

USER MANUAL

BD1000 SERIES

USER MANUAL / GUIDES / SOFTWARE
INSTALLATION / WARRANTY



BIG DOG
SURVEILLANCE SYSTEMS
A DIVISION OF R.F. TECHNOLOGIES, INC.

CONTENTS



- DVR Warranty
- DVR Software DVD
- Camera Installation
- DVR Installation
- DVR User Manual
- DVR Drivers / Microsoft Windows XP Home Edition
- Big Dog Surveillance Window Clings
- Extended Warranty / Virus Protection / Support

Big Dog Surveillance Systems Are Made With the Latest In Surveillance Technology

In 1989, using the forefront of technology, R.F. Technologies, Inc. began its mission to provide hi-tech communication equipment. In 2002, R.F. Technologies, Inc. integrated digital surveillance, expanding on the mission and creating Big Dog Surveillance Systems.

By keeping the customers' needs and securities first and foremost, R.F. Technologies, Inc. has rapidly grown into an industry leader by offering the most advanced technology available.

A Surveillance System Built For Any Environment

From alarms and notifications to motion detection and video archiving, Big Dog Surveillance Systems cover every possible need.

Whether you're a novice or a veteran to surveillance systems, it doesn't take long to see how easy the Big Dog Surveillance System is to install, configure, and operate. Built from the ground up, the interface has been designed for easy navigation and maximum efficiency.



2011 Digital Surveillance User Manual



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Getting Familiar With Your New Big Dog Surveillance System



DVR MAIN SCREEN



- Camera/Recording Status**
Top row camera connection.
Bottom row camera recording.
Note: Blinking lights in bottom row indicate motion recording. Solid lights indicate continuous recording.
- View Selection**
Click for live view window (restricted to initial number of cameras installed: 1, 4, 6, 9 16)
- Camera View**
Go To Next Camera View
Automatic Camera Switch
Enlarge Camera Display
- Sensor Output**
Activate/Deactivate onboard relay.
ADVANCED USERS
- Search Features**
Search
Audio/video history search
Smart Search
Audio/video history search - ADVANCED USERS
Setting
DVR configuration - ADVANCED USERS
- Exit DVR Software**
- Emergency Record**
Forces ALL cameras to record at maximum frame rate (Note: If cameras are configured individually, this will override previous settings).



- Date and Time**
- Open: Camera & Image Controls**
- Remote Connection**
- Back up Progress**
- Storage Capacity**
Indicates used & available space
- User Log In/Out**

Factory Default Username and Password:
Username: admin Password: admin

DVR SEARCH SCREEN

DVR Search Screen Capabilities

- A. Audio and video history searches.
- B. Back up video to hard drive or external device (flash drive), or burn CD.
- C. Snap or print images.
- D. Modify and enhance images.

How To Perform Audio/Video Search

1. Click on calendar to select event date.
2. Select camera event time in the Hour Indicator.
3. Select exact time in Minute Indicator.
4. Select camera view.
5. Click Search Controls to play, rewind, fast forward or stop recorded audio/video.
6. Click AVI Saving to save/burn CD.

4. Camera View

Turn Digital Watermark On or Off

Increase or Decrease Size of Camera View

1. Date Search
Click on date.
Red indicates recorded data.

Color Adjustment

5. Search Control
Audio/Video Playback

2. Hour Indicator
Each square represents 1 hour of recording

3. Minute Indicator
Each square represents one minute of recording

Go To Specific Time & Date

List Bookmarks

Set Bookmark

Search Controls

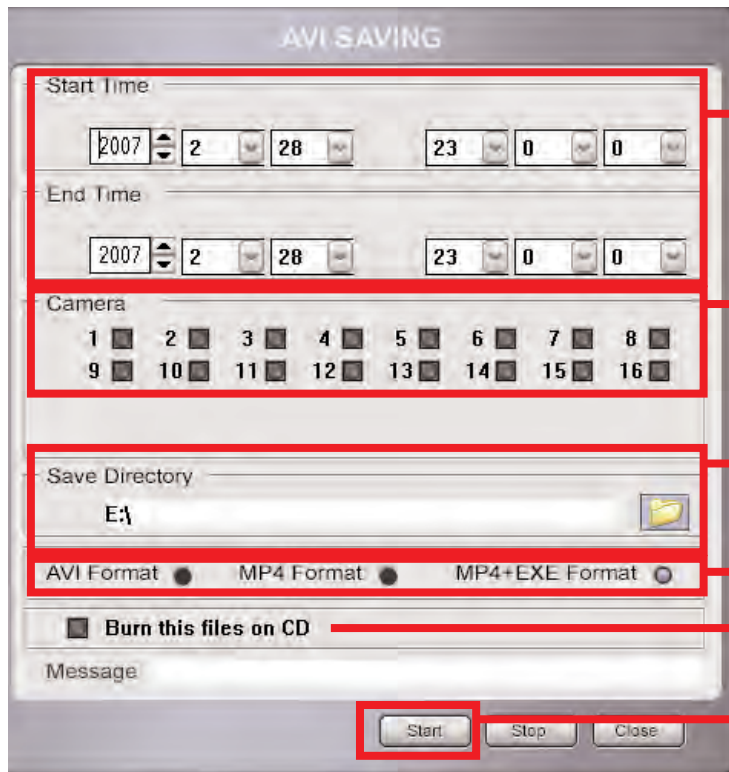
Camera Scroll Bar
Click on the arrow to access rest of available cameras.

Camera Number

6. AVI Saving
History Recording/CD Burn

CD BURN PROCEDURE

Burn CD From Current File



Step 1

From DVR Search Screen, click AVI Saving Button.

Step 2

AVI screen opens. Select exact date start and end (year, month, date, minutes & seconds)

Step 3

Select camera number.

Step 4

Save directory - DO NOT MODIFY.

Step 5

Select format type: MP4+EXE Format (highest quality)

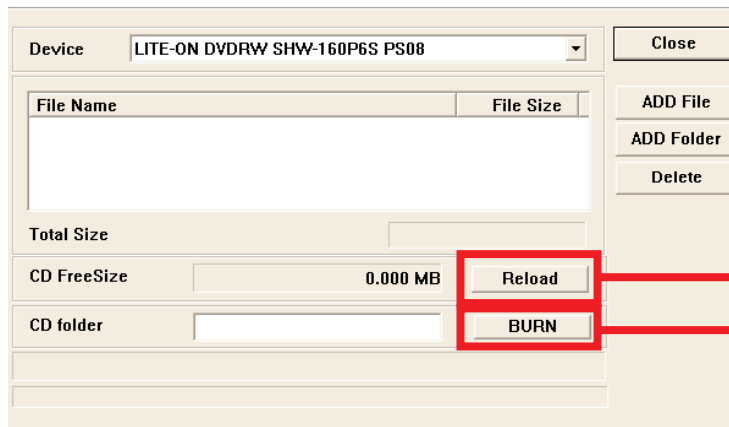
Step 6

Click "Burn this files on CD"

Step 7

Click Start button and wait for the message box to finish creating video (AVI Save END)

CD Burning



Step 8

After step 7, the "CD Burning" window will open. Insert new CD-R or CD-RW in CD tray and click Reload.

Step 9

Click BURN.

Access & Burn CD From Archive

Step 1 To access start menu, press the Windows Key on bottom left corner of keyboard.

Step 2 Click AVI Saving

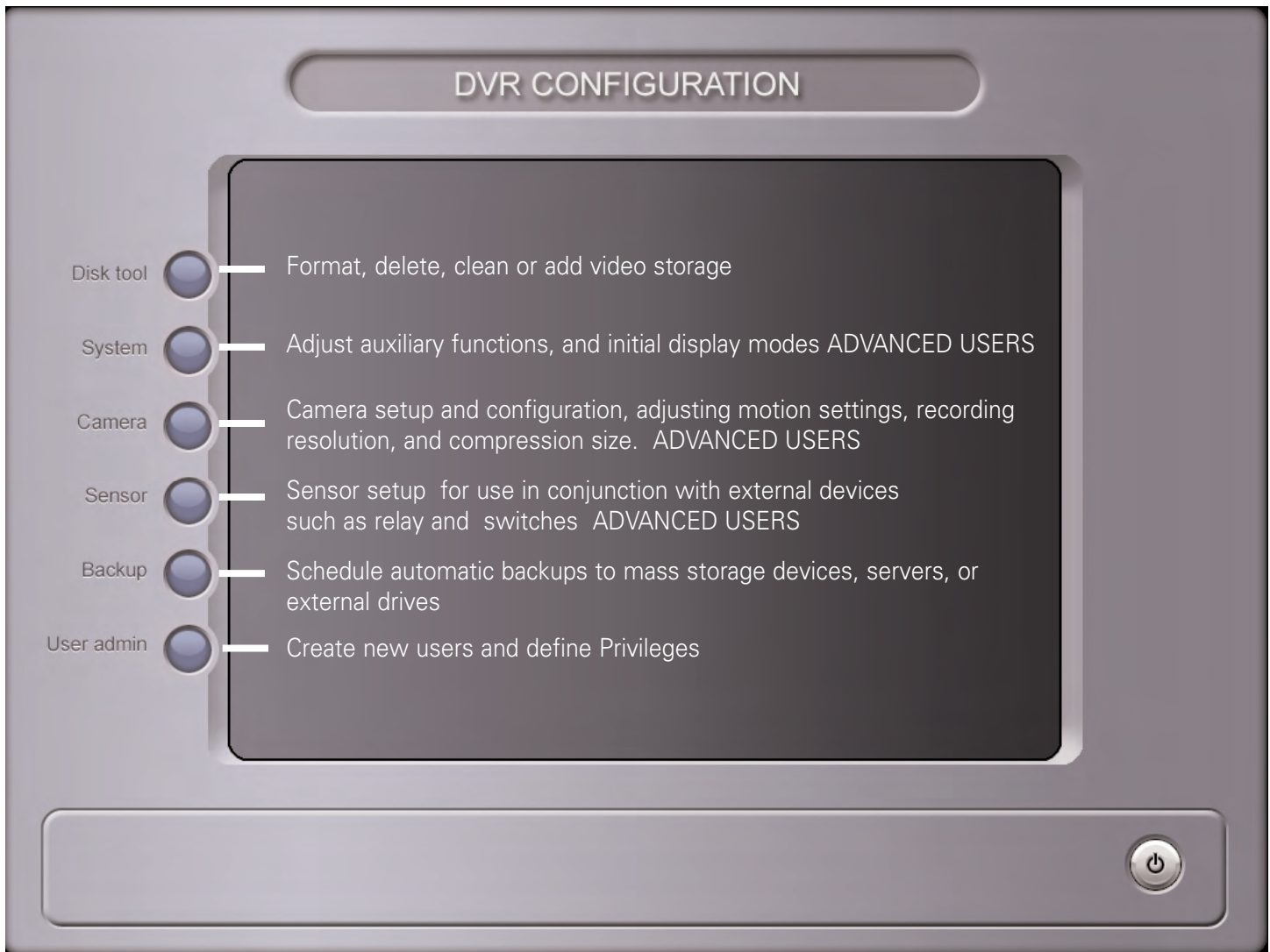
Step 3 To burn, right click on the video file:

- Choose "SEND TO"
- Choose "CD" or "DVD DRIVE"

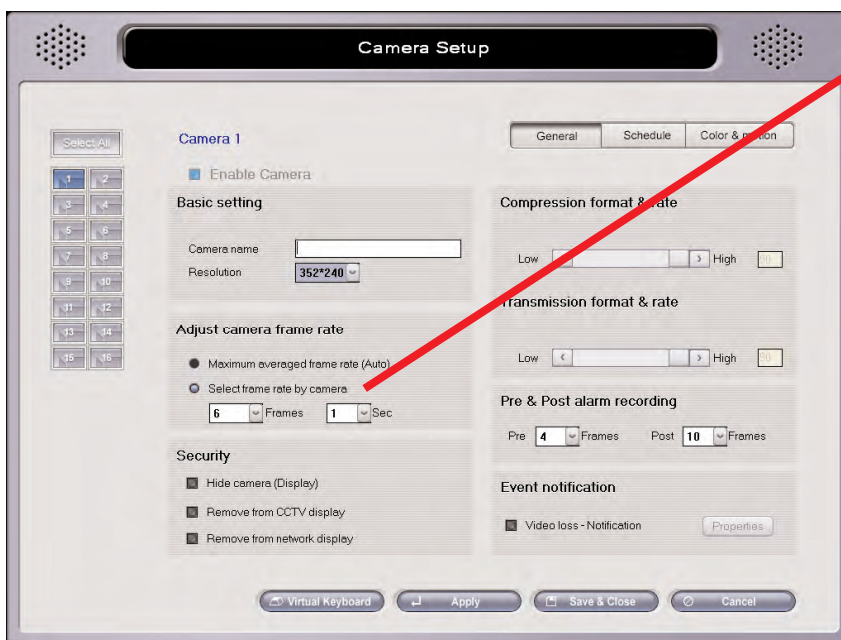
Step 4 On lower right corner of the screen, click the CD-ROM icon.

Step 5 Click "Write these file to CD" and follow the CD burn wizard.

DVR CONFIGURATION



ADDITIONAL CAMERA SETUP



Basic Setting

- Camera name
- Resolution

Adjust Camera Frame Rate

- Maximum averaged frame rate (Auto): Adjusts best possible frame rate
- Select frame rate by camera: User defines recording frame rate

Security

- Hide camera(Display): Camera will not display on main monitor
- Remove from CCTV display: Remote camera will not display on CCTV monitor
- Remove from network display: Camera will not display on off-site connections

Compression Format & Rate

- Adjusting bar to the left reduces image size and quality

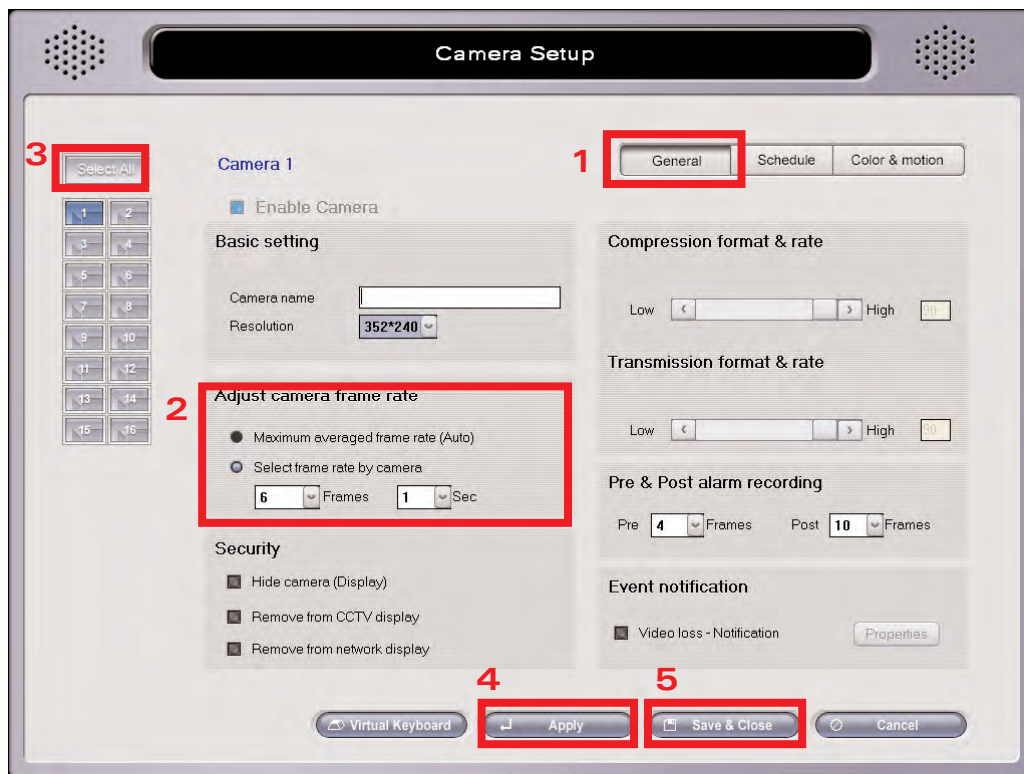
Pre & Post alarm recording

- Set frame preference before and after motion is detected

Event notification

- Notification via email, phone, TCPIP for motion, video loss, etc.

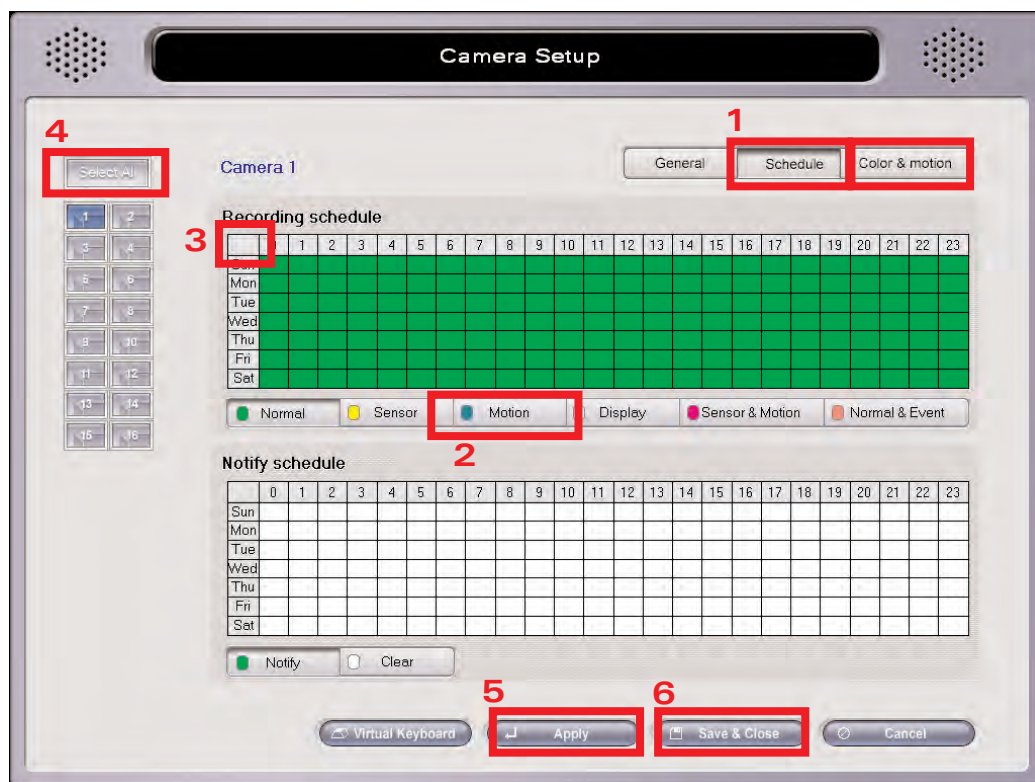
CAMERA RECORDING FRAME ADJUSTMENT



- Click "Cameras" from DVR Configuration screen
- Stay in "General" mode (1)
- For all cameras to record at the same speed, click Select All (3), Apply (4), Save & Close (5)
- Adjust camera frame rate (2)
Default setting is 6 frames per each camera, apply (4), save and close (5)

MOTION RECORDING SETUP

- Click "Schedule" (1)
- Click Motion (2)
- Click empty square (3) to select all, or on the exact day and hour desired.
- If you plan to have all the cameras record in the Motion mode, click Select All (4), Apply (5), Save & Close (6)



NOTE:

- 1 frame per second is the minimum frame rate recordable
- 6 frames per second is recommended. (No activity is lost at this setting)

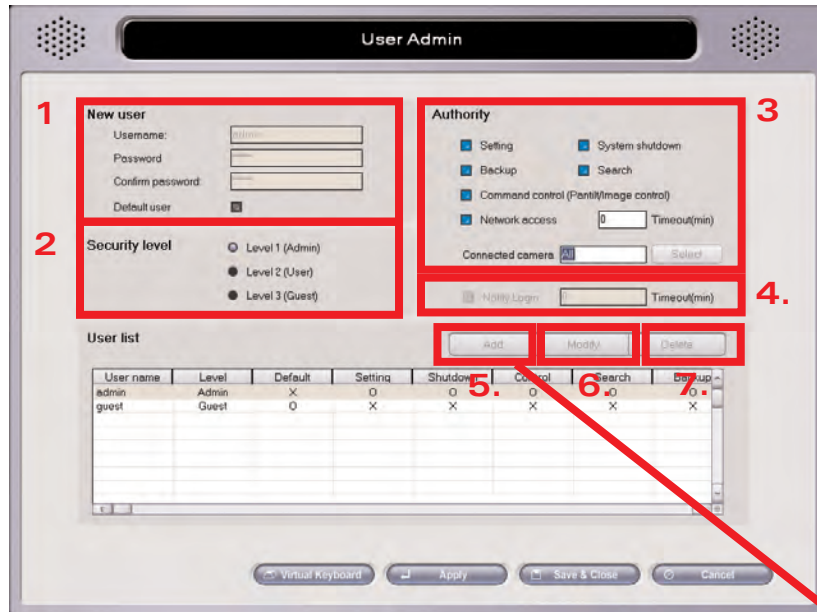
PASSWORD CHANGE AND USER Privileges

1. Add New User

Enter the user name
Enter the password
Enter the same password again to confirm

2. Security Level:

Set the Privileges level of each user



3. Authority:
Mark allowed DVR areas for each user

4. Notify Login:
Set duration of login time for remotely connected users

5. Click Add or Modify

6. Modify Existing User

Select user from the user list, change desired options, and click "Modify" to apply changes.

7. Delete Existing User

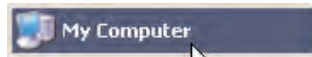
Select user from the user list, then click "Delete". All changes will be applied only if "Save & Close" or "Apply" buttons are clicked.

ADMINISTRATOR PASSWORD CHANGE



Step 1

Press the Windows key to access start menu (bottom left corner of keyboard)



Step 2

Click "My Computer"



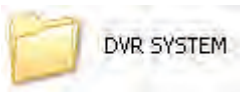
Step 3

Locate Local Disk (C:). Double click.



Step 4

Double click "Program Files"



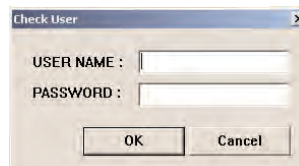
Step 5

Double click "DVR System" or "Divis DVR"



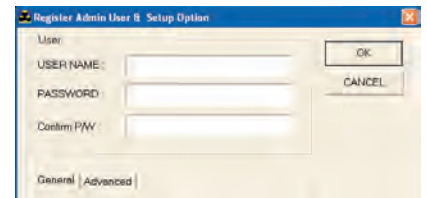
Step 6

Double click "Start"



Step 7

New window will open. Enter current User Name and Password.



Step 8

Enter new administrator User Name and Password. Confirm the password. Note: Don't change any other settings.

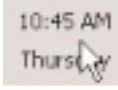
SYSTEM TIME ADJUSTMENT

Step 1 Shut Down Surveillance Software



Shut down DVR software by clicking the exit button in the lower right hand corner of DVR screen.

Step 2 Time Change



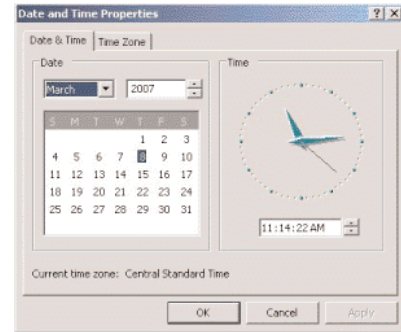
TIME DISPLAY

Double click the time displayed in the lower right hand side of screen.

Step 3 Changing Time

Change time with "Date and Time Properties" box.

Click "OK" on the "Date and Time Properties" box. It will close and you will be back to the Windows desktop.



Step 6 Start Your DVR Software



DVR Main

Double click the DVR Main icon on the top left corner of the desktop.

Notes:

GLOSSARY OF TERMS

AMPS Also known as Ampere. Unit of measure for the flow of electricity

AVI Audio Video Interleave

BAUD RATE Variable unit of data transmission speed

CCD Charge Coupled Device

CCTV Closed-Circuit Television

CD Compact Disc

CD-R Compact Disc, Readable

CD-RW Compact Disc, Re-Writable

CODEC Compression/Decompression

DNS Domain Name Server.

DVR Digital Video Recorder

DYNAMIC IP A temporary IP address provided by your ISP

FPS Frames Per Second

IP Internet Protocol

ISP Internet Service Provider

LAN Local Area Network

LCD Liquid Crystal Display

MP4 MPEG Layer 4

MP4+EXE MPEG Layer 4 plus Executable

NTSC National Television Standards Committee

POS Point Of Sale

STATIC IP A permanent IP address provided by your ISP.

TCPIP Transmissions Control Protocol Internet Protocol

VOLTAGE Electric potential or potential difference

WAN Wide Area Network

FREQUENTLY ASKED QUESTIONS

Q. Can I make a CD of my recorded video and watch it away from my DVR?

A. Yes. Please read CD Burn Procedure.(page 4)

Q. What type of disk should I use to record my videos?

A. We recommend the CD-R disc because of wide availability, low cost, and compatibility with other DVD players and computer systems. Your system can also use CD-RW disc media, but there are extra steps that have to be accomplished prior to writing to the disc for the first time.

Q. Can I change my administrator password?

A. Yes . Keep in mind that if you change the password and forget it, you will not be able to access your recorded video. Also, technical support cannot retrieve your user name or password, therefore you will have to follow instructions on re-installing your DVR software.(page 7)

Q. Can I change the time on the DVR?

A. Yes. It is as easy as changing the time on your home computer. Please read System Time Adjustment.(page 8)

Q. What are the "Factory Default" settings for my DVR?

A. Each camera is set to 6 fps, 352 x 240 resolution, and record on motion only.

Q. Can I increase the length of time my DVR records?

A. Yes. Before sending your unit back to have additional recording hard drive space added, you can work with three additional settings on your DVR.

1. You can decrease your fps. Keep in mind that the industry standard for security VCR's used in most banks is only 1 fps. To adjust your fps see page 6.
2. You can also change your camera resolution. You have two resolutions available. 352 x 240 is the standard resolution and is approximately the same as a standard TV set. The other is 704 x 480 and is approximately equal to the first HD standard for digital TV. For longer recording time choose the lower resolution setting.
3. Or you can set your unit to record on motion only. This captures video only when motion is detected by the camera.

Q. How do I find the LAN IP address of my DVR?

A. You will need to access the DVR's keyboard and press the Windows key. This key is located on both the lower left and lower right of the keyboard between the Ctrl and Alt keys. Once you press this button the Windows Start Menu will be displayed. Press "Run" on the right hand column and the Run dialog box will be displayed. In this box type "cmd" and press Enter or left mouse click "Ok". A black box labeled command prompt will then open. In this box type "ipconfig" and hit the Enter key. You will now see your LAN IP address.

Q. How do I view my DVR remotely if I do not have a static IP address?

A. There are several ways you can do this.

1. Have someone at the DVR location find the current IP address of the DVR and give it to you. Third party DNS forwarding services are available for free.
2. Several companies that offer this service are: NO-IP <<http://www.no-ip.com/>>, DynDNS <<http://www.dyndns.com/>>, and IPUpdater <<http://www.ipupdater.com/>>. We do not recommend any one of these providers over another and if you choose to use these services, software installation and setup are the user's and DNS forwarding company's responsibility.
3. You can opt to upgrade your ISP service to static IP addressing so your IP address does not change.

Q. Who is responsible for connecting my DVR to the Internet and configuring my router?

A. Required DVR ports are listed in the User Manual. Configuring the router is the responsibility of the supplier, most likely your ISP. Instructions by R.F. Technologies, Inc. are given with the express intent of allowing the user to access the DVR from outside the network, but does not imply R.F. Technologies, Inc. is responsible for network access, maintenance, or trouble shooting of the customer's network or network equipment. Any issues with network setup, network internet access, or router configuration should be addressed with the ISP or business that installed the network equipment.

DVR SOFTWARE INSTALLATION

1. *PLEASE MAKE SURE YOU HAVE UPDATED YOUR DVR DRIVER FIRST BEFORE INSTALLING OR UPDATING YOUR DVR SOFTWARE*** (PAGE 12)**

2. To start the software installation, go to the Start button, "My Computer", and then select your CD-ROM drive. After opening CD-ROM drive, double left click on the folder DVR_xx.xx.x (the software version you are updating to; for example, 4.01.2 or 11.0X.X) folder.

3. Run the Setup.exe (Fig.1) file located within the folder opened in the previous step.



Figure 1: Setup.exe

4. Since you have a previous version of DVR software installed, you will be asked to allow the program to uninstall this previous software. Allow it to do so and then press "Reboot" after uninstall process is complete.

5. After your DVR restarts, continue the new software installation. Repeat Step 2 and Step 3 and then continue with Step 6.

6. Follow the installation prompts and select the default settings for any questions asked. You will be asked if you wish to keep the settings file detected by the installation program. This file contains any special camera settings from your previous software. At the end of the installation you will be asked for a new Log In User Name and Password. After this step, you will be asked again to press "Reboot" to complete the software installation.

7. If you installed software version 4.01.2, go to Step 10. If you installed software version 11.0X.X continue and complete Steps 8 and 9. After your DVR restarts, double left click the DVR Setting icon located in the upper left hand side of your desktop. You will be asked to Log In. Use the User Name and Password you entered in Step 6.



Figure 2:

8. The DVR Configuration screen (Figure 3) will be displayed. Select the System button.

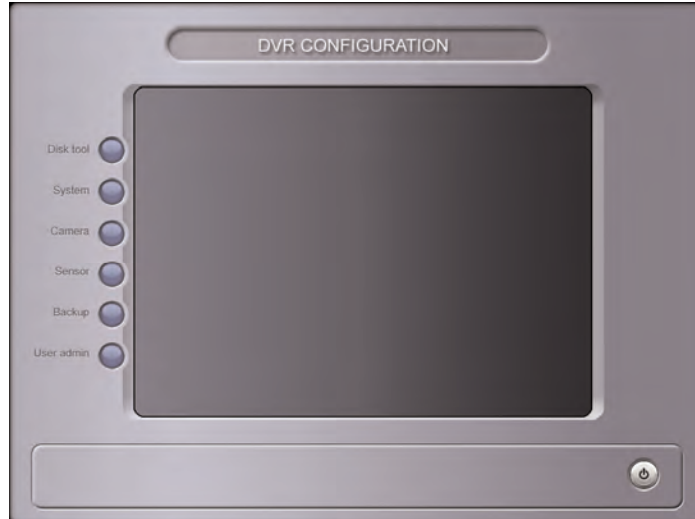


Figure 3

9. Once you are in the System Setup screen, check the Auto Startup box in the Auxiliary Functions section.

10. For version 4.01.2, create a shortcut to have your DVR software start automatically with Windows. Right click on the DVR Main icon on the Windows Desktop and choose Copy. Go to the Start button, "My Computer", and then double left click the "Local Disk C" drive. Double left click on the following folders in the order given: "Documents and Settings"; "Owner" or "Admin"; "Start Menu"; "Programs"; and finally "Startup".

11. Once the "Startup" folder displays, right click and choose "Paste Shortcut". The folder will now show the DVR Main icon.

12. Your DVR software will automatically start with Windows.

ROUTER TO DVR PORT FORWARDING INFORMATION

1. These instructions are given with the express intent of allowing the user to access the DVR from outside the network. R.F. Technologies, Inc. is not responsible for network access, maintenance, or trouble shooting of the customer's network or network equipment. Any issues with your network or network access should be addressed with the ISP or business that installed the network equipment.

2. First, you will need to know your DVR's LAN IP address. Access the DVR's keyboard and press the Windows key (Figure 1). This key is located on both the lower left and lower right of the keyboard in-between the Ctrl and Alt keys.



Fig. 1

3. The Windows Start Menu will be displayed. Press "Run" on the right hand column and a the Run dialog box will display. In this box type "cmd" and press Enter or left mouse click "Ok".

4. A black "command prompt" box will open. Type in "ipconfig" and hit Enter. Your LAN IP address (Figure 2) will display. Write this down.

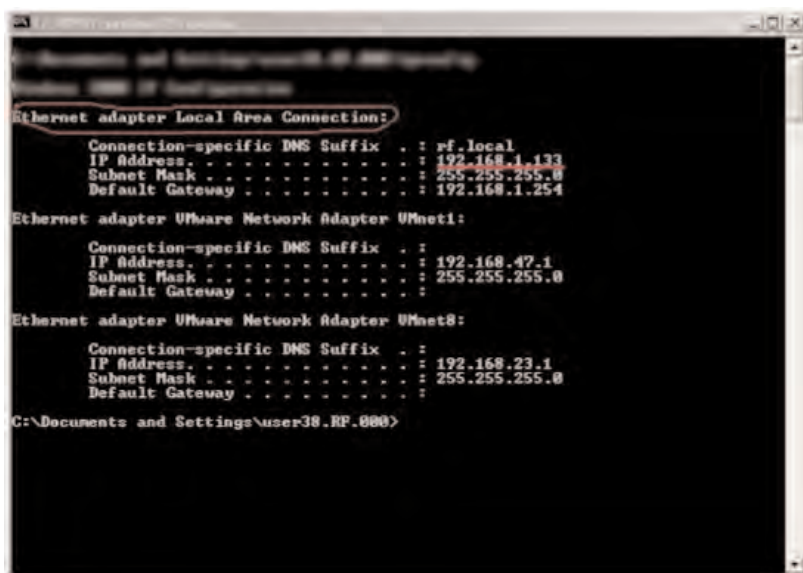


Fig. 2

5. Put the LAN IP address in the "Port Forwarding" section of your router. If you do not know how to access this, you will need to contact your ISP or business that installed the network equipment.

6. These ports need to be forwarded to the LAN IP address of your DVR to allow outside access to view your unit. Both TCP and UDP ports 80, 3000, 3001, 3002, 3003, 3004, 3005, 3007, 4000, and 8800.

7. You should now be able to access your unit from outside your place of business. If not, please do the following check.

8. A simple test to make sure your DVR is allowing its cameras to be viewed via the network, is to try accessing it from another computer on the same local network as the DVR (using the same router). From the different computer, open Internet Explorer and in the address line type <http://192.168.1.xxx> where xxx is the number you found in step 4 above.

9. If you are able to view the cameras in Internet Explorer as described in Step 8, the trouble you are experiencing is not with the DVR but with your router or other issues on your network. In this case you will have to contact your ISP or business that installed the network equipment for further trouble shooting help and assistance.

**R.F. TECHNOLOGIES, INC.
DIGITAL SURVEILLANCE SYSTEM (DSS)
WARRANTY / EXCHANGE / REPAIR POLICY
BD500 & BD1000 SERIES**



www.bigdogsurveillance.com

DSS OEM WARRANTY

With Power Protection: 12 months from date of purchase on DVR unit and 90 days on other major component (cameras, power supply, monitor) parts. Excludes cables and connectors.

TECHNICAL /INFORMATION SUPPORT: Complimentary

DVR ADVANCE EXCHANGE POLICY: A defective DVR may be exchanged for a new unit within 15 days of purchase (not installation) date; free ground shipping using RFT prepaid labels. Customer will be invoiced at cost of new unit and credited upon receipt of defective unit.

Repair or replacement is at RFT's discretion (free shipping to RFT using our prepaid labels; customer pays return shipping). Warranty is non-transferable.

Warranty Disclaimer

Manufacturer does not warrant against:

- Damage related to customer misuse, abuse, or alteration.
- Damage due to fire, wind, water, storm, riot, vandalism, war, act of God, burglary, power line fluctuations (increase or decrease), accident, or negligence.
- Damages or defects arising out of improper or abnormal product handling.
- Damages or defects arising from improper installation (where installation is by persons other than Manufacturer).
- Damage resulting from the failure to render routine attention to equipment such as: maintaining at least three inches of unrestricted space around the equipment to provide for proper air circulation and keeping all equipment free from harmful materials.
- Power damage without RFT **approved power protection**. Power protection sold separately for an additional \$350.
- Heat and / or environmental related damage.

Remote Access Disclaimer

Manufacturer is not responsible for remote connection port forwarding or server accessibility. Server configurations are the sole responsibility of the customer.

Additional Extended & Expanded Warranty

Additional extended & expanded warranty available within 30 days of purchase. Extended and expanded warranty provides 100% coverage of DVR unit and other major component parts to 2 years.

- 4 & 6 Cam Systems - \$500 Parts & Repair Labor; \$325 Repair Labor (Excludes Parts)
- 8 - Cam System - \$525 Parts & Repair Labor; \$350 Repair Labor (Excludes Parts)
- 16 - Cam System - \$575 Parts & Repair Labor; \$400 Repair Labor (Excludes Parts)
- 32 - Cam System - \$675 Parts & Repair Labor; \$500 Repair Labor (Excludes Parts)

DVR Rental

Can be provided if available; customer pays \$125 per week plus shipping (invoiced at cost of new unit and credit memo issued upon receipt).

Manufacturer's employees' or representatives' oral or other written statements do not constitute a warranty, shall not be relied upon by the Buyer, and are not a part of the contract for sale or this warranty.

RFT reserves the right to determine if damage was caused by customer's failure to provide a suitable environment or sufficient coverage for power related issues.



LEGAL DISCLAIMER

LEGAL ISSUES: Regarding Audio Surveillance

United States Codes, Title 18, Section 2510 (2) states: "Oral communication means any "oral communication" uttered by a person exhibiting an expectation that such communication is not subject to interception under circumstances justifying such expectation." By definition of the code section, a person cannot have an expectation of privacy, nor can he or she expect that communication will not be intercepted, if there are public signs posted, indicating that the communication is being monitored. The First Amendment of the Constitution provides that any conversation between individuals is private, unless otherwise notified.

In simple terms, this means that ANY overhearing or recording of a conversation is illegal ... **unless both parties are aware that it is being done.** In order to comply with the law, R.F. Technologies, Inc. notifies all customers that a disclaimer stating, "**AUDIO MONITORING ON THESE PREMISES.**" MUST be affixed, IN PLAIN VIEW, to all entrances where microphones are installed. It is suggested that you notify your customer at the time that you install (or sell) the equipment that **DISCLAIMERS MUST BE IN PLAIN VIEW AT ALL ENTRANCES AND EXITS.**

In that some state laws may vary, it is further suggested that you consult with your local attorney, and become fully aware of the local laws in this regard. R.F. Technologies, Inc. will not be held responsible for any illegal actions committed by illegitimate use of audio/video recording equipment.

LEGAL OVERVIEW: Surveillance & Recording

In general, most video recordings are legal in the U.S. with or without consent. Laws do exist regarding "Invasion of Privacy" which deal with the area of expected privacy. These include areas such as bathrooms, locker rooms, changing/dressing rooms, adult bedrooms, and other areas where a person should expect a high level of personal privacy. While the majority of laws dealing with video recording privacy issues tend to allow surreptitious recording and monitoring of video activity under most circumstances without notification of any of the parties involved, **it is highly recommended that you consult with your local or state law enforcement or an attorney who specializes in this area to comply with all local laws and regulations prior to utilization of video surveillance and monitoring.** It is also advised that notice/disclaimer of "Video Surveillance on These Premises," be prominently displayed in public areas.

COLOR CCD DOME CAMERA INSTRUCTION MANUAL

PRECAUTION

1. Be careful and avoid leaking water into the camera
2. Please do not shake or drop the camera
3. Please do not handle the surface of the lens
4. Power supply input should be correct
5. Avoid using the camera under the following conditions:
 - Do not focus directly on sun
 - Environment temp. higher than +50° C, or lower than -10° C
 - Humidity is higher than 90RH% or dewing condition

INSTALLING & CONNECTING

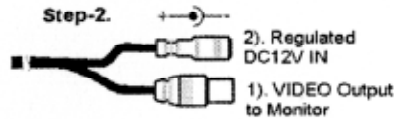
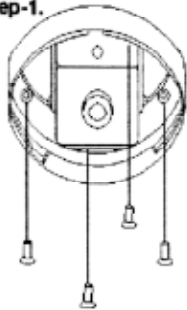
Step-1: Using the screw to fix the bottom base on the ceiling.

Step-2: VIDEO Out and Power in.

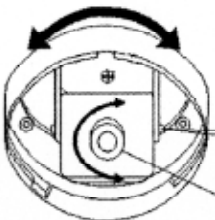
Step-3: Adjust the position of Camera as you need.

Step-4: Install the cover, the transparent window in the front of the camera. Adjust for proper positioning.

Step-1.



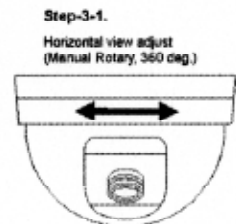
2). Horizontal view adjust (refer to Step-3-1.)



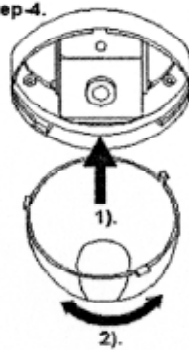
Step-3.

1). Tilt view adjust OK then lock

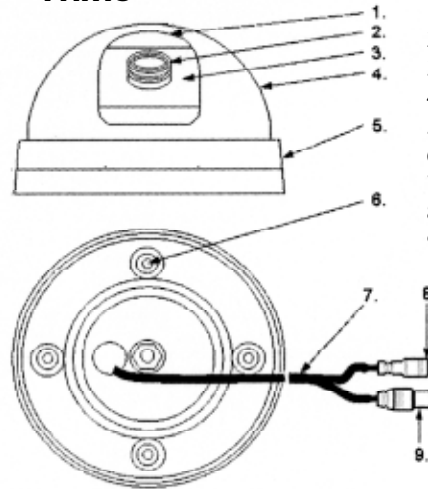
3). Adjust the lens focus



Step-4.



PARTS



1. Window for cover
2. Lens of camera
3. Camera
4. Cover
5. Bottom Base
6. Screw hole for fixation *4
7. Cable
8. DC JACK (ø2.0) for Power In
9. BNC(/F) JACK for Video Out

ACCESSORIES

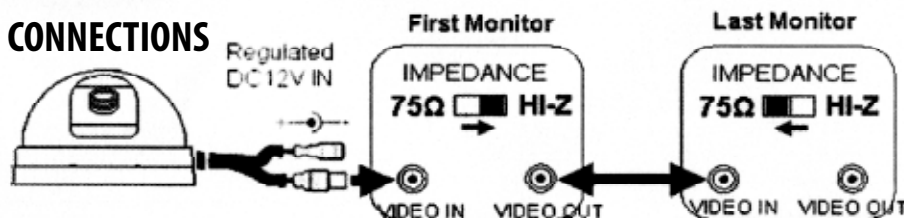
1. Instruction Manual *1
2. Screws *4



TROUBLESHOOTING

- Is the system power on?
- Is the cable connected properly?
- Is the lens clear?
- Is the lens properly focused?
- Is the monitor properly adjusted?
- Is the montiro terminated properly?

CONNECTIONS



POWER REQUIREMENTS

Never attach power leads to a POWER SUPPLY box while 120V AC power is active. Always turn off or unplug the power source prior to any work being done. Failure to do so may result in damage to your equipment and cause bodily harm.

The following is a list of equipment and the voltage requirements:

RFT P/N	Description	Voltage
120LED	Heavy duty indoor / outdoor LED camera	24VAC
24LED	Indoor / outdoor infrared LED camera	12VDC
CAMSMKNW	Smoke detector camera	12VDC
DOME	Indoor dome camera	12VDC
DOME5500	Vandal proof indoor / outdoor dome camera	12VDC / 24VAC
LTC045520	Indoor box camera	12VDC / 24VAC
MIC	Microphone	12VDC
VC-KIT-H26HB	Heated, metal, outdoor housing	24VAC

For items not listed, please check packaging and documentation for voltage requirements.

Connecting equipment to incorrect power can result in damage and void warranty.

If you have any questions or concerns, please contact technical support before continuing.

POWER SUPPLY WARNING

Never attach power leads to a POWER SUPPLY box while 120V AC power is active. Always turn off or unplug the power source prior to any work being done. Failure to do so may result in damage to your equipment and cause bodily harm.

Before attaching any equipment to the power supply, make sure you are aware of each individual hardware's power requirement. Each power supply is clearly marked inside of the housing unit with specific voltage. Incorrectly attaching equipment to the wrong power source can result in damage and will not be covered under warranty.

POWERVAR LINE CONDITIONERS

What is the difference between a surge protector and power conditioner?

SURGE PROTECTORS

- **Clamping voltage** - this tells you what voltage will cause the MOVs to conduct electricity to the ground line. Generally, a clamping voltage more than 400V is too high.
- **Energy absorption** - This rating, given in joules, tells you how much energy the surge protector can absorb before it fails.
- **Response time** - Surge protectors don't kick in immediately; there is a very slight delay as they respond to the power surge. A longer response time tells you that your computer (or other equipment) will be exposed to the surge for a greater amount of time. All MOVs will burn out after repeated power surges, but the protector will still function as a power strip. Without an indicator light, you have no way of knowing if your protector is still functioning properly.



POWER CONDITIONERS

Ground Guard power conditioners are isolation transformer based, and are not rated in joules like a surge protector product. All products are injected with a 6000-volt, 1000k Hz, 500 amp ring-wave with a Key-Tek surge generator, simulating a lightning strike. To pass this testing the unit must withstand this test with a let thru voltage of less than 10 volts on normal mode (between hot and neutral) and less than on common mode (ground). The power conditioners response time is instantaneous, and they do not degrade the burn out over time like an MOV based surge protector.

**TECHNICAL SUPPORT
1.800.598.2370**

Please refer to your manual for instructions on burning a CD / DVD, searching through video or audio, adjusting camera settings, adding users, and system setup.

**INSTRUCTIONS,
MANUALS, AND ONLINE
SUPPORT FILES FOR
YOUR BIG DOG SYSTEM
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Surveillance 1 Year Extended & Expanded Warranty

1-year extended & expanded warranty available within 30 days, of purchase. Extended and expanded warranty provides 100% coverage of DVR unit and other major component parts to 2 years. Call for details.

YES. I would like to purchase the following extended warranty:

- 4 - Camera System - Parts & Labor \$500.00
- 4 - Camera System - Labor (Excludes Parts) \$325.00
- 8 - Camera System - Parts & Labor \$525.00
- 8 - Camera System - Labor (Excludes Parts) \$350.00
- 16 - Camera System - Labor & Parts \$575.00
- 16 - Camera System - Labor (Excludes Parts) \$400.00

Purchase Date _____

Tracking # _____

Serial #'s _____

Store Name _____

Contact _____

Address _____

City _____

State ____ Zip _____

Phone _____

FAX OR MAIL TO:

Big Dog Surveillance Systems • 542 South Prairie Street | Bethalto, IL 62010
Fax: (618) 377.1320 / Phone: (618) 377.2654



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