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1 Introduction

This instruction manual is for users of the TRUST 814 PCI SURVEILLANCE INTERFACE. This interface card offers the following possibilities:

- Interface card for connecting 4 video cameras at the same time for the fully programmable registration of video monitoring.
- 24 hours/day remote viewing via the Internet or a network connection.
- Adjustable observation area and sensitivity for an accurate level of detection.
- Automatic video recording registration with the exact date and time when motion is detected.
- Pre-programmed or customized sound signals if motion is detected.
- Makes a complete (wireless) monitoring system with the security cameras from the Trust range. Ideal for all forms of safety and observation, for example, for protection against burglary, supervision of children, shop entrances, tills, warehouses, car parks, etc.

2 Safety

Carefully read the following instructions before use:

- Do not submerge the device in liquid. This will damage the device. Do not use this device near water.

3 Installation

Note: *The latest driver can be downloaded from www.trust.com/12948. Check whether a new driver is available and use this for the installation. The driver version is printed on the CD-ROM.*

Note: *Make sure all other programs are closed during the installation.*

Note: *During installation in Windows XP, you may receive a message saying that the driver has not been signed. This does not cause a problem for the functionality.*

Note: *In the example, 'D:\' is used to indicate the CD-ROM drive. This may be different for your computer.*

3.1 Microsoft Direct X 8.1 (4.08.01.0810)

Direct X 8.1 (4.08.01.0810) or a newer version must be installed before installing the interface card. If you are not sure which version has been installed on your computer, install Direct X 8.1, which is supplied with the interface card.

Note: *Make sure all other programs are closed during the installation.*

Note: *In the example, 'D:\' is used to indicate the CD-ROM drive. This may be different for your computer.*

Note: *It is not possible to install the interface card if you do not install Direct X 8.1 (4.08.01.0810) or a newer version.*

1. Insert the CD-ROM into your CD-ROM drive. The Trust Software Installer will start automatically.
If it does not start automatically, carry out the following:
 - a) Select 'Run' from the Start menu.
 - b) Type [D:\SETUP.EXE] and click on 'OK' to start the Trust Software Installer.
2. Figure 1 will appear. Select the language you wish to use during the installation.
3. Click on 'Direct X 8.1 (4.08.01.0810)' to start the installation.
4. Follow the on-screen instructions.

3.2 Uninstalling old drivers and devices

The most common cause of faults during installation is the presence of a driver for a similar, old product. The best solution is to first remove all drivers related to old devices before installing the new driver. Make sure you only delete programs for old, unused (similar) products.

1. Enter the Windows 'Safe Mode' (press F8 when starting Windows and then select 'Safe Mode' from the menu which is displayed).
2. Click on 'Start – Settings – Control Panel' and double-click on the 'Add/Remove Programs' icon.
3. Find all the programs for similar, old devices and remove these by clicking on the 'Add/Remove' button. When in the 'Safe Mode', it is possible for some programs to appear twice. In that case, remove all the programs which appear twice.
4. Restart the computer.

3.3 Installing the 814 PCI Surveillance Interface

1. Insert the installation CD-ROM into your CD-ROM drive. Close the Trust Software Installer if it starts automatically by clicking on 'Close'.
2. Switch your computer off and remove the plug from the plug socket.
3. Open your computer casing.
4. Insert the card into a free PCI slot.
5. Close your computer casing.
6. Insert the plug back into the plug socket.
7. Turn the computer on.
8. The card will be detected.
9. You will be requested to specify the location of the driver. Depending on which version of Windows you use, specify one of the following locations.

Windows XP	= D:\Driver\Winxp
Windows 2000	= D:\Driver\Win2k
Windows ME	= D:\Driver\Winme
Windows 98	= D:\Driver\Win98

After selecting the location, click on 'OK' and follow the on-screen instructions.

3.4 Installing Trust X Guard

Install Trust X Guard on the computer where you have installed the interface card.

1. Insert the Trust Installation CD-ROM into your CD-ROM drive. The Trust Software Installer will start automatically.
If it does not start automatically, carry out the following:
 - a) Select 'Run' from the Start menu.
 - b) Type [D:\SETUP.EXE] and click on 'OK' to start the Trust Software Installer.
2. Figure 1 will appear. Select the language you wish to use during the installation.
3. Click on 'Trust X Guard' to start the installation.

Follow the on-screen instructions.

3.5 Installing Trust Remote Camera

Install Trust Remote Camera on a different computer to the one on which you have installed the interface card. Trust Remote Camera must be installed if you wish to log onto the computer on which the interface card is installed from a different location via a network or an Internet connection.

1. Insert the Trust Installation CD-ROM into your CD-ROM drive. The Trust Software Installer will start automatically.
If it does not start automatically, carry out the following:
 - a) Select 'Run' from the Start menu.
 - b) Type [D:\SETUP.EXE] and click on 'OK' to start the Trust Software Installer.
2. Figure 1 will appear. Select the language you wish to use during the installation.
3. Click on 'Trust Remote Camera' to start the installation.

3.6 Checking after the installation

After installing the device and the driver, the following are installed on your computer and can be checked

'Start – Settings – Control Panel'. Double-click on the 'System' icon and select the 'Device Manager' tab

- Sound, video and game controllers:

TRUST 814 PCI SURVEILLANCE INTERFACE Audio Capture 4 port

TRUST 814 PCI SURVEILLANCE INTERFACE Video Capture 4 port

'Start – Settings – Control Panel' and then double-click on the 'Add/Remove

Programs' icon

- Trust X Guard

- Trust Remote Camera

Start - Programs - Trust - ...

- 814 PCI SURVEILLANCE INTERFACE:

Remote Camera - FileDB

- RemoteCam

- Uninstall Remote Camera

X Guard - FileDB

- Uninstall X Guard

- Xguard

Note: The information given above will vary when the installation has been altered by the user (for example, not everything has been installed or locations other than the default locations have been selected).

Note: Deviations may also occur as a result of using new drivers available on the Internet.



Note: *The location or name may vary in the 'Control Panel' for different operating systems.*

4 Connecting the camera

1. Connect the composite video output of the camera or cameras to the interface card's yellow composite video input(s).
2. The camera number can be read under the video inputs on the interface card.
3. Turn the camera(s) on and adjust them so that the image is transmitted via the composite video output of the camera(s).

5 Using X Guard

5.1 Initially required procedure

1. Make sure the computer is turned on and Windows is running.
2. Click on 'Start – Programs – Trust – 814 PCI Surveillance Interface – X Guard – XGuard'. Figure 2 will appear. Four windows will appear, namely camera #1, camera #2, camera #3 and camera #4.
3. If less than four cameras are connected, close the windows which you do not use by clicking on the 'X' in the top right-hand corner, otherwise no image will be seen of what has been recorded by the connected camera(s).

5.2 Setting the detection area and the sensitivity

1. The 'Motion Detect' tab is selected by default (see figure 3).
2. For 'Setting for Camera' (A, figure 3), select one of the video inputs which are in use in order to make further settings for this video input. The video number can be read on the interface card under the video input.
3. For 'Invoke Settings' (B, figure 3), select the option 'Use Motion Detect to Invoke Actions'.
4. Click on the checked square (H, figure 3). The default selected detection area will appear in the window and will be displayed as a raster.
5. If you wish to indicate a specific location in the window, click on the cross (E, figure 3) in the 'Detect Area and Sensitivity' component (C, figure 3) to delete the currently selection location.
6. Move the mouse pointer to the window. The mouse pointer will change into a cross.
7. Move the cross to the desired location in the window and click the left mouse button. Keep the mouse button pressed and drag the mouse across the window.
8. Release the mouse button when you have indicated the desired detection area.
9. Click on 'G' (see figure 3) to alter the detection area.
10. Move the mouse pointer to the window again and move the cross to the detection area. Keep the left mouse button pressed and remove a part of the detection area.
11. If you wish to undo the selection, click on 'F' (see figure 3). Click on 'F' (see figure 3) again to return to the old selection.
12. If you wish to use the full detection area again, click on 'F' (see figure 3).
13. If you wish to alter the style of the detection area, select the desired style in 'Detect Area Style'.
14. Once you have selected the detection locations, click on the button which was last used (G or H in figure 3).
15. If you wish the detection area to be visible on all the recordings, select 'Show Detect Area when Monitor On' in 'Detect Area and Sensitivity' (C, figure 3). The detection area is still valid when this option has not been selected.
16. Move the slide bar in 'Detect Area and Sensitivity' to 100% to start configuring the sensitivity.

17. The indicator in the bottom left-hand corner of the camera window will be lit red.
18. Slowly move the slide bar towards 0% and stop when the indicator in the bottom left-hand corner becomes green.
19. The sensitivity has now been optimally set.



5.3 Setting an alarm as action for movement

1. For 'Setting for Camera' (A, figure 3), select one of the video inputs which are in use in order to make further settings for this video input. The video number can be read on the interface card under the video input.
2. In the 'Motion Detect' tab, select the option 'Invoke Alarm' (J, figure 3) for 'Invoke Action' (I, figure 3).
3. The default alarm noise is 'beep'. In the menu which includes 'beep', you can also choose to have the alarm make a different noise.
4. If you have a WAV file that you wish to use as the alarm, click on 'Load' (K, figure 3).
5. A standard Windows browse window will appear. Select a WAV file that you wish to use and click on 'Open'.
6. The alarm has now been set. If you do not wish to use the alarm, unselect the 'Invoke Alarm' option (J, figure 3).

5.4 Setting video recording as action for movement

1. Before selecting video recording as the action for movement, first select the desired recording and video settings.
2. For 'Setting for Camera' (A, figure 3), select one of the video inputs (cameras) which are in use in order to make further settings for this video input (camera). The video number can be read on the interface card under the video input.
3. Click on the 'Record' tab (see figure 4).
4. For 'Camera Name' (A, figure 4), give a name for the camera concerned.
5. For 'Image Quality' (B, figure 4), set the image quality to 'Low', 'Medium' or 'Maximum'.
6. For 'Record Setting' (C, figure 4), use the 'Setup' button (D, figure 4) to select the location where the recordings will be saved.
7. Set the maximum hard disk space to be used by moving the arrows for 'Recycle Limit'. The default setting is 300 MB. If you do not wish to set a limit, unselect the option 'Recycle Disk Space'.
8. The date, time and any comment you wish to give will be displayed in the image.
9. You can change the background colour for the date and time by clicking on 'Background Color' (H, figure 4).
10. Select 'Transparent' to use a transparent background.
11. If you do not wish to have the time displayed in the image, unselect the option 'Display Date/Time on Video' (G, figure 4) for 'Date/Time information' (F, figure 4).
12. Click on the 'Video Setup' tab (see figure 5).
13. For 'Video Color' (A, figure 5), select the desired image quality and image colour.
14. For 'Video Standard' (B, figure 5), select the necessary video format. This setting depends on the type of camera which is connected. In Europe, this is usually PAL – B, D, G, H, J. See the instruction manual provided with your camera if you do not know which video format your camera supports.
15. In the 'Motion Detect' tab, select the option 'Record Video Stream' (M, figure 3) for 'Invoke Action' (I, figure 3).
16. The software will now record images when the movement satisfies the sensitivity which you have set.

5.5 Setting the interval time

Besides a reaction to movement, a time interval can also be set to work simultaneously. A photograph will then be taken at a given interval. These photographs will be saved as AVI files, which you can then view.

1. For 'Invoke Settings' (B, figure 3), select the option 'Use Both Motion Detect and Time Interval'.
2. The value of the time interval is set using 'Invoke Interval'. The default value is 10. A value of 10 is equal to 1 second. A photograph will, therefore, be taken every second.
3. If this value is changed, for example, to 50, then a photograph will be taken every 5 seconds.
4. The value can be changed using the arrows next to the given value.
5. If the value is set to 0, then the camera films constantly.

Note: A detailed instruction manual for this software is included on the Trust Installation CD-ROM. Open the instruction manual by selecting 'Read manual' in the Trust Software Installer (see figure 1).

6 Using Remote Camera

The Remote Camera software is intended for viewing the monitored area from another location via the Internet, an Intranet or a modem server. The computer on which the Remote Camera software is installed is called the 'Remote PC'. The computer on which the Trust X Guard and 814 PCI Surveillance Interface card have been installed must be online. This computer is called the 'Server PC'. It is best to use an ADSL or cable Internet connection because of the fixed connection and the speed on the Internet. Read the whole chapter to create the desired connection.

Connections can be made via:

- TCP/IP Internet/Intranet
- IPX/SPX Intranet
- Modem-to-modem

6.1 TCP/IP Internet or Intranet monitoring

The connection is made via an IP address. You receive this IP address from your Internet Service Provider or network (administrator). It is best to use an ADSL or cable Internet connection because of the fixed connection and the speed on the Internet.

6.1.1 Configuring Trust X Guard

1. Make sure the 'Server PC' is connected to the Internet.
2. Close your Internet browser if it opens.
3. Click on 'Start – Programs – Trust – 814 PCI Surveillance Interface – X Guard – XGuard'. Figure 2 will appear.
4. Select the 'Network' tab (see figure 6).
5. By default, the software is protected with a password. For 'Login Setting' (C, figure 6), click on the 'Setup' button (D, figure 6).
6. Figure 7 will appear.
7. Input the password twice (in field 'A' and field 'B') and click on 'OK'.
8. If you do not wish to use a password, unselect the 'Login Password Protected' option in 'Login Setting' (C, figure 6).
9. For 'Remote Connect' (A, figure 6), select the option 'Accept Remote Connect'. This opens the Remote Camera software to accept a remote connection.
10. For 'Remote Connect Setting' (B, figure 6), select the option 'Active TCP/IP server'. This indicates that you wish the connection between the 'Server PC' and the 'Remote PC' to be made via the 'TCP/IP' protocol.
11. The 'Server PC', which has the Trust X Guard software installed on it, has been set to accept a connection via the TCP/IP protocol. If you do not have a

fixed IP address, see chapter 6.1.2 or 6.1.3 for instructions on how to obtain your IP number.

6.1.2 Obtaining your IP number in Windows 98 / Windows ME

If the IP address can only be given automatically, follow the instructions given below each time you wish to make a connection between the 'Server PC' and the 'Remote PC'.

1. Open the Windows 'Start menu'.
2. Select 'Run'.
3. Type 'winipcfg' and click on 'OK'.
4. Figure 8 will appear.
5. Select 'PPP adapter'.
6. Note the IP number displayed. This is the IP number which your Internet Service Provider has automatically issued to you.
7. Close winipcfg. Continue from chapter 6.1.4.

Note: *The IP number will change each time you disconnect and then reconnect to the Internet. Therefore, check the IP number each time you wish to connect to the monitoring software.*

6.1.3 Obtaining your IP number in Windows 2000 / Windows XP

If the IP address can only be given automatically, follow the instructions given below each time you wish to make a connection between the 'Server PC' and the 'Remote PC'.

1. Click on 'Start – Settings – Control Panel' and then double-click on the 'Network Connections' icon.
2. Double-click on one of the connections with which you are connected to the Internet.
3. Figure 9 will appear.
4. If you are connected via a dial-up connection, select the 'Details' tab.
5. If you are connected via a network connection, select the 'Support' tab.
6. Note the IP number (address) displayed. For a dial-up connection, note the 'Client IP address'. This is the IP number which your Internet Service Provider has automatically issued to you.
7. Close this window. Continue from chapter 6.1.4.

6.1.4 Configuring the Trust Remote Software

1. Start the computer on which the Trust Remote Camera has been installed. This is the 'Remote PC'.
2. Click on 'Start – Programs – Trust – 814 PCI SURVEILLANCE INTERFACE – Remote Camera – RemoteCam'.
3. Figure 10 will appear.
4. Select the 'Record' tab.
5. In 'Settings for Camera', select the number of the video input to which the camera on the 'Server PC' has been connected.
6. In 'Camera Name' (A, figure 10), give the camera a name.
7. In 'Record Settings' (B, figure 10), specify the location where any recordings must be saved by clicking on 'Setup' (C, figure 10). The default location is 'C:\Program Files\Trust814 PCI SURVEILLANCE INTERFACE\REMOTE CAMERA\record'.
8. For 'Recycling Limit', give a limit for the video recording.
9. Select 'Recycle Disk Space' (D, figure 10) if you do not wish to have a recording limit.
10. The 'Record Video Stream' option is included in 'Remote Invoke Setting' (E, figure 10). This option is not available in the Remote Camera Software.



11. If you wish to make a continuous recording, unselect the option 'Use Motion Detect to Invoke Actions' (F, figure 10).
12. If you only wish to record video images when there is movement, select the option 'Use Motion Detect to Invoke Actions' (F, figure 10).
13. Next, select the 'Connection' tab (see figure 11).
14. In 'Network Setting' (A, figure 11), select 'Connect Via TCP/IP Protocol' (C, figure 11).
15. In the 'IP address' field (D, figure 11), fill in the IP number of the 'Server PC' that you have obtained according to the instructions given in chapter 6.1.2 or 6.1.3.
16. If you have set a password in the X Guard software, type this password in the 'Login password' field (H, figure 11) for 'Login Setting'.
17. Next, click on the connection icon in the top left-hand corner of the main window of the Remote Camera software.
18. A 'Remote Server List' window will appear. After a certain time, the 'Server Name' will appear which you have input in the X Guard software on the 'Server PC' in the 'Login Settings' (C, figure 6).
19. Select the 'Service Name' and click on 'Connect'.
20. The connection will be made and the image that is being recorded will appear on your monitor.
21. If you have given the correct IP address and password, you will now see the images captured by the 814 PCI Surveillance Interface.
22. To disconnect, press the icon to the right of the connection icon.



6.2 IPX/SPX Intranet monitoring

6.2.1 Configuring Trust X Guard

1. Carry out points 1 to 9 in chapter 6.1.1.
2. For 'Remote Connect Setting' (B, figure 6), select the option 'Active IPX server'. This indicates that you wish the connection between the 'Server PC' and the 'Remote PC' to be made via the 'IPX/SPX' protocol.
3. The 'Server PC', which has the Trust X Guard software installed on it, has been set to accept a connection via the IPX/SPX protocol.

6.2.2 Configuring the Trust Remote Software

1. Carry out points 1 to 12 in chapter 6.1.4.
2. Next, select the 'Connection' tab (see figure 11).
3. In 'Network Setting' (A, figure 11), select 'Connect Via IPX Protocol' (B, figure 11).
4. If you have set a password in the X Guard software, type this password in the 'Login password' field (H, figure 11) for 'Login Setting'.
5. Next, click on the connection icon in the top left-hand corner of the main window of the Remote Camera software.
6. A 'Remote Server List' window will appear. After a certain time, the 'Server Name' will appear which you have input in the X Guard software on the 'Server PC' in the 'Login Settings' (C, figure 6).
7. Select the 'Service Name' and click on 'Connect'.
8. The connection will be made and the image that is being recorded will appear on your monitor.
9. If you input the correct password and the IPX/SPX protocol has been installed on both computers (both the 'Server PC' and the 'Remote PC'), you will now see the images captured by the 814 PCI Surveillance Interface.
10. To disconnect, press the icon to the right of the connection icon.



6.3 Modem server monitoring

6.3.1 Configuring Trust X Guard

1. Make sure there is NO connection with the Internet and the modem is not used for any other purpose.
2. Carry out points 3 to 9 in chapter 6.1.1.
3. For 'Remote Connect Setting' (B, figure 6), select the option 'Active Modem Server'. This indicates that you wish the connection between the 'Server PC' and the 'Remote PC' to be made via a modem-to-modem connection.
4. In this component, indicate in the 'Adapter' field via which modem you wish to make a connection.
5. The 'Server PC', which has the Trust X Guard software installed on it, has been set to accept a connection via a modem-to-modem connection.

6.3.2 Configuring the Trust Remote Software

1. Carry out points 1 to 12 in chapter 6.1.4.
2. Next, select the 'Connection' tab (see figure 11).
3. For 'Network Setting' (A, figure 11), select 'Connect Via Modem' (E, figure 11).
4. In the 'Phone No.' field (F, figure 11), input the telephone number to which the 'Server PC' is connected.
5. If you have set a password in the X Guard software, type this password in the 'Login password' field (H, figure 11) for 'Login Setting'.
6. Next, click on the connection icon in the top left-hand corner of the main window of the Remote Camera software.
7. A 'Remote Server List' window will appear. After a certain time, the 'Server Name' will appear which you have input in the X Guard software on the 'Server PC' in the 'Login Settings' (C, figure 6).
8. Select the 'Service Name' and click on 'Connect'.
9. The connection will be made and the image that is being recorded will appear on your monitor.
10. If you have configured the password, telephone number and the modem correctly and you have installed the modem correctly, you will now see the images captured by the 814 PCI Surveillance Interface.
11. To disconnect, press the icon to the right of the connection icon.

Note: *In order to log onto the 'Server PC' with the Trust Remote Camera software, the 'Server-PC' must be continuously online and the Trust X Guard software must remain activated.*

Note: *Only 1 computer can log onto the 'Server PC' at a time.*

Note: *If you want to make the connection via an Intranet, do not connect to the Internet and use the IP address of the network PC in which the Surveillance Interface 814 PCI is installed.*

Note: *Both computers must be able to go online or be connected to the same Intranet or network.*

Note: *Remote access via the Internet or a modem is much slower than remote access via a network.*

Note: *A detailed instruction manual for this software is included on the Trust Installation CD-ROM. Open the manual by selecting 'Read manuals' in the Trust Software Installer (see figure 1).*



7 Video File Data Base

The Video File Data Base enables you to view the entire history of the recorded events. Both Trust X Guard and Trust Remote Camera have an independent Video File Data Base. The video file is located in the Trust X Guard and Trust Remote camera software file in the Windows Start menu.

1. Open the Remote software database or the X Guard software database respectively by clicking on:
 - 'Start – Programs - 814 PCI SURVEILLANCE INTERFACE – Remote Camera – FileDB'.
 - 'Start – Programs - 814 PCI SURVEILLANCE INTERFACE – X Guard – FileDB'.
2. A window with two tabs and a menu bar will appear.
3. 'Data Log' tab
 - **Date;** this gives a summary of the recorded events indicated by the date on which they were recorded. You can select the fragment you wish to view by clicking on it.
 - The fragment will be shown in the right-hand side of the window. You can play back this video using the 'Play', 'Pause', 'Previous', 'Next', 'Rewind' and 'Last' buttons at the bottom of the window.
 - **Detail;** this gives detailed information of which camera has recorded the fragments.
4. Three icons are included in the menu bar. These allow you to copy the fragment to the Windows clipboard, print and save the file and view information about Video File DataBase.

Note: Recorded images **cannot** be exchanged via a network or the Internet.
Note: A detailed instruction manual for this software is included on the Trust Installation CD-ROM. Open the manual by selecting 'Read manuals' in the Trust Software Installer (see figure 1).

8 Troubleshooting

Method
1. Read the solutions given below. Check for up-to-date FAQ's, drivers and instruction manuals on the Internet (www.trust.com/12948)



Problem	Cause	Possible solution
The Interface card cannot be installed.	Drivers cannot be found.	Specify the location as the CD-ROM drive in which the installation CD has been inserted.
	The card has not been inserted into the PCI slot correctly.	Insert the card correctly.
	There is an IRQ address conflict with another device.	Solve this problem via the Windows 'Device Manager'. See www.trust.com/customercare/help/general
Only a blue screen is displayed in the X Guard software.	The specified camera has not been connected correctly.	Connect the camera correctly.
	The specified camera is not connected to the power supply.	Connect the camera to the power supply or switch the camera on.
	An incorrect video standard has been selected.	Check the camera's video standard and select this in the X Guard software.
The camera connected does not give an image in the X Guard software.	The camera in question has not been selected in the software.	Select the camera. Go to the menu bar in the main window, select 'Camera', and then select one of the cameras.
The error message 'Cannot connect to 192.168.0.10' appears in the Remote Camera software.	The IP address which has been entered is not the same as the 'Server PC' IP address.	Check the IP address with your Internet Service Provider or obtain the IP address (see chapters 6.1.2 and 6.1.3).
The error message 'Login incorrect' appears in the Remote Camera software.	The password you entered is not the same as the password entered in the 'Server PC'.	Enter a new password in the X Guard software and Remote Camera software.
	The password has only been entered once in the X Guard software.	Enter the password twice in the two fields.
The images are very slow on the 'Remote PC' via a TCP/IP Internet connection	The connection with the Internet is made via an analogue modem.	This will occur under these conditions. The image refresh rate with 1 camera in operation is 1~16 images

TRUST 814 PCI SURVEILLANCE INTERFACE

and a modem-to-modem connection.		per minute.
The hard disk is full.	The recorded video images take up too much hard disk space.	Delete old video images regularly.
After configuring the sensitivity, the system keeps recording continuously.	The sensitivity has been set too high.	Reduce the sensitivity (see chapter 5.2).
The alarm sounds continuously when using the Trust 100 Series Wireless system.	There is a fault.	Make sure the sensitivity of the X Guard software is set to a lower setting when using wireless systems. Position the wireless cameras differently or select different channels. Also see the Trust 100 Series Wireless troubleshooter.
The image displayed in the X Guard software is displaced.	A fault has occurred in the interface card.	Disconnect the camera concerned and reconnect it. If necessary, repeat this until the image is correct.
Problems with the Internet interfere with the operation of the X Guard software and the Remote Camera software.	Check the latest update of the troubleshooter on the Trust Internet site for Internet problems.	See www.trust.com/customercare/help/internet
Problems with the network interfere with the operation of the X Guard software and the Remote Camera software.	Check the latest update of the troubleshooter on the Trust Internet site for network problems.	See www.trust.com/customercare/help/network

If you still have problems after trying these solutions, please contact one of the Trust Customer Care Centers. You can find more information at the back of this instruction manual. Please have the following information available:

- The article number. This is 12948.
- A good description of what does not work.
- A good description of when the problem occurs.