

GE
Security

WaveWatch
User Manual



imagination at work

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Introduction

This is the *GE WaveWatch User Manual*. This document includes detailed instructions explaining how to setup and install WaveWatch.

There is also information describing how to contact technical support if you have questions. To use this document effectively, you should meet the following minimum qualifications:

- a basic knowledge of CCTV systems and components; and
- a basic knowledge of electrical wiring and low-voltage electrical connections.

Read these instructions and all ancillary documentation entirely before installing or operating this product. The most current versions of this and related documentation may be found on our website. Refer to [Online publication library](#) on page 25 for instructions on accessing our online publication library.

Note: A qualified service person, complying with all applicable codes, should perform whatever hardware installation is required.

Conventions used in this manual

The following conventions are used in this document:

Bold	Menu items and buttons.
<i>Italic</i>	Emphasis of an instruction or point; special terms.
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
Monospace	Text that displays on the computer screen.
	Programming or coding sequences.
<i>Blue italic</i>	Hyperlinks to cross-references, related topics, and URL addresses.

Safety terms and symbols

These terms may appear in this manual:

 CAUTION	Improper use may cause equipment damage.
--	--

Cautions identify conditions or practices that may result in damage to the equipment or other property.

 WARNING	Improper use could cause equipment damage or serious personal injury.
--	---

Warnings identify conditions or practices that could result in equipment damage or serious personal injury.

Overview

WaveWatch is used for retrieving status information and getting exception events from networked DSR, DVMRe, DVMRe Triplex, DVS, and StoreSafe units. It can also be used for time synchronization on networked units. Use WaveWatch in the following way:

- Create the address list of the units to be polled.
- Configure how WaveWatch will print and save reports.
- Poll the units in the address list manually, or configure WaveWatch to poll automatically at a predetermined interval of time.
- Create an exception list to streamline reports.
- Review, export, and print status reports.

Installation

To install WaveWatch on your PC:

1. Place the WaveReader CD in your CD-ROM drive.
2. Open Windows Explorer.
3. From Window Explorer select D:\WaveWatch (where D is the letter of the CD-ROM drive).
4. From the WaveWatch folder select Setup.exe.
5. Follow the instructions for installation as they appear.

Launch WaveWatch

Launch WaveWatch by:

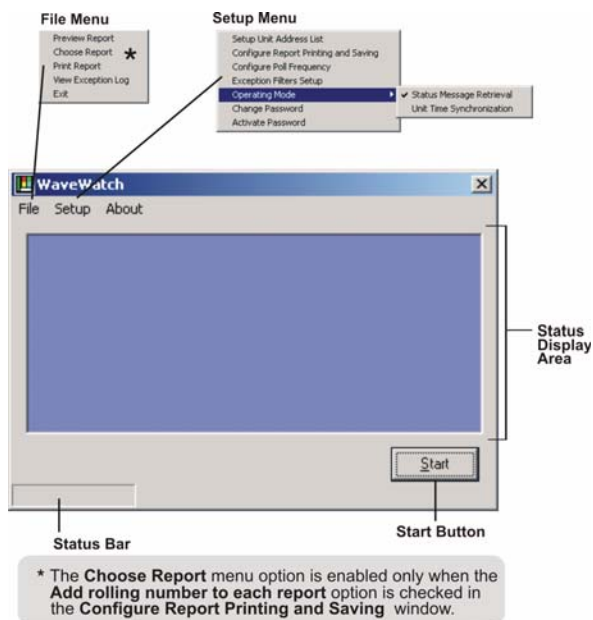
- Double-Clicking on the WaveWatch Desktop Icon.
- From the Start Menu by selecting Start / Programs / WaveWatch.



Note: WaveWatch may also be launched immediately after installation by clicking the check box titled **Launch on Exit** in the final installation screen.

Figure 1 below shows the WaveWatch main screen with the menus shown and features identified.

Figure 1. WaveWatch main screen with menus



Password

A password is required when entering the following Setup menu items for the first time during each session.

- Setup Unit Address List
- Configure Report Printing And Saving
- Configure Poll Frequency
- Exception Filters Setup
- Change Password

After installation is complete, it is recommended that the default password be changed, and stored in the administrators secure files.

Table 1. Default password

Default Password				
1	2	3	4	5

Changing The Password

From the Menu bar, select **Setup**, then select **Change Password**. Follow the on-screen instructions.

Reactivating The Password

The password is only required to access the menu system once during each WaveWatch session. Once the menu system has been accessed, the password can be reactivated. To reactivate the password, select **Setup**, then select **Activate Password**.

Setup

WaveWatch should be setup in the following sequence:

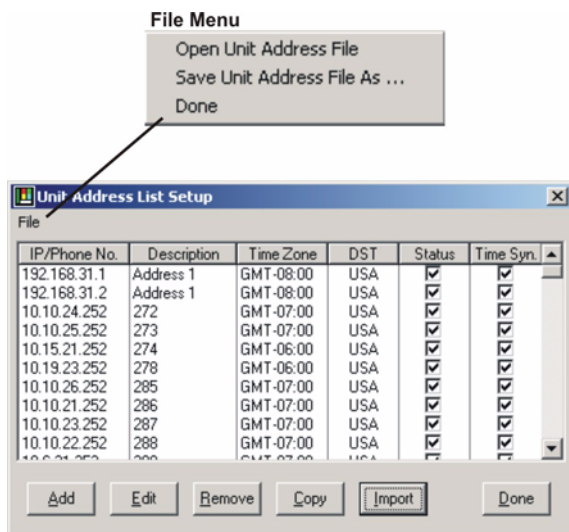
1. Setup the Unit Address List.
2. Select the Operating Mode:
 - Status Message Retrieval
 - Unit Time Synchronization
3. Configure the Exception List.
4. Configure the Report Printing and Saving options.
5. Configure the Poll frequency.

Setup Unit Address List

Use this menu to create the list of units to poll. Enter the menu by selecting **Setup**, then **Setup Unit Address List** from the menu bar.

When entering for the first time during each session, the user will be prompted for a password.

Figure 2. The unit address list setup window



The address list can contain up to 3000 entries. The address list contains the following data fields:

- IP Address/Phone Number
- Description
- Time Zone
- Daylight Savings Time designator
- Status files check box. Check to receive status.
- Time Synchronization check box. Check to have WaveWatch perform time synchronization.

Creating New Addresses

To add new addresses click the **Add** button. The **Add New Unit Address** window will appear.

Figure 3. The add new unit address window

Add New Unit Address

☐ Ethernet ☒ POTS

Phone No: 1-800-123-5678

Description: Address 630

Password:

Time Zone: GMT-08:00 DST: USA

Status Message Retrieval: ☒

Unit Time Synchronization: ☒

OK Cancel

To create a new address:

1. Click the Ethernet or POTS radio button.
2. Enter the IP address or telephone number.
3. Provide a description for the remote unit.
4. Enter the unit's password if applicable.
5. Select the unit's Time Zone from the drop-down menu.
6. Select the Daylight Savings Time zone from the drop-down menu.
7. Check the Status Message Retrieval if you wish to receive status messages from the unit.
8. Check Unit Time Synchronization if you wish to synchronization time between the unit and the PC on which WaveWatch resides.
9. Click **OK** to add the entry or **Cancel** to discard.

Note: POTS is an acronym for Plain Old Telephone System. When referred to in this documentation, it means “a unit accessible via a telephone or modem connection”.

Edit, Remove, and Copy

Edit: Highlight the address you wish to change, then click Edit. The Edit Unit Address window will appear. The process of editing address is exactly the same as described in the Creating New Addresses section (see previous section).

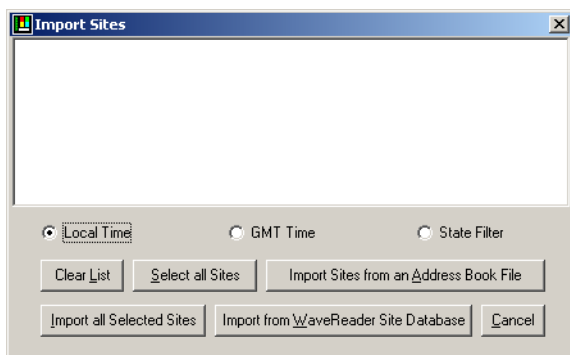
Remove: Highlight the address you wish to remove from the list, then click Remove.

Copy: Highlight the address you wish to duplicate, then click Copy. A duplicate of the highlighted address will appear in the Address List. This feature is useful for creating a new address that is similar to an address already in the Address List.

Importing an Address List

Click the **Import** button and the **Import Sites** window will appear.

Figure 4. The import sites window



WaveWatch can import from an **Address Book File** and from a **WaveReader Site Database**. You also have the option of how the time zone is selected. You can the time zone selected by:

- Local Time
- GMT (Greenwich Mean Time)
- State Filter

To Import from an **Address Book File** follow the steps below:

1. Click **Import Sites from Address Book File**. This brings up the **Open List File** window.
2. Navigate to the folder in which the **.lst** file resides.

Note: A .lst file may be created using any text editor such as Notepad. See the section titled **Creating an Address File** on the following pages.

3. Select the .lst file and click **Open**. This places the address list in the Import Sites window.
4. Click the check box of a site to select or click the **Select All Sites** button.

5. Click **Import all Selected Sites**.

Creating an Address File

Note: This is the least preferred method for populating the address book. This method has been included for backwards compatibility.

The Address Book file may be created using any text edit such as Notepad. A sample address book may look like the following. Be sure to save or rename the file with the extension, **.lst**. Once created the user can import the file using the previous procedure.

```
1000
4
0,"10.90.253.20","Alex;s unit",""
0,"10.90.253.65","Hien Test Unit","12345"
0,"10.90.253.60","Hien Pass 1111",""
0,"10.90.253.60","Hien Pass blank",""
```

The first line (1000): Indicates a version number used by WaveReader to identify this list. Do not edit this number.

The second line (4): Indicates the number of addresses in the list. Change this number only if the number of address in the list changes.

The address line indicates the following 4 items:

- This unit is connected via ethernet (indicated with a 0), or this unit is connected via a modem (indicated with a 1).
- The IP address or telephone number of the remote unit (example IP address show above "10.90.253.20")
- The name given to the remote unit (Example: "Alex's unit")
- The password for connecting to the remote unit (Example: "12345"). This field is not always populated.

To Import from a **WaveReader Site Database** follow the steps below:

1. Click on the **Import from WaveReader Site Database** button.
2. WaveWatch will attempt to capture the address book currently used in WaveReader. When completed a message will display confirming the number of entries imported. Click **OK**.

Saving The Address List

When finished creating the address list, click **Done** to save the changes in the address list. The default address list file typically resides in the C:\Program Files\WaveWatch folder. The default file name is IPAddressList.ipl.

Additional address lists can be created by editing the list (as described above), then selecting **File / Save Unit Address File As...** from the menu bar.

Opening An Address List

Additional address list creation allows users to share polling capabilities across several computers without the need to recreate the address list.

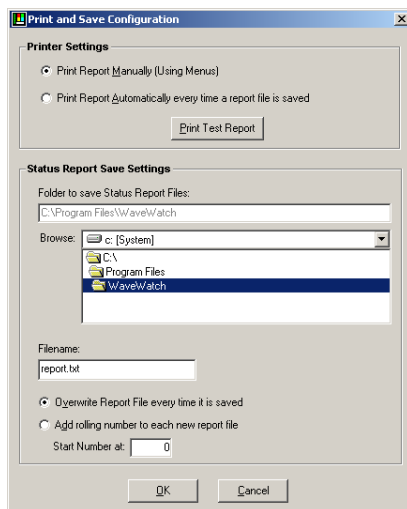
To open an address list:

- Select **File / Open Unit Address File** from the File menu.
- Browse and select the desired file. Address list file names end in “.ipl”.
- Click **Open**.

Configure Report Printing and Saving

From the Setup menu, select **Configure Report Printing and Saving**. The Print and Save Configuration menu will appear.

Figure 5. The configure report printing and saving menu



Printer Settings

This section of the menu allows you to select if a report will be printed after each time the units are polled, or if reports will be printed when the user selects **File / Print Report** from the Menu bar. Use caution not to overload your printer. You may also print a test report by clicking on the **Print Test Report** button.

Status Report Save Settings

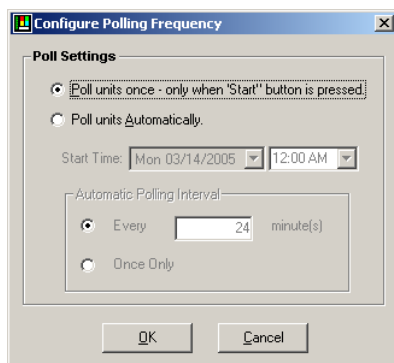
This section of the menu allows the user to select a file folder destination and filename for the report. Typically this file will reside in the **C:\Program Files\WaveWatch** folder.

Each time a poll is performed, the file can be overwritten, or a sequential number can be added to the file name and saved as a separate file.

Configure Poll Frequency

Enter the menu by selecting **Setup / Configure Poll Frequency** from the menu bar.

Figure 6. The configure poll frequency window



If **Poll Units Once** is selected, the unit will only poll when the user presses the **Start** button.

Clicking **Poll Units Automatically** will display the interval time between polls. Select the interval of time between polls.

Exception Filters Setup

Enter the menu by selecting **Setup / Exception Filters Setup** from the menu bar.

Figure 7. The exception filters setup window

Filters Settings	Monitor	Notify
Not Recording	☒	☒
Recording- Disk Is Full	☒	☒
Recording- Disk Failure	☒	☒
Change in Archive Status	☒	☒
Archiving- Device Is Full	☒	☒
Local Time Diff. btwn PC & Unit > 15 minutes	☒	☒
Power On Duration (Unit Rebooted)	☒	☒
Change in Software Version	☒	☒
Change in Disk Capacity	☒	☒
Alarm Status	☒	☒
Alarms Since Last Polling	☒	☒
Videoloss Status	☒	☒
Videoloss Since Last Polling	☒	☒
Change in Hardware Configuration	☒	☒
First Successful Poll	☒	☒
Unable to Connect	☒	☒

Exception Log File
 Show only events of the last 7 day(s)
 Report Mode: ☒ Spread Sheet ☐ Text File
 File Name: ExceptionLogFile.txt

Notify By
☐ Beep
☐ Warning message on the top
☒ Both of the above

OK Cancel

This window allows you to:

- Choose which events to monitor and/or notify you of.
- The method of notification.
- The name of the exception log file.
- The report type.
- The number of days (1 to 365) from the current date to report.

Click **OK** to accept and create the exception log.

Using WaveWatch

WaveWatch has two operating modes **Status Message Retrieval** and **Unit Time Synchronization**. WaveWatch's primary function is to gather status information from remote units via the ethernet or over a telephone line.

Unit Time Synchronization Mode

Note: Unit Time Synchronization mode must be run separately from Status Message Retrieval.

Unit Time Synchronization can be used to synchronize the time from all the units enabled in the address list. To use this mode:

1. Enter the menu by selecting **Setup / Unit Time Synchronization** from the menu bar.
2. Click the **Start** button.

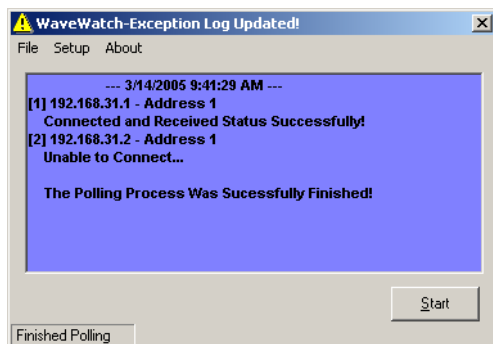
WaveWatch will time sync all units in the address list with the **Time Syn.** field checked. The time syncs to the PC with adjusted time zones.

Status Message Retrieval Mode

Status Message Retrieval is the normal operating mode of WaveWatch. Once WaveWatch has been installed and properly setup (as described in the previous section), the user simply clicks the **Start** button to begin polling. This initial running will establish a baseline on which further exception reports will be based. WaveReader must be running to use the established baseline. Restarting WaveReader establishes a new baseline.

On-screen Status Information

Figure 8. On screen status in WaveWatch's main window



The top line displays the date and time that the polling began.

Each unit is listed in the order it appears in the address list.

Ethernet units display the IP address, the name of the unit, and the results of the poll.

POTS units display the telephone number, the name of the remote unit, and the results of the poll.

Poll results will display either:

- Connected and Received Status Successfully.
- Unable to connect (Ethernet) or Modem could not connect (POTS).

Previewing A Report

Once the units have been polled, preview the report simply by selecting **File / Preview Report** from the Menu bar.

Choose a Report

This command allows you to open a previously generated text report.

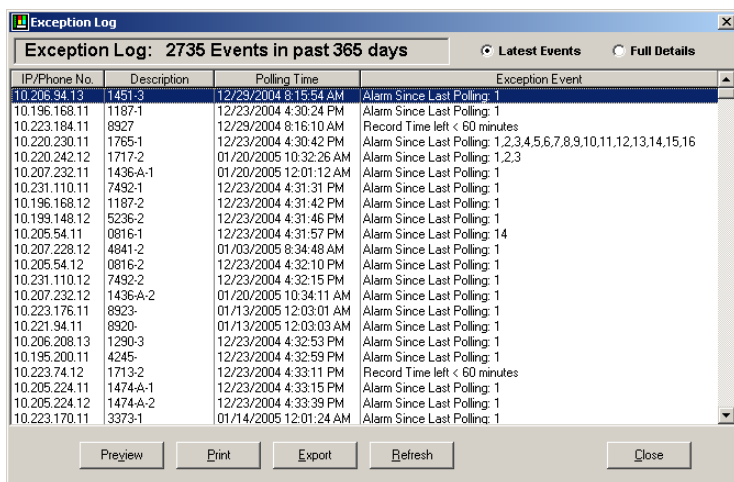
Printing A Report

Once the units have been polled, print the report simply by selecting **File / Print Report** from the Menu bar. The report will be printed to the default printer.

View Exception Log

View the exception log by selecting **File / View Exception Log** from the Menu bar.

Figure 9. The exception log window



The exception log displays polling data filtered through the selections that you made in the exception setup menu. From this window you can:

- Further filter the report by selecting the **Latest Events** radio button.
- Sort the various fields by clicking on the field title.
- Export the report to an excel file, a comma delimited file, or an HTML file.
- Preview a report.

Examining A Normal Report

A report is subdivided into three sections:

- The Heading.
- The Report Summary.
- The Report Details.

Report Heading

The report heading states:

- WaveWatch Status Report
- The date the poll was initiated.
- The time the poll was initiated.

Report Summary

The report summary is divided in two sections:

- Successful Connections.
- Unsuccessful Connections.

Each line item or the report summary contains the following information:

1. The numbered location of the unit in the address book.
Example - [4]
2. The IP address or telephone number. Example - Test Unit #1.
3. The date and time the poll was initiated.

Report Details

The Report Details section is the heart of WaveWatch. This is where the detailed information about the polled unit is reported. Each line of the Report Details section is described below.

Note: The details in the report vary by the **Unit Type** described. Some model types provide more detail than others.

Line 1 identifies the numbered location of the unit in the address book.

Line 2 identifies the:

- IP address or telephone number.
- The name of the unit.
- The time and date.

Unit Type line identifies the model type (DVMRe, DSR, DVMRe Triplex, DVSe, StoreSafe, and MV3).

Unit Serial Number. Displays the unit's serial number.

Model Name. Displays the unit's model name.

Ethernet MAC Address is a globally unique address referring to the specific set of ethernet hardware installed in the unit. MAC stands for Media Access Controller.

MV3 Vehicle ID. For MobileView III units only.

Play Status indicates either Play or Stop.

Audio Card Present indicates either Yes or No.

Ethernet line defines the following ethernet parameters.

- **Normal Connection:** If a PC has established a normal connection at the time the unit was polled, the IP address of the PC is displayed here.
- **Access Level:** This is the connection access level of the PC making the normal connection. See the WaveReader manual for details about access level setup.
- **Live Connection:** If a PC has established a live connection at the time the unit was polled, the IP address of the PC is displayed here.
- **Access Level:** This is the connection access level of the PC making the live connection. See the WaveReader manual for details about access level setup.

Record line provides the following recording and hard drive information.

- **Status:** Recording or Not Recording
- **Duration:** The amount of time (in hours, minutes, seconds) the unit has been recording in the current record session.
- **Time Left:** The amount of time (in hours, minutes, seconds) until the hard drive becomes full at the current record rate.

Archive line provides the following archive recording information.

- **Status:** Not Archiving, Archiving in progress, Archiving disabled, Enabled but not archiving, Device full.
- **Duration:** The amount of time (in hours, minutes, seconds) the unit has been archiving in the current archive session.
- **Time Left:** The amount of time (in hours, minutes, seconds) until the archive device becomes full at the current archive rate.

The **General** line defines the following information.

- **Unit's Current Time:** The date and time indicated by the clock on the unit when the poll was initiated.
- **Time Since Power Up:** The amount of time (in hours, minutes, seconds) the unit has been operating continuously.
- **Main Software Version.**
- **Power PC Software Version.**
- **Disk Capacity:** Total hard drive capacity displayed in Gigabytes.

Alarm Status indicates the camera number (or numbers) of any camera currently in alarm.

Alarms Since Last Polling indicates the camera number (or numbers) of any camera that was in alarm mode since the last polling.

Videoloss Status indicates the camera number (or numbers) of any camera currently experiencing videoloss.

Videoloss Since Last Polling indicates the camera number (or numbers) of any camera that experienced videoloss since the last polling.

Contacting technical support

For assistance installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, you may contact technical support and sales 24 hours a day, 7 days a week.

For sales and technical support assistance, we provide customers with several options (see *Table 2*). Our support phone number is available Monday through Friday (excluding holidays) between the hours of 6 a.m. and 5 p.m. Pacific Time.

Table 2. Sales and support contact information

	Sales	Technical support
Phone:	800-469-1676	888-437-3287 (Mon. – Fri. 6 a.m. to 5 p.m. Pacific Time)
	541-754-9133	541-740-3589 (all other times)
E-mail	cvovideosales@ge.com	generaltech@ge.com
Fax	541-754-7162	541-752-9096 (24 hours/day)

Note: Be ready at the equipment before calling for technical support.

Online publication library

Another great resource for assistance with your GE product is our online publication library, available to all of our customers. To access the library, go to our website at the following location:

<http://www.gesecurity.com>

In the **Tools** area at the top, click the [Publication Library](#) link then select [Video Surveillance](#). After you register and log on, search through our online library for the documentation you need.

