tools**. If you are installing Remote POS Monitor on the WebCCTV unit, you can simply install it by clicking the shortcut link in the **Optional Components** folder on the desktop.

Remote POS Monitor Welcome Screen

> ℹ .NET Framework 2.1 has to be installed in order to successfully install Remote POS Monitor.

2. Click **Yes** to accept the License Agreement. The **Setup type** selection screen appears.
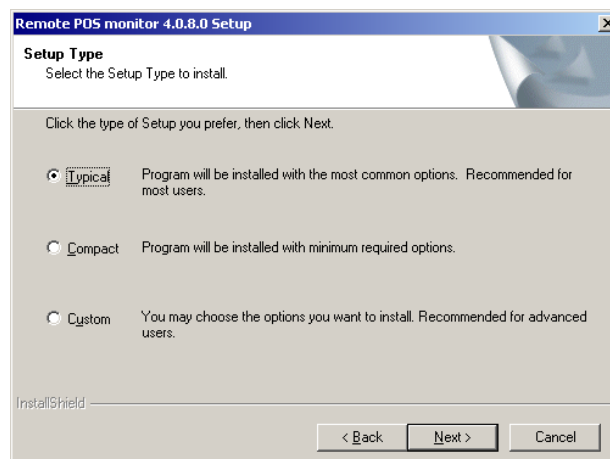
Setup Type Selection Screen

3. Select **Typical** and click **Next** button.

4. Select **Yes, I want to restart my computer** and click **Finish**.
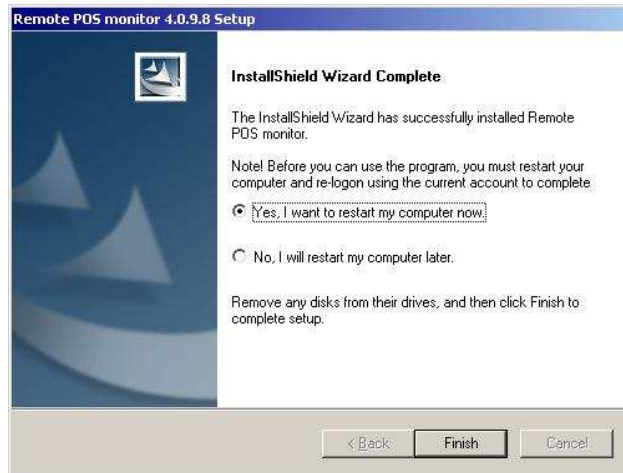
Remote POS Monitor Finish Screen

2.2 Configuration

We will configure the POS printer(s) (sources) to be monitored in this tool. Open the Remote POS Monitor Configuration application. You can find it at:

Start → All Programs → Remote POS Monitor → Configuration Application.
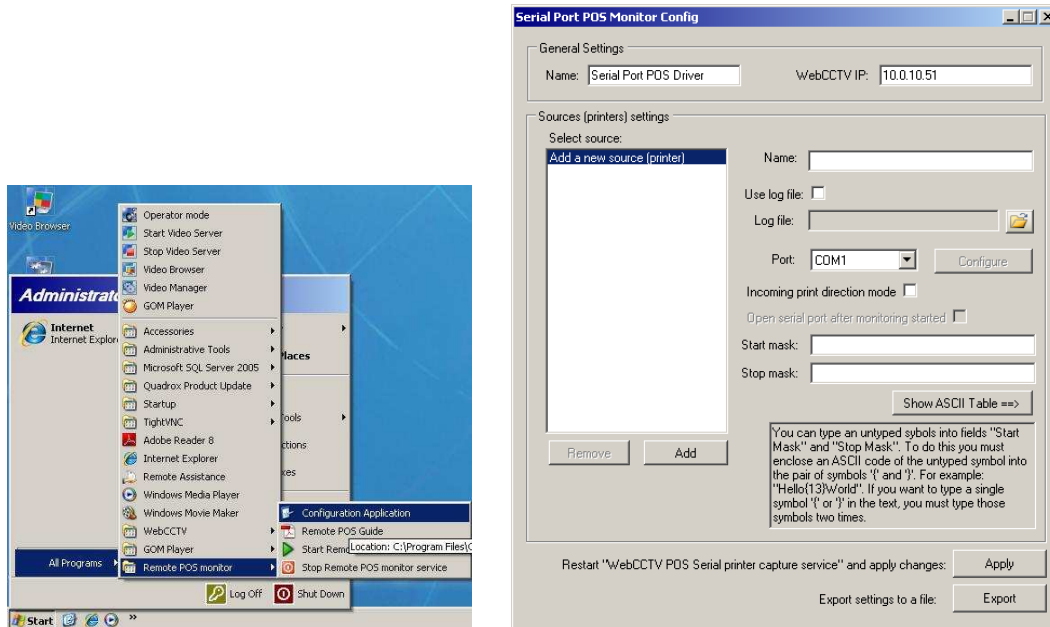
Application Path Screen   *POS Monitor Configuration Screen*

Please execute the steps below for the different sections:

General Settings

- **Name –** By default this hasn't to be changed.

- **WebCCTV IP –** Specify the IP address of the Video Server in this field to connect the POS Monitor to the server.

> If the Video Server is installed on the same machine the POS printer is connected to, do not use 127.0.0.1 IP address, specify real IP-address to fill in **WebCCTV IP** field. You can check real IP address in the TCP/IP properties of your machine.

Sources (printers) settings

- **Select source –** This text box contains all available printers and also allows to add printers. After configuring all necessary parameters, click **Add** button in order to add new printer. The following parameters have to be configured for a new printer:

    o **Name –** Specify a name for the POS printer you want to add.

    o **Use log file/Log File –** If you want to check if tickets are captured when coming from the printer to the COM Port, select the **Use log file** checkbox and select a path and name for the log file to save this information.

> It is recommended to switch off this logging when the configuration is completed in order not to overload the hard disk with extra information. To do that just delete the path and

the name to the log file you specified in the **Log File** field.

- o **Port** – Select the COM port to which the printer is connected.

- o **Incoming direction mode** & **Open serial port after monitoring started** – This only has to be configured when you got a Hardware POS that is directly connected with a cable to the Video **Server.**

- o **Start Mask** – The Start Mask is the expression or the number of symbols from which the POS printer ticket is started. This information is needed for POS Monitor to recognize the ticket and send it to the Video server for further processing.

- o **Stop Mask** – The Stop Mask is the expression or the number of symbols by which the POS printer ticket is finished. This information is needed for POS Monitor to recognize the ticket and send it to the Video server for further processing.

If the **Start mask** or **Stop mask** of the ticket has nonprinting symbols (symbols which are not represented on a keyboard but can be present in the POS ticket), please type the corresponding **Decimal** codes instead, which are depicted in the **Dec** column of the ASCII table that is below. **ASCII Table** is available when **ASCII Table** button is clicked.

Use the following rule when specify the nonprinting symbols:

Use the following rule when specify the nonprinting symbols:
- ▪ Enclose an ASCII decimal code of the corresponding nonprinting symbol into

the pair of symbols **{ }**. For example: **Hello{168}World** means **Hello¿ World**
- If you want to specify a single symbol { or }, specify these symbols two times. For example: **{{Hello World}}** means **{Hello World}**

Save & Apply Changes

- **Apply** – When a new POS printer (source) is added, restart the POS Monitor service by clicking **Apply**. This makes it possible for Remote POS Monitor to monitor the newly added POS Printer.

- **Export** – To export the settings use **Export** button.
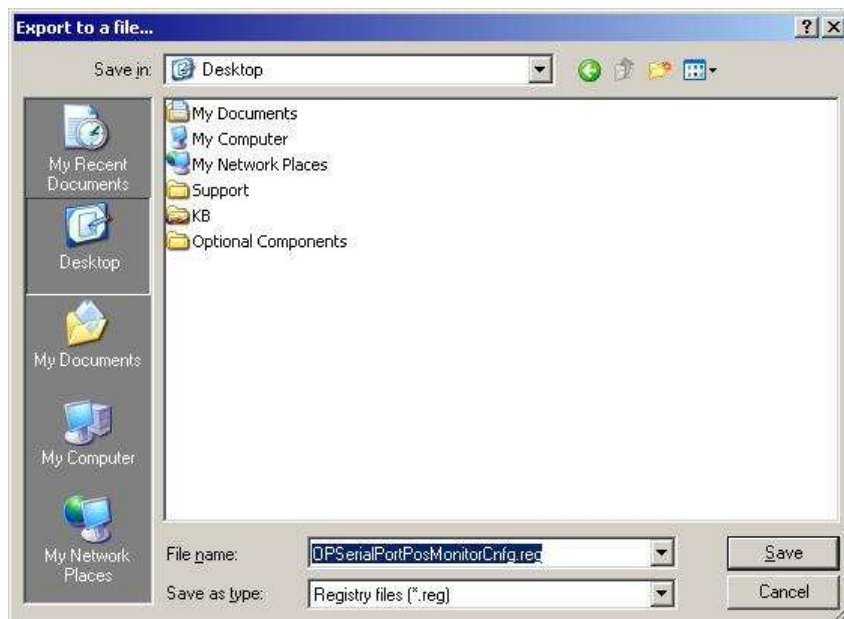
Export Screen

3 Alarm Component

3.1 Installation

To install the Alarm Component please follow the steps described in the **Alarm Component Installation Manual.** This chapter retakes the **default installation** procedure.

Before you can install the Alarm Component, the following components have to be installed:

- WebCCTV Server 4.4.0.0 (or higher)
- Microsoft Framework .NET 2.1 (or higher)
- Microsoft SQL Server 2005 Express Edition (or better)

> The Microsoft Framework .NET 2.1 and Microsoft SQL Server 2005 Express Edition may be installed already on your system. The setup will inform you if a component is not yet installed. If the setup finds the missing component, it will try to install it automatically; otherwise this component has to be installed manually.
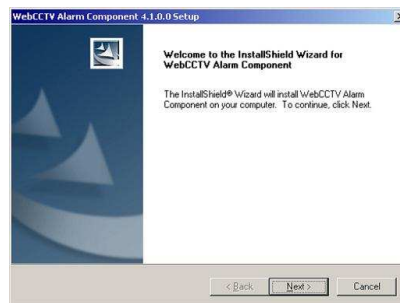
Installing the Alarm Component is done in several steps:

- Open the **Optional Components** folder on the desktop and click the **Alarm Component Setup** link.
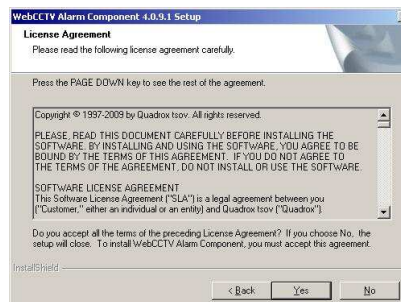
> If you have a GuardNVR system, you can download the alarm component from the following page: http://www.quadrox.com/software-download.aspx

- The welcome screen appears. Click **Next**.

Welcome Screen

- Accept the License Agreement. Click **Yes**.

License Agreement Screen

Please read the License Agreement carefully. If you don't agree with the terms, you can't install the Alarm Component.

▪ Select **Typical** and click **Next**.

Typical is the default setup type. This is advised for normal installations.

Setup Type Screen

▪ The Alarm Component installation will start automatically. Select "**Yes, I want to restart my computer now"** and click **Finish**.


Finish Installation Screen

If Microsoft SQL Server Express Edition or higher is not yet installed, the setup will inform you about this and check for automatic installation. If not, it will ask you to install it first manually.

The alarm component is now installed.

3.2 Configuration

When Alarm Component Installation is completed, open the **Video Manager** Application on your desktop and go to **POS** section of the **Settings** menu. You can **Add POS Devices**, **Configure POS Devices** and configure **Saved Searches**.
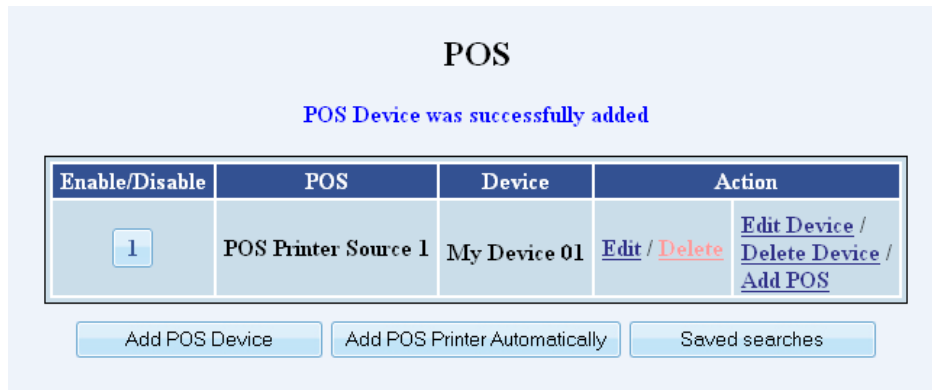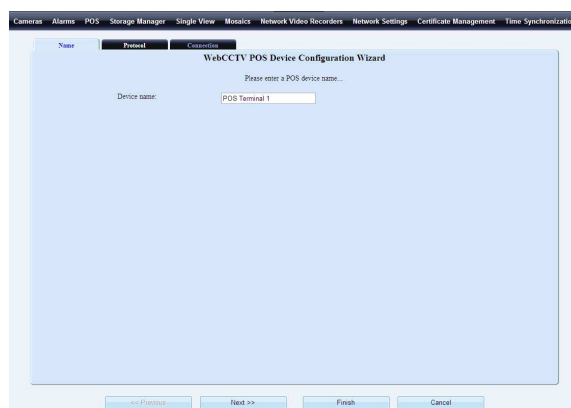

POS Configuration Screen

3.2.1 Add POS Device

In order to add and configure your POS device, click the **Edit device** or **Add POS Device** link/button in the POS screen. The **POS Device Configuration Wizard** consists of three tabs with easy to follow instructions.

3.2.1.1 Name

In this tab, you can adjust the POS Device name. It's a part of the **POS Device Configuration Wizard.**
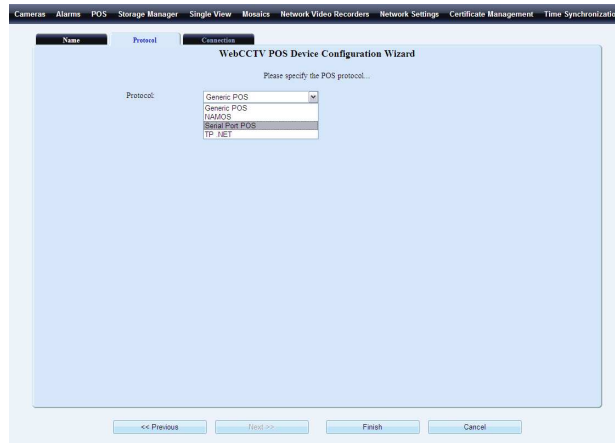

Name (Serial Port POS) Screen

Click **Next** to enter the next POS Device Configuration Wizard Screen.

3.2.1.2 Protocol

In this tab, the protocol has to be selected. It's a part of the **POS Device Configuration Wizard.**

Select **Serial Port POS** in the drop-down list.

Protocol (Serial Port POS) Screen

Click **Finish**.

> Depending on the drivers you installed together with the Alarm Component, it's possible some values are not present in the drop-down list.

> If you entered the POS Device Configuration Wizard by clicking the **Edit Device** link in the POS Screen, you can't change the protocol anymore, but can only see which protocol has been selected.

3.2.1.3   Connection

This tab is not available for Serial Port POS Devices. You don't have to configure it.

3.2.2 Configure POS Device

In order to configure the sources, click the **Edit** link of the source in the POS screen which will lead you to the POS configuration Wizard. The **POS Configuration Wizard** consists of two tabs with easy to follow instructions.

> The POS functionality is a part of the WebCCTV Alarm Component. You need the Alarm Component installed before you can use the POS functionality.

3.2.2.1 Name

This tab is a part of the **POS Configuration Wizard.** The following parameters have to be configured:

Version 4.4 Series

- **Name** – specify the name of the POS source.

- **Port** – select the COM port to which the POS source is connected.

- **IP address** – specify the IP address of the computer on which the POS source is connected.

> If the WebCCTV server is installed on the same machine the POS printer is connected to, do not use the 127.0.0.1 IP address, but fill in the real IP-address. You can check the real IP address in the TCP/IP properties of your machine.

Name (Serial Port POS) Screen

Click **Next** to enter the next POS Configuration Wizard Screen.

3.2.2.2   Recordings

This tab is a part of the **POS Configuration Wizard**. In this tab you are able to do the following:

- Add or delete cameras to record when a ticket is generated.

> Multiple recordings can be assigned to one source. This way, a ticket can be monitored from different cameras and angles.

Set the recording time before and after a ticket is generated. This is also called the pre and post ticket recording interval.

> A ticket movie is labelled recorded footage from a camera you attached to the ticket, i.e. when a ticket comes in, the specific period of time recorded from a specified camera is labelled and saved. Once the recording is complete, it appears as an alarm movie. If there aren't any recordings (i.e. when there is no activity) for the period when the alarm occurs, recordings still will be present as the recordings will be forced because an alarm was triggered and considered being high priority.

To add the camera to be recorded when a ticket is generated, follow the steps below:

1. Select the camera from the drop-down list.
2. Select the pre and post ticket label interval for each camera.

3. Click the **Add camera** button.
4. Decide which camera will be the **primary** camera which will be shown when selecting a ticket.

Recordings (Serial Port POS) Screen

To delete a camera, click **Delete**.

Click **Finish** button.

4 POS Transactions

4.1 Search POS Transactions

The **Recordings** menu of the **Video Browser** application allows you to search and view recorded footage and export clips of this video footage.

Recordings Screen

Please execute following steps:

▪ Selecting the time period is needed for all possible recording requests as you need to search amongst all footage which has been recorded. To select a **time period**, you have to specify time and date. There are two ways of specifying a certain time period:

    1. Using a **From** date and a **Time span** interval: all recorded video footage between the **From** date plus the **Time period**, will be shown.

    2. Using **Precise Search** with **From** and **To** date: all recorded video footage between these two points in time will be shown.

Please specify the following:	
From (Date/Time):	15 December 2007 ▦ 12 ⬍ 54 ⬍ 0 ⬍
To (Date/Time):	15 December 2007 ▦ 13 ⬍ 54 ⬍ 0 ⬍
	Interval Search

ℹ Click on the calendar icon to be able to choose the **From** or **To** date.

< «	December 2007	» >

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Close

ℹ Click the **Interval search** button in order to return to **Time span** search.

⚠ Note that in the **From**/**To** and the **Time span** modes, time and dates in the future cannot be specified. If a date in the future is selected, your time and date will be adjusted to the current date and time.

3. Select **POS** tab.

Single camera playback:		
Synchronized playback:	☑ Source name	⭐
Alarm listing:	☑ Point of Sale Drinks	Cola
POS:	☑ Point of Sale Entrance	Drive off
Movie export:	Hide POS sources	Fuel

POS Search Tab Screen

4. Enter or select the **search criteria** by:

    a. Enter search criteria manually in the text field

    b. Selecting a previously saved search string by clicking ⭐

ℹ If you want to save your search criteria to the saved search strings, click 🌟. Enter a **saved search name** and **search criteria** and click **Save**.

Save search	
Saved search name	Search all tickets for Fanta
Search to save	Fanta
Save	Cancel

The search string is now added to the saved search strings. To manage all saved searches, go to **5.3 Saved Searches** in the **WebCCTV User Manual**.

Creating a search string or search criteria is Google alike. Please read below which options are available:

- A search string is by default considered to be a set of separate words that are search in an AND way. Search results will include the tickets that contain all words, but not necessarily in that order. Typing the word "AND" is not needed.
- Search is **not case sensitive**.
- **Phrase search** – a set of words that should be searched exactly in that order can be put inside quotation marks: "". E.g: "Bicky Burger"
- **Word exclusions** – a word that should not appear in the ticket should be preceded by a minus sign: -
- **OR searches** – to display results that contain either of two search terms, the user can put the word OR (capitalized) in-between the terms. Only the words or phrases directly left and right of OR will be considered. Other words will be searched in AND connection.
- The requirements for **space** (or the absence thereof) are supported.

5. **Select/Deselect** the POS sources on which you want to search (Optional). To show all POS Sources, click the **Show POS sources** button.

6. Click **Search** button.

7. For new POS transaction recordings search, click **New Search** button.

Recordings POS Screen

Click on the camera buttons to see the recordings associated with the ticket that is highlighted in the right pane. All cameras that are configured to record for this ticket have a light blue button. The active shown camera button is bright blue.

To navigate through all found tickets, use the arrows in the right pane.

When no tickets are found for the requested period, the screen will automatically revert to the main recordings page.

4.2 Handling POS Transactions

The **POS Menu** of the **Video Browser** application allows you to view real time video of a camera together with its tickets. When a ticket is generated where the selected camera is configured to record, the ticket will be shown in real time till a new ticket enters which is associated to the selected camera.

> The **Alarm Component** has to be installed to see the menu.

The following sections are described:

- View live camera and ticket
- Low/High Bandwidth mode
- Snapshots
- Digital Zoom
- Full Screen Mode

POS Screen

4.2.1 View Live Camera and Ticket

In the POS Screen, you get a list of all the transactions with their associated recordings and tickets. Furthermore you also get the **date** and **time** of each POS transaction.

To view a POS transaction movie, click on the **transaction event link** and the movie of the primary camera will be displayed in the video window screen. You can switch between all

cameras that are associated with a transaction by clicking the corresponding camera icon .

If you want to see the live view of the cameras, click on the following icons.

The list is limited to the 5 most recent deactivated alarm events if all are in deactivated state. Activated alarms stay visible until deactivated, up to a maximum of 50.

> When clicking on the transaction name, the recording of the primary camera connected to that transaction is shown. If there aren't any recordings (i.e. when there is no activity) for the period when the alarm occurs, recordings still will be present as the recordings will be forced because an alarm was triggered and considered being high priority.

> To extend the POS pane, click on its upper board and move it to the top of the screen holding the left mouse button.

> If you don't see your transaction event in the list, you can search it by clicking the **New Search** button which will redirect you to the recordings menu (see **4.1 Search POS Transactions**).

4.2.2 Low/High Bandwidth Mode

Low/High bandwidth mode allows you to decide if you want to have streaming video that consumes. You can choose out of:

- **High Bandwidth Mode** (Default) – High Bandwidth mode is used preferably on local computers (when the WebCCTV client is located on the same machine as the WebCCTV server), in local area networks or with high-speed Internet connections.

  Use the **High** ( ) button to enable high bandwidth mode.

- **Low Bandwidth Mode** – Low bandwidth mode is mostly used in medium- or slow-speed LAN or Internet connections. When Low Bandwidth mode is enabled, the frame rate and the resolution of the images are reduced. This produces a reduced bandwidth

  usage for streaming video. Use the **Low** ( ) button to enable low bandwidth mode.

4.2.3 Snapshots

This WebCCTV feature gives you the opportunity to take snapshots. To create a snapshot, follow the steps below:

1. Choose the frame you want to save and click the button with the camera symbol ( ).
2. Choose the desired location for storing images and click the **Save** button.

> Snapshots are saved in .JPEG format.

4.2.4 Digital Zoom

The Digital Zoom functionality is very useful when there are small details in the scene, but the camera doesn't support optical zoom and there's no way to visually enlarge those objects.

In order to use the **Digital Zoom** functionality, follow the steps below:

1. Click on the video window in order to set a focus point.
2. Use the scroll wheel to zoom the image in and out (a magnifying glass is shown).
3. When partially or totally zoomed in, click on any point of the video screen in order to centralize the video window on this point. This also resets the focus point of further zooming in and out.

> You cannot use the Digital Zoom functionality if your mouse doesn't have a scroll wheel.
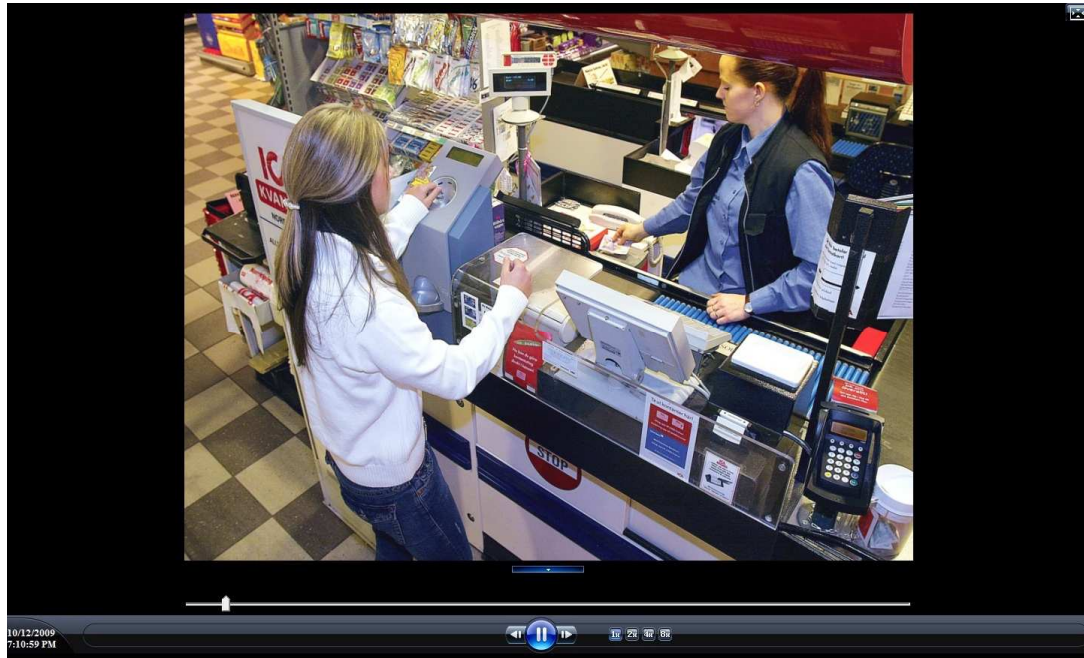
4.2.5 Full Screen Mode

Full screen mode allows you to visualize video by using the full screen. When going to full screen the activity line and camera buttons are hidden by default. You can unhide them by clicking the ▬▬▬▬ icon.

> Full Screen mode is not the same as pressing F11 in Internet Explorer.

To enter the full screen mode, click the icon.

To leave the full screen mode, click the icon at the right top corner or press any key on the keyboard.

Full Screen Mode Screen