

DVR/Camera Q&A

Push Notification Support List

IVS DVR : AVD744(D), AVD746(D), AVD748(D), AVC794(D), AVC797(D), AVC799(D),
IVS IPCAM : AVM722

iPhone Flow Counting Support List

IVS DVR : AVD744(D), AVD746(D), AVD748(D), AVC794(D), AVC797(D), AVC799(D)

iPhone EagleEyes Playback Support List

DVR : AVD744(D), AVD746(D), AVD748(D), AVC794(D), AVC797(D), AVC799(D),
AVC796A(D), AVC798A(D),
IVS IPCAM : AVM722

iPhone EagleEyes Support List

DVR : All AVD, AVC, KPD DVR series
IPCAM : All AVM, AVN IPCAM series

When will a DVR trigger alarm out?

1. Motion Detected
2. External I/O Alarm-in Detected
3. Virtual Fence Alarm Detected
4. One Way Pass Alarm Detected
5. Scene Change Alarm Detected
6. VLOSS Detected

p.s. Flow Counting is not an alarm event, so it won't trigger alarm out.

Why can't I connect by my phone's browser?

Please try to type the link as : <http://xx.xx.xx.xx/nobody/mobile.htm>

If it still doesn't work, please email us support@avtech.com.tw

(The DVR without mouse control won't support this function)

I got a "avc" file but I don't have a player. What can I do?

Please Try this Player.

http://download.dvrtw.com.tw/AP/Video_Player/VideoPlayer_setup.zip

If it still doesn't work, please email us support@avtech.com.tw

What is IR cut filter?

(cited by <http://www.allthings.com.au/Appnotes/>)

In Day mode (well lit, colour) mechanism automatically positions IR-CUT optical filter between Lens and Image Sensor to exclude Infrared radiation that would otherwise adversely affect colour reproduction, this ensures colour rendition not possible with ordinary non-filtered or notch-filter type Day/Night cameras. In Night mode (low light, monochrome) mechanism automatically removes IR-CUT optical filter to allow Infrared radiation to pass boosting low light and Infrared sensitivity, the result is significantly better night images with an Infrared Illuminator or with Infrared rich light sources. Infrared Response without Infrared filter is ~ 700 to ~ 1100 nm better than a 'CCTV notch IR Filter'.
(Infrared Night Vision Cameras - more)