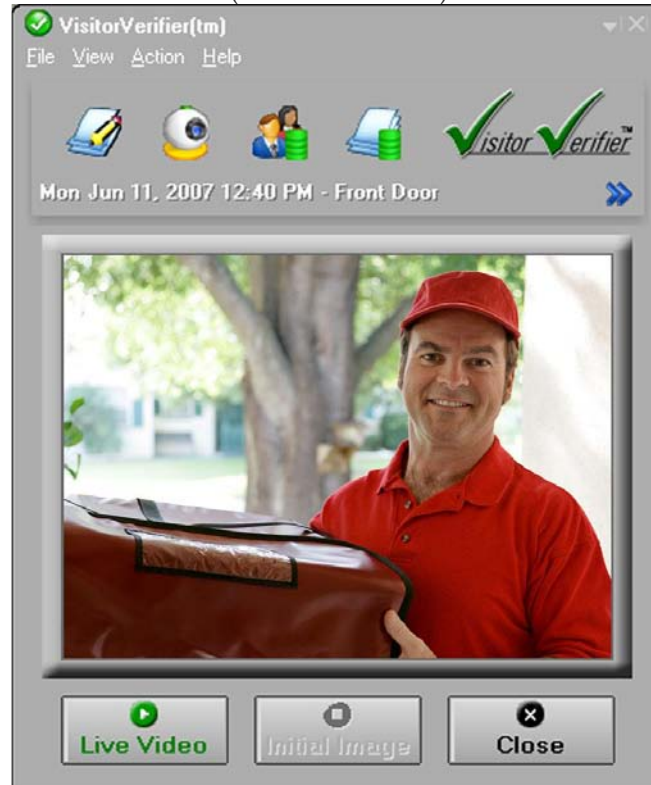(PATENT PENDING)

Alpha Communications® and Alpha Media, Inc.

VisitorVerifier™ V.1.0 - Telephone Entry Style

Server/ Entry/ Master Manual

	Alpha Communications®
	42 Central Drive
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Table of Contents

Server/ Entry/ Master Manual
for **Telephone Entry Systems**

Introduction

VisitorVerifier™ answers today's demands for increased security and communications.

      Over the years apartment buildings, commercial buildings, and residences have been using intercom systems for convenience and security of their residents. Many of these systems have been in these buildings for several years and do not benefit from the latest electronic advances. Replacing an intercom system to update the available features is neither a small undertaking or small expense.

      With VisitorVerifier™ you will be able to see who is at your entry on your Windows compatible PC while communicating to them through your existing intercom. If you are not available when a visitor calls, the date, time, and a still picture of your visitor will be saved on screen for your reference and logged.

      With additional equipment, cameras throughout your building/residence can be easily viewed for your security and peace of mind.

      VisitorVerifier™ also comes with a special integrated version of Alpha Media's PinkNotes® Instant Messaging Software which, in the case of apartment complexes, will allow building management to send specific individual messages or group announcements, and notifications to tenant apartments and other personnel that are equipped with VisitorVerifier™ and connected to the server by local area network or the internet. Tenants would also be able to send and receive real-time messages to/from specified building personnel (i.e. Concierge, Parking Attendant, Maintenance) as well as other tenants if this feature is enabled. Tenants are able to block messages from specific locations at their option.

PLEASE NOTE: In some jurisdictions there are laws regulating video camera recording. Please check with local authorities to determine what restrictions, if any, may be applicable.

THIS MANUAL IS SPECIFICALLY FOR USE WITH TELEPHONE ENTRY SYSTEMS. FOR INFORMATION REGARDING CONNECTION TO EXISTING HARDWIRED INTERCOM SYSTEMS PLEASE CONTACT ALPHA COMMUNICATIONS FOR ADDITIONAL INFORMATION.

System Requirements (Server)

The following system requirements must be met to run the VisitorVerifier ™ Server application correctly.

- A Windows compatible PC with hard drive, CD or DVD player
- Pentium 4 Processor or Higher
- Your operating system must be Windows 2000/XP/Windows 2003 Server/Vista
- 512 MB of RAM (minimum)
- A DSL or Cable modem 24/7 broadband internet connection

If Server machine will also be used as an Entry unit the following are required:

- USB or serial port for the VisitorVerifier ™ encoder interface
- One available USB port for each Entry camera connected
- USB Video Grabber for each Coax/non-digital CCTV type camera

Requirements for optional features:

- One available serial port or additional USB port with serial adapter (if relay boards will be used).
- Additional equipment may be required for special customized applications. Please contact Alpha Communications® for more information.

IMPORTANT SYSTEM NOTES

To prevent conflicts between the VisitorVerifier ™ server and other installed software, it is highly recommended that the computer be used exclusively for VisitorVerifier ™ and not loaded with any additional software or used for any other purposes with the possible exception of AlphaEntry™ (please check with Alpha Communications® regarding your system configuration). In addition, system power management/hibernation options should be disabled.

To ensure system reliability and longevity, please check that all hardware is installed and configured as per manufacturer's recommendations and all manufacturer's distance limitations and cabling requirements are observed.

When planning your installation, consider distance limitations, and potential electromagnetic interference (EMI) sources.

As with any computer, it is recommended that a quality Battery back up/surge

---

protector/power filter be used for all devices and components connected to 110VAC power.

This server contains the database of information for this system. Because of this, regular backups should be performed to prevent permanent loss of data in the event of hardware failure.

System Requirements (Entry or Remote Camera)

The following system requirements must be met to run the VisitorVerifier ™ Entry application correctly.

- A Windows compatible PC with hard drive, CD or DVD player
- Pentium 4 Processor or Higher
- Your operating system must be Windows 2000/ XP/ Windows 2003 Server/ Vista
- 512 MB of RAM (minimum)
- A DSL or Cable modem 24/7 broadband internet connection or local area network to the VisitorVerifier ™ Server.
- One USB or serial port for the VisitorVerifier ™ encoder interface
- One USB port for each Entry camera connected
- USB Video Grabber for each Coax/non-digital CCTV type camera

Requirements for optional features:

- One available serial port or additional USB port with serial adapter (if relay boards will be used).
- Additional equipment may be required for special customized applications. Please contact Alpha Communications® for more information.

IMPORTANT SYSTEM NOTES

A computer used at a VisitorVerifier ™ entrance should remain on at all times and system power management/ hibernation options should be disabled. Please be aware that it is possible that other programs being run on this computer may cause conflicts with VisitorVerifier ™

To ensure system reliability and longevity, please check that all hardware is installed and configured as per manufacturer's recommendations and all manufacturer's distance limitations and cabling requirements are observed.

When planning your installation, consider distance limitations, and potential electromagnetic interference (EMI) sources.

As with any computer, it is recommended that a quality Battery back up/surge protector/power filter be used for all devices and components connected to 110VAC power.

Visitor Verifier™ **Software Components**

The Server

The server is a Windows based PC that is the central hub of your VisitorVerifier™ system. It contains the database of tenant's (a.k.a. client or user) information as well as information on all entrances and masters.

When an entry is triggered, it is one of the jobs of the server to determine which tenant is being called and correctly route the picture and necessary information to the tenant's computer(s) through a local area network or internet connection. The server is also in contact with the Alpha Media VisitorVerifier™ server which enables your system to operate over the internet and keeps track of the necessary IP addresses on your network needed for proper VisitorVerifier™ operation. The computer that is used for the server can also have Entry, Remote Camera, Master, or User Software which is often the configuration for small systems. The machine designated as the server for the system MUST have a full time internet connection. The server can be connected to the building through the Internet from another location, but onsite is preferable for optimum performance. Below is a diagram of a basic single entrance system of this configuration.
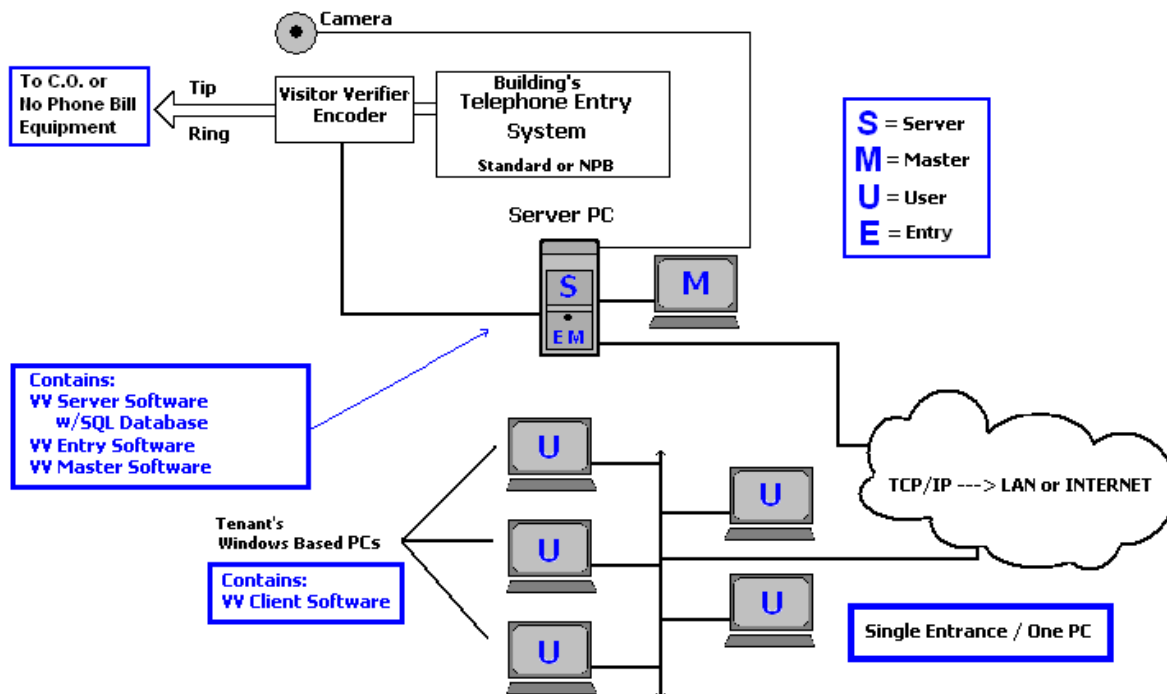
This small building application contains a concierge station which is used as the server, master, and entry computer. Note the list of software in each PC. The building has a telephone entry system and uses one entrance camera. The concierge has the ability to instant

message the tenants with PinkNotes® and the tenants can send PinkNotes® to the concierge or other tenants on the system.

The ✓isitor ✓erifier™ Software Components (continued)

Because every building and its needs are different VisitorVerifier™ can be easily configured to support:

A large number of tenants
Multiple Buildings
Multiple Master stations on or off premises
Multiple Entrances
Multiple Remote Cameras

The only limiting factors are the server's processing speed and memory and the speed of your internet connection.

Below is a diagram of a more complex system demonstrating two entrances, two observation QwikCAM™ cams, and two master stations (one located off premises).

The ***Visitor Verifier*** ™ Software Components (continued)
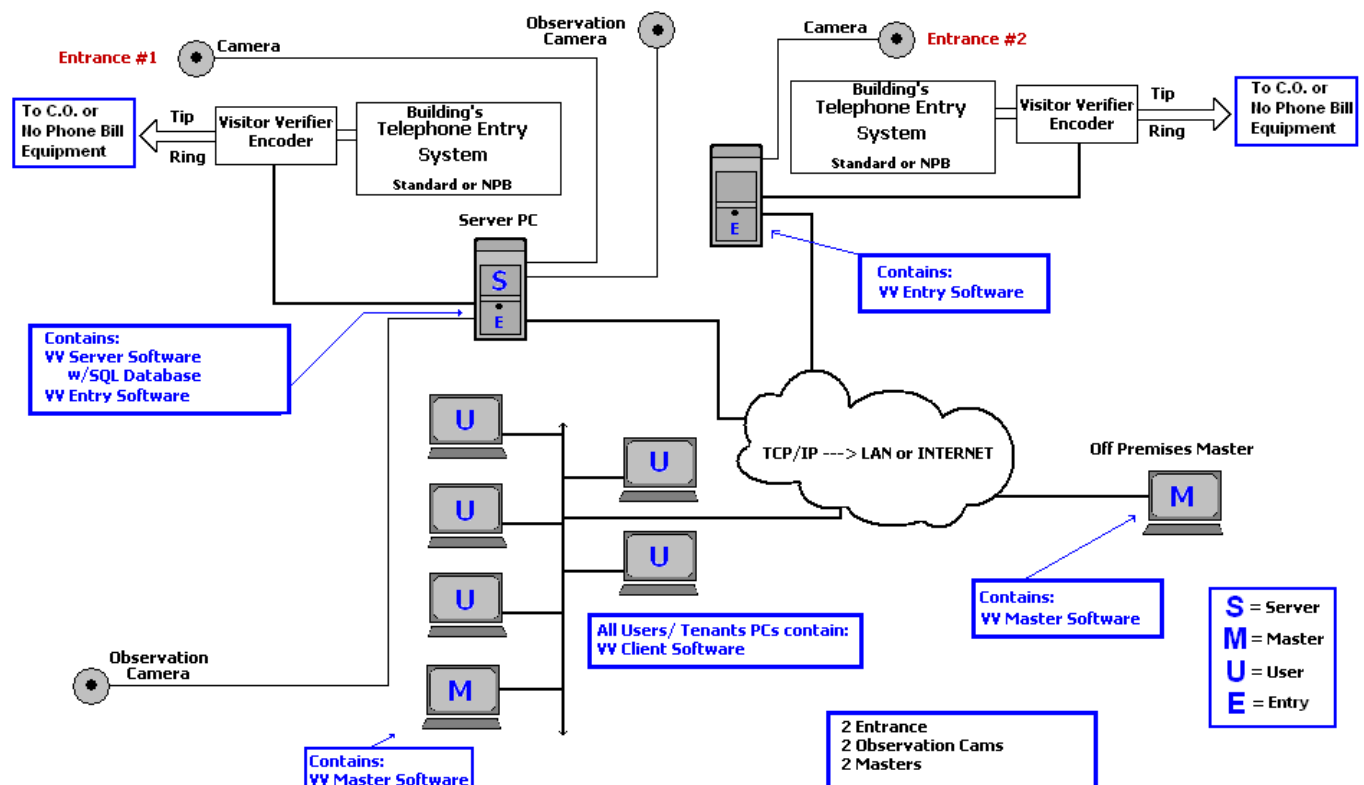
User software

The Users (a.k.a. clients/tenants/residents) are Windows based PCs in the tenant apartments that are NOT dedicated to VisitorVerifier™ alone. In addition to all the normal things the tenants do with their computers, a small piece of software running in the background will allow them to be connected to the server. When their apartment is called by the existing intercom system, whether telephone entry or conventional intercom, the VisitorVerifier™ pop-up box will display the calling entrance camera video.

The users also have the capability to receive and send IMs with PinkNotes® messages to the master(s) which could be the concierge, building management, parking garage, maintenance, or other building services, and to other users within their own apartment or in another apartment in the same system if equipped.

If the building has additional building and/or suite cameras connected into the system, the user can access these cameras through the QwikCam™ feature.

Master software

The Masters are also Windows based PCs and have all the features that are available to the users. In addition, the Master can receive and send PinkNotes® to any apartment or any other master on the system individually or by group. The master also has the ability to list the apartments alphabetized by Name or Location.
Masters with Administrator level access can change information or system configuration through any location that they are logged on to.

Entry software

Any Entry camera that is added to the system must be attached to a Windows based PC that contains the Entry Software. Cameras are required to be either USB type (webcam style) which would plug directly to an available USB port on the computer OR a conventional coax type camera that requires an adapter from coax to USB (see hardware component descriptions). An entry camera can be attached to any PC on the VisitorVerifier™ network. This computer should be ON at all times. If it is not on, the camera will not be available to the system.

Remote Camera software

Any remote camera that is added to the system must be attached to a Windows based PC that contains one copy of the Remote Cam Software for each camera unless it is connected

directly to the server PC. Cameras are required to be either USB type (webcam style) which would plug directly to an available USB port on the computer OR a conventional coax type camera that requires an adapter from coax to USB (see hardware component descriptions). An entry camera can be attached to any PC on the VisitorVerifier™ network. This computer should be ON at all times. If it is not on, the camera will not be available to the system.

Hardware Components

The VisitorVerifier™ Encoder

VV100K

The VisitorVerifier™ encoder kit (VV100K) is comprised of two separate circuit boards. The VV100D isolator circuit, and the VVDTMF Encoder.

The encoder is required when VisitorVerifier™ is used in conjunction with a telephone entry based intercom system. This device monitors the telephone entry equipment to determine who the call is being placed to so the video can be sent to the proper computer location.

VV100D

Tip & Ring Connections

To 12VDC Power Supply

To Serial Port

VVDTMF
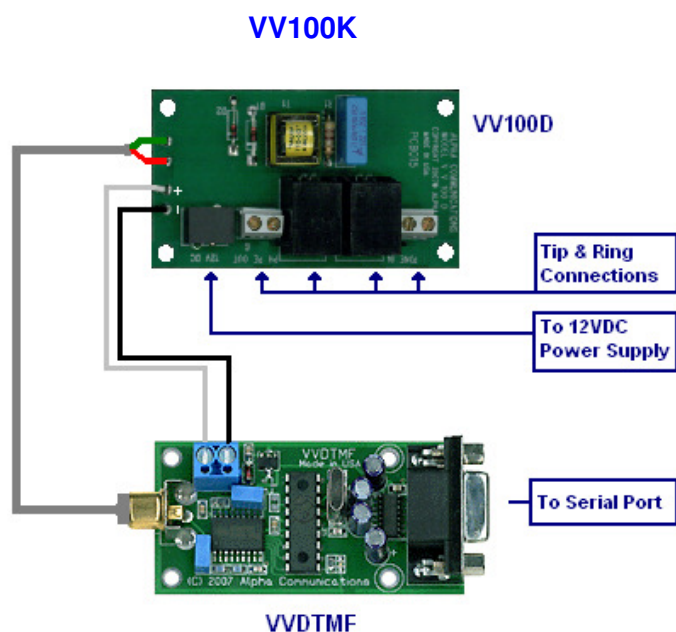
INSTALLATION PROCEDURE

1. Choose a suitable clean, dry place to mount the encoder boards. Try to mount them in an area away from other power sources. Although they are resistant to EMI (electrical interference) it is good practice to take this precaution. They may be mounted to a non-conductive board or enclosed in a plastic case.

2. Locate the Tip and Ring wires coming from your existing telephone entry unit. If you are using a standard dial type system, these are the wires that go to the telephone company Central Office (aka. Dedicated phone line). If you are using a "No Phone Bill" type system, these wires will be the wires going from the telephone entry unit to the Relay cabinets.

3. These wires must be connected to the VV100D board using either the screw terminals or the RJ-11 jacks, whichever is more convenient. There is no difference between any of these connections, and the polarity of the tip and ring wires do not matter to the boards, however, it is recommended that the polarity of the tip and ring of the telephone entry system be observed as a precaution.

4. Connect the Serial Connector on the VVDTMF board to the computer with the entry software using either a 9 pin serial to USB adapter cable (to a Comm port with a USB

connection) or a regular 9 pin serial cable to a Comm port with a standard 9 pin connection.

5. Connect the SS12P power supply to the power jack on the VV100D board. **Check that the polarity is correct on the power wires between the two boards before plugging in the SS12P.**

Camera Inputs

Analog Camera Connection

When connecting a coax type security camera or a BNC output camera, you must convert the analog signal of the video to a digital signal to send to the PC. This is done through a "video grabber" or similar device. Use whatever adapters are required to connect to the female RCA jack of the grabber input side, and connect the video grabber's output side through the attached USB connector to the computer with the Entry or Remote Camera software installed. The video adapter may be comprised of several different components. Some examples are shown below.

Dome type Camera w/ BNC female connection BNC male to RCA female adapter (#CONN7398) RCA cable (male ends) Video Grabber Model# VV-USB2800D or equivalent	

Coax type Camera Coax to RCA female adapter (#CONN360) RCA cable (male ends) Video Grabber Model# VV-USB2800D or equivalent	
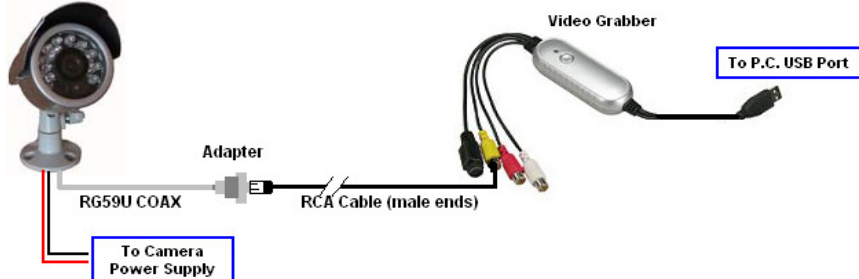
Digital Camera Connection

When using a "web cam" style camera (one that has a USB connector) this adapter is not required as the camera is already sending data in digital format and can be connected directly to the computer USB port. Many web type cams can be easily adapted to work as a

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SERVER / ENTRY   [vv100se.exe]

The two component programs on this installation disk are:

Server	The server component is only to be installed on one computer in the system. This is the computer that will control the operation of the complete VisitorVerifier ™ system, and where the VisitorVerifier ™ database will reside.
Entry	The entry component is to be installed on any computer in the system where an entry cam and encoder kits will be connected.

To begin the installation of VisitorVerifier ™, please insert the CD into a CD-Rom drive. The installation wizard will guide you through the process of installation.
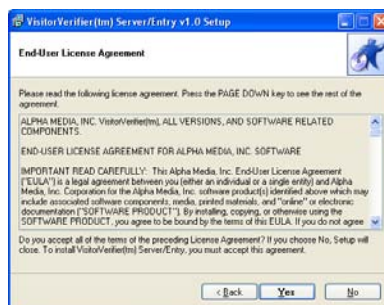
Opening Screen   End-User License Agreement   Select Destination Directory
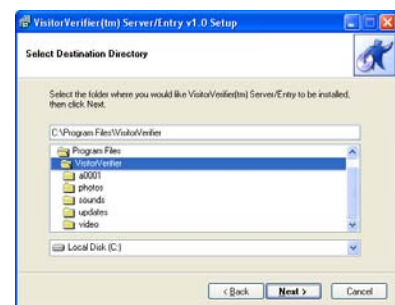
Alpha Media, Inc. recommends that VisitorVerifier ™ is installed in the default directory (C:\Program Files\VisitorVerifier \).

Select Components to Install   Select Program Folder   Start Copying Files
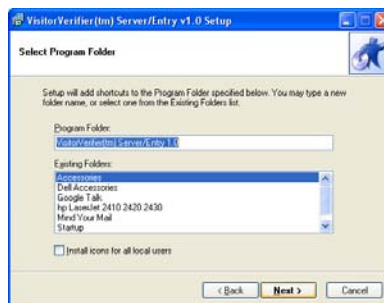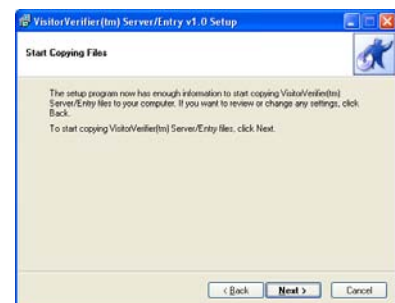
After the files have been copied to the machine, if this is a Server installation, the box to the right will pop up and ask you to

Please make note of the password you choose and save in a safe place.

Once the software has completed the installation process, click the "Finish" button to close the installation program and begin the configuration.

VisitorVerifier™ Network Setup

To allow residents to connect from their computers to the VisitorVerifier™ Server over the Internet, you will need to configure the firewall/router that the VisitorVerifier™ Server is set up behind. To set up the network so it can be accessed properly from the Internet you will need to have access to go into your firewall/router settings. The firewall/router settings are normally configured through a web browser. All firewall/routers are a little different so you may want to find that manual before continuing.

In the firewall/router setup screen you will need to find the area that is normally called the "port forwarding" setup. Basically what needs to be done is any traffic that comes into your firewall/router on any of the ports that VisitorVerifier™ uses needs to be forwarded to the local IP that you have your VisitorVerifier™ Server running on.

NOTE: VisitorVerifier™ uses 6 different port numbers, **1433** and **9105** through **9109**. All of these port numbers need to be forwarded.

For example, if the local IP address of your VisitorVerifier™ Server is "192.168.1.100", then in your firewall/router settings you will need to specify that any incoming traffic on ports 9105 through 9109 be forwarded to "192.168.1.100".

IMPORTANT: the machine that the VisitorVerifier™ Server is located on may also have its own personal firewall software on it for additional security. Many different types of anti-virus packages have a software firewall in them that block any outside access to the computer. Also, any versions of Microsoft Windows after XP have the Windows Firewall built into them. To allow access to your machine you will need to configure the personal firewall software to allow traffic for the VisitorVerifier™ Server to be allowed to enter that machine. Normally these settings are listed in an area called "Exceptions" in the personal firewall settings.
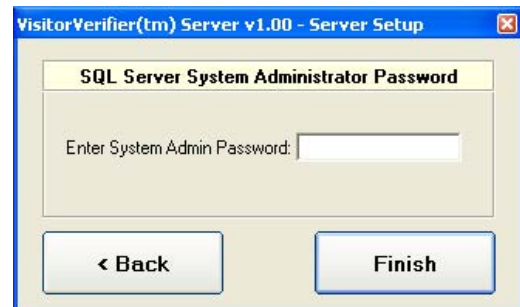
SERVER CONFIGURATION

The first time that the server is started, the following configuration windows will appear. They are explained below.

Enter your building account number which you received during the online registration process.
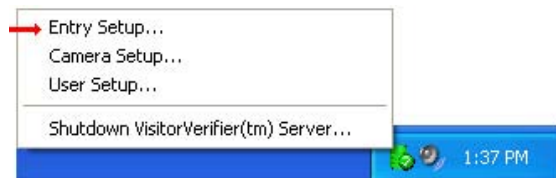
Enter the Administrator's password that you are using for system access.

SERVER Entry Setup

Right Click on the VV Server icon in your Windows tray. As illustrated to the right, a menu will pop up. Left click on **Entry Setup** to continue.

This window shows all existing entries on your system. To add a new entry click the button at the bottom left and enter the following information.

1. The Entry name
2. Check the Telephone Entry box
3. Enter the serial Comm port that this entrance will be connected to on the P.C.
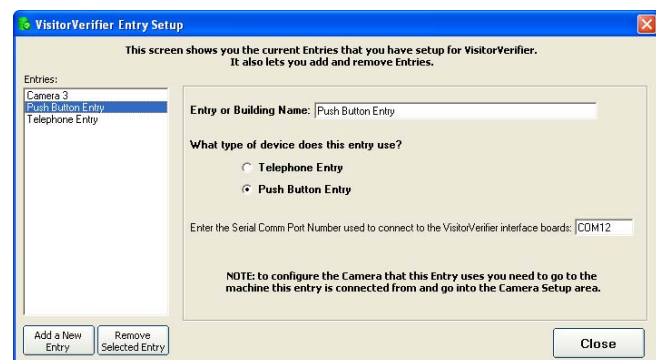
To change any of this information for this or any other entries, click on the entry name on the left and edit the entry information on the right. The changes will be automatically saved

when the window is closed or another Entry is selected.

SERVER Camera Setup

VisitorVerifier™ uses either "**Entry cameras**" which are associated with a specific Entry, or building "**QwikCAMs™**" which are remote observation cameras that can be seen through the VisitorVerifier™ by all Users.

All Entry Cams must be configured through the Entry configuration in the computer that controls that specific Entry (see page 14).

All QwikCAMs™ are also configured on the computer they are attached to by the following method.

REMOTE CAMERA CONFIGURATION for QwikCAM™ Cameras
(attached to the Server or another computer)

Before proceeding with camera configuration, The camera must be connected to the computer and the proper manufacturer's device driver must be installed. In the case of CCTV type cameras that use a Video Grabber interface, the device driver for the Video Grabber must be installed. Please install the necessary driver(s) as per the manufacturer's instructions before
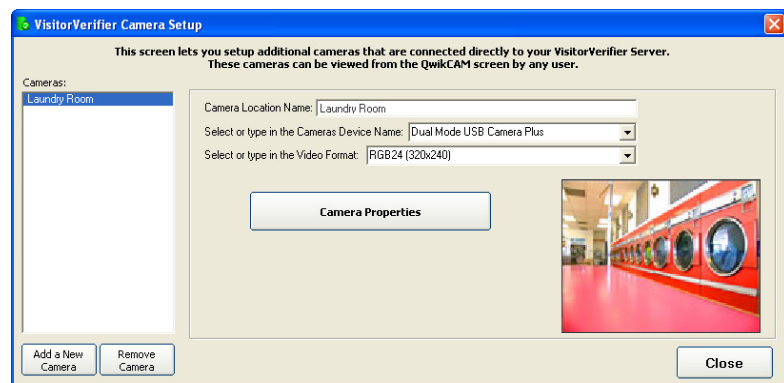
Right Click on the VV Server icon in your Windows tray. As illustrated to the right, a menu will pop up. Left click on **Camera Setup** to continue.

Entry Setup...
Camera Setup...
User Setup...

Shutdown VisitorVerifier(tm) Server...

1:37 PM
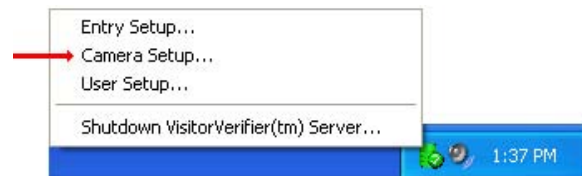
This window displays all cameras connected to this computer.
To add a camera:
1. Enter the camera name or location.
2. Select the camera used from the drop down box which will show all cameras on this computer.
3. Select the Video display format. The recommended resolution is 320x240.
4. The picture should appear in the bottom right of the window at this time.

The Camera Properties Button will open the manufacturer's camera control window to allow fine adjustment of the particular camera while monitoring the picture in the setup box. This window may change
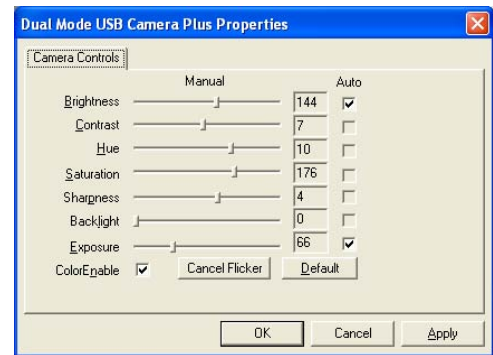
SERVER User Setup

Right Click on the VV Server icon in your Windows tray. As illustrated to the right, a menu will pop up. Left click on **User Setup** to
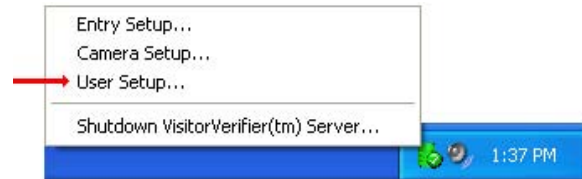
This screen is for registering all users on the system. Please enter a username, name and location for each user. You can enter the user's choice of password. This password will be required by the user when they log into the system.

 In the "Telephone Entry Phone Numbers" box, list all phone numbers or codes that, when entered by a visitor, will send a popup to this user. The phone numbers can be added with our without dashes or spaces as it will be automatically configured by the system to work properly. If a 10 digit number is used (area code + telephone number) VisitorVerifier™ will add the 1 prefix automatically.

With No Phone Bill type systems, if the code begins with a # pound sign, the code entered in the user record must include the # pound sign.

Please select a User Type. Default is a regular user but you can give this user master capabilities. If this user will be a master, you can allow administrative access also by selecting the appropriate button.

If a photo is attached to the record, the photo will appear on the header of the PinkNotes®that this user sends.

ENTRY CONFIGURATION

Enter your building account number which you received during the online registration process.
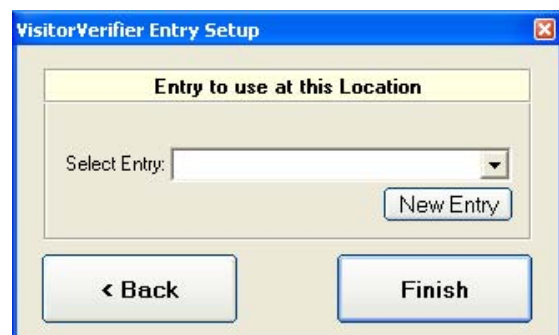

Enter the Administrator's password that you are using for system access.

If an Entry will be connected at this Server machine, either select an existing Entry name from the drop down box, or click the New Entry button to define a new Entry.

Right Click on the VV icon in your Windows tray. As illustrated to the right, a menu will pop up. Left click on **Entry Settings & Camera Setup** to continue.
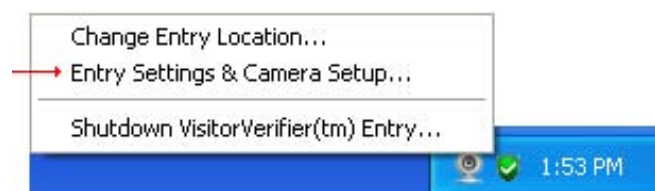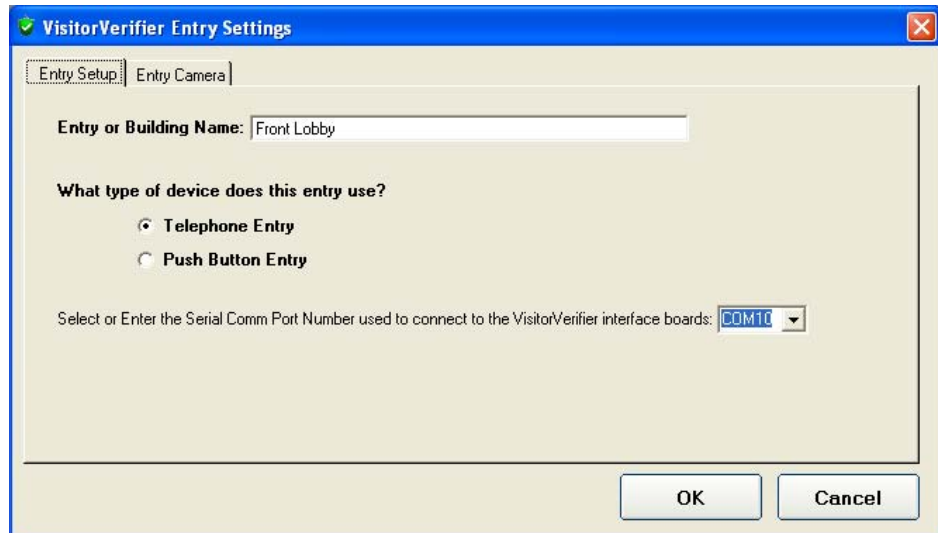
Entry Configuration procedure (continued)

The first Entry Setup Tab requires you to name the Entry (i.e. Front Lobby, Garage Entry, etc.) or just the building name if it is only a one entry facility.

Check the radio button for the entry type (default is Telephone Entry)

Enter the COM Port that the interface will be using.

The Entry Camera Tab is used to configure the camera you will be using at this entry.

Select the camera to be used from the drop down box (the camera and it's necessary drivers/ hardware must already be installed).

6. Determine which available video setting gives you the best picture and select that.
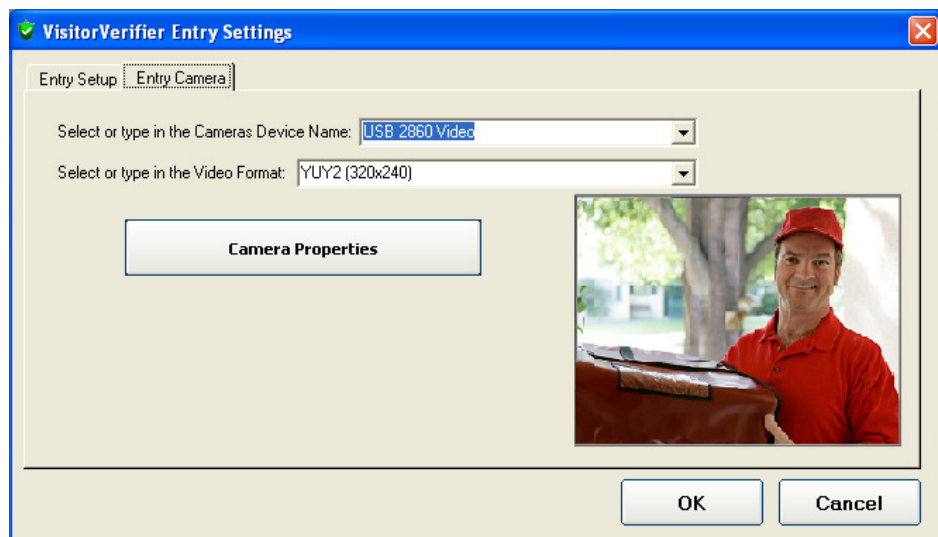
The Camera Properties Button will open the manufacturer's camera control window to allow fine adjustment of the particular camera while monitoring the picture in the setup box. This window may change depending on the camera driver used and it's
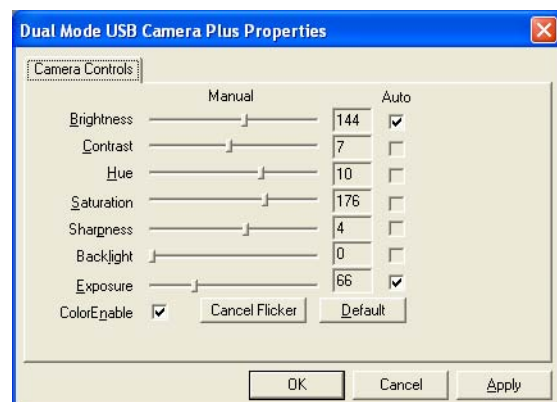
Visitor Verifier™ **Operation**

Starting the VisitorVerifier ™ Application

To start VisitorVerifier ™, Double Click on the VisitorVerifier icon on the desktop.

VisitorVerifier

Any current PinkNotes® will pop up on the screen and the VisitorVerifier™ icon will be displayed in the system tray.

Exiting the VisitorVerifier ™ Application

To exit VisitorVerifier ™ , right click the VisitorVerifier™ icon in the system tray, then left click on "Shut down VisitorVerifier™"

To restart VisitorVerifier ™, double click the desktop icon.
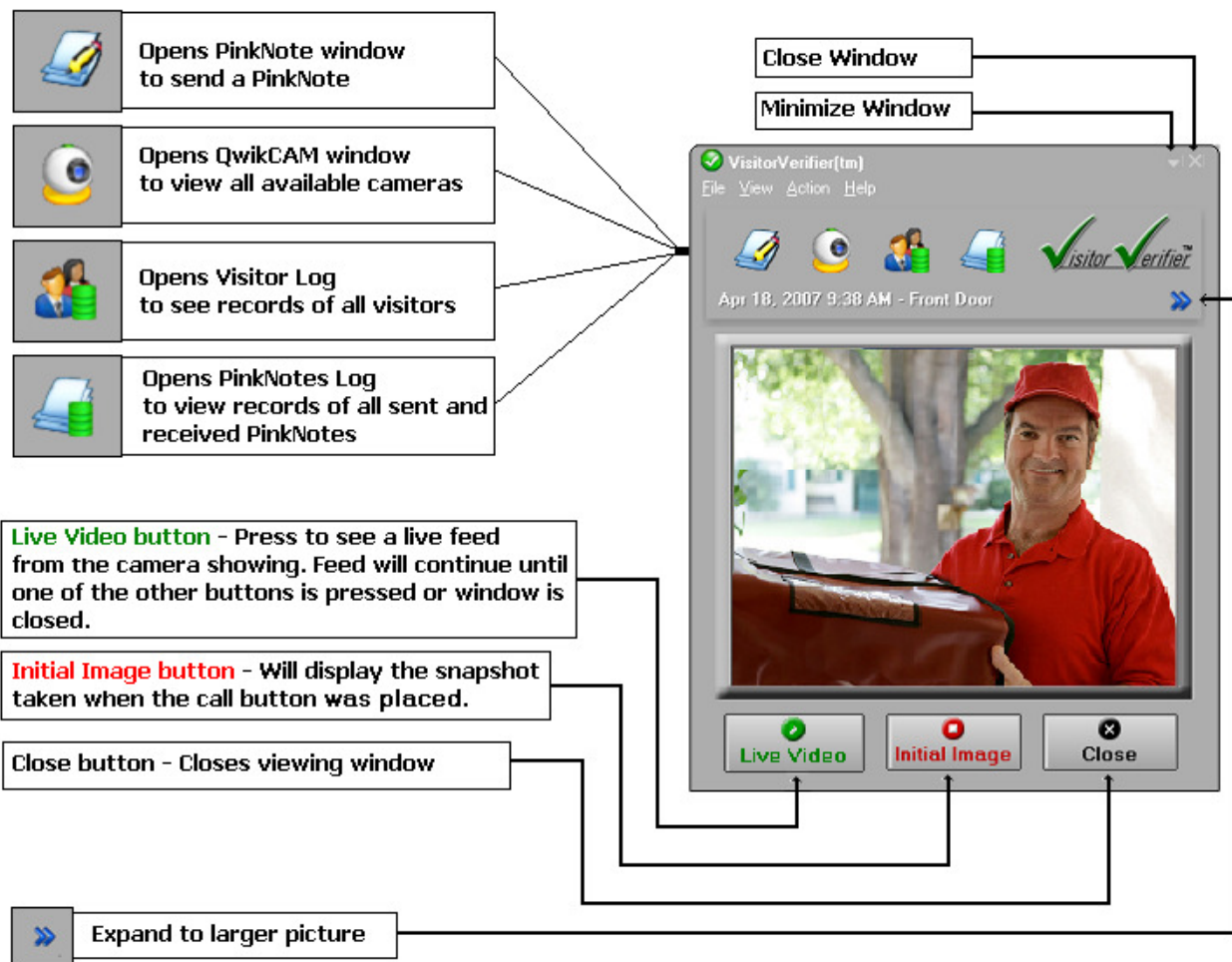
✓isitor ✓erifier™ Main Screen

When your suite is called, this screen will pop up on your computer screen and provide a live video feed from the entry panel for one minute and after that will revert to the initial snapshot taken when the button was pressed.

To continue the live feed at anytime, press the **Live Video** button.

To see the snapshot taken when the button was pressed, press the **Initial Image** button.

To close the pop up window, press the **Close** button.

Opens PinkNote window to send a PinkNote

Opens QwikCAM window to view all available cameras

Opens Visitor Log to see records of all visitors

Opens PinkNotes Log to view records of all sent and received PinkNotes

Close Window

Minimize Window

VisitorVerifier(tm)
File View Action Help

Apr 18, 2007 9:38 AM - Front Door

Live Video button - Press to see a live feed from the camera showing. Feed will continue until one of the other buttons is pressed or window is closed.

Initial Image button - Will display the snapshot taken when the call button was placed.

Close button - Closes viewing window

Live Video

Initial Image

Close

Expand to larger picture

Using PinkNotes®

VisitorVerifier™ comes with PinkNotes® Instant Messaging Software to allow communication between users on your VisitorVerifier™ system. Master to Master(s), Master to User(s), User to Master(s) are allowed. As an example, in an apartment complex this would enable Building management to send a PinkNote to a particular tenant, a group of tenants, or all tenants that have VisitorVerifier™ and are on the same network. A tenant could send a message to the Master in the Parking garage to have their car brought around or send a message to the concierge's Master to expect a delivery. The more you use PinkNotes® the more uses you will have for this convenient program.
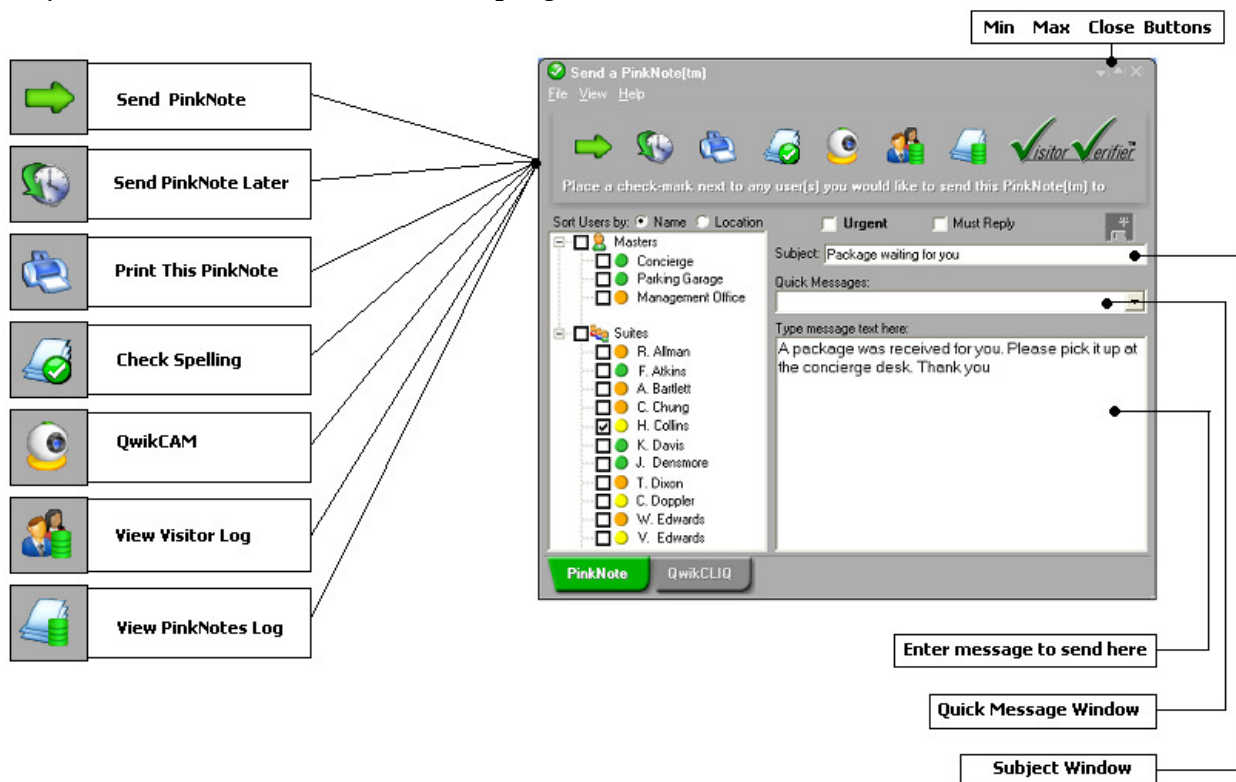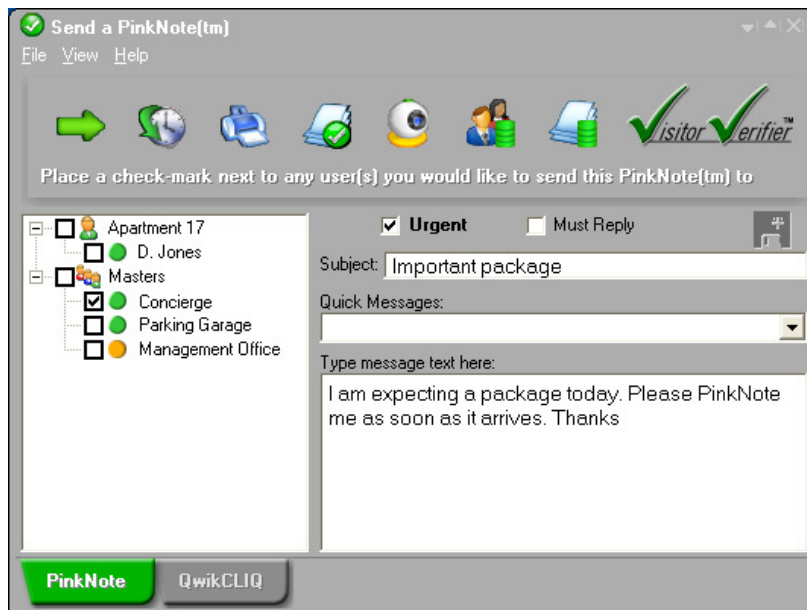

A Master location will have the Send Window above.

Sending a PinkNote®

1. Type your message in the message box
2. Select who you wish to send it to by checking the appropriate box(es) in the list on the left
3. Enter a subject line if you wish in the Subject window
4. Click the Send PinkNote green arrow at the top left and your message will be sent.

- A Master location has the ability to sort contacts by name or by location using the radio buttons at the top of the User list.
- By clicking the box next to "Suites", all suites will be selected.
- By clicking the box next to "Masters", all masters will be selected.
- When selecting the Urgent check box, the message sent will sound a different tone and will be marked "URGENT"
- When selecting the "Must Reply" check box, the message sent will be marked "MUST REPLY" and cannot be deleted until a reply is returned.
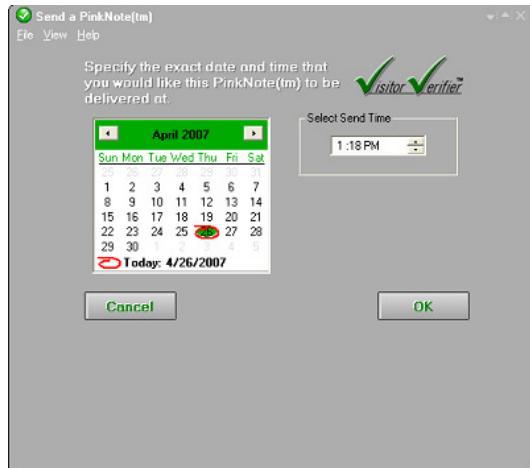- The colored dot next to a contact indicates status

The User Send window operates the same as the Master window with a few differences:

- The User only can send PinkNotes® to Users in their own suite or to the Masters.
- Contacts are listed in alphabetical order only

A User location will have the Send Window above.

Sending a PinkNote® at a Later Time

To send a PinkNote® message at a later time, Click the Send PinkNote® Later icon and the box to the left will pop up.

Click the preferred date on the calendar.

Select the preferred time by editing the time in the box. Be sure the AM/PM toggle is set correctly.

When finished click OK button.

**HINT:**

The QwikCLIQ™ Feature

Many messages in PinkNotes® are often repeated such as "Please call a taxi, I will be down in 10 minutes" , "Please have my Volvo ready at 7:30", or perhaps "I am expecting a Chinese Food delivery, please send them right up ". These frequently used messages can be saved and recalled with a click of a button. This is done with the QwikCLIQ™ feature.
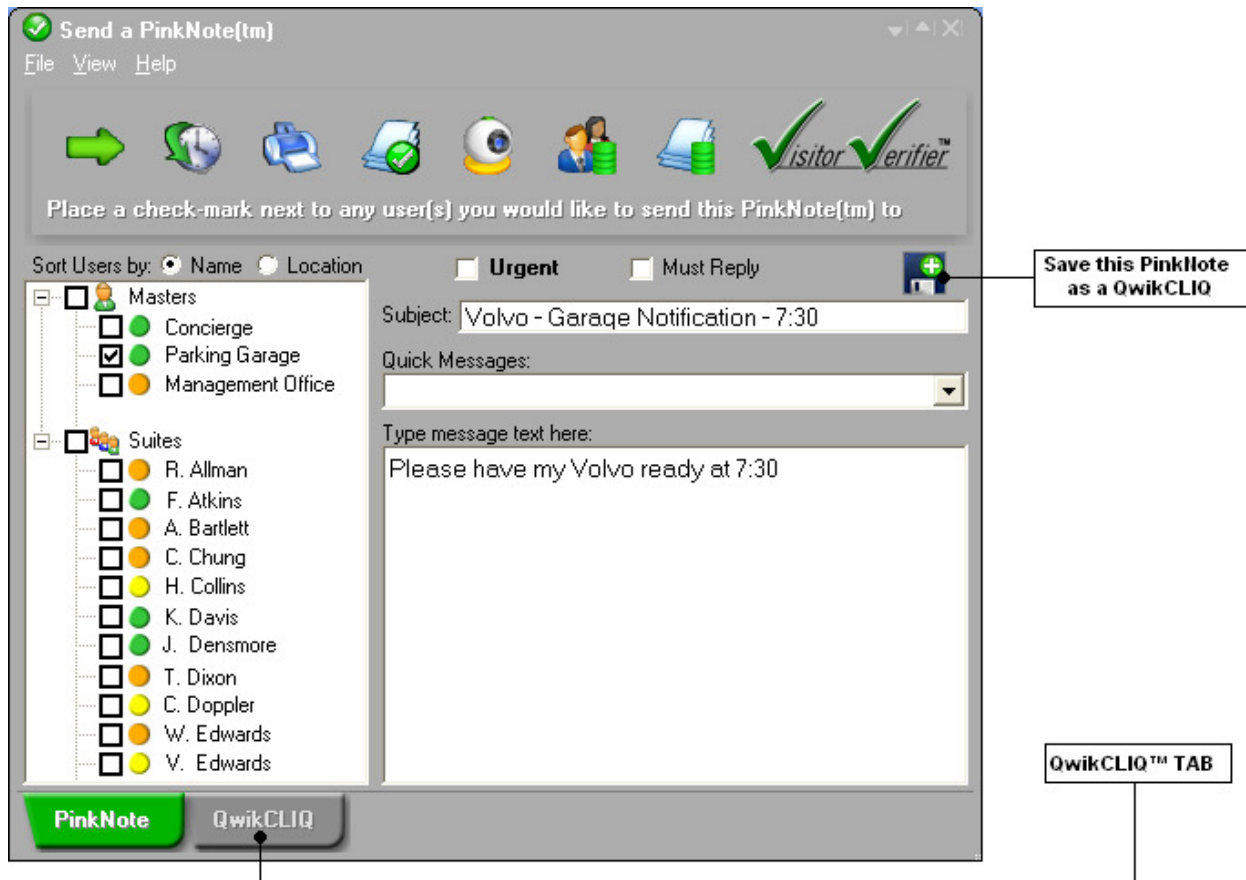
Creating a QwikCLIQ™

1. Type your message in the message box
2. Select who you wish to send it to by checking the appropriate box(es) in the list on the left
3. Enter a subject line if you wish in the Subject window
4. Click the "Save this PinkNote as a QwikCLIQ™" icon shown above

To View your QwikCLIQs, Click the QwikCLIQ™ tab at the bottom of the window.
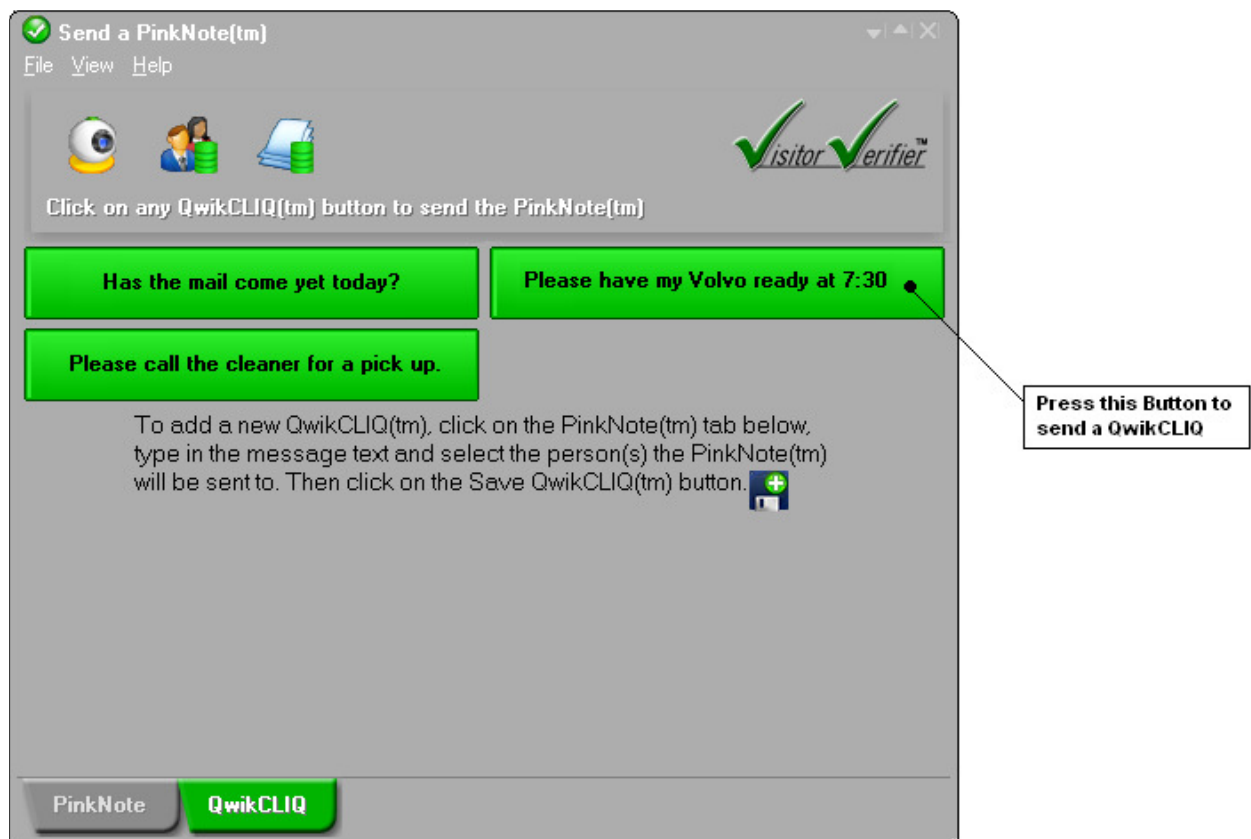
To Send your QwikCLIQ™ Click on the button marked with your message.

The color of the QwikCLIQ Button indicates status of the receiving contact.

- 🟢 Online
- 🟠 Online - No Activity
- 🟡 Offline

To delete a QwikCLIQ™ right click on the message you wish to delete and click delete on the pop-up menu.

The QwikCAM™ Feature

To view QwikCAM™, Click on the QwikCAM™ icon

The QwikCAM™ feature allows you to view all available cameras on your VisitorVerifier™ network. All entrances as well as all Observation cams will come up in this window as still shots.

To see a live picture from a cam, click on the cam you wish to see and a larger screen will open below.

The QwikCAM™ icon is available from the VisitorVerifier™ main pop-up window or the PinkNotes® window. You can also right click on the VisitorVerifier™ icon in the system tray and select QwikCAM™