

ACT365 VCU

Installation and Operating Instructions



VANDERBILT

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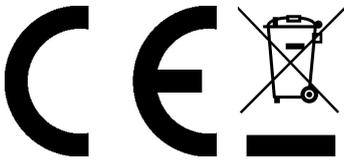
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- Directive 2014/30/EU (Electromagnetic Compatibility Directive)
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The full text of the EU declaration of conformity is available at: <http://van.fyi?Link=ACTpanels>



http://van.fyi?Link=VCU_IG

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1 About ACT365 VCU

ACT365 VCU is a 4 camera IP controller with a 1TB hard disk for CCTV storage. The controller includes a rich set of IP video features including automatic camera discovery, automatic camera configuration and full HD streaming.

VCUs can be registered with and monitored from ACT365, a cloud-based, integrated access control and video management solution. ACT365 can be used to manage CCTV security from a single site or multiple sites. The ACT365 app allows you to:

- View the status of doors
- Lock and unlock doors
- View video footage associated with access events or alarms
- Enable and disable cardholders
- View a list of all the cardholders currently on a site

If you are new to ACT365, Vanderbilt recommend you view the training videos which can be found on the ACT365 Installer Portal at ACT365.eu.

1.1 Requirements

Cloud-based products depend on a reliable connection to the internet with adequate bandwidth. This is especially important in the case of CCTV products like ACT365.

ACT365 VCU is designed for occasional viewing of cameras and to view footage in response to incidents. ACT365 VCU uses bandwidth when cameras are being viewed (live or replay) on the ACT365 Installer Portal or from an Android/iOS mobile app. Bandwidth constraints will limit the type of camera that can be connected to the VCU.

By default, each camera stream will consume approximately 1Mbps of bandwidth while being viewed in standard resolution. To view 4 cameras in standard resolution, 4Mbps of bandwidth is required. Cameras can be set for higher resolution which will further impact bandwidth requirements. The VCU supports high stream settings, which will set the camera content bit rate to 2Mbps, effectively doubling the bandwidth requirements.

Typical bandwidth requirements are outlined in the table below.

Number of camera streams being viewed	Stream Size	Upload (from VCU to ACT365)	Download (from ACT365 to browser)
4	Standard (1Mbps)	4Mbps	4Mbps
4	High (2Mbps)	8Mbps	8Mbps
8	Standard (1Mbps)	8Mbps	8Mbps
8	High (2Mbps)	16Mbps	16Mbps

Vanderbilt recommend that you conduct a network speed test to verify that a customer site has adequate bandwidth to meet requirements, for example, using speedtest.net. Note that a speed test provides a snapshot of the network performance at the time of the test; network performance will vary over time and may degrade with increasing demands.

1.2 Product Comparisons

	ACT365 VCU	ACT365 System
Cameras per VCU	4 (ONVIF 2.0 Profile S compliant)	Unlimited
Recording Channels per VCU	4	Unlimited
Concurrent Live View per VCU	4	Unlimited
Concurrent Replay View per VCU	4	4
NetBIOS Name	Yes	N/A
DHCP/Static IP Addressing	Yes	N/A
Warranty	5 Years	N/A

1.3 Product Specifications

	ACT365 VCU
Operating Voltage	12±4V DC 2A
Operating Temperature	-10 to +50°C
Dimensions (h x w x d)	165x238x53mm
Weight	585g
Mounting	Surface
Installation	Indoor

ACT365 VCU includes a 1TB HDD for CCTV storage. Under normal conditions, the HDD provides enough storage for approximately 20 days for 4 cameras at Standard stream size, or 10 days for 4 cameras at High stream size. If more storage is required, Vanderbilt recommend using ACTVquest, our on-site NVR.

IMPORTANT NOTE:



ACT365 VCU only operates with IP cameras that comply with ONVIF 2.0 Profile S or later. Vanderbilt recommend checking the ONVIF conformant devices list on www.onvif.org to ensure that your cameras are compliant. Alternatively, contact the camera manufacturer directly.

Vanderbilt also provide an ONVIF test tool on the ACT365 Installer Portal at ACT365.eu.

1.4 Ordering Information

Product Code	Product Description
ACT365-VCU	ACT365-VCU Video Controller
ACT365-VCU2A	ACT365-VCU2A Video Controller, 2A PSU (available Q4, 2018)
ACT365-VCUPoE	ACT365-ACUPoE Video Controller, PoE PSU (available Q4, 2018)

2 Installing ACT365 VCU

Installation Instructions

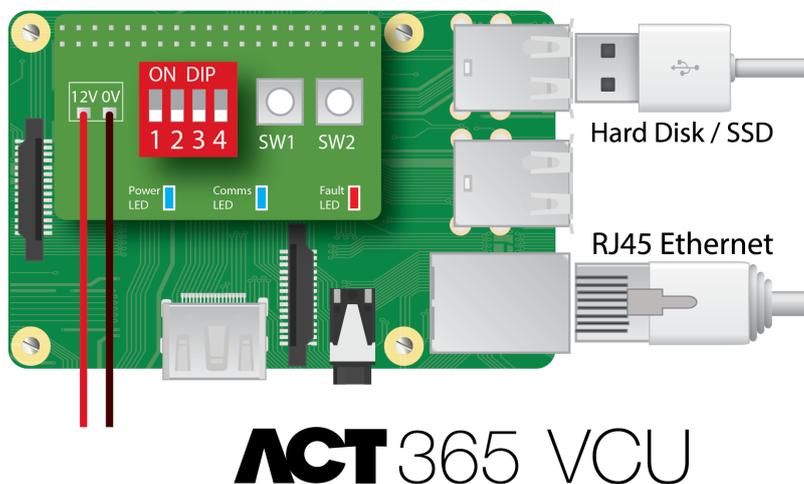
ACT365 VCUs are for indoor installation **only** and must be installed as permanently connected equipment. Each VCU supports up to four IP cameras.

Mounting

Mount the ACT365 VCU to a solid surface using the supplied screws. The unit should be installed in a ventilated area that allows for easy access after installation.

2.1 ACT365 VCU Connections

The ACT365 VCU requires an external 12V DC power supply connected to the +12V and 0V terminals on the ACT365 VCU.



2.1.1 Ferrite bead installation

After you install the ACT365 VCU, Vanderbilt recommend that you place the provided ferrite bead (a noise-suppression device) around the Ethernet cable near the RJ45 connector to attain a desired level of electromagnetic compatibility (EMC). The ferrite bead is provided along with a screw kit in a clear ziplock bag inside the unit enclosure.



Adding the ferrite bead to the Ethernet cable

1. Place the ferrite bead around the un-crimped Ethernet cable.

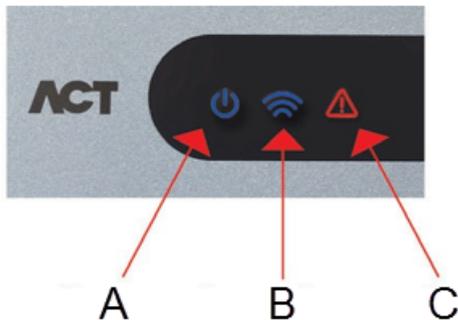
The ferrite bead should be positioned inside the enclosure, close to the RJ45 connector of the ACT365 VCU unit, as shown below.



2. Once the ferrite bead is in place, crimp the Ethernet cable at the terminating end.

2.2 ACT365 VCU Status Indicators

Status indicators appear on the front of the ACT365 VCU.



The meaning of each indicator is described below.

(A) Power / System Running

This indicates that the ACT365 VCU has power.



(B) Communications

Constant illumination indicates that the VCU is connected to the ACT365 server.

Flashing indicates there is an issue connecting to the ACT365 server.



(C) Fault

Illuminates to indicate a fault on the VCU.

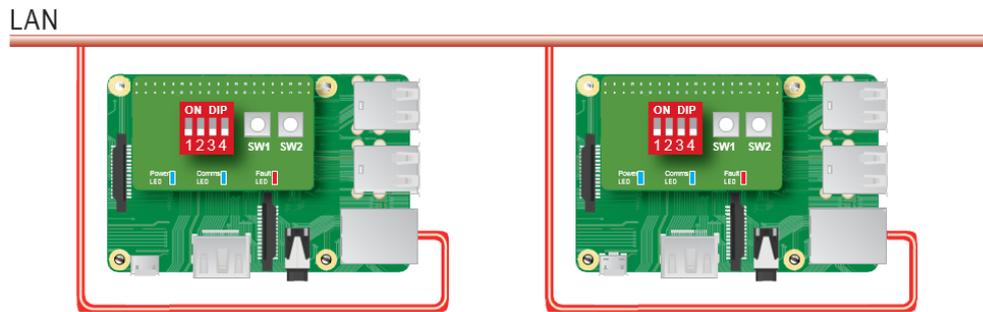
Possible causes are:

- Ethernet was connected after power up.
- The ACT365 VCU cannot connect to the ACT365 server.
- A low power condition was detected.



2.3 Connecting ACT365 VCUs to a Customer LAN

Each ACT365 VCU can be connected directly to the customer network.



2.3.1 Cabling Chart

From	To	Network Type	Cable Type	Comments
LAN	ACT365 VCU	TCP/IP	Cat5/6	Max distance between network devices is 100m.

3 Configuring ACT365 VCU

This section describes:

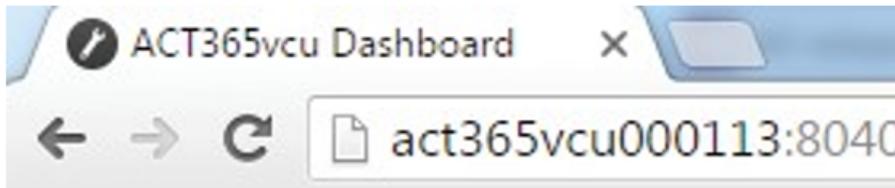
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3.1 Accessing the ACT365 VCU web interface

The VCU web interface runs on port 8040 of the VCU.

To access the VCU web interface:

1. In your preferred web browser, enter `http://{NetBIOS name}:8040` (NetBIOS name is printed on the label on the PCB), or `http://{IP address}:8040`.



The VCU home page may take up to a minute to load.

If you do not know the VCU NetBIOS name or IP address, see *How do I find the address of the ACT365VCU?* on page 24.

2. Enter the password and click **Login**.



The default password is **999999**.

3. If this is the first time you have logged in, you are prompted to change the password. Enter a new password and click **Change**.

Please change password:

999999

Password must:

- Be at least 6 characters in length
- Contain one lower-case letter
- Contain one upper-case letter
- Contain one numeric character
- Contain a symbol character (e.g. * or !)

Change



This enforced password change is best practise to ensure the service stays secure. If you lose your password, perform a factory reset of the unit (see *Factory Reset* on page 19). Note that resetting the unit will remove any settings, cameras and previous recordings.

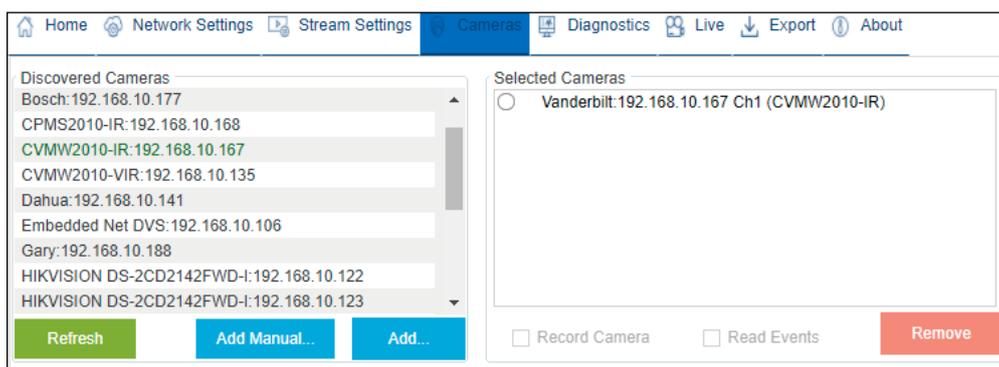
Once the password is successfully changed, you may continue with the setup of VCU.

3.2 Adding Cameras using Discovery

To add a camera using discovery, log in to the ACT365 VCU web interface (see *Accessing the ACT365 VCU web interface* on the previous page), then:

1. Click the **Cameras** tab.

Automatically discovered cameras are listed in the **Discovered Cameras** section.



2. Select a camera in the **Discovered Cameras** list, then click **Add**.

The **Probe Device** dialog box displays.

3. **(Optional)** If the camera has a custom username and/or password, enter these custom details into the **Username** and **Password** fields provided.
4. Click **Probe**.

When the probe has finished, a camera snapshot displays.

5. Enter an appropriate **Name** for the camera.

Vanderbilt recommend using a name that describes the camera location, for example, Front Door.

6. Select the **Record** check box if the VCU should record camera footage. The VCU will record approximately 20 days of camera footage (dependent on the type of scene the camera is viewing). Once the VCU data storage limit is reached, data is recycled. When data is recycled, the oldest data is removed first.

If you do not select **Record**, the VCU will support live view only.

7. Click **Add**.

The camera is added to the ACT365 Installer Portal at ACT365.eu.

A summary of the camera settings is displayed on the **Cameras** tab.

After a camera has been added, it appears in the **Selected Cameras** list and is accessible on ACT365.

3.3 Adding Cameras Manually

If a camera has not been discovered automatically, or is on a different IP subnet, you can add the camera manually.

Notes:

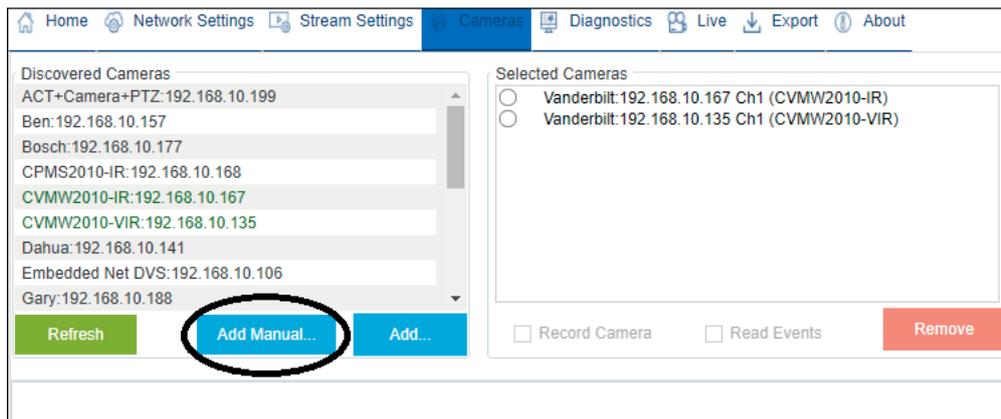


- This can only be done locally on the VCU. This feature is not available on ACT365.
- Only expert users should manually add cameras. A camera stream URL must be entered manually, and any inaccurate data entered could adversely affect the VCU operation.

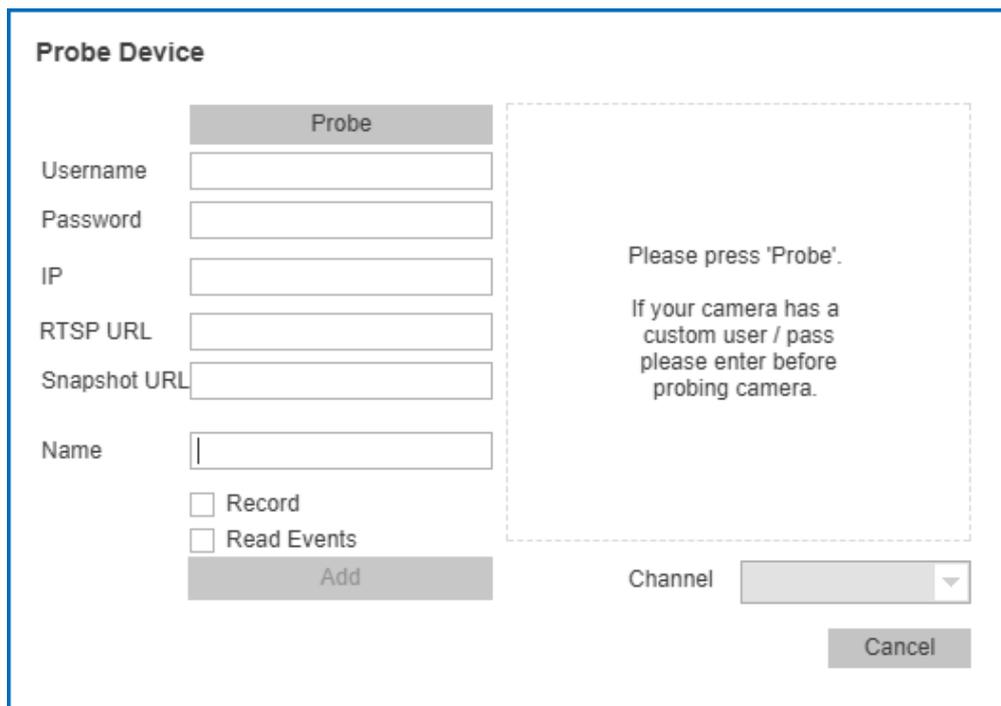
To add a camera manually, log in to the ACT365 VCU web interface (see *Accessing the ACT365 VCU web interface* on page 10), then:

1. Click the **Cameras** tab.
2. Click **Add Manual**.

The **Probe Device** dialog displays.



3. Enter the following details in the **Probe Device** dialog:
 - **Username:** Camera login username
 - **Password:** Camera login password
 - **IP:** IP address of the camera, for example, 192.168.1.1.
 - **RTSP URL:** Camera first stream URL, for example, rtsp://192.168.1.1/firststream.
 - **Snapshot URL:** Camera snapshot URL, for example, http://192.168.1.1/firststream/snapshot.



Camera URLs can be found on the manufacturer's websites or in the technical documentation.

4. Click **Probe**.
When the probe has finished, a camera snapshot displays.
5. Enter an appropriate **Name** for the camera.

Vanderbilt recommend using a name that describes the camera location, for example, Front Door.

6. Select the **Record** check box if the VCU should record camera footage. The VCU will record approximately 20 days of camera footage (dependent on the type of scene the camera is viewing). Once the VCU data storage limit is reached, data is recycled. When data is recycled, the oldest data is removed first.

If you do not select **Record**, the VCU will support live view only.

7. Click **Add**.

The camera is added to the ACT365 Installer Portal at ACT365.eu.

A summary of the camera settings is displayed on the **Cameras** tab.

After a camera has been added, the camera details appear in the **Selected Cameras** list and the camera is accessible on ACT365.

3.4 Installing ACT365 VCU on the ACT365 Installer Portal

To add ACT365 VCU to a customer site on the ACT365 Installer Portal:

1. Log in to the ACT365 Installer Portal at ACT365.eu.

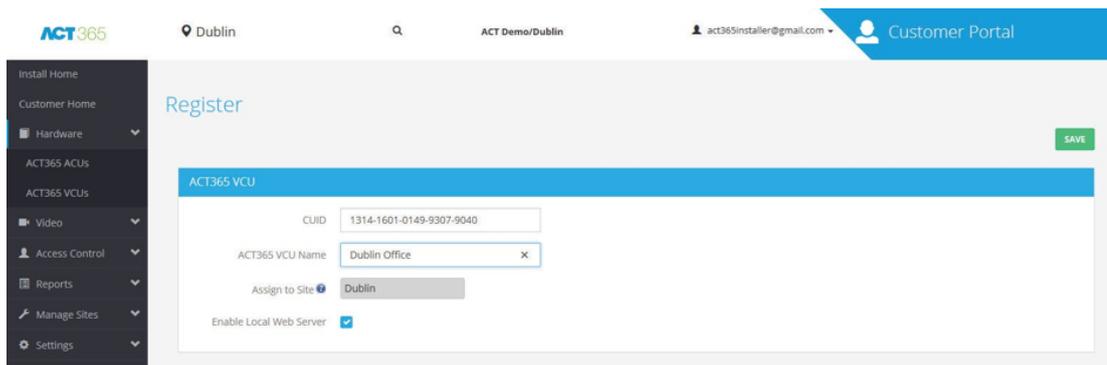


ACT365 is only available to registered installers. You can register at ACT365.eu.

2. Enter the customer portal from the ACT365 Installer Portal.

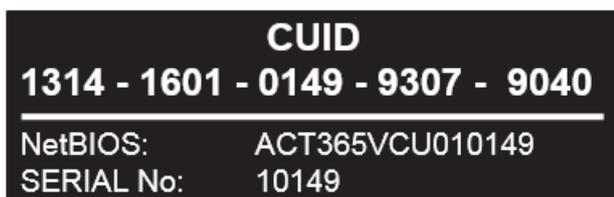
To do this:

- a. Click **Customers** to open a list of customers.
 - b. Click the **Enter Customer Portal** icon  beside a customer name to enter the customer portal.
3. Click **Hardware > ACT365VCUs**.
 4. Click **ADD ACT365 VCU**.



5. Enter the ACT365 VCU details.

- a. Enter the Controller Unique Identifier (CUID). This is printed on the label on the controller PCB.



- b. Enter the name of the ACT365 VCU. Vanderbilt recommend that you enter a name that describes the VCU location.
- c. Select the site where the ACT365 VCU will be installed.
- d. Click **Save**.

The ACT365 VCU is added to the customer site. A green tick mark  appears in the **Connected** column if the connection is successful.



CUID	ACT365 VCU Name	IP Address	Connected	DiskStatus	Version	Site ID	Diagnostics
1314-1500-0067-4555-7300	Test VCU	192.168.100.102	✔	Connected	4.90.5	Office	

- 6. To verify the VCU status, select the diagnostics icon  for the ACT365 VCU and select the hyperlink for the VCU in the first panel.



See *Diagnostics on ACT365 VCU* on page 23 for information on VCU diagnostics.

See *Configuring ACT365 VCU* on page 10 for information on configuring cameras on ACT365 VCU.

3.5 Associating cameras to doors

Associating cameras to a door enables customers to view recorded footage. Log events for the footage can be replayed from the **Reports > Log Events** menu.

- 1. Log in to the ACT365 Installer Portal at ACT365.eu.
- 2. Click **Access Control > Doors**.
- 3. Click the name of the door for which you wish to make the camera association.
- 4. In the **Door Camera Associations** panel, click the field to open a drop-down list from which you can select the cameras to be associated with the door.
- 5. Click **Save**.

3.6 Network Settings on ACT365 VCU

The VCU is configured to use DHCP addressing by default. You can modify network settings through the VCU web interface.

- Current Network Settings	
DHCP Enabled	True
Gateway	172.27.72.1
IP Address	172.27.1.30
MAC Address	B827EB7FDCCD
NetBIOS Name	ACT365vcu000032
Subnet Mask	255.255.0.0
- DNS Settings	
Preferred DNS	
- Static IP Settings	
Gateway	192.168.1.254
IP Address	
Subnet Mask	255.255.255.0
- VCU Information	
Site name	Head Office
VCU Description	Head Office VCU

To configure the VCU to use a static IP address, log in to the ACT365 VCU web interface (see *Accessing the ACT365 VCU web interface* on page 10), then:

1. Click the **Network Settings** tab.
2. Under **Static IP Settings**, set the required addresses for **Gateway**, **IP Address** and **Subnet Mask**.
3. Click **Apply** to save changes.

The unit reboots. After reboot, the new IP address is in effect.

To configure the VCU to use DHCP addressing, log in to the ACT365 VCU web interface (see *Accessing the ACT365 VCU web interface* on page 10), then:

1. Click the **Network Settings** tab.
2. Under **Static IP Settings**, delete values for **Gateway**, **IP Address** and **Subnet Mask**.
3. Click **Apply** to save changes.

The unit reboots. After reboot, DHCP addressing is in effect.



You can optionally enter a **Site Name** and **VCU Description** in the **VCU Information** section on the **Network Settings** tab. This information helps to identify the units and may assist Vanderbilt support if you need help.

3.6.1 Reset the VCU hardware to use DHCP

If a VCU has an invalid IP address, or the unit is no longer accessible on its known IP address, the red LED will flash on unit boot. You can reset the VCU to use DHCP using the following procedure:

1. Set the DIP switches as follows:



When the blue lights start to flash, this indicates that the IP reset is complete.

2. Set the all DIP switches to OFF.

The unit reboots automatically.

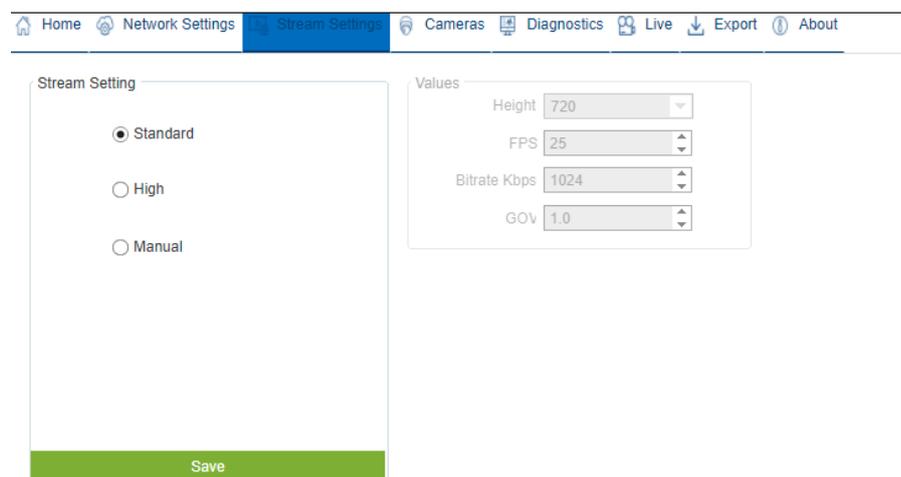
After reboot, the unit is back on DHCP.

3.7 Stream Settings on ACT365 VCU

Video quality can be configured from the **Stream Settings** tab in the ACT365 VCU web interface. The settings apply to all cameras connected to the VCU. If a particular camera does not support the selected values, the next available values will be used instead on that camera.

To configure stream settings, log in to the ACT365 VCU web interface (see *Accessing the ACT365 VCU web interface* on page 10), then:

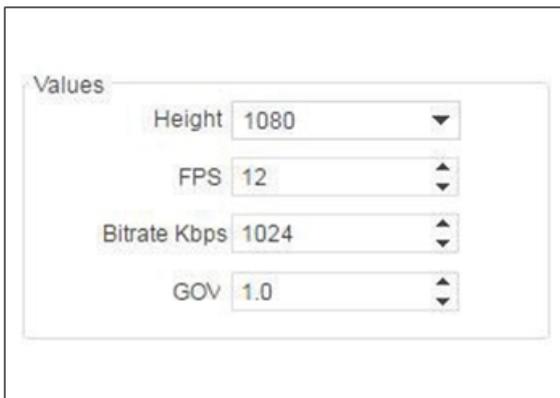
1. Click the **Stream Settings** tab.



2. Select one of the following options:

- **Standard** stream profile (default setting: 720p, H264, 25fps, 1024 Kbps)
- **High** stream profile (1080p, H264, 25fps, 2048 Kbps)
- **Manual** stream profile. This profile option is only recommended for experienced camera installers. Customize this streaming profile by editing the **Values**. Ensure that your manual

settings are supported by your connection bandwidth.



3.8 Factory Reset

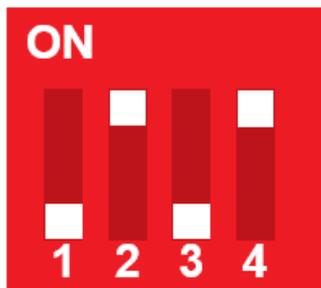
In the event of a unit failure or forgotten VCU password, follow the procedure below to factory reset the VCU.



IMPORTANT: Factory reset removes all custom settings and camera databases. Previous camera footage is erased. Factory reset is **NOT REVERSIBLE** and should only be used as a last resort.

You can also perform a factory reset from the VCU web interface **Diagnostics** tab. See *Diagnostics on ACT365 VCU* on page 23 for more information.

1. Power off the VCU.
2. Configure the unit DIP switches as pictured below. (ON = 2,4; OFF = 1,3)



3. Power up the VCU. Wait for the red LED to flash.
4. Reset all DIP switches to the OFF position, as pictured below. (OFF = 1, 2, 3, 4)



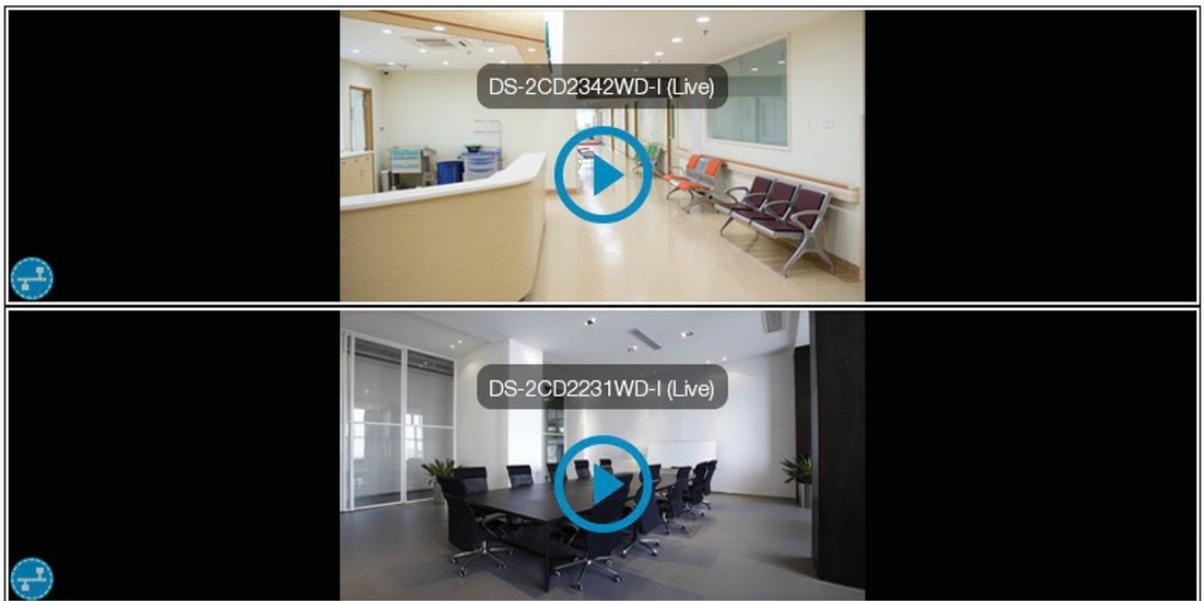
5. The LEDs will turn off and the unit will reboot.
The VCU is now defaulted to factory settings.

4 Video

This section describes:

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4.1 Viewing Live Video on the ACT365 VCU



Diagnostics

To view a live video stream from the ACT365 VCU, log in to the ACT365 VCU web interface (see *Accessing the ACT365 VCU web interface* on page 10), then:

1. Click the **Live** tab.
2. Click the play button in the centre of any camera feed. The stream may take a few seconds to buffer.



To display additional diagnostic information overlaid on the camera stream, select the **Diagnostics** check box at the bottom of the screen before viewing the required live video stream.

4.2 Viewing Live Video on the ACT365 Installer Portal

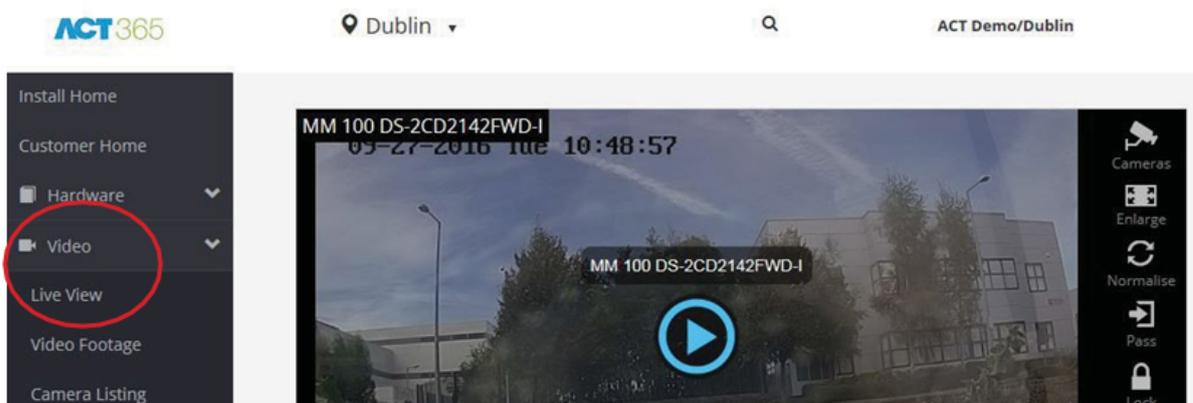
To view a live video stream from the ACT365 Installer Portal:

1. Log in to the ACT365 Installer Portal at ACT365.eu.
2. Enter the customer portal from the ACT365 Installer Portal.

To do this:

- a. Click **Customers** to open a list of customers.
 - b. Click the **Enter Customer Portal** icon  beside a customer name to enter the customer portal.
3. Click **Video > Live View**.
 4. **(Optional)** Select a camera.
 5. Click the play button in the centre of the camera feed.

The stream may take a few seconds to buffer.



4.3 Viewing recorded footage on the ACT365 Installer Portal

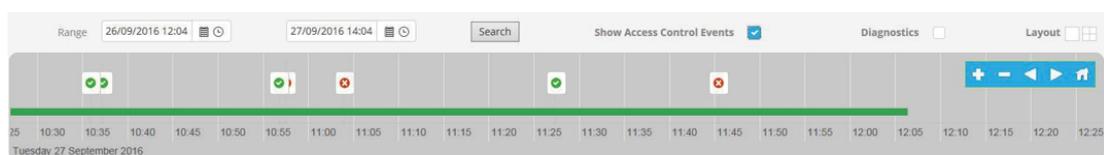
To view recorded footage on the Installer Portal:

1. Log in to the ACT365 Installer Portal at ACT365.eu.
2. Enter the customer portal from the ACT365 Installer Portal.

To do this:

- a. Click **Customers** to open a list of customers.
 - b. Click the **Enter Customer Portal** icon  beside a customer name to enter the customer portal.
3. Click **Video > Video Footage**.
 4. Select the camera(s) for which you want to view footage.

The timeline at the bottom of the screen is populated with available recordings for the selected camera(s).



5. Select the **Show Access Control Events** check box above the timeline.

- Click an access control event icon or click a specific time point on the time bar to view footage from the selected camera(s) at that time.

4.4 Exporting Video from the ACT365 VCU

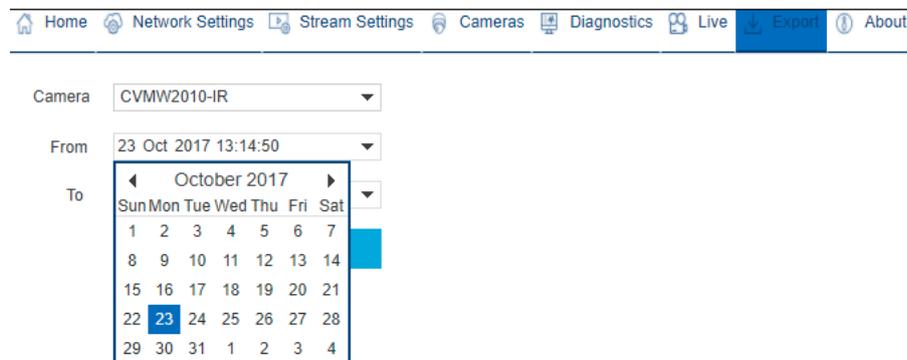
Footage can be exported locally on the VCU via the export tap in the local web access.



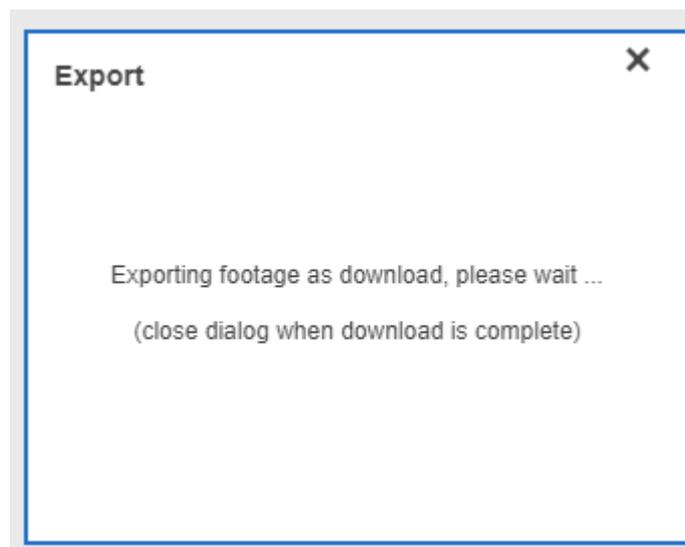
Exporting locally saves bandwidth and resources, as footage does not need to be uploaded to the cloud to be prepared before export.

To export video from the VCU, log in to the ACT365 VCU web interface (see *Accessing the ACT365 VCU web interface* on page 10), then:

- Click the **Export** tab.
- Select a camera from the **Camera** drop-down menu.
- Select a date and time range for the export.



- Click **Export**.



The ACT365 VCU converts and exports the selected footage. When this process is complete, the new video file is downloaded in accordance with your browser download settings.

5 Diagnostics on ACT365 VCU

Log in to the ACT365 VCU web interface (see *Accessing the ACT365 VCU web interface* on page 10) and click the **Diagnostics** tab.

The screenshot displays the ACT365 VCU web interface with the following sections:

- Maintenance:** A vertical list of buttons including Reboot (red), Factory Reset (blue), ID Mode (blue), Shutdown (blue), and a checked AutoUpdate checkbox. Below these are a password input field, Set Password (blue), and Clear Power Err (blue) buttons.
- VCU Status:** A scrollable area showing system metrics: Temperature: 63.9, CPUStatus: OK, CPU: 11, Power: OK, GrubConnection: OK, CaviaConnection: OK, LocalInternetConnection: OK, GrubNode: OK, and SoftwareManagerNode: OK. A Refresh button is at the bottom right.
- Camera Status:** Shows CVMW2010-VIR: OK and CVMW2010-IR: OK. A Refresh button is at the bottom right.
- Event Log:** A table with columns for Timestamp, Category, Type, Device ID, and Info. It lists several 'Info' events from October 23, 2017, related to VCUGeneral and VCUServiceUp.

From this tab, you can view the **VCU Status**, the **Camera Status** for each camera that is connected to the VCU, and the VCU **Event Log**.

You can also perform the following VCU maintenance tasks:

- **Reboot the VCU.** Click **Reboot** to shut down services and reboot the VCU.
- **Reset the VCU to factory defaults.** Click **Factory Reset** to remove all local configuration and reset the unit. You can also reset the VCU as described in *Factory Reset* on page 19.
- **Identify an individual VCU.** Click **ID Mode** and all LEDs on the VCU will flash repeatedly. Click again to resume normal operation.
- **Enable automatic firmware updates.** By default, automatic updates are turned off. If new firmware is available, the update must be initiated from the ACT365 Installer Portal. To enable automatic firmware updates, select the **AutoUpdate** check box.
- **Set a unique password for the VCU.** Enter a new password in the field provided and click **Set Password**.

6 FAQs

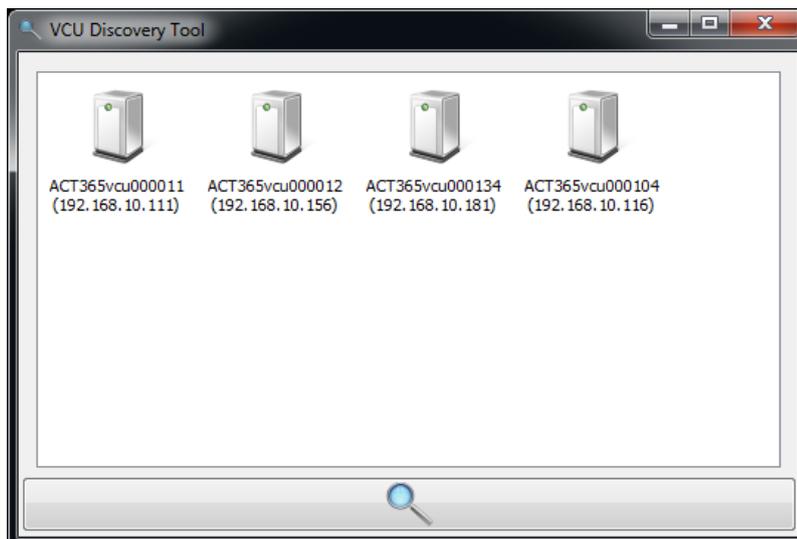
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6.1 How do I find the address of the ACT365VCU?

To find the NetBIOS name or IP address of the VCU, do one of the following:

- Use Windows Explorer on your PC to find the IP address of the VCU under the **Network** folder. Navigate to the **Network** folder in Windows Explorer and double-click the VCU. This will take you directly to the VCU home page.
- Download the VCU Discovery Tool from the **Installer Utilities** page of the ACT365 Installer Portal. Run the tool to scan the network for the VCU. Double-click the required VCU in the list of discovered VCUs.



6.2 What is the password for the VCU web front end?

The default password is 999999. After first login, you are prompted to change the password. The password can also be changed on the **Diagnostics** page on the ACT365 VCU (see *Diagnostics on ACT365 VCU* on page 23). Ensure that the password is kept safe once set.

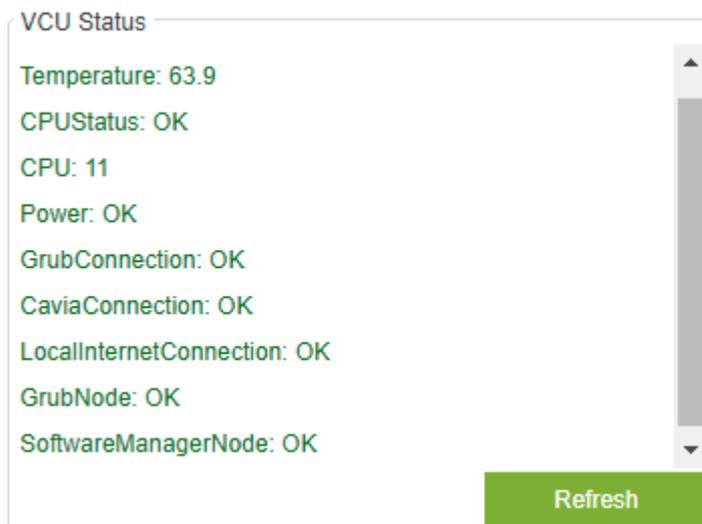
If you forget your password, a factory reset may be required to gain access to the unit. See *Factory Reset* on page 19 for more information.

6.3 Why is the VCU not connecting to ACT365?

While operating, the ACT365 VCU must connect to <https://api.act365.eu> on port 443.

If the ACT365 VCU is not connecting:

1. Check that the LEDs on the ACT365 VCU Ethernet jack are active.
If no LEDs are illuminated, then check the Ethernet cable is inserted fully and is connected to a live Ethernet port.
2. Ping the ACT365 VCU using either the NetBIOS name or IP address and ensure the controller responds.
NetBIOS name example: `ping ACT365VCU010049`
IP address example: `ping 192.168.1.60`
3. If the ping fails, ensure that the ACT365 VCU IP address is set:
 - If the VCU is set to use DHCP, ensure that the DHCP server on your network is running.
 - If the VCU is set to use a static IP address, ensure that the address is set correctly.
4. If the ping is successful:
 - a. Log in to the ACT365 VCU web interface (see *Accessing the ACT365 VCU web interface* on page 10).
 - b. Click the **Diagnostics** tab.
 - c. Check that all entries under **VCU Status** show a status of **OK**.



5. Log in to the ACT365 Installer Portal at ACT365.eu and check that the ACT365 VCU CUID matches what is printed on the label inside the controller.

If the problem is not resolved, contact the customer IT department as there may be a problem with the customer network.

6.4 How many cameras can I add to my VCU?

The VCU can support up to 4 cameras per unit. Multiple VCUs can be added to the same site.

6.5 Why can I not see my cameras on the camera setup page?

The ACT365 VCU automatically discovers cameras on the network. If ACT365 VCU fails to discover any cameras, check the following:

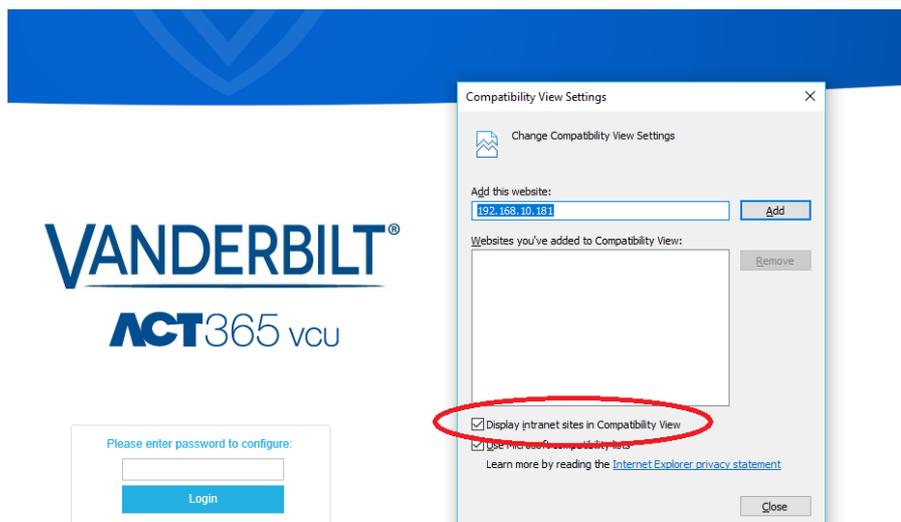
- Does the camera have connectivity?
- Does the VCU have connectivity?
- Are cameras fully up to date with latest manufacturer firmware?
- Are the VCU and cameras connected on the same network/network IP range?
- Are cameras compliant with ONVIF 2.0 Profile S or later?

6.6 Why can I not log in to ACT365 VCU with Internet Explorer 11?

Internet Explorer 11 may restrict viewing of ACT365 web pages due to compatibility configuration.

To resolve this issue:

1. In Internet Explorer 11, click **Tools > Compatibility View Settings**.
2. De-select the **Display Intranet sites in Compatibility View** check box and click **Close**.



6.7 What are the bandwidth requirements for the VCU?

The VCU can support up to 4 cameras.

Maximum and minimum upload bandwidth requirements for concurrent viewing at **Standard** stream settings (1Mbps per camera) are:

- Maximum: 8 Mbps upload, 8 Mbps download (4 live, 4 replay)
- Minimum: 1 Mbps upload or download (1 live or replay)

If unsure of upload/download speed capabilities, contact the network administrator or perform a speed test using a service such as speedtest.net. Note that a speed test provides a snapshot of the network

performance at the time of the test; network performance will vary over time and may degrade with increasing demands.

6.8 Why can't I access the VCU web server?

In ACT365, ensure that **Enable Local Web Server** is set under **Hardware > ACT365 VCUs**.

6.9 What browsers are supported for video playback on ACT365?

Tested and supported internet browsers are listed in the following table.

Operating system	Browser(s)
Windows 7	<ul style="list-style-type: none"> Internet Explorer 11 or higher with latest Adobe Flash Player (only IE 11 on Windows 7 needs an Adobe Flash Player plugin enabled) Google Chrome Mozilla Firefox Opera <p>For the best user experience, Vanderbilt recommend using Google Chrome or Mozilla Firefox.</p>
Windows 10 OS	<ul style="list-style-type: none"> Google Chrome Mozilla Firefox Opera Microsoft Edge <p>For the best user experience, Vanderbilt recommend using Google Chrome, Microsoft Edge or Mozilla Firefox.</p>
Mac OS X	<ul style="list-style-type: none"> Google Chrome Mozilla Firefox Opera Safari
Linux	<ul style="list-style-type: none"> Google Chrome Mozilla Firefox Opera
iOS	Safari
Android	Chrome

You should ensure that all browsers are up to date for best performance.

6.10 Where can I get the latest Adobe Flash Player?

You can download Adobe Flash Player from <https://get.adobe.com/flashplayer>.

6.11 What IP cameras does the VCU support?

The VCU is compatible with most ONVIF 2.0 profile S or later IP cameras. Ensure that your camera meets this specification. For more information regarding ONVIF or supported cameras visit: www.onvif.org

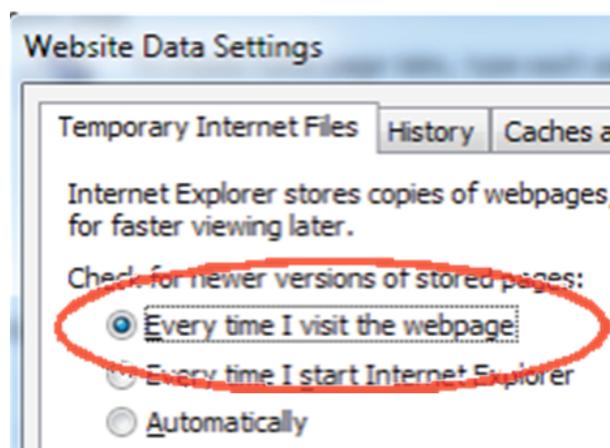
6.12 Does the VCU support camera recording?

Yes. The VCU ships with a 1TB SATA disk for recording storage. This enables the VCU to record each camera. The VCU automatically allocates 250GB per channel for recordings.

6.13 Why is my camera feed not working on Windows 7/IE11?

IE has a cache which can cause playback issues using Adobe Flash Player.

1. Run Internet Explorer.
2. Click **Tools > Internet Options**.
3. Under **Browsing History** click **Settings**.
4. On the **Temporary Internet Files** tab, under **Check for newer versions of stored pages** select **Every time I visit the web page**.



5. Click **OK**.
6. Click **OK**.



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Issued by **Vanderbilt International Ltd.**
Clonshaugh Business and Technology Park
Clonshaugh, Dublin D17 KV 84, Ireland

 vanderbiltindustries.com/contact