Genetec™ Security Center.

Hanwha Techwin Video Unit Configuration Guide 5.8.1.0

Genetec™

Legal notices

Document information

Document title: Hanwha Techwin Video Unit Configuration Guide 5.8.1.0

Original document number: EN.500.007-V5.8.1.0_HANWHA(1)

Document number: EN.500.007-V5.8.1.0_HANWHA(1)

Document update date: August 15, 2019

You can send your comments, corrections, and suggestions about this guide to documentation@genetec.com.

About this guide

This guide explains the pre-configuration instructions for selected video units, and any additional configuration steps required for some video unit features to work in Security Center. It is organized by manufacturer and model.

Notes and notices

The following notes and notices might appear in this guide:

- **Tip:** Suggests how to apply the information in a topic or step.
- **Note:** Explains a special case or expands on an important point.
- **Important:** Points out critical information concerning a topic or step.
- **Caution:** Indicates that an action or step can cause loss of data, security problems, or performance issues.
- **Warning:** Indicates that an action or step can result in physical harm, or cause damage to hardware.

IMPORTANT: Content in this guide that references information found on third-party websites was accurate at the time of publication, however, this information is subject to change without prior notice from Genetec Inc.

Contents

1

Hanwha Techwin

This section includes the following topics:

Notes for integrating Hanwha Techwin units

The following additional configuration steps are required for some of your units to work in Security Center.

- **Unit motion detection for Hanwha Techwin units:** For Hanwha Techwin units, motion detection works using object sizes.

    - The **Motion on threshold** setting in the camera's *Motion detection* tab in Config Tool corresponds to the **Maximum Size (pixel)** motion detection setting on the unit's web page.

    - The **Motion off threshold** setting in Config Tool corresponds to the **Minimum Size (pixel)** setting on the unit's web page.

    Motion events for the camera are triggered when objects that are larger than the **Motion off threshold** setting in Config Tool are detected, and when objects that are smaller than the **Motion on threshold** setting in Config Tool are detected.

- **Using auto-focus with Hanwha Techwin SNP-5200H units:** After you execute the auto-focus command from the **Specific commands** section of the PTZ widget in Security Desk, you must move the PTZ before the video image starts focusing automatically.

- **Audio for Wisenet Q series units:** If you select the **Mic in** option for the **Input type** of the unit's microphone in the *Peripherals* tab of the video unit, Hanwha Techwin recommends using an amplifier to ensure that the audio is loud enough.

- **Adding Hanwha Techwin units that support different view types:** Some Hanwha Techwin units such as PNM-9020 and PNF-9010 units, have different view types that can be changed from the unit's web page (dewarped views, half views, and so on). When those video units are added in Security Center, the default view that is selected by the camera when *Video Profiles* are created in Security Center is not always the same for the different video streams. If you notice that a video stream is not displaying the expected view, you might have to change the view type of the **Video Profile** (named OmniV4XXXX) on the unit's web page.

- **Support for H.265:** H.265 capability requires Security Center 5.6 or higher and the latest supported firmware for the cameras.

NOTE: H.265 will not be added automatically with an upgrade. Cameras must be added into 5.6 and higher.

- **Using smart zoom with Hanwha Techwin PNM-9320VQP:** Smart zoom configuration must be done on the unit's web page before adding the unit to Security Center. Using smart zoom in Security Desk, you can draw rectangles around an area in the fixed camera and the PTZ unit moves to the defined area.

    NOTE: The unit manages the priority and order of the smart zoom commands coming from many operators at the same time.

How color settings for Hanwha Techwin cameras are mapped in Security Center

When you configure the video attributes for a Hanwha Techwin camera in Security Center, the values that you set in the *Color* tab of the camera entity in Config Tool correspond to different values on the unit's web page.

For each color setting in Security Center, the minimum range value is -100, the middle value is 0, and the maximum value is 100. The following table shows how the range of values for each color setting in Security Center correspond to the minimum, middle, and maximum values on the unit's web page for the different Hanwha Techwin unit series.

Color setting	Security Center	WiseNet3 Series (with WDR Fix)	WiseNet3 Series (With SDDR)	P Series	Q Series	X Series
Brightness	-100-0-100	1-50-100	1-50-100	1-50-100	1-50-100	1-50-100
Saturation	-100-0-100	1-50-100	1-50-100	1-50-100	1-50-100	1-50-100

Color setting	Security Center	WiseNet3 Series (with WDR Fix)	WiseNet3 Series (With SDDR)	P Series	Q Series	X Series
Sharpness	-100-0-100	1-16-32	1-16-32	1-16-32	1-16-32	1-16-32
WDR level	-100-0-100	0-1-2	1-16-32	0-1-2	0-1-2	0-1-2
Backlight level	-100-0-100	0-1-2	0-1-2	0-1-2	0-1-2	0-1-2

Configuring Hanwha Techwin SNF-7010 units

To view and dewarp video images in Security Desk that were captured using an Hanwha Techwin 360 degree fisheye camera lens, you must configure the lens in Config Tool.

What you should know

Dewarping allows you to zoom in on a 360° image, similar to the digital zoom feature in Security Desk. The zoomed image is dewarped, or flattened to show a rectangular image.

For information about dewarping 360° camera lenses, see the *Security Center User Guide*.

IMPORTANT: Hanwha Techwin fisheye cameras that have been previously added to your Security Center system prior to 5.5 SR4 will continue to use the Hanwha Techwin lens. If you want to use the Panomorph lens as described in this task, remove the fisheye camera from your Security Center system and add it back again.

To configure a Hanwha Techwin SNF-7010 unit:

1   From the *Video* task in Config Tool, select the camera to configure.
2   Click the **Hardware** tab.
3   From the **Lens type** drop-down list, select **Panomorph**.
4   Click **Edit** ( ).
5   In the **Configure lens** dialog box, do the following:
    a) Select the **Camera position**.
    b) Select the **Panomorph Lens Type (RPL)**.
        The lens is supplied from the manufacturer with the unit.
6   Under **Manual calibration** click **Calibrate**.
7   Click **OK** > **Apply**.

Configuring Hanwha Techwin SNF-8010 and SNF-8010VM units

Before viewing video with a Hanwha Techwin 360° fisheye camera lens in Security Desk, you must configure the SNF-8010 lens in Config Tool.

What you should know

Dewarping allows you to zoom in on a 360° image, similar to the digital zoom feature in Security Desk. The zoomed image is dewarped, or flattened to show a rectangular image.

For information about dewarping 360° camera lenses, see the *Security Center User Guide*.

IMPORTANT: Hanwha Techwin fisheye cameras that have been previously added to your Security Center system prior to 5.5 SR4 will continue to use the Hanwha Techwin lens. If you want to use the Panomorph lens as described in this task, remove the fisheye camera from your Security Center system and add it back again.

To configure a Hanwha Techwin SNF-8010 unit:

1   From the *Video* task in Config Tool, select the camera to configure.
2   Click the **Hardware** tab.
3   From the **Lens type** drop-down list, select **Panamorph**.
4   Click **Edit** (🖊).
5   In the **Configure lens** dialog box, do the following:
    a) Select the **Camera position**.
    b) Select the **Panomorph Lens Type (RPL)**.
        The lens is supplied from the manufacturer with the unit.
6   Under **Manual calibration** click **Calibrate**.
7   Click **OK** > **Apply**.

Changing the default view for Hanwha Techwin SNF-8010 units

You can change the default view for a Hanwha Techwin SNF-8010 stream on the unit's web page. For example, you may want to see a Panoramic 360 source view by default instead of a dewarped view.

To configure the default view for a Hanwha Techwin SNF-8010 unit:

1   Open the unit's web page.
2   Click the **Setup** tab and under **Video profile**, select the stream you want to modify.
3   Beside **Fisheye View Type**, select whether or not you want the **Source View** or **Dewarp View**, and click **Apply**.

After you finish

For your changes to take effect, remove the camera from all Security Desk tiles, and then re-add the camera.

Configuring Hanwha Techwin SRM-872

You must configure the device before adding it to Security Center.

Before you begin

- You need to have Smartviewer AUTO v1.0 installed on your computer.

Adding the SRM-872 to Smartviewer AUTO

To be able to configure the SRM-872, you must first add it to Smartviewer AUTO.

To add the SRM-872 to Smartviewer AUTO:

1 Launch **Smartviewer AUTO** and login.
2 Click the **Settings ( )** icon.
3 Click **Remote Setup**.
4 In the **Connection** window, click **Add** and do the following:
   a) Give a name to your device.
   b) Enter the IP address.
   c) Select **Auto Login**.
   d) Enter a username and password.
5 Click **OK**.
6 Click **Close**.

Connecting to a Device

You must connect to a registered device before configuring.

To connect to a device:

1 Make sure you have a registered device by following: Adding a device.
2 Click the **Settings ( )** icon.
3 Select your device and double-click on it or click **Connection** at the bottom of the window.

This will trigger an overlay menu to display. You are now connected to the device.

Configuring date and time on the NVR

You must configure the date and time on the Network Video Recorder (NVR).

To configure date and time:

1 Make sure you are connected to a device by following: Connecting to a device.
2 Click **System**.
3 Click **Date & Time**.
4 Select the Time zone. For example, GMT-00:00 Greenwich Mean Time, without DST.
5 Configure Daylight Saving Time if necessary.
6 Set the current date and time.
7 Click **OK**.

Upgrading Firmware with Smartviewer AUTO

After you upgrade Firmware, the device must be rebooted.

To upgrade firmware:

1   Make sure you are connected to a device by following: Connecting to a device.
2   Click **System**.
3   Click **Information**.
4   In the System tab, click the **Upgrade** button.
5   Select the firmware you wish to upload to the device.
6   Click **OK**.
7   Wait for the upgrade to be completed. The device will reboot.

After you finish

If the IP does not display, reboot the SRM. Leave the cameras connected.

Adding a Camera to the SRM-872

To be able to stream from a camera plugged in the SRM-872, you need to configure the camera's credentials with Smartviewer AUTO.

Before you begin

- The camera needs to be ONVIF Profile S compliant or a Hanwha Techwin unit that supports SUNAPI.

- Restore the unit to factory defaults, network included (the SRM-872 will assign an IP address to the unit).

- Ensure audio in or out is active for all the profiles present on the unit. Perform an audio in or out test using the unit's web page. The codec needs to be G711.

To connect a camera to the SRM-872:

1   Make sure you are connected to a device by following: Connecting to a device.
2   Plug camera to NVR if not already done.
3   Click **Device** then on **Camera**.

   You will see the IP in the Setting column of the port into which you plugged it. The device is PoE, so no external power is required.
4   Click on the IP address of the camera you want to configure.
5   In the Protocol field, select SUNAPI or ONVIF.
6   Select the **Authentication** check box.
7   Enter the username and password for the camera.
8   Click **Connect**.
9   Click **OK**.

After you finish

If the IP does not appear, you may need to reboot the SRM. Leave the cameras connected.

Configuring Video Settings

You can edit video profiles using Smartviewer AUTO.

Before you begin

Make sure you have added a camera to the device by following: Add a camera to the SRM-872.

To configure video settings:

1 Click **Network** > **Transmission** > **Network Profile tab**.
2 Click **Edit** to see all the profiles present on the device.
   a) To delete an existing profile, click ☒ .

      NOTE: You cannot delete the default profiles (MJPEG, H.264 and MPEG4).

   b) To create an new profile, click ➕ .

      NOTE: Enter the name you want to give the profile and select the video codec to use.

3 To change the current resolution of a profile, click **Resolution** and select a new value from the drop-down list.
4 To change the current FPS of a profile, click **FPS** and select a new value from the drop-down list.
5 To change the current bitrate of a profile, click on the Kbps numeric control. You can either type a new value using the keyboard, or use the up and down arrows to select the desired value.
6 Select the video profile you want to use for streaming purposes.

Configuring Recording

You can configure recordings using Smartviewer AUTO.

Before you begin

Make sure you have added a camera to the device by following: Add a camera to the SRM-872.

To configure recordings:

1 Click **Record**.
2 In the **Record** tab, configure the following:
   a) **Overwrite**: Write over older files if disk space is insufficient.
   b) **Use Emergency Record**: Record when the emergency button (red button) is activated.
   c) **Auto Deletion**: Delete older recordings after X days.
   d) Select **Record** options:

      • **Full Frame**: Full video recording, takes up the most space on the hard drive.

      • **Key Frame**: Records a frame at a regular interval, takes up less space on hard drive.

3 In the **Record Profile** tab, configure the following:
   a) For each camera, select the video profile used for the recording.
   b) To edit a profile, click **Edit** and refer to points 3 to 6 of Configure video settings.
   c) Do not change the codec after recording has been enabled. If you do, what was previously recorded on the edge will be unplayable in Security Desk.
4 In the **Event** tab, configure the following:
   a) **Pre-Event duration**: Set the amount of video recorded before an event is triggered.
   b) **Emergency Record duration:** Set the maximum duration a recording, triggered by the Emergency button, will record.
   c) **Post-Event duration**: Set the amount of video recorded after an event is triggered.

5   In the **Schedule** tab, configure the following:

    a) In the **Day** column, select the day for which this schedule is applied.

    b) In the **From - To** column, select the time frame for which the schedule is active. This is configured by 15 minutes increment.

    c) In the **Mode** column, select how the recording should be triggered.

    d) In the **Camera** column, select the cameras for which this schedule will be enabled.

    e) In the **Setting** column, choose **Full Frame** or **Key Frame** recording.

    f) To delete an existing schedule, click ✕.

    g) To create a new schedule, click ＋.

6   Click **OK**.

Configuring P-Iris

For Hanwha Techwin units, the iris must be configured on the unit's web page before adding the unit to Security Center.

To configure P-Iris:

1   In **Setup** > **Video & Audio** > **Camera setup**, all the controls and configuration for iris are in the Exposure pane.

2   Configure the Lens. From the **Lens** drop-down list, select **P-Iris**.

3   It is possible to change the lens after the unit is added in Security Center, but you will have to reconnect to the unit using Config Tool. Otherwise, the unit configuration will eventually be overwritten by Security Center.

Operating a standard iris or a P-Iris is identical in Security Desk.

After you finish

NOTE: You can set the auxiliary feature to on or off.

Enabling simple focus

To enable non-PTZ Hanwha Techwin cameras to make a one-shot auto focus, the Hanwha Techwin units can be configured for simple focus.

To enable simple focus on the unit:

1 From the Config Tool home page, open the *Video* task.

2 Click **Add an entity** (➕) > **Video unit** .

3 In the *Manual add* window, from the **Manufacturer** drop-down list, select **Hanwha Techwin**, and from the **Product type** list, select **All**, and then add all other required information.

4 In Security Desk, click **Tasks** > **Monitoring**.

5 Right-click a tile and select **Camera** > **Command** > **SimpleFocus**.

NOTE: If the command does not display even though the camera model supports simple focus, you can verify that SimpleFocus is enabled by entering the following command in a web browser: `http:// <Camera IP>/stw-cgi/image.cgi?msubmenu=camera&action=view`

a) If SimpleFocus is equal to False, change it to True by entering `http:// <Camera IP>//stw-cgi/ image.cgi?msubmenu=camera&action=set&SimpleFocus=True`

b) If the command is accepted, you will receive the message *OK*.

c) In Security Center click **Task** > **Video**.

d) Right-click on **Archiver** and then select **Unit** > **Reconnect**.

e) In Security Center, wait for the camera to come back online, select the tile, and then click **Refresh** to see if the command displays.

Configuring resolution for Hanwha Techwin SNP-3750 units

The video stream resolution for Hanwha Techwin SNP-3750 units using either MPEG-4 or MJPEG streaming must be configured using the unit's web page.

To configure the resolution for a Hanwha Techwin SNP-3750 unit in MPEG-4:

1 Open the unit's web page.
2 Click **Video Setup** > **Streaming**.
3 From the **Unicast Image Resolution** drop-down list, select the desired resolution.

To configure the resolution for a Hanwha Techwin SNP-3750 unit in MJPEG:

1 Open the unit's web page.
2 Click **Video Setup** > **Streaming**.
3 From the **Unicast Image Resolution** drop-down list, select the desired resolution.
4 Modify the video resolution on the machine that is running Config Tool, as follows:

   a) Navigate to the SNP-3750 cam file, located in: *C:\Program Files\Genetec Security Center 5.7\Extensions \Cam Files\Samsung SNP3750.cam* on 32- bit machines, and *C:\Program Files (x86)\Genetec Security Center 5.7\Extensions\Cam Files\Samsung SNP3750.cam* on 64-bit machines.
   b) Open the *SNP3750.cam* file in Notepad.
   c) Locate the following line: `<MjpegURLs>public/video.cgi?ch=1&resolution=cif</MjpegURLs>`
   d) Replace cif with the desired resolution: qcif, cif, or 4cif.

      Use lowercase text only.

5 If the unit is already added in Security Center, then delete the unit, and then add it using the Config Tool station where the .cam file has been modified.

Unit motion detection for Hanwha Techwin units

Configuring Hanwha Techwin units for unit motion detection varies from model to model. In some cases unit motion detection is automatically enabled in Security Center.

Hardware motion detection is automatically enabled in Security Center for the following scenarios:

- When **Motion detection** is disabled on the unit's web page (for units that support motion detection).

- When **Video Analytics** mode is enabled on the unit's web page (for units that support motion detection and video analytics simultaneously).

For all other scenarios you must enable unit motion detection on the unit's web page. For more information about enabling motion detection for your particular unit, please see your Hanwha Techwin documentation.

IMPORTANT: If you are using a Hanwha Techwin SRM-872 DVR, cameras must have motion detection enabled on their web page prior to being connected to the DVR.

Enabling face and audio detection

If a Hanwha Techwin unit can perform face and audio detection and you want to receive the corresponding events in Security Center, you must first enable the two functions on the unit.

To enable face detection on the unit:

1   Open the unit's web page.
2   In the **Setup** menu, click **Event** > **Face detection**.
3   Click **Enable On**.
4   Configure the area in which you want the camera to detect faces.
5   (Optional) Select the sensitivity that is most appropriate for your needs.

To enable audio detection on the unit:

1   Open the unit's web page.
2   In the **Setup** menu, click **Event** > **Audio detection**.
3   Click **Enable On**.
4   Configure the audio level at which the camera will trigger an event.
5   (Optional) Configure an activation time schedule during which audio events will be triggered.

Enabling metadata streaming and recording for Hanwha Techwin units

Hanwha Techwin metadata streams contain events and overlay data. They are recorded alongside the video stream and visible during archive playback. After the camera is configured, you can view metadata overlay in Security Desk.

Before you begin

- Before adding Hanwha Techwin units to Security Center, you must enable and configure video analytics on the unit's web page. If the camera was already enrolled in the system, reconnect to it. To verify that the camera is configured, go to the recording tab and verify that the **Record metadata** switch does not display a warning. For more information on configuring video analytics for your camera model, see the manufacturer's documentation.

You can view or change the metadata overlay setting in Security Desk:

1 You must have **Display video overlays** privileges to view and enable overlays. With these privileges, you can also control whether or not the video you export contains overlays. In the **Privileges** window select **All privileges** > **Action privileges** > **Cameras** and make sure that **Allow** is selected for **Display video overlays**.

2 Metadata overlay is enabled by default. To verify that the metadata overlay is available in Security Desk, right-click inside the tile to open the tile context menu, and then click **Cameras** > **Overlays**. You can disable the setting in Security Desk video options.

3 View the metadata overlay by adding a Hanwha Techwin camera (that supports metadata overlay) to a tile in Security Desk and confirm that the overlay is displayed during live and recorded data.

Adding Hanwha Techwin SPC-6000 CCTV keyboards to Security Desk

The Hanwha Techwin SPC-6000 CCTV keyboard works in PTZ, DVR, and MTX mode with Security Desk. To use the Hanwha Techwin SPC-6000 CCTV keyboard you must first reset it, and then configure the **Peripherals** settings in Security Desk.

Before you begin

Perform a factory reset of the keyboard. For more information, see your Hanwha Techwin documentation.

To configure a SPC-6000 CCTV keyboard:

1   From the home page in Security Desk, click **Options > Peripherals > Keyboard**.
2   From the **Keyboard protocol** drop-down list, select **Hanwha Techwin SPC-6000/7000**.
3   Configure the **Serial port** as shown:
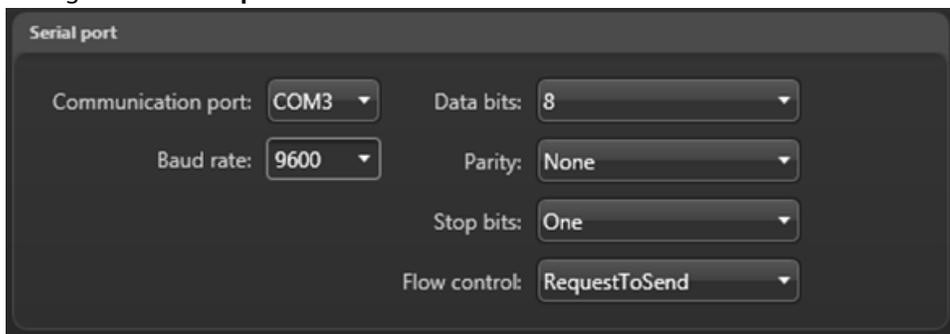
4   Click **Save**.

Notes about using the MTX mode for the Hanwha Techwin SPC-6000 keyboard

There are some things you need to know when using the SPC-6000 CCTV keyboard in MTX mode with Security Desk.

Please note the following when using MTX mode:

• Pan, tilt, and zoom work with the joystick only.

• If you want use the keyboard to display a camera in a tile or switch cameras, the **Show logical ID** option must to be enabled in Security Desk. Click **Options > User Interaction** and select **Show logical ID**.

• To switch cameras, enter the logical ID of the camera and press the **CAM** key.

    NOTE: The value entered must be between 1 and 255.

• To select a tile, enter the tile number and press the **MON** key.

    NOTE: The value entered must be between 1 and 64.

Notes about using the DVR mode for the Hanwha Techwin SPC-6000 keyboard

There are some things you need to know when using the SPC-6000 CCTV keyboard in DVR mode with Security Desk.

Please note the following when using DVR mode:

• If the green PTZ button in the bottom right hand corner of the screen is disabled, the joystick does not work.

- If the green PTZ button is enabled, the joystick can only control PTZ when the tile is not playing back video.

- In Security Desk, when the green PTZ button is enabled, the joystick can replicate playback controls represented by the playback keys. Rewind, fast forward, play and frame-by-frame are available.

- In Security Desk, when a tile is playing back video, holding the joystick down will playback video. Once released, video playback is paused.

- The **Record** key on the keyboard can only be used to start a manual recording. You must make sure to configure the default manual recording length for the Archiver, or for the camera you want to record. The camera recording will stop automatically.

- When in Playback mode, the MODE key can be used to switch back to live.

- The ALARM key can acknowledge an alarm displayed in a selected tile of the Alarm monitoring task.

Adding Hanwha Techwin SPC-7000 keyboards to Security Desk

The Hanwha Techwin SPC-7000 keyboard works in PTZ and DVR mode with Security Desk. To use the Hanwha Techwin SPC-7000 keyboard you must first configure the **Peripherals** settings in Security Desk.

Before you begin

Perform a factory reset of the keyboard. For more information, see your Hanwha Techwin documentation.

To configure a SPC-7000 keyboard:

1   From the home page in Security Desk, click **Options > Peripherals > Keyboard**.
2   From the **Keyboard protocol** drop-down list, select **Hanwha Techwin SPC-6000/7000**.
3   Configure the **Baud rate** as shown:
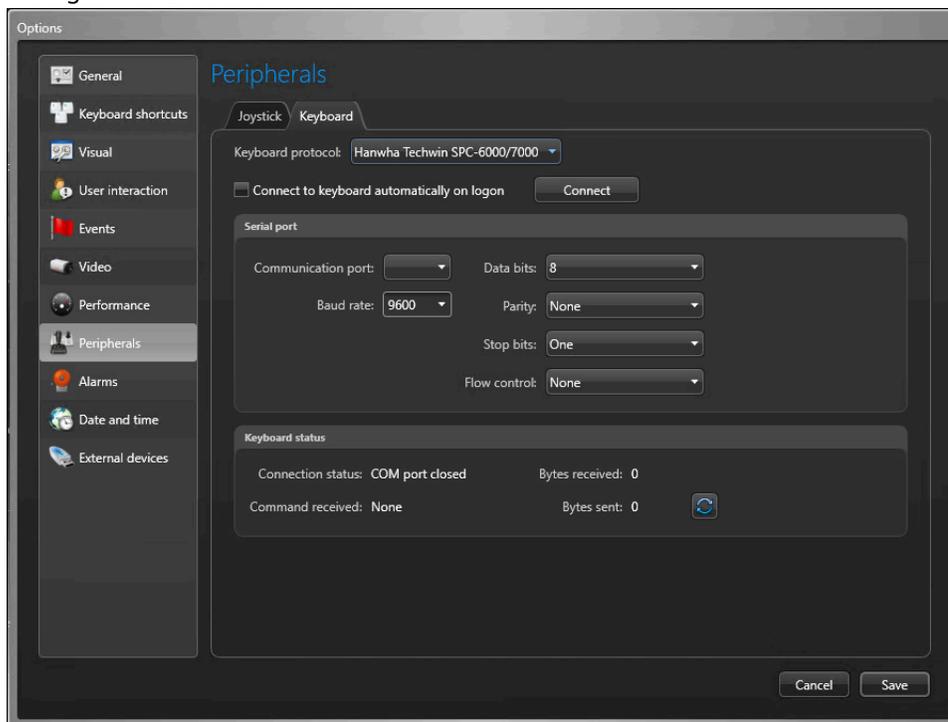
4   Click **Save**.

Notes about using the Hanwha Techwin SPC-7000 keyboard

Keyboard settings are enabled from the unit's interface or directly on the keyboard.

Click the **Camera** key on the keyboard, and select your camera to set or execute the following functions:

- The **PTZ Control** option.
- The **Preset** option.
- The **Trace** option.
- The **Iris, Focus, and Zoom** option.

Click the **Recorder/SSM** key on the keyboard to control playback:

- Select **DVR**and enter the DVR device id that you already created.

- Click the arrow key to expand the menu.
- Click **Search** to switch modes.

For more information, see the manufacturer's documentation.

Adding a device to a Hanwha Techwin SPC-7000

To add a device to the SPC-7000, you must configure the settings on the keyboard's interface.

To add a device (camera or DVR):

1 From the onscreen menu, go to **Settings** > **Device**.
2 Click **Add** at the top of the screen.
3 Click Manual registration.
4 On the registration form, click **Analog**.
5 Under **Type**, select Analog camera.
6 Under **Protocol**, select Samung-T.
7 The **Baud rate** should match what is configured in Security Desk (9600).
8 Click **OK**.

Using keyboard controls

Keyboard settings are enabled from the unit's interface or directly on the keyboard.

To configure PTZ:

1 From the onscreen menu, click **Camera**.
2 Select your camera, and click **OK**.
3 In the camera menu, use the PTZ controls and patterns and presets.

Notes about using Digital Image Stabilization for Hanwha Techwin units

Some Hanwha Techwin units do not support using DIS while camera tampering detection and hardware motion detection are being used. Enabling the **Image stabilization** option in Config Tool will have no effect.

The following Hanwha Techwin cameras do not support using DIS simultaneously with camera tampering detection and hardware motion detection:

- SNP-6200RH.
- SNP-6201
- SNP-6320RH

If you want to use DIS with these units, you must disable camera tampering detection and hardware motion detection on the unit's web page before you enable the **Image stabilization** option on the **Hardware** tab of the unit in **Config Tool.**

Configuring IR cut filter settings

In order for the IR cut filter settings to work with Hanwha Techwin units in Security Center you must first turn off the IR LED settings on the unit's web page.

To turn of the IR LED settings on a Hanwha Techwin unit:

1 Open the unit's web page.
2 Click the **Setup** tab, and under the **Video & Audio** menu select **Camera setup**.
3 Select **IR** and from the **Mode** drop-down list, select **OFF**.

After you finish

For your changes to take effect, remove the camera and then re-add it in Config Tool.

Adding Hanwha Techwin PNM-9020V to Security Center

The Hanwha Techwin PNM-9020V must be manually added to Security Center; it cannot be added using the **Unit enrollment tool**. You must also select PNM-9020 as the **Product type** in the *Manual add* dialog box.

To add a PNM-9020V unit to Security Center:

1 From the *Video* task in Config Tool, select the Archiver you want to add the unit to.
2 Click **Add an entity** (🞣) > **Video unit**.
3 In the *Manual add* dialog box beside **Manufacturer**, select **Hanwha Techwin**.
4 Beside **Product type**, you must select **PNM-9020**. Do not select **All**.
5 Complete all other necessary settings, and click **Add**.

Notes about Hanwha Techwin P series and Q series units

When recording on the edge is enabled on the web page of a Hanwha Techwin P or Q series unit, such as the PNV-9080R and QNO-6070R, the **H.264-2** tab is not available in Config Tool.

If a second H.264 stream is required, edge recording must be disabled on the camera's web page before adding the unit in Config Tool.

Notes about Hanwha Techwin SNO-8180R and SNV-8180R units

If you are using **Multicast** as the **Connection type** for the microphone on a Hanwha Techwin SNO-818IR or SNV-8180R unit, audio does not work.

As a workaround, enable multicast for audio on the unit's web page for the **Mobile** profile.

Notes about adding a camera to an Archiver with failover or redundant archiving configured

If you are adding a camera on an Archiver where failover or redundant archiving is set up, Security Center might create more media profiles in the camera than needed, and you will not get full performance from the camera.

As a workaround, you must first add the camera on an Archiver without a secondary server already assigned and then configure Archiver failover and redundancy.

This can affect Hanwha Techwin units integrated with ONVIF.

Notes about Hanwha Techwin SPE-410 and SPE-1610 encoders

External PTZ motors are supported on each video input.

The PTZ motors for each video input must be configured on the encoder web page. See the manufacturer's documentation for more details. When configuration is complete, add the encoder in Security Center and the PTZ controls will be available in Security Desk.

Using the auto-run command with Hanwha Techwin units

For Hanwha Techwin PTZ units that support the auto-run command, to use the command in Security Center you must perform some additional configuration steps on the unit's web page, and then enable the command in Security Desk.

Before you begin

Make sure that auto-run is enabled on the unit from the unit's web page.

What you should know

If you configure the auto-run settings on the unit's web page, such as the auto-run mode (Swing, Group, Tour, Trace, Auto pan, and so on) and the auto-run parameters, those settings are used by default in Security Center when you add the unit in Config Tool.

To use auto-run commands with a Hanwha Techwin unit:

1 From the *Video* task in Config Tool, select the camera to configure.
2 Click the **Hardware** tab.
3 From the **Auto run mode** drop-down list, select one of the following auto-run modes:

- **Auto pan:** Rotate the PTZ 360 degrees according to the configured speed and tilt.
- **Home:** Move the PTZ motor to the home preset position.
- **Pattern:** Play the PTZ pattern that was configured. This is called the *Trace* mode on the unit's web page.
- **Preset:** Move the PTZ motor to the preset position that was configured.
- **Preset tour:** Perform a list of configured presets. This is called the *Group* mode on the unit's web page.
- **Schedule:** Perform an auto-run command according to the configured schedule.
- **Swing:** Move the PTZ motor between two presets, according to the configured speed, dwell time, and swing mode (pan, tilt, or pan and tilt).
- **Tour:** Execute a list of configured preset tours.

4 Configure the parameters for the auto-run mode you selected.
For information about the auto-run mode parameters, see your Hanwha Techwin documentation.

5 To start the auto-run command in Security Desk, do the following:

a) In Security Desk, select the PTZ camera in a canvas tile.

b) In the PTZ widget, click **Specific commands** (?).

c) In the **Specific commands** dialog box, click **Enable auto run**, and click **Execute command**.
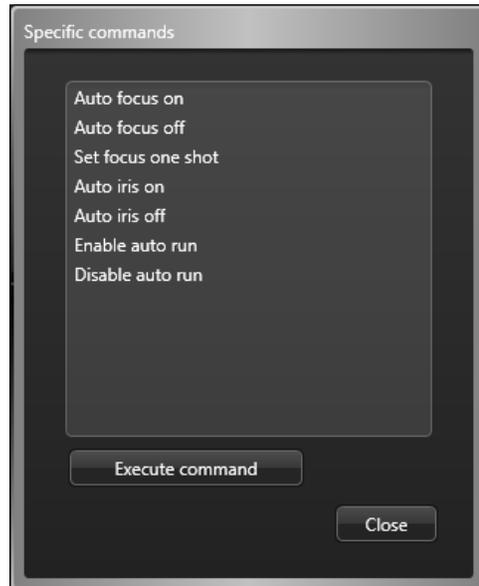
To stop the auto-run command, click **Disable auto run**.

d) Click **Close**.

Configuring frame rate for Hanwha Techwin PNM-9000VQ

For Hanwha Techwin PNM-9000VQ units, streams are limited to 25fps. To increase the limit, you must configure the frame rate on the camera's web page.

To configure the frame rate for a Hanwha Techwin unit:

1   Open the unit's web page.
2   Click **Setup** > **Video & Audio** > **Camera setup**.
3   From the **Mode** drop-down list, select the desired frame rate. Change the frame rate for all available channels as needed.

Enabling SRTP encryption for Hanwha units

SRTP encryption is supported for most Hanwha units. You must be using the correct firmware and have the camera configured for HTTPS.

Before you begin

Configure an HTTPS connection for a video unit.

What you should know

The following connection types are not supported for Hanwha SRTP-ready devices:

- SRTP over Multicast
- SRTP with RTSP over HTTPS

To enable SRTP connection types, do the following:

1   Add the camera to Security Center.
2   Turn on **Encryption** for the camera. You can do this in the *advanced settings* of the **Recording** tab of the camera. For more details about enabling encryption, see the *Security Center Administrator Guide*.

   TIP: To view the status of the encrypted stream, open the *Video* task and double-click the appropriate camera. The **Encrypted** field displays the status of the encrypted stream. Click **Show diagnostic information** to see which connection type is used.

3   Select a certificate installed on your computer and click **OK**.

Notes about Audio Analytics

For Hanwha cameras that support audio analytics, sound classification must be enabled on the unit's web page before monitoring the analytics in Security Desk.

The reliability of the events received from the units will depend on the environment and the configuration on the unit's web page.

NOTE: Sound detection varies in accuracy from 0.00 - 1.00.

For more information, see the manufacturer's documentation.

Configuring speed settings for Hanwha Techwin units

You can adjust the sensitivity of speed type and speed mode for Hanwha Techwin PTZ units that support these settings.

What you should know

If you pre-configure the settings on the unit's web page before adding the unit to Config Tool, the values will be reflected in Config Tool.

To adjust the speed settings for a Hanwha Techwin unit:

1 In the Hardware tab, set the **Extended PTZ range** to **ON**.
2 Change the **Pan/Tilt speed type** and **Proportional pan/tilt mode**.
3 Open a camera stream to test the PTZ settings.

Configuring HTTPS for video unit extensions

Additional configuration is required on the unit's web page for video units that support HTTPS connections.

To configure an HTTPS connection for a video unit:

1 Add a server certificate to the unit and enable HTTPS on the unit's web page. For more information, see the manufacturer's documentation.

2 If you are using a self-signed certificate, do the following:

   a) In Config Tool, select the Archiver managing the camera and click the **Extensions** tab.

   b) Select the camera extension.

   c) In **Advanced security settings**, do the following if required:

- For the Archiver to accept self-signed certificates, set the **Allow unknown certificate authority** option to ON.

- For the Archiver to accept non-server certificates, set the **Allow non-server certificates** option to ON.

- For the Archiver to accept certificates that do not have the IP address or hostname of the unit entered as the **Subject name** and **Alternative name**, set the **Allow certificates with invalid subject name** option to ON.

- For the Archiver to accept expired certificates, set the **Allow certificates with invalid date** option to ON.

   d) Click **Apply**.

3 If the camera was previously added to Security Center, do the following:

   a) From the *Video* task in Config Tool, select the unit to configure.

   b) Make sure the **Use HTTPS** setting is selected in the **Properties** tab.

   c) Configure the HTTPS **Port** (default is 443) and click **Apply**.

4 If the camera was not added to Security Center, do the following:

   a) From the *Video* task in Config Tool, click **Add an entity** (➕).

   b) In the **Manual add** dialog box, complete the necessary settings to add the camera. Make sure the **Use HTTPS** setting is **ON**.

   c) Click **Add**.

Where to find product information

You can find our product documentation in the following locations:

- **Genetec™ TechDoc Hub:** The latest documentation is available on the TechDoc Hub. To access the TechDoc Hub, log on to Genetec™ Portal and click TechDoc Hub. Can't find what you're looking for? Contact documentation@genetec.com.

- **Installation package:** The Installation Guide and Release Notes are available in the Documentation folder of the installation package. These documents also have a direct download link to the latest version of the document.

- **Help:** Security Center client and web-based applications include help, which explain how the product works and provide instructions on how to use the product features. To access the help, click **Help**, press F1, or tap the **?** (question mark) in the different client applications.

Technical support

Genetec™ Technical Assistance Center (GTAC) is committed to providing its worldwide clientele with the best technical support services available. As a customer of Genetec Inc., you have access to TechDoc Hub, where you can find information and search for answers to your product questions.

*   **Genetec™ TechDoc Hub:** Find articles, manuals, and videos that answer your questions or help you solve technical issues.

    Before contacting GTAC or opening a support case, it is recommended to search TechDoc Hub for potential fixes, workarounds, or known issues.

    To access the TechDoc Hub, log on to Genetec™ Portal and click TechDoc Hub. Can't find what you're looking for? Contact documentation@genetec.com.

*   **Genetec™ Technical Assistance Center (GTAC):** Contacting GTAC is described in the Genetec™ Lifecycle Management (GLM) documents: Genetec™ Assurance Description and Genetec™ Advantage Description.

Additional resources

If you require additional resources other than the Genetec™ Technical Assistance Center, the following is available to you:

*   **Forum:** The Forum is an easy-to-use message board that allows clients and employees of Genetec Inc. to communicate with each other and discuss many topics, ranging from technical questions to technology tips. You can log on or sign up at https://gtapforum.genetec.com.

*   **Technical training:** In a professional classroom environment or from the convenience of your own office, our qualified trainers can guide you through system design, installation, operation, and troubleshooting. Technical training services are offered for all products and for customers with a varied level of technical experience, and can be customized to meet your specific needs and objectives. For more information, go to http://www.genetec.com/support/training/training-calendar.

Licensing

*   For license activations or resets, please contact GTAC at https://gtap.genetec.com.

*   For issues with license content or part numbers, or concerns about an order, please contact Genetec™ Customer Service at customerservice@genetec.com, or call 1-866-684-8006 (option #3).

*   If you require a demo license or have questions regarding pricing, please contact Genetec™ Sales at sales@genetec.com, or call 1-866-684-8006 (option #2).

Hardware product issues and defects

Please contact GTAC at https://gtap.genetec.com to address any issue regarding Genetec™ appliances or any hardware purchased through Genetec Inc.