

CCTV User Guide



Thank you for choosing to buy your new CCTV system from FutureTel. We hope that you are already enjoying the benefits of your new system.

We want to make sure you have all the information you may need moving forward and know how to get in touch with us should you have any questions.

This document contains instructions on how to use some of the most commonly used features of your new cameras and the accompanying mobile and desktop apps. Once your system has been installed and our team have got you set up with the DMSS Mobile App and the Smart PSS (Professional Surveillance System) for your desktop computer, you can follow the instructions in this guide to learn how to get the most out of the app features.

For any technical issues, adding additional users, to recover your device serial number or should you have any questions, our team of service desk engineers are here to help Monday to Thursday 08:30 - 17:00 and 08:30 - 16:30 on Fridays;

0330 838 4000 or email techsupport@futuretel.co.uk

We welcome any feedback on your experience working with us, so please do get in touch.

Thank you for choosing FutureTel, we are extremely happy to have you on-board as a valued customer.

The FutureTel Team

Using the CCTV Surveillance App for Mobile

About the DMSS App

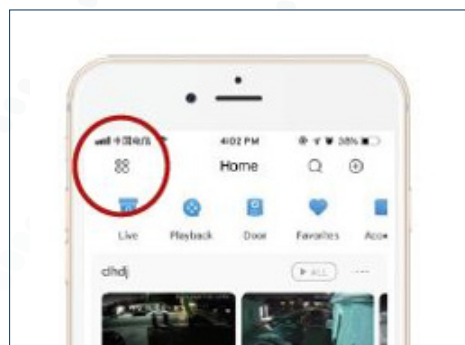
DMSS is a mobile surveillance app with functions such as remote monitoring, video playback, push notifications, device initialization, and remote configuration. IP Cameras, Video door phones, doorbells and alarm hubs can be added.

After logging into the account, you can use cloud services like cloud upgrade and so on.

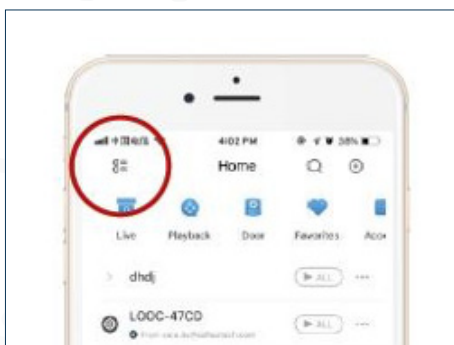
The app supports iOS 9.0 and Android 5.0 or later systems, and can be used with 3G, 4G & Wi-Fi.

Function Location

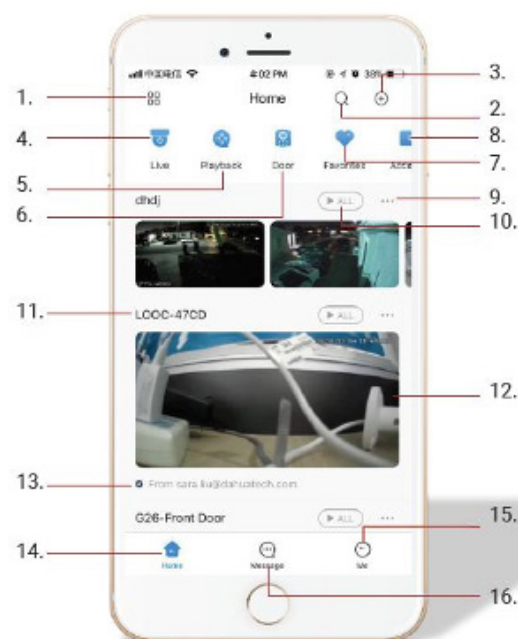
- | | |
|---|--|
| 1. Switch box display | 10. Play All Channels of Current Device (up to 16) |
| 2. Search Box | 11. Device Name |
| 3. Add Device | 12. Streaming |
| 4. Live View | 13. User Account |
| 5. Playback | 14. Home Page |
| 6. Door Live View | 15. Me |
| 7. Favourites | 16. Message |
| 8. Access Control | |
| 9. More functions (Device detail / Move to Top) | |



Grid Display Mode



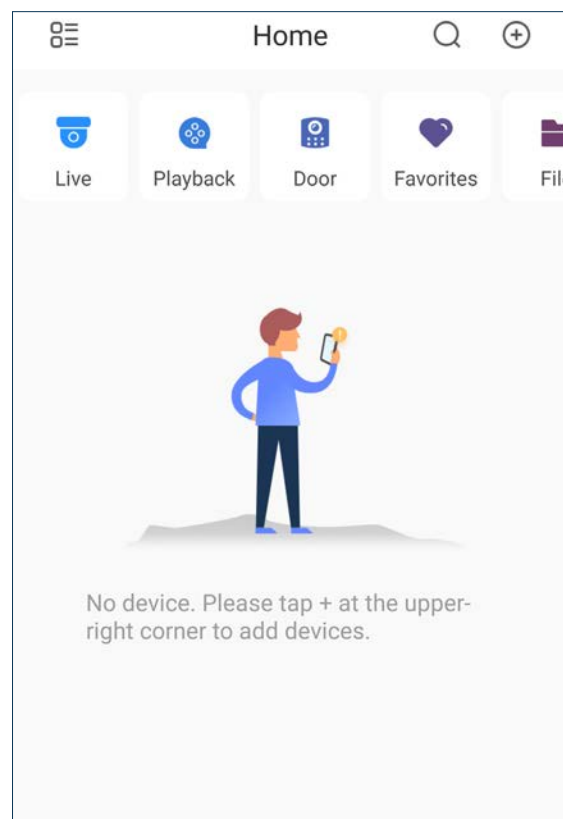
List Display Mode



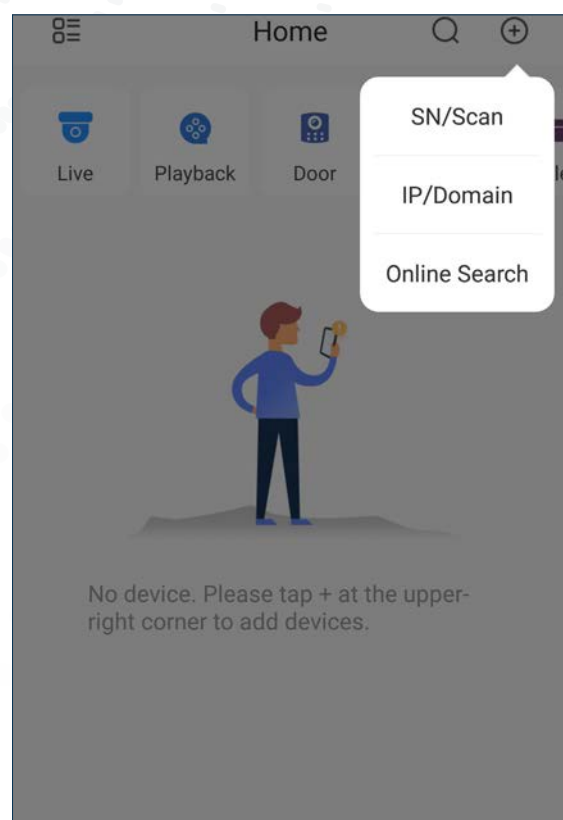
Add device to mobile app

This guide will show how to add a device to the mobile app.

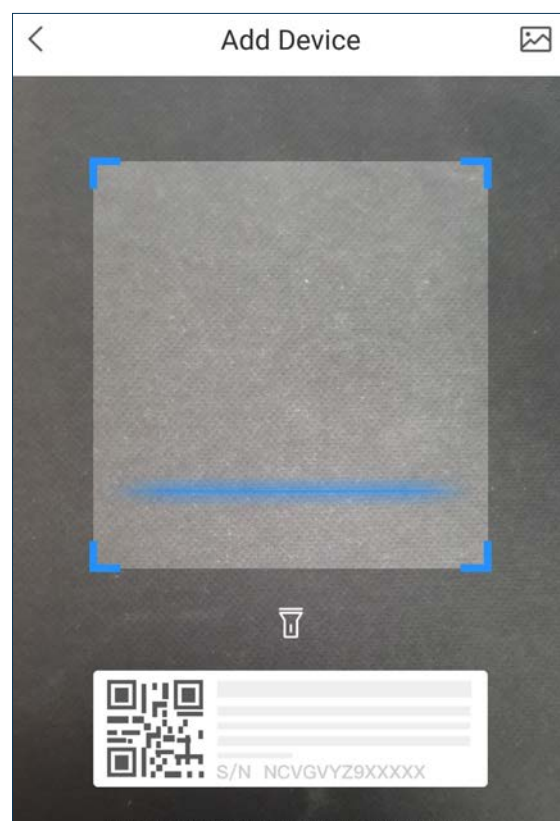
1. Main screen without device.



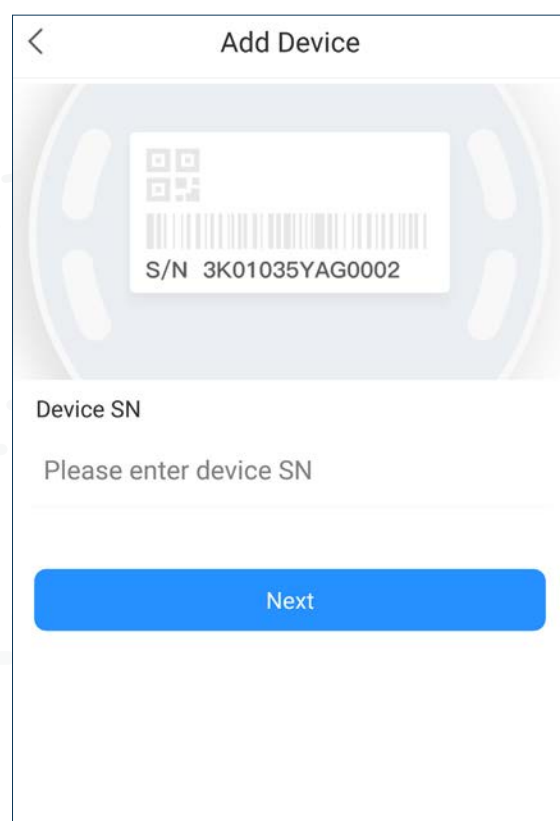
2. Tap the + sign and select SN/scan.



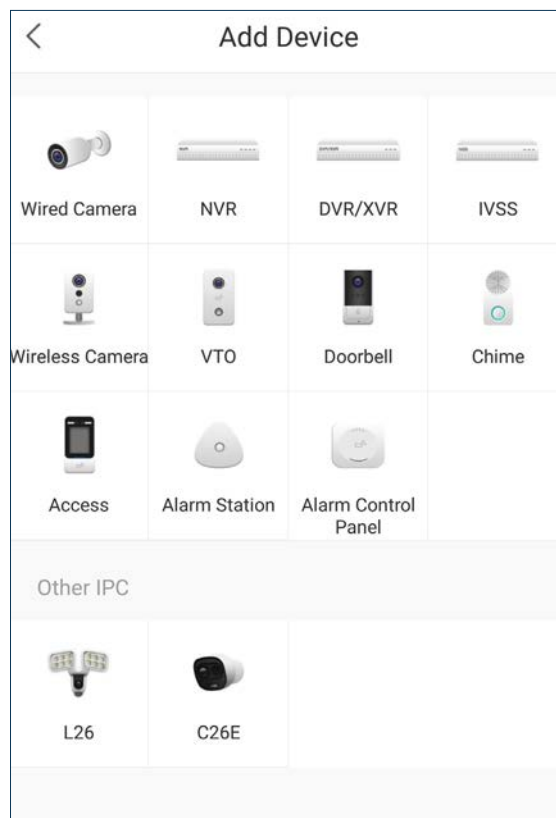
3. Scan QR code or select Manually enter SN.



4. Type serial number and select next (serial number provided on install or call us to find out).



5. Select NVR.



6. Add a desired name for the device under 'Device Name'.

Username and password to be provided on install or call our Service desk for confirmation.

Once filled in tap save in the top right.

The 'Add Device' form contains the following fields and options:

- Add Mode:** P2P
- SN:** 5L0AFF3PAZB4788
- Device Name:** (empty text field)
- Username:** admin
- Device Password:** (password field with an eye icon for visibility toggle)

A 'Save' button is located in the top right corner of the form.

7. Once all the details have been completed, your screen should look something like this.

<

Add Device

Save

Add Mode

P2P

SN

5L0AFF3PAZB4788

Device Name

Demo

Username

admin

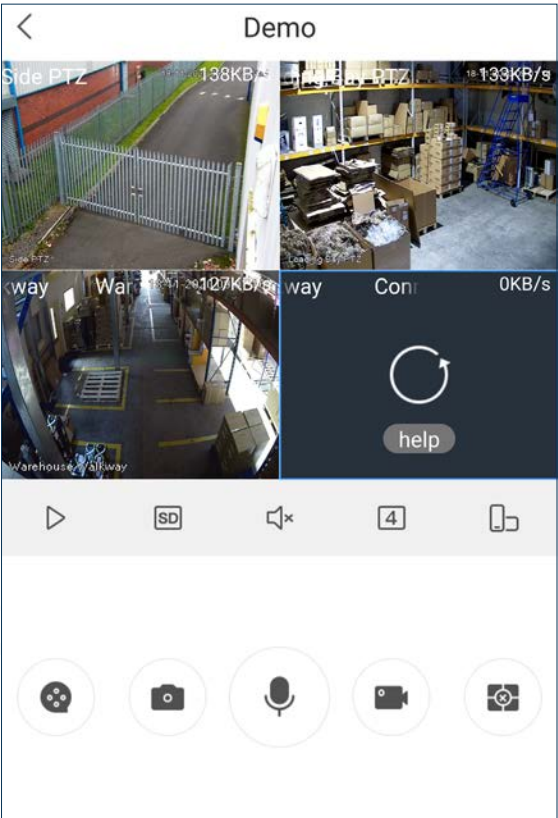
Device Password

.....

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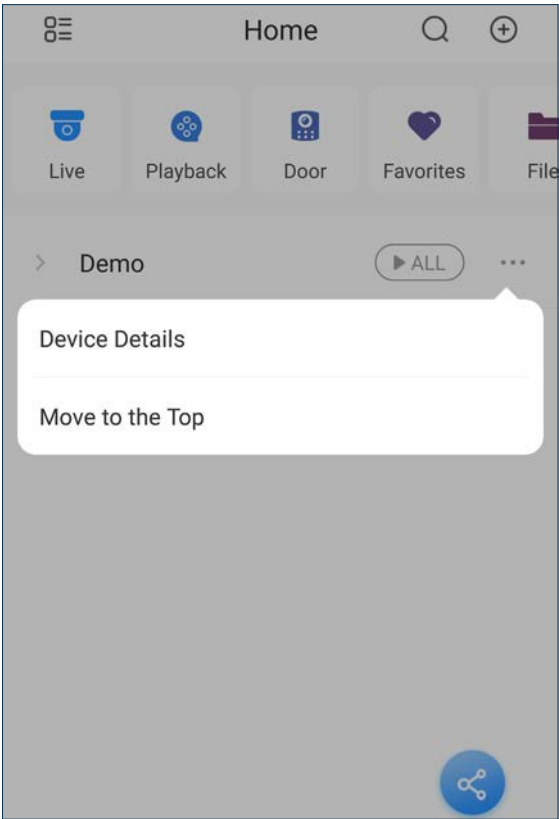
8. Once successful it will present you with the Live View screen.



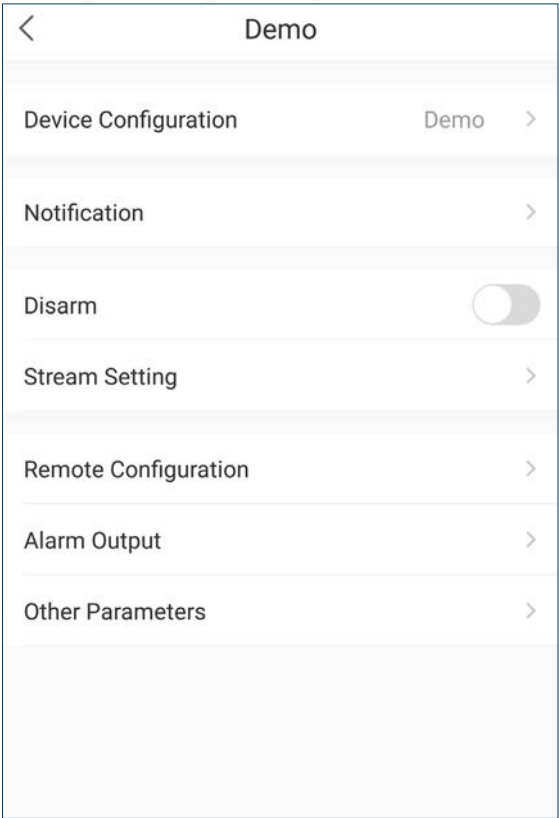
Push Notifications Set Up

This guide will show how to enable push notification in DMSS Mobile App.

1. Hit the  , followed by 'Device Details'.

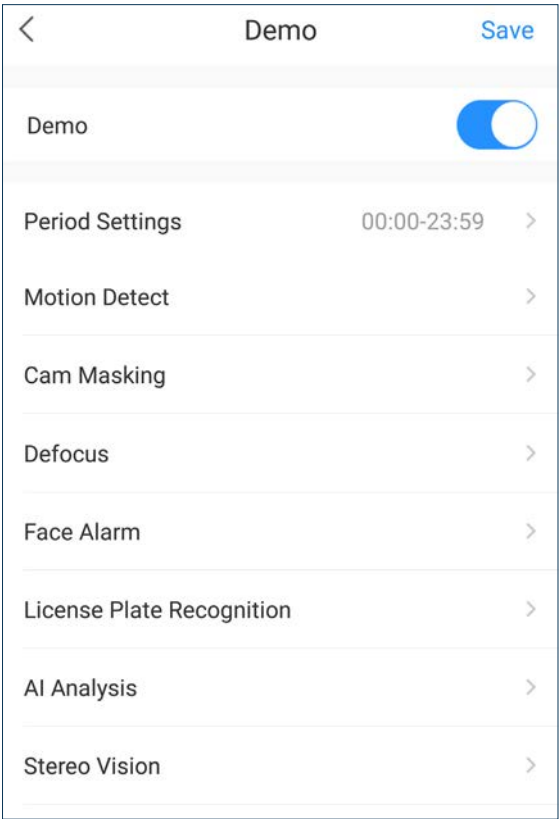


2. Select 'Notification'.

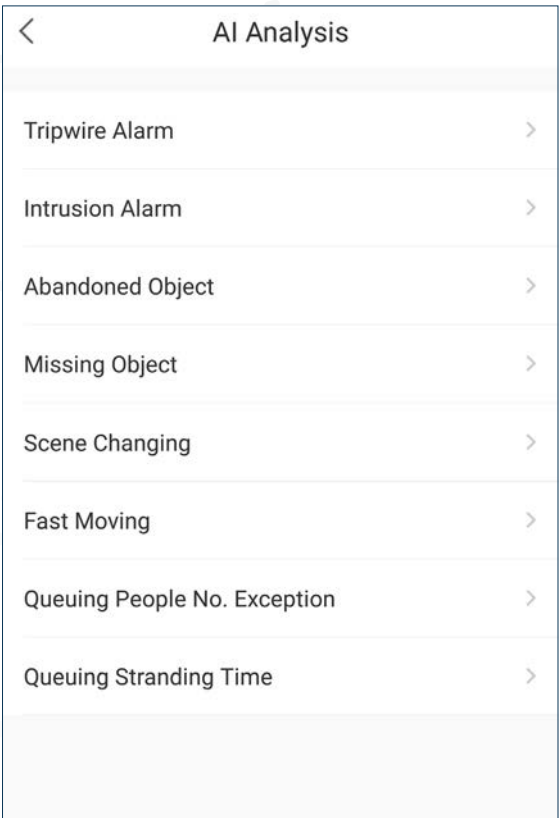


3. Tap button to enable and reveal options.

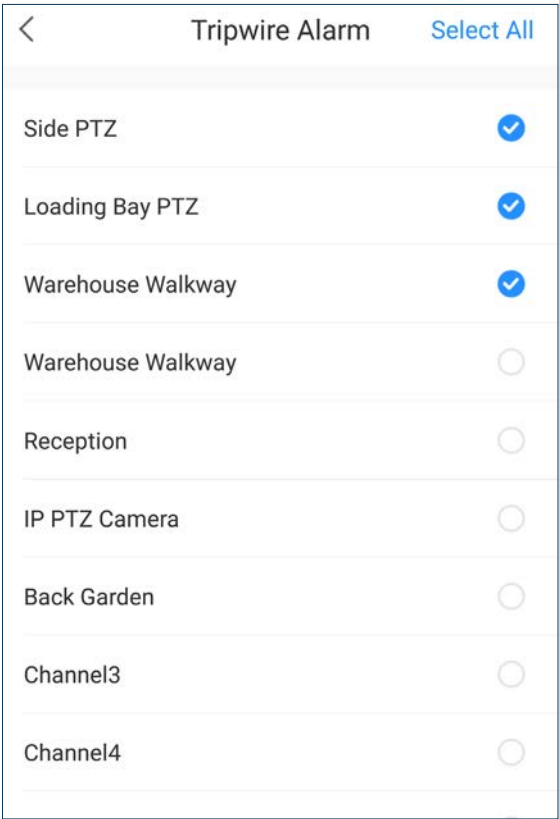
4. Select 'AI Analysis'.



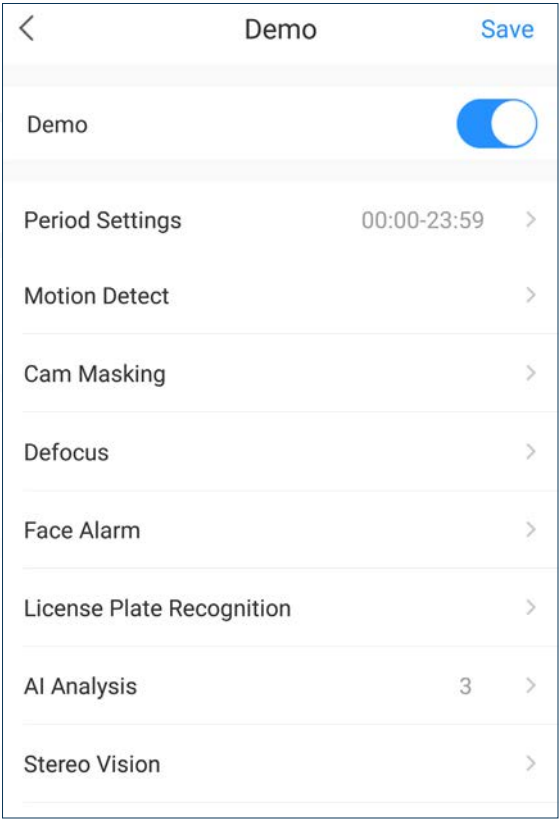
5. Select 'Tripwire Alarm'.



6. Select the cameras you wish to receive notifications from.




7. Return to previous screen and hit 'Save' in the top right.

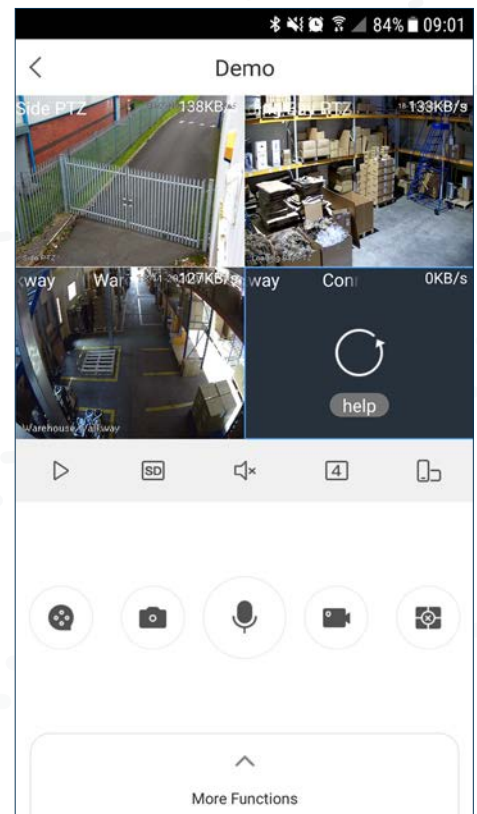
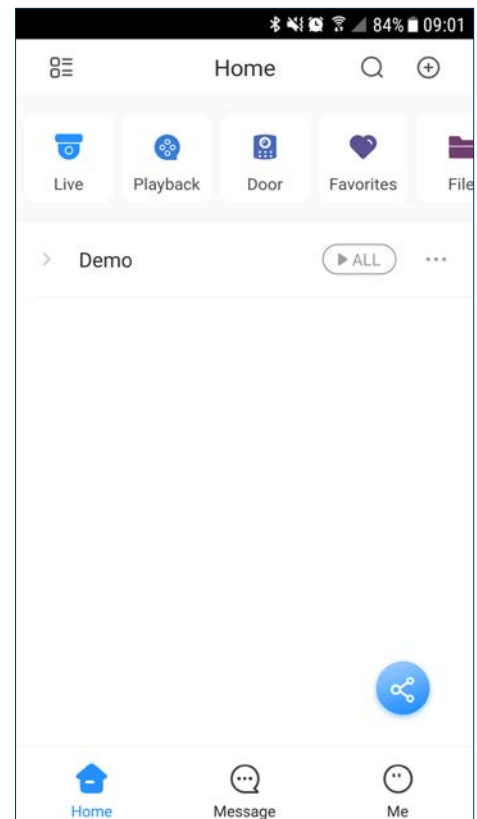


DMSS/Live View

Live Video from a single Dahua device

This guide will show how to access Dahua device live view in DMSS Mobile App.

1. Launch DMSS Mobile App.
2. Tap on  **Home**. Then, you will see your device list with camera preview.
3. Tap on **All** to pull all camera channels; or if you are working with Dahua recorder, you can select which camera channel you wish to play by tapping on 'Camera Channel Preview'.
4. You will now see the live video stream from your device.




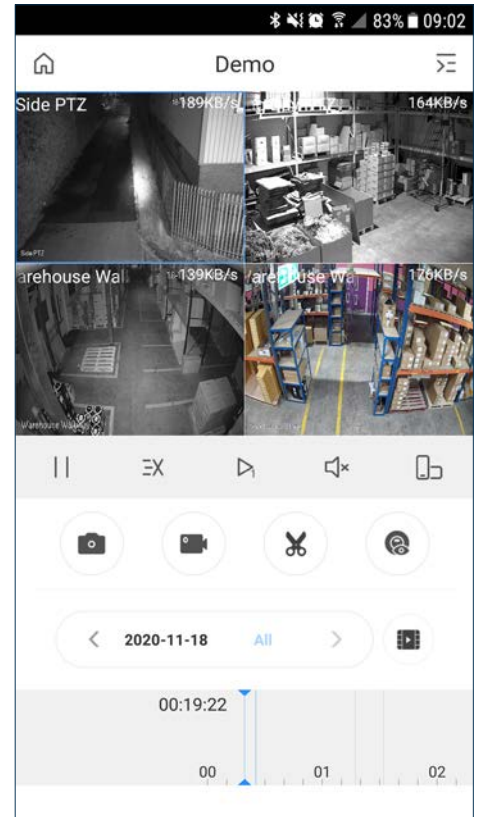
Note: If you have completed all of the steps above and are still not able to receive notifications, check notification permissions on your mobile phone.

DMSS/Playback

This guide will show how to play recorded video in DMSS Mobile App.

Method 1: From Playback menu

1. From the Home Menu. Tap  **Playback**.
2. Tap on the + icon.
3. Select your camera channel you wish to playback.
4. Video playback will start playing for today's date.
5. You have the option to tap on the Date banner to select different date for playback view.



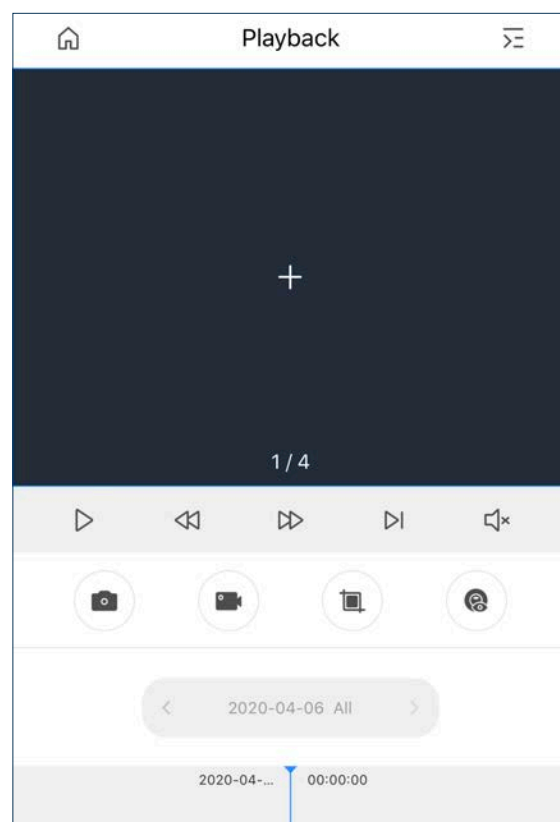
DMSS/Backup

Method 1: Video Clip

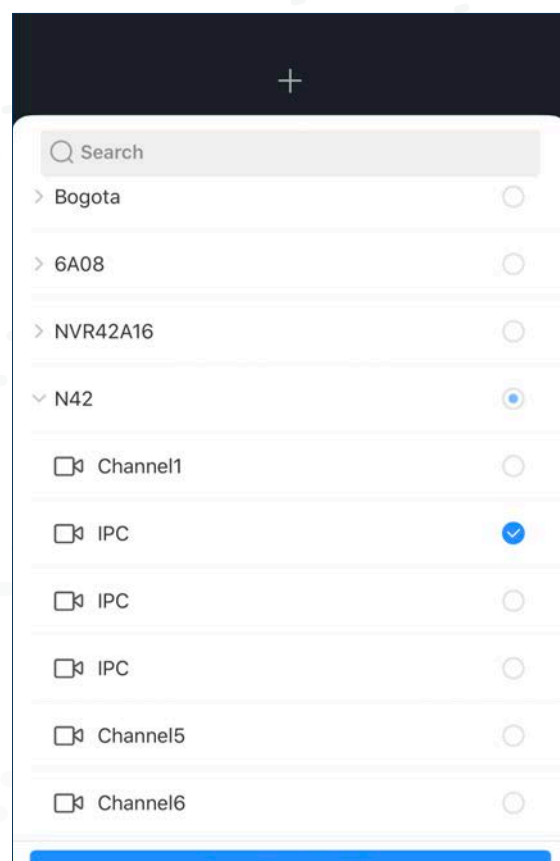
This guide will show how to download recorded video in DMSS Mobile App.


1. Tap on  **Home**. Tap on  **Playback**.

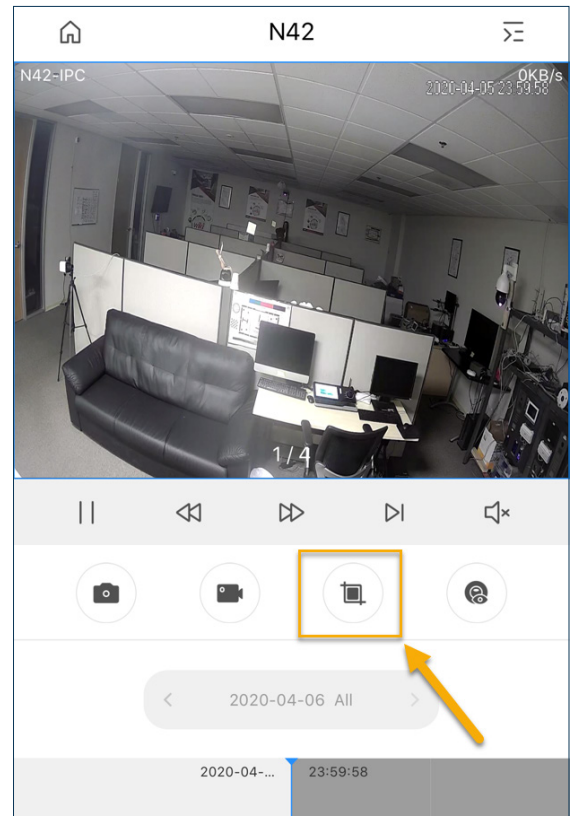
2. Tap on the + icon.




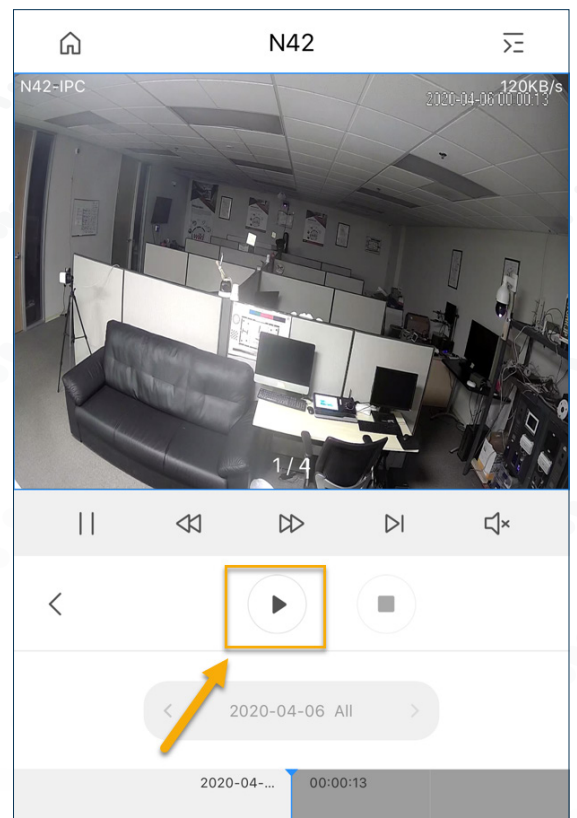
3. Select your camera channel you wish to playback.



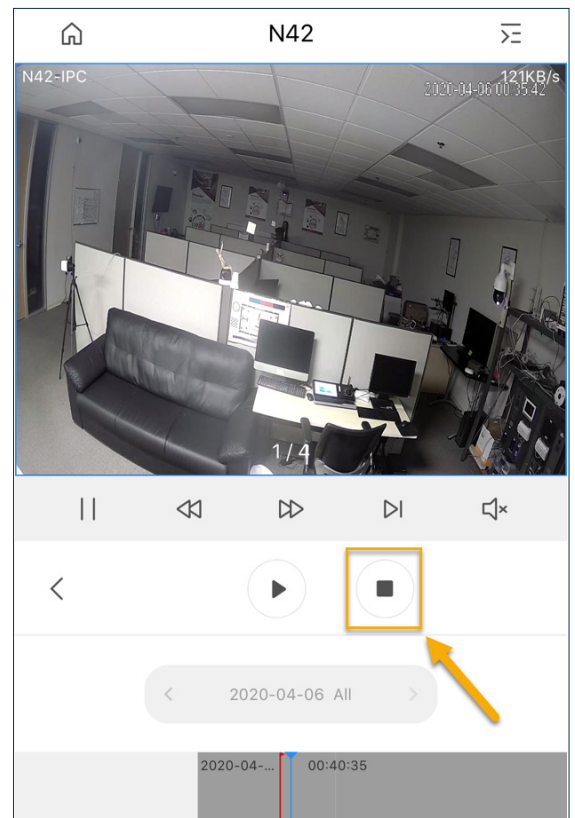
4. Video playback will start playing. To Start down loading the video, tap on  **Clip** button.



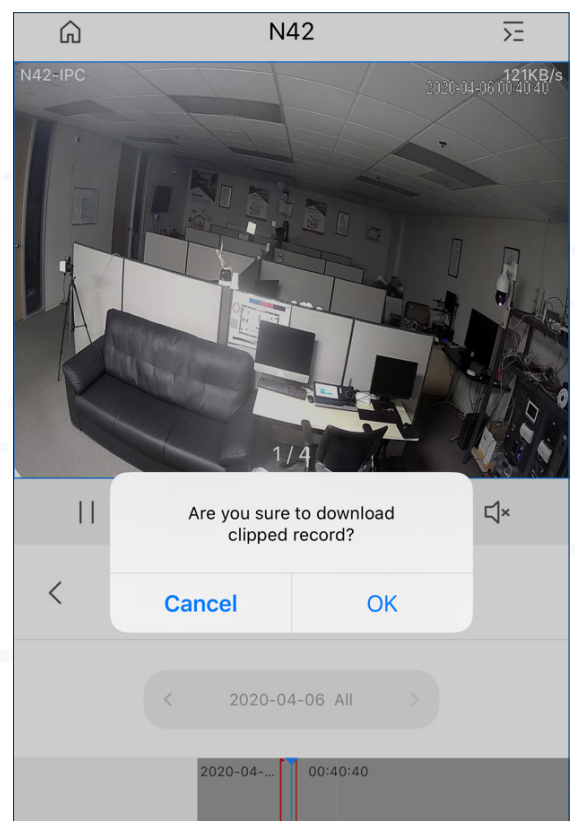
5. Move the time-line bar to set your Start Time, and then tap on  **Play** button.



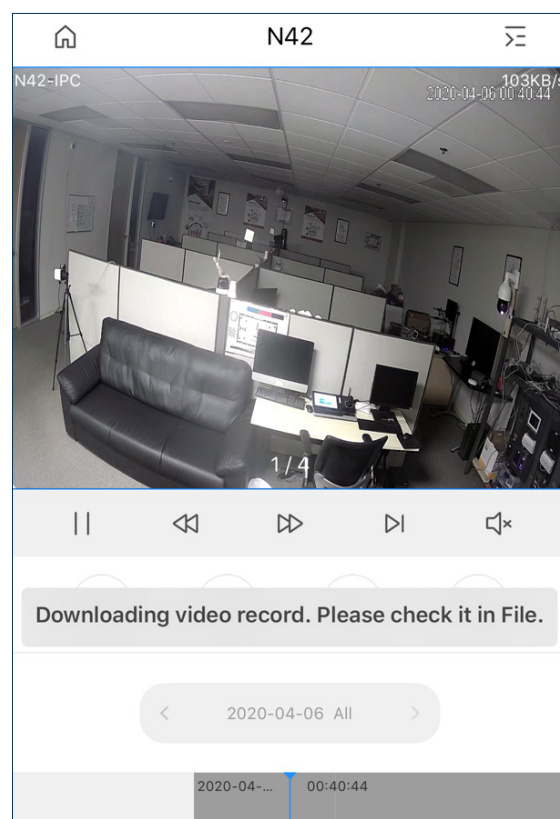
6. You will see the red line as your Start Time. Now move the time-line bar again to set your End Time, then tap on Stop button.




7. Tap on **OK**.

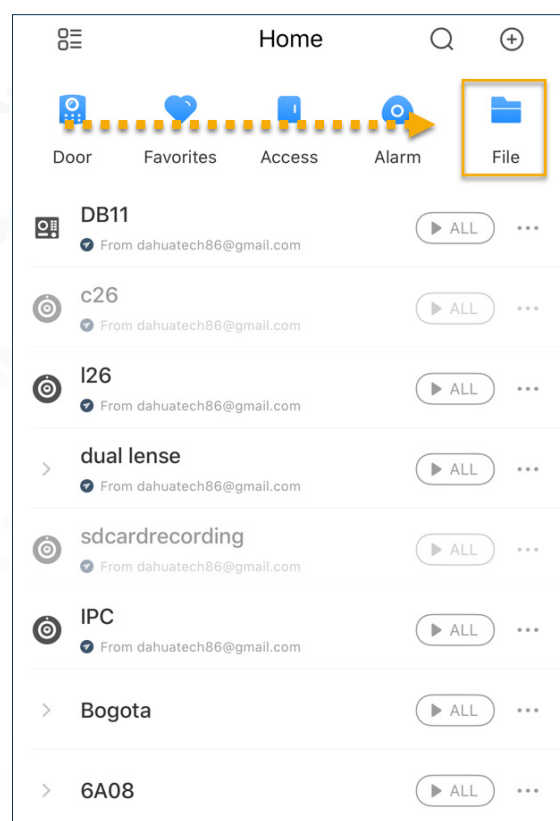


8. The App is now downloading Video playback clipping to the App local folder.

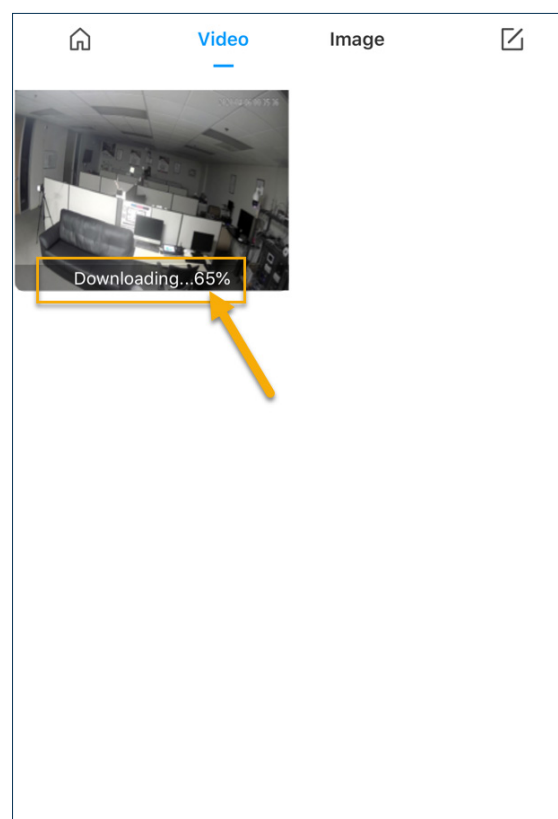



9. To locate the file, go back to the main menu.

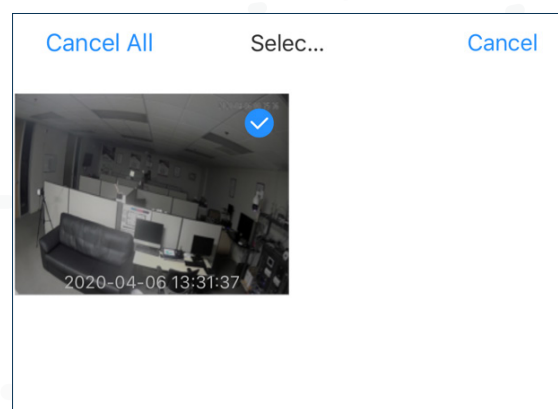
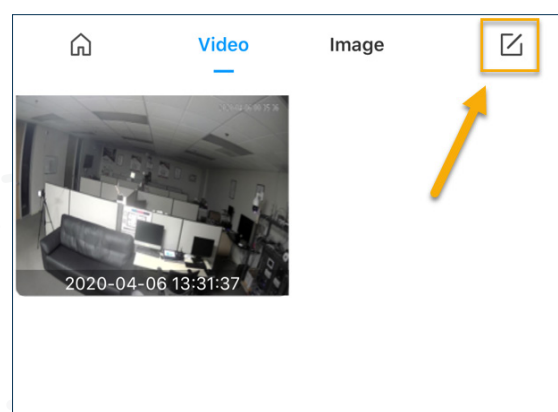
Swipe left on the home menu icon to find and tap on  **File**.





10. The downloaded video clips will be available on this menu. Before proceeding, check that your video is 100% downloaded.

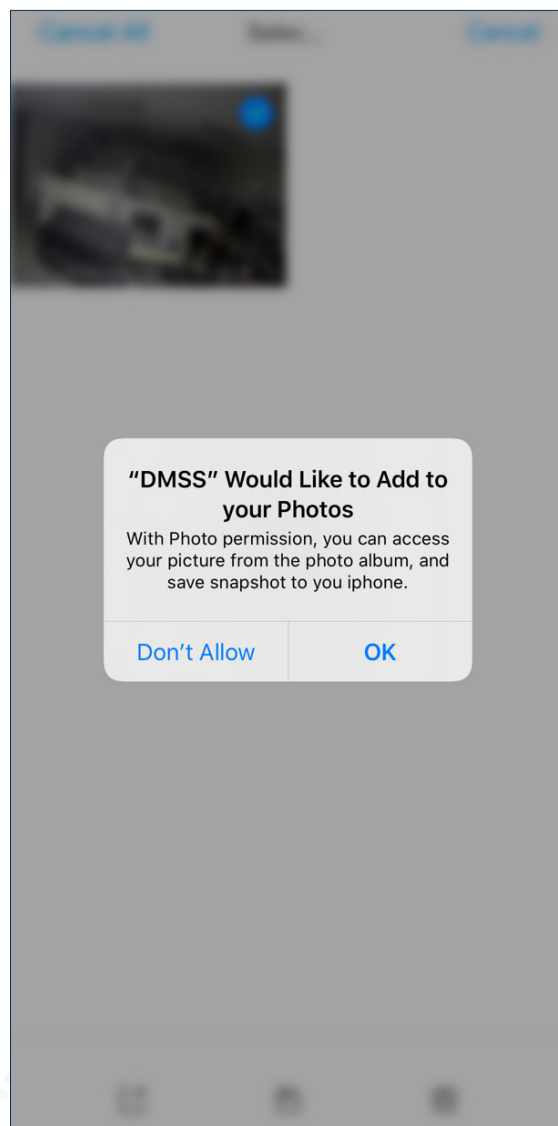


11. If you wish to download the video clip to your mobile phone, or share through the available App, you can tap on the  **Pencil** icon, and then select the video.



12. At the bottom of the screen you will see an option to Share  or Save  your video.

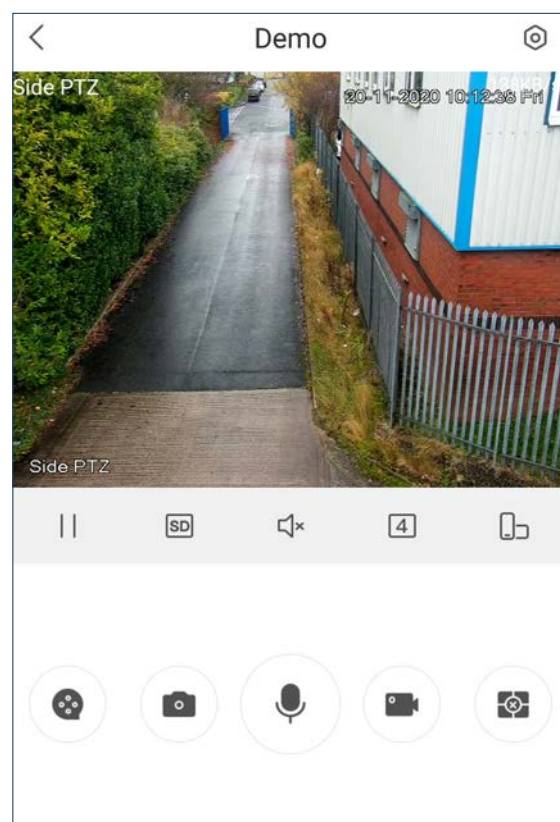
Note: If this is the first time you are downloading a clip to your mobile phone you will need to enable storage permissions.



DMSS Snapshot

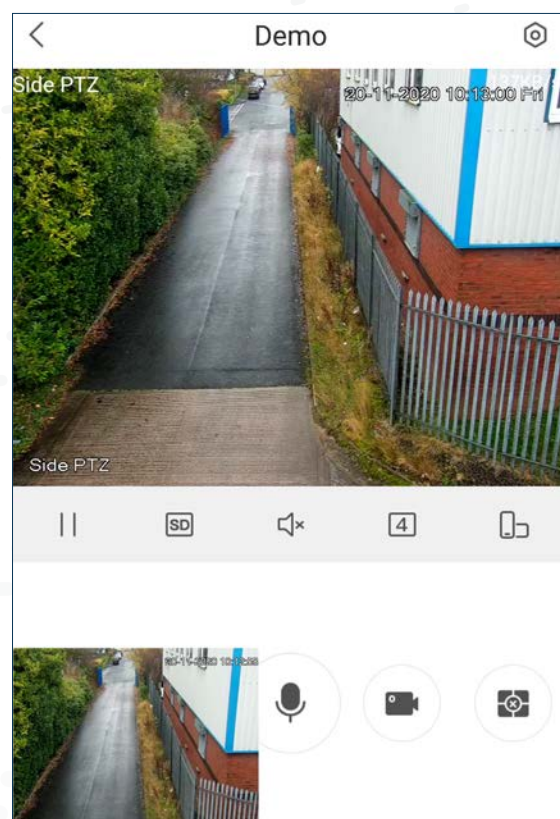
This guide will cover taking snapshots on our DMSS Mobile Application, as well as viewing the recorded images.

1. Bring up the live view of the camera you'd like to take a snapshot of.



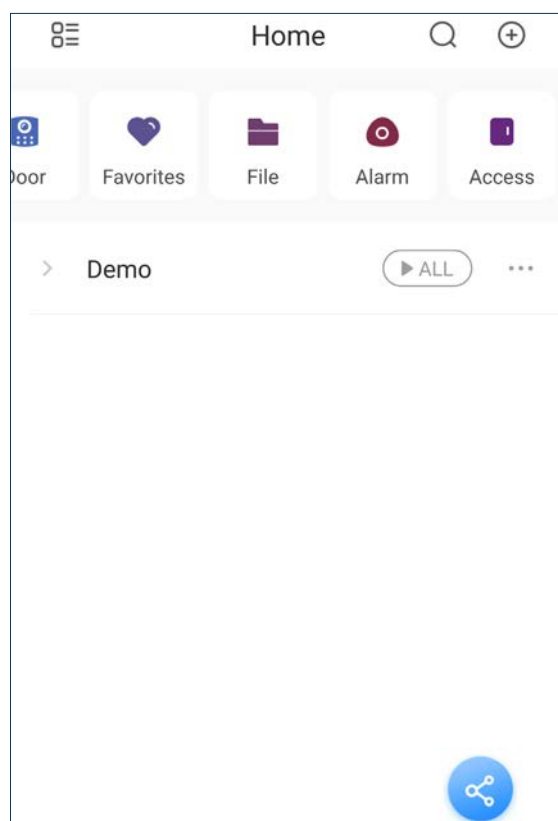
2. Select the camera you would like to take a snapshot by tapping on it, then tap on the camera icon.

You successfully took a snapshot if you see the animation of the image travel to the bottom left of the screen.

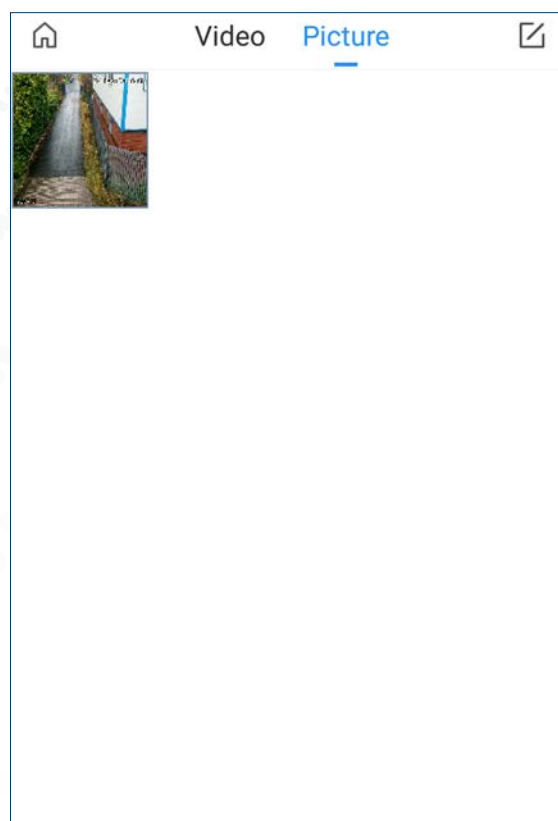


3. To view the picture you just took, you can either click on the animation icon or go back.

4. Tap on the File icon.



5. Tap on the Picture tab on the top right and you can now view all of your previously taken snap shots.



Using the CCTV Surveillance App for Desktop

Features (Licensed features may vary)

- Efficient Device Management
- Manage up to 64 Devices over a Maximum of 256 Channels
- Manage Access, Video Intercom, and Time and Attendance Devices
- Supports H.265 and H.264 Dual Video Compression Codecs
- Live Video Monitoring and Playback
- Configure Video Wall Layout and Scheme
- Configure NVR Recording
- PTZ Camera Control
- Intelligent Video System (IVS) with People Counting and Heat Map

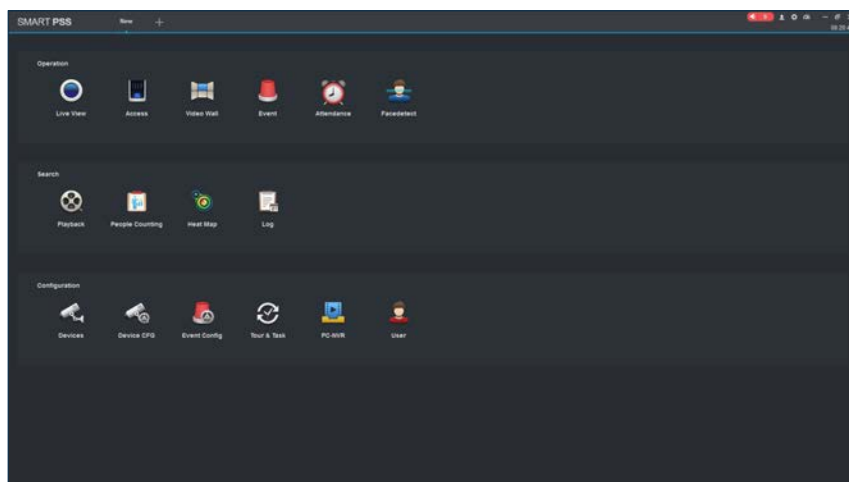


SmartPSS/View Device

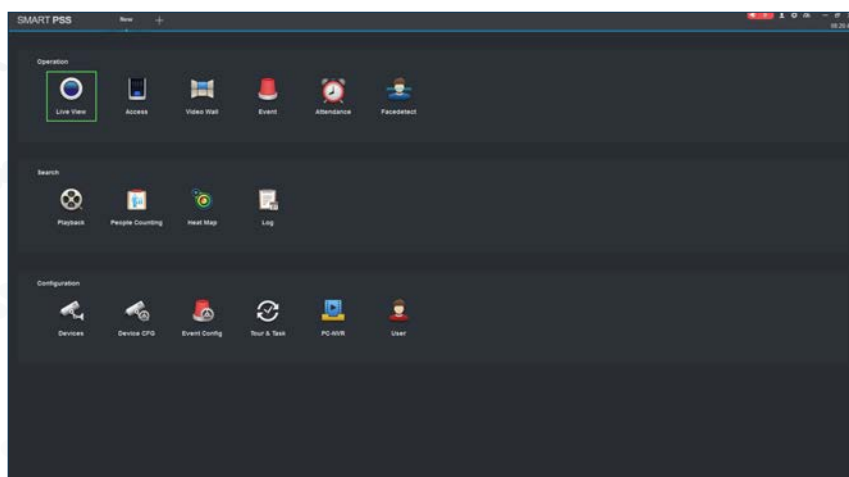
How To View A Device In SmartPSS device

This article will show you how to view a device in SmartPSS.

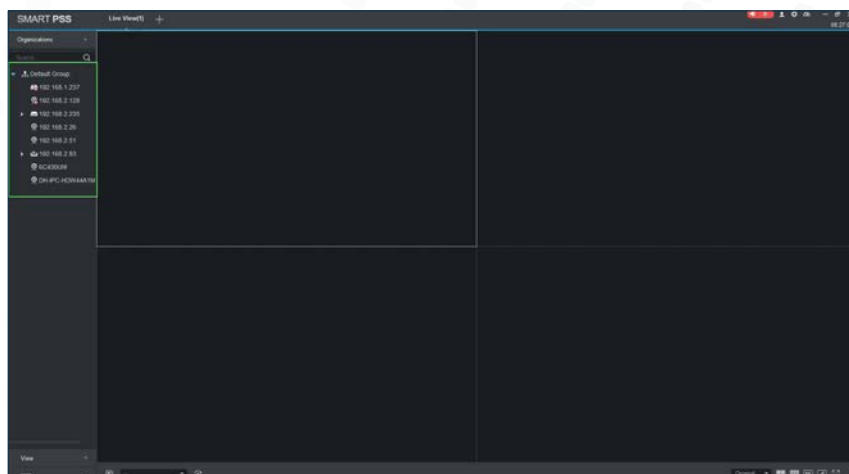
1. Launch SmartPSS.



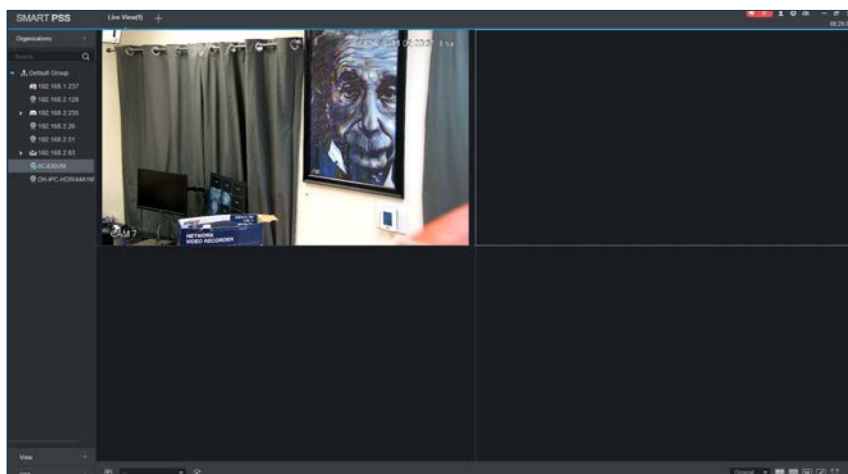
2. Click Live View.



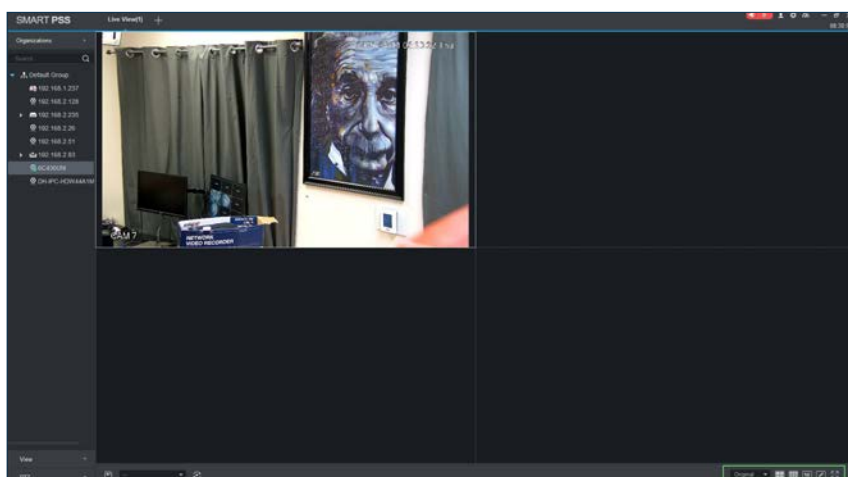
3. The device tree on the left will show all devices added to SmartPSS.



- Click on a device then drag and drop to a tile in the centre of the screen to load the stream.



- Use the Layout Options in the bottom right of the screen to adjust the Live View to 2X2, 3x3, 4x4, or create your own custom layout.



- Double click within a video pane to bring the stream full screen.

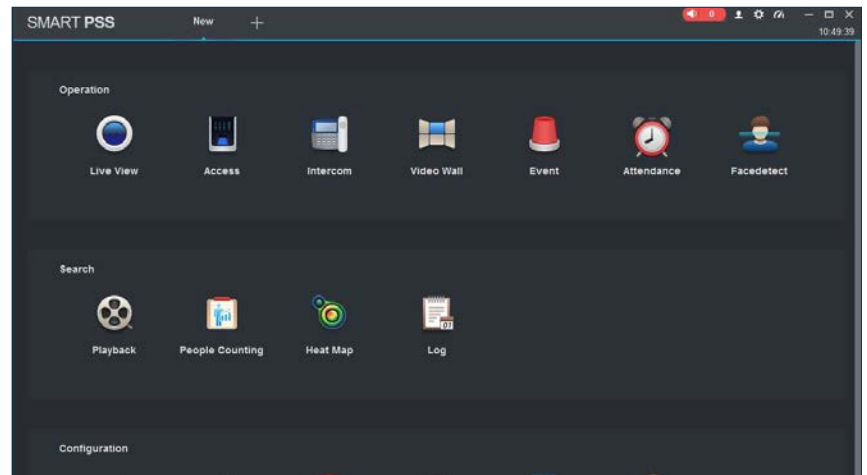


SmartPSS/Playback

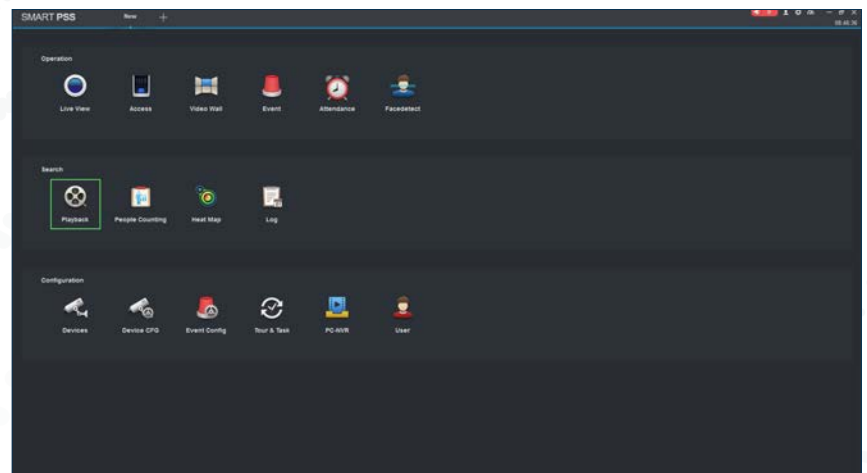
How To Playback From A Device In SmartPSS

This article will show you how to playback recorded video from a device in SmartPSS.

1. Launch SmartPSS.

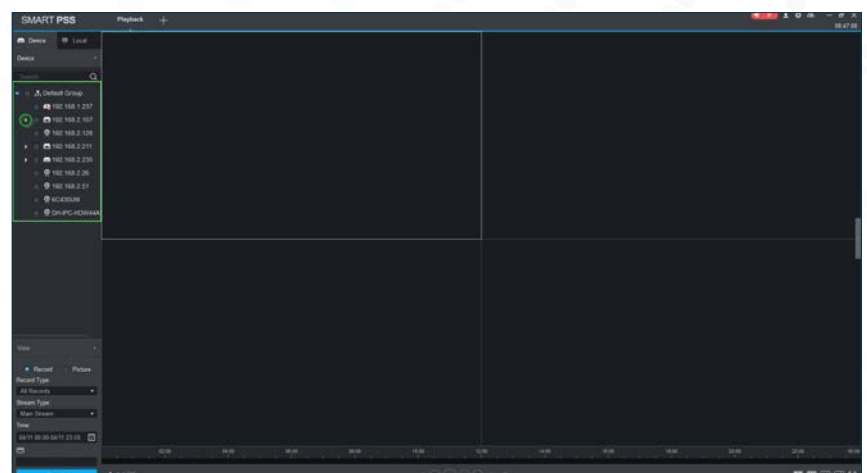


2. Click Playback.

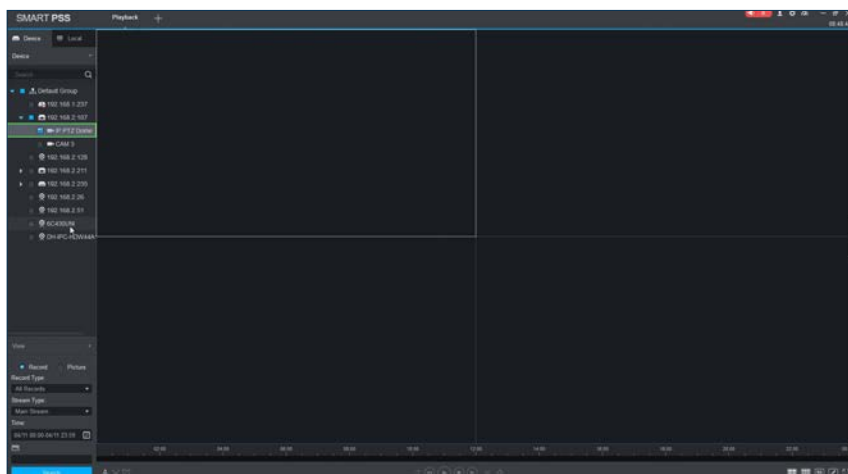


3. The device tree on the left will show all devices added to SmartPSS.

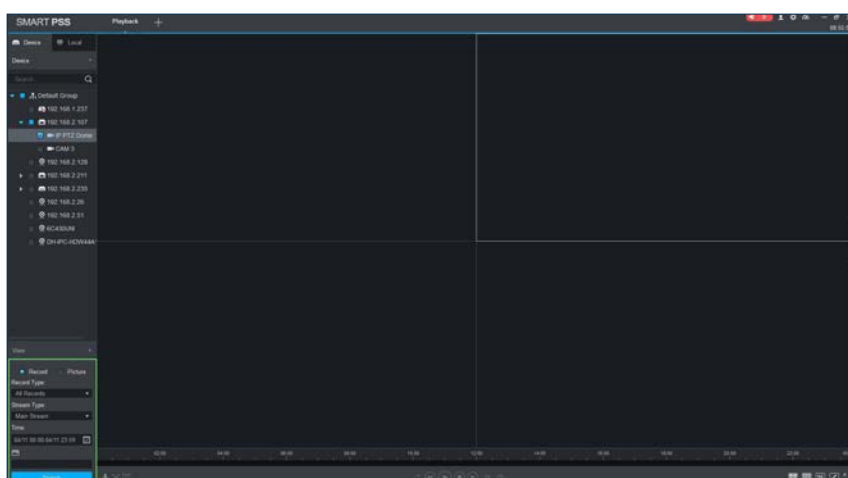
For devices with multiple channels/streams, Click the Device tree icon to expand the tree to see all channels.



4. Use the check-box next to each channel you wish to search for.



5. You can configure the parameters of the search using the drop down boxes on the left side of the screen.

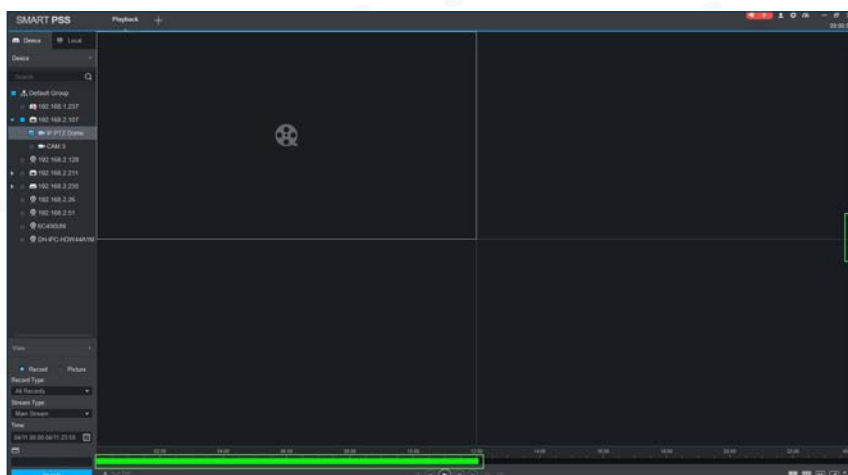


- **Record Type** - choose the type of recording records to search for, including Events
- **Stream Type** - Main Stream, Sub Stream
- **Time** - Click the Time window to enter the time frame to search for
 - Please note this value cannot exceed a 24 hour period

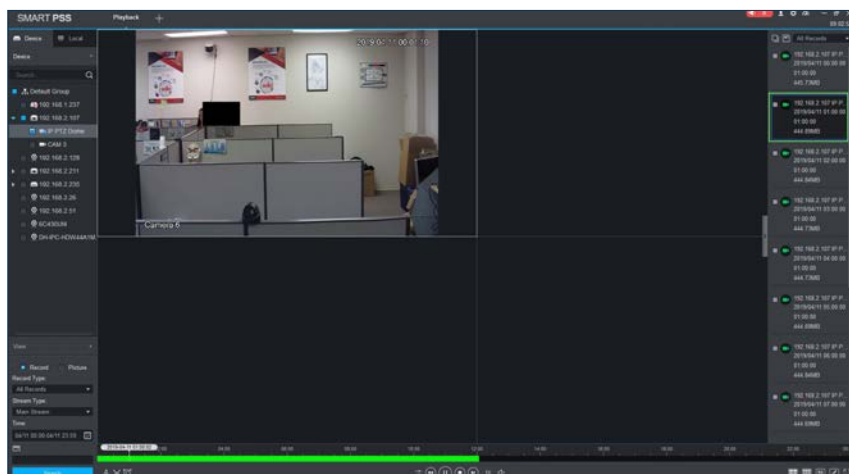
Click 'Search' to begin a search based on the parameters.

6. The search results will appear in the time-line below the centre window.

Click the floating bar on the right side of the screen to open the Record Tray

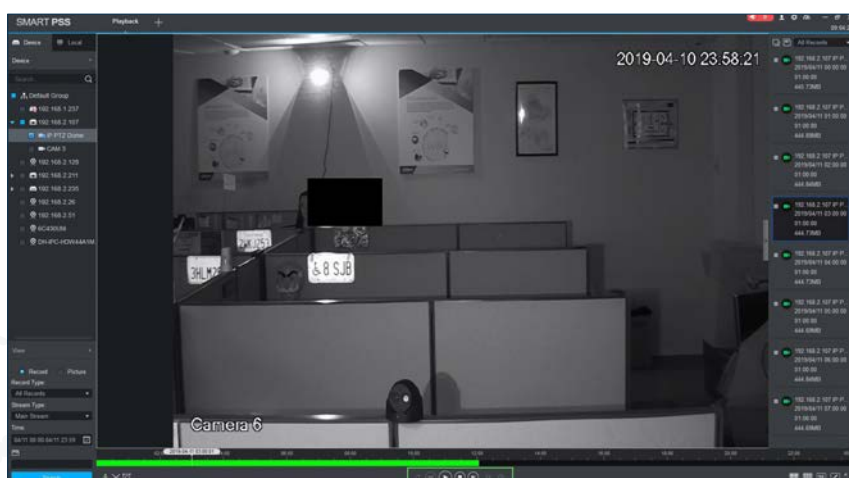


7. Double click an entry in the list to begin playback.



8. Use the controls below the video pane to control playback



There are options for forward and reverse playback, playback speed, and to enable audio.

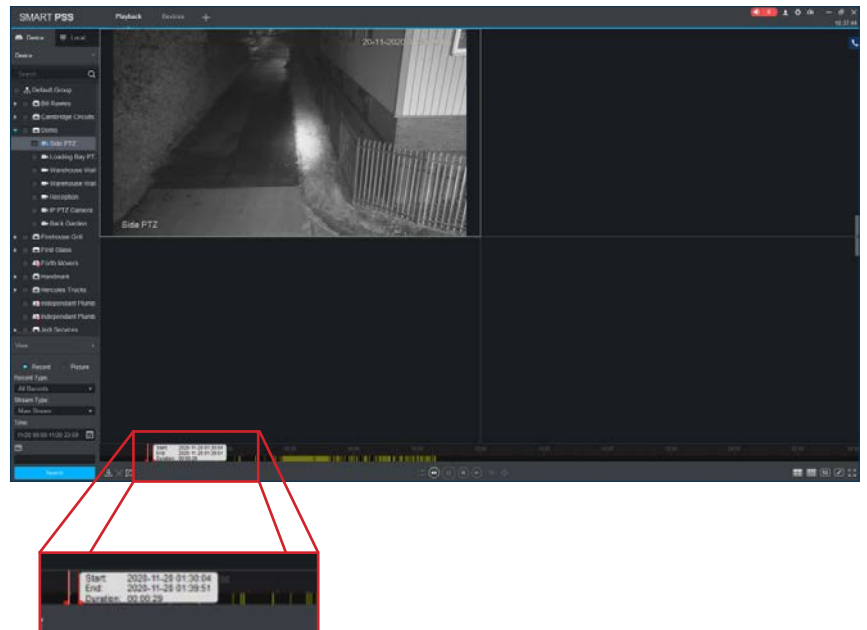


SmartPSS/Backup


Backup via SmartPSS

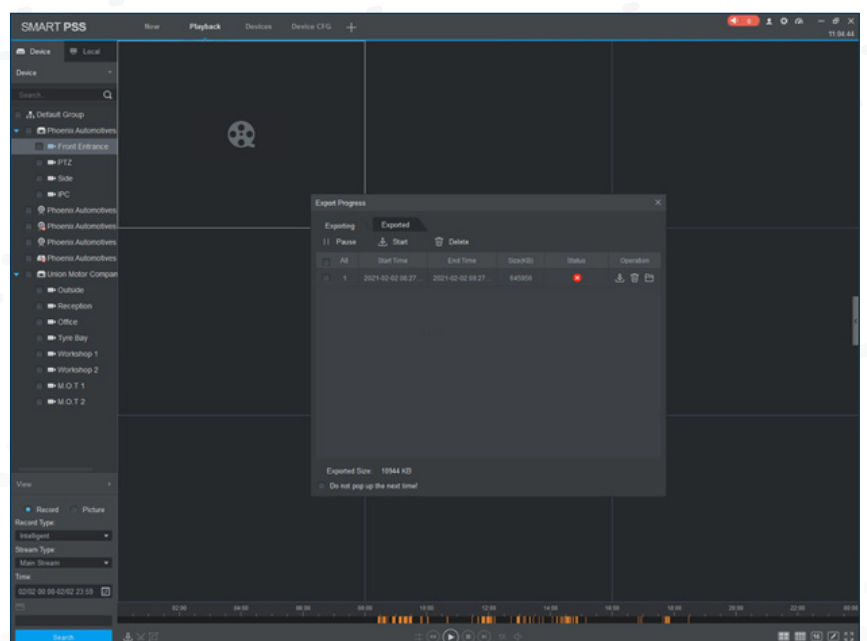
This allows you to back up videos on SmartPSS.

1. To select footage to backup to your PC, begin by selecting the snipping tool in the bottom left  when the footage is playing
2. Two red pins will appear, this is the start and end of the clip. You can adjust these to trim the footage to where you need it. You can use the scroll wheel on the timeline to zoom in to get more accurate placement.
3. Once you have placed the start and end pins as required, click the  tool again to bring up the export box
4. Browse to where you would like to save the clip on your PC and change the format to MP4 and then click ok



5. The box on the right will appear with the current export progress.

If it says failed to export, try clicking download again 



Types of camera

TIOC - Three in one camera

Integrates full-colour, active deterrence and AI into one solution.

Accurately detects intrusion by Perimeter Protection/SMD Plus and filters out false alarms.

Actively warns off intruders with red blue light and siren even before users become aware of the incident.

24/7 colour HD monitoring provides efficient verification with more useful evidence.

The single-button arm/disarm function of DMSS provides quick and convenient switching operation of the video surveillance system.



PTZ - Pan Tilt Zoom

Powerful Zoom - It can cover large areas with up to 32x optical zoom capability.

Optimized Image - High quality images with Starlight technology.

Long IR Range - It offers up to 150m IR range that is suitable for low light environments.

Multi-scene Monitoring - Multiple settings that can be preset to expand the camera's coverage.



Access Controller

With the face recognition algorithm, the access controller can recognise more than 360 positions on a human face. It also provides face verification accuracy of >99.5%, face comparison speeds of 0.35s per person, and a low false recognition rate.

It features dual camera design to achieve live detection that does not recognise fake photos.

Digital Mobile Surveillance System (DMSS) - Answer the door with your smartphone and unlock remotely.

DMSS supports two-way talk with VTO, remote door access, local alarm push notifications, snapshots and record.



Thermal cameras

Thermal Access Control Camera

The Thermal Access Control camera from FutureTel is a contactless access control camera which uses body temperature measurement to allow a visitor or staff member to gain access to your building.

The camera can even identify if that person is wearing a face mask and instruct them to do so.

Watch the video to see how the camera works and how it could benefit your business.



Handheld Thermal Camera

Quick and efficient temperature measurement which can be used in any business such as industrial, retail, event, hospitality, office building, or residential building.
Rechargeable battery with up to 8 hour battery life.

Footage can be stored on a Micro SD Card.

Alarm can be triggered to identify a temperature over the threshold.

Footage can be viewed remotely from a PC.

Uses AI technology to record temperatures within accuracy of 0.5 degrees Celsius.



Flow Control Camera

Why pay a full time member of staff to monitor people traffic into your premises when you can have technology that does this for you, at a fraction of the cost?

For limiting the flow of people in and out of your building, use a Flow Control Camera to measure the number of visitors that have entered and warn the next visitor to wait until it is safe to proceed.

This innovative technology is cost effective and helps you easily manage or limit the number of people in any space at one time, for health & safety and to aid social distancing when trying to prevent the spread of illness.



Ask the FutureTel team for more information on our additional CCTV products that will help to keep your business secure, your staff and customers safe, save you money and provide you with peace of mind.

Call us on: 0330 838 4000

OR

Use our online ticketing system: futuretel.co.uk/support-ticket



 www.futuretel.co.uk  info@futuretel.co.uk

Glasgow

📍 Suite 23, Ellismuir House,
Ellismuir Way,
Tannochside Park,
Uddingston,
South Lanarkshire,
G71 5PW

☎ 0141 484 8400

Head Office

📍 Unit 9 Westlink,
Belbins Business Park,
Romsey,
Hampshire,
SO51 7AA

☎ 0330 838 4000

Aberdeen

📍 Cirrus Building,
6 International Avenue,
ABZ Business Park,
Dyce Drive, Aberdeen,
Aberdeenshire,
AB21 0BH

☎ 0122 495 9555