

User Guide

*HMUG1080
Motorola Home
Monitoring & Control
System*



Safety, Regulatory and Copyright Information

FCC ID NUMBER: OU4-XBX200

WARNING: TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE. THE UNIT MUST NOT BE EXPOSED TO DRIPPING OR SPLASHING. DO NOT PLACE OBJECTS FILLED WITH LIQUIDS, SUCH AS VASES, ON THE UNIT.

CAUTION: TO ENSURE REGULATORY AND SAFETY COMPLIANCE, USE ONLY THE PROVIDED POWER AND INTERFACE CABLES.

CAUTION: DO NOT OPEN THE UNIT. DO NOT PERFORM ANY SERVICING OTHER THAN THAT CONTAINED IN THE INSTALLATION AND TROUBLESHOOTING INSTRUCTIONS. REFER ALL SERVICING TO QUALIFIED SERVICE PERSONNEL.

This device must be installed and used in strict accordance with the manufacturer's instructions as described in the user documentation that comes with the product.

Postpone Product installation until there is no risk of thunderstorm or lightning activity in the area.

Do not overload outlets or extension cords, as this can result in a risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard.

Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords where they are attached to plugs and convenience receptacles, and examine the point where they exit from the product.

Place this equipment in a location that is close enough to an electrical outlet to accommodate the length of the power cord.

Place this equipment on a stable surface.

When using this device, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Read all of the instructions {listed here and/or in the user manual} before you operate this equipment. Give particular attention to all safety precautions. Retain the instructions for future reference.
- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this equipment.
- Comply with all instructions that accompany this equipment.
- Avoid using this product during an electrical storm. There may be a risk of electric shock from lightning. For added protection for this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet, and disconnect the system. This will prevent damage to the product due to lightning and power surges.
- Operate this product only from the type of power source indicated on the product's marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- Upon completion of any service or repairs to this product, ask the service technician to perform safety checks to determine that the product is in safe operating condition.

It is recommended that the customer install an AC surge protector in the AC outlet to which this device is connected. This is to avoid damaging the equipment by local lightning strikes and other electrical surges.

Installation of this product must be in accordance with national wiring codes.

Place unit to allow for easy access when disconnecting the power cord/adapter of the device from the AC wall outlet.

Wipe the unit with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the unit or use forced air to remove dust.

This product was qualified under test conditions that included the use of the supplied cables between system components. To be in compliance with regulations, the user must use these cables and install them properly. Connect the unit to a grounding type AC wall outlet (100-240 V AC) using the standard power cord/adapter as supplied with the unit.

Do not cover the device, or block the airflow to the device with any other objects. Keep the device away from excessive heat and humidity and keep the device free from vibration and dust.

FCC Compliance Class B Digital Device

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Home Monitoring & Control System

CAUTION: Changes or modifications not expressly approved by Motorola for compliance could void the user's authority to operate the equipment.

Canadian Compliance

This Class B digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations. Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

FCC Declaration of Conformity

Motorola, Inc., Broadband Communications Sector, 101 Tournament Drive, Horsham, PA 19044, 1-215-323-1000, declares under sole responsibility that the HM1070 USB Gateway product complies with 47 CFR Parts 2 and 15 of the FCC Rules as a Class B digital device.

Wireless LAN Information

The HM 1000 USB Gateway Wireless LAN product is a wireless network product that uses Direct Sequence Spread Spectrum (DSSS) radio technology. This product is designed to be inter-operable with any other wireless DSSS type product that complies with:

- The IEEE 802.11 Standard on Wireless LANs (Revision B), as defined and approved by the Institute of Electrical Electronics Engineers.
- The Wireless Fidelity (WiFi) certification as defined by the Wireless Ethernet Compatibility Alliance (WECA).

Wireless LAN and your Health

The HM1070 USB Gateway, like other radio devices, emits radio frequency electromagnetic energy, but operates within the guidelines found in radio frequency safety standards and recommendations.

Restrictions on Use of Wireless Devices

In some situations or environments, the use of wireless devices may be restricted by the proprietor of the building or responsible representatives of the organization. For example, these situations may include:

- Using wireless equipment in any environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the applicable policy for the use of wireless equipment in a specific organization or environment (such as airports), you are encouraged to ask for authorization to use the device prior to turning on the equipment.

The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of the devices included with this product, or the substitution or attachment of connecting cables and equipment other than specified by the manufacturer. Correction of interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the user.

The manufacturer and its authorized resellers or distributors are not liable for any damage or violation of government regulations that may arise from failing to comply with these guidelines.

This product employs wireless technology and, in some cases, may facilitate transmission of data or video over the Internet in connection with its use. The customer should understand that all wireless transmissions may be subject to interception and that data transmission over the Internet cannot be guaranteed to be 100% secure. As a result, Motorola cannot ensure or warrant the security of any video or data transmitted by or through this product, whether or not transmitted via the Internet, and the customer uses such product at his or her own risk.

FCC Certification

This product contains a radio transmitter and accordingly has been certified as compliant with 47 CFR Part 15 of the FCC Rules for intentional radiators. Products that contain a radio transmitter are labeled with FCC ID and the FCC logo.

This device complies with Part 15 of FCC Rules. Operation of the device is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference that may cause undesired operation.

Caution: Exposure to Radio Frequency Radiation.

To comply with the FCC RF exposure compliance requirements, the separation distance between the antenna and any person's body (including hands, wrists, feet and ankles) must be at least 20 cm (8 inches).

Canada - Industry Canada (IC)

The wireless radio of this device complies with RSS 210 and RSS 102 of Industry Canada.

This Class B digital device complies with Canadian ICES-003 (NMB-003).

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

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Broadband Communications Sector ("Motorola")
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Home Monitoring & Control System

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Table of Contents

Introduction	1
Requirements	1
How It Works	1
Installation	2
Installing Software and Hardware	2
Windows Me USB Driver Installation	6
Windows 2000 USB Driver Installation	7
Windows XP USB Driver Installation.....	10
Device Discovery Wizard	12
E-mail (SMTP) Setup	13
Determine your E-Mail (SMTP) Server Name	13
Configure the MHM Program with your SMTP Information	14
Configure a Profile	14
Outgoing E-mail SMTP Server List	15
Disabling Hibernation Mode on Windows Me	16
Uninstall the MHM Program	18
Best Practices for Wireless Performance	19
General RF consideration	19
USB Gateway	19
Wireless Camera	19
Sensors.....	20
Working with the Motorola Home Monitor Program	21
USB Gateway LED Description.....	21
Logging into the Motorola Home Monitor Program	22
Exiting the Motorola Home Monitor Program	22
Control Panel	23
Wireless and Wired Camera Control	24
Choose a Camera	24
Take a Picture.....	24
Record a Video	24
Arm/Disarm Camera	25
Adjust Camera Settings	26
Event Setup	27
Retrieve Picture or Video	27
Temperature Sensor Control	28
Arming/Disarming	29
Retrieve Event	29

Water Sensor Control	30
Arming/Disarming	30
Retrieve Event	31
Door/Window Sensor Control	32
Arming/Disarming	32
Retrieve Event	33
Event Setup	34
Setup an Event Action	35
Update an Event Action	36
Remove an Event Action	36
Notification Setup	37
SMTP (E-mail) Setup	37
Profile Setup	38
Edit a Profile	39
Archives	40
View an Event	41
Delete an Event	41
Discovering New Hardware	42
Discover New Devices	42
Remove a Device	43
Wi-Fi Avoidance	44
Audio/Video Output	45
Event Log	46
Clear Event Log	46
Notification of MHM Events on Your Cellular Telephone	47
Cingular	47
Tmobile/Voicestream	47
Verizon.....	47
AT&T.....	47
Sprint	47
Nextel.....	47

Issues and Solutions	48
Installation Issues and Solutions	48
Discovery Issues and Solutions	50
Control Panel Issues and Solutions	53
Archive Issues and Solutions	58
Event Setup Issues and Solutions.....	59
Remote Notification Issues and Solutions	62
Operational Issues and Solutions	63
Hardware Issues and Solutions	65
Frequently Asked Questions (FAQ)	66
Contact Us and Help	69
Updating Software	69
Contact Us	69
Product Registration	69
E-mail Support	69
Glossary	70

Introduction

Congratulations on your purchase of the Motorola Home Monitor & Control USB Gateway. The USB Gateway enables you to operate the various cameras and sensors available with the Motorola Home Monitor & Control System. Devices can be armed to store events, images, and video clips right to your hard drive for archiving and viewing. You can e-mail notifications of events occurring to whomever you designate. This device is just one of the many automation products that allow advanced monitoring of your home or office offered by the Motorola Home Monitor & Control System.

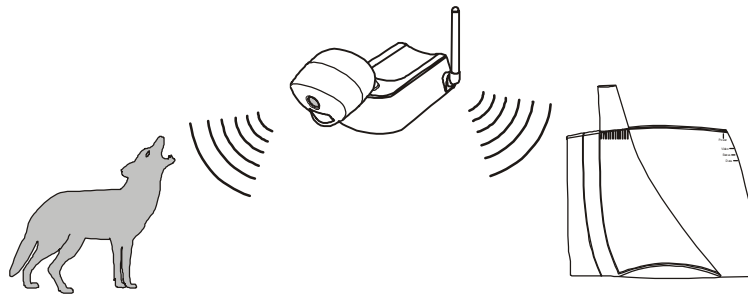
This User Guide describes how to set up, use, and troubleshoot your USB Gateway.

Requirements

- Windows computer running Windows Me®, Windows® 2000, or Windows XP™
- Intel Pentium 2 or equivalent CPU or faster
- 2X CD-ROM drive
- 128MB of RAM
- 45MB of hard drive space recommended for install
- 500MB for archives (maximum)
- USB Support
- Administrative Rights on Windows 2000 and Windows XP

How It Works

The Motorola Home Monitor (MHM) program is the heart of your Motorola Home Monitor & Control System. You manage the various cameras and sensors with the MHM program. For example, if you would like to see what your dog is barking at while at your desk, log in to the MHM program to see your dog with your wireless camera.



The USB Gateway works with the MHM program and provides access to all of the devices in your network allowing you to manipulate the data that the devices send and receive.

Installation

IMPORTANT: Do not connect your USB Gateway to your computer until the installation wizard prompts you.

Install your system with these simple steps:

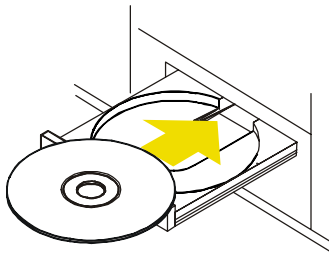
- 1 Insert the installation CD to guide you through installing your Motorola Home Monitor (MHM) program on your computer and activating your hardware.
- 2 The set up wizard helps you configure the software on your computer and indicates when you should physically attach the USB Gateway.
- 3 If necessary, install additional hardware.

If you purchased additional devices after this set up routine, they can be installed using the MHM program at a later date. See [Discover New Devices](#) for further details.

Installing Software and Hardware

*If you are installing the software on a Windows Me computer, you must disable the Hibernation (power save) mode **after** you complete the installation. If not, when the computer enters Hibernation mode, the program will exit when the user wakes up the system. Please refer to [Disabling Hibernation Mode on Windows Me](#) for further instructions. This is not the same as the screensaver. The screensaver will not interfere with the operation of the MHM program.*

- 1 Before connecting the hardware, place the Software CD in your computer's CD-ROM drive. The set up wizard starts automatically.¹ Accept the License Agreement.



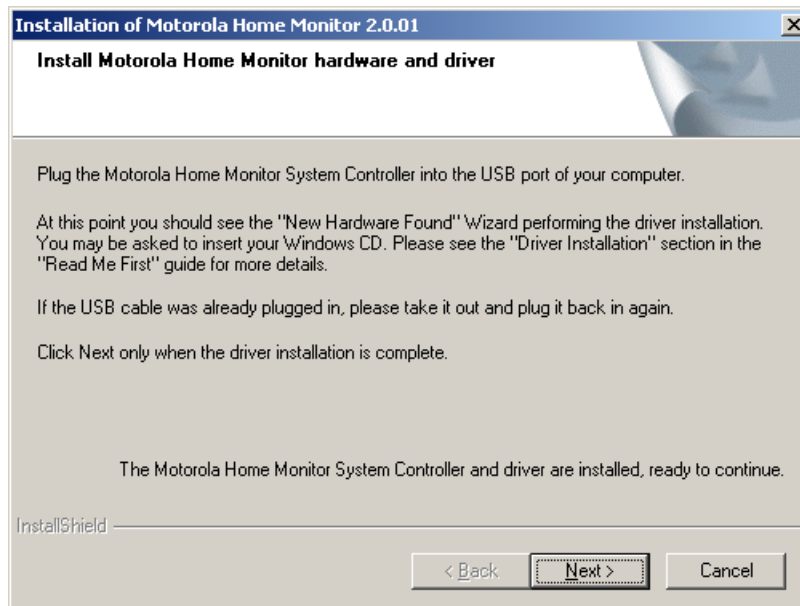
- 2 Select **Install Required Software**.
- 3 When the introductory Installation window is displayed, click **Next**.
- 4 From the Choose Destination Location window, either accept the default destination or select a new one by clicking **Browse**. Once satisfied with the destination, click **Next**.

¹ Note: If the Windows set up wizard does not start automatically, do the following: Click **Start**, then **Run**. On the next screen, click **Browse** and locate your CD-ROM drive. Locate **Launch.exe** and highlight it. Click **Open**, then **OK**. The set up wizard starts.

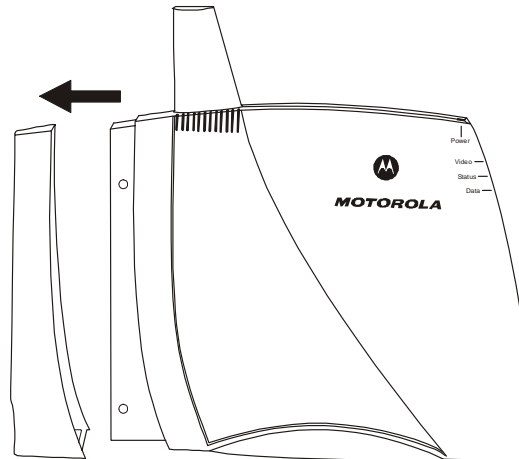
- 5 If you see the following window, click **Continue Anyway** to continue with the installation.



- 6 From the Select Program Folder window, either accept the default name or type a new one, and then click **Next** to begin the file installation.
- 7 Once complete, the "Install Motorola Home Monitor hardware and driver" window is displayed:



- 8 Do **not** click **Next** and do not exit the installation sequence yet. Instead, carefully remove the back cover from the USB Gateway before continuing with the software installation.

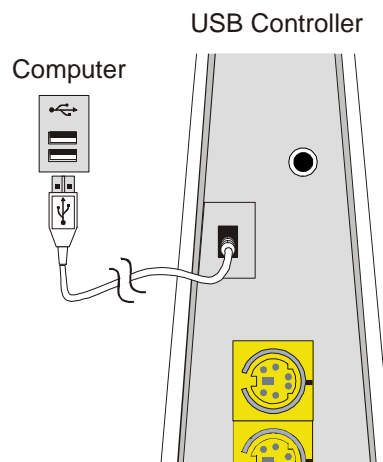


- 9 Plug the USB cable from the USB Gateway to the USB port on your computer. The USB port on your computer is usually marked with the USB symbol.

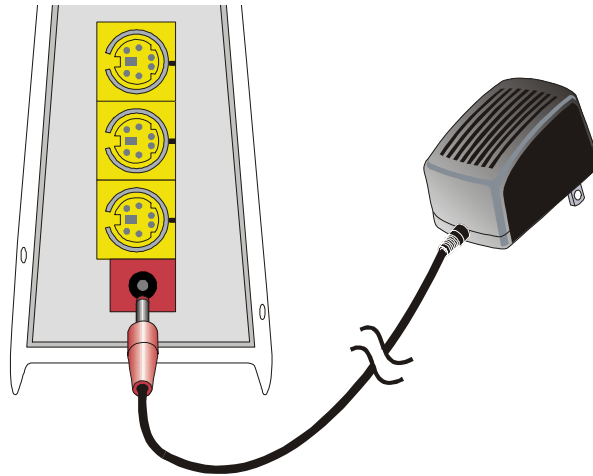


USB Symbol

The USB plug inserts into the USB port on the computer only one way. DO NOT TRY TO FORCE THE PLUG INTO THE PORT if it doesn't fit. Instead, flip it over and try again.



10 Plug-in the power supply to the adapter and then the other end into an AC wall outlet.



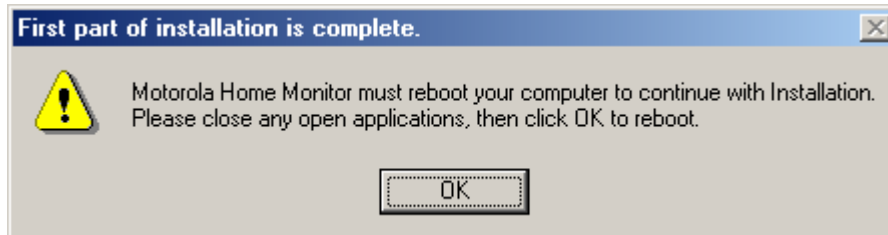
Once you have powered your USB Gateway, the Windows® Plug and Play feature recognizes your Gateway and presents the “Found New Hardware Wizard” to install the drivers you need.

At this point the different Windows operating systems install the USB Gateway’s driver in a different fashion. Refer to your Operating system’s section below for details.

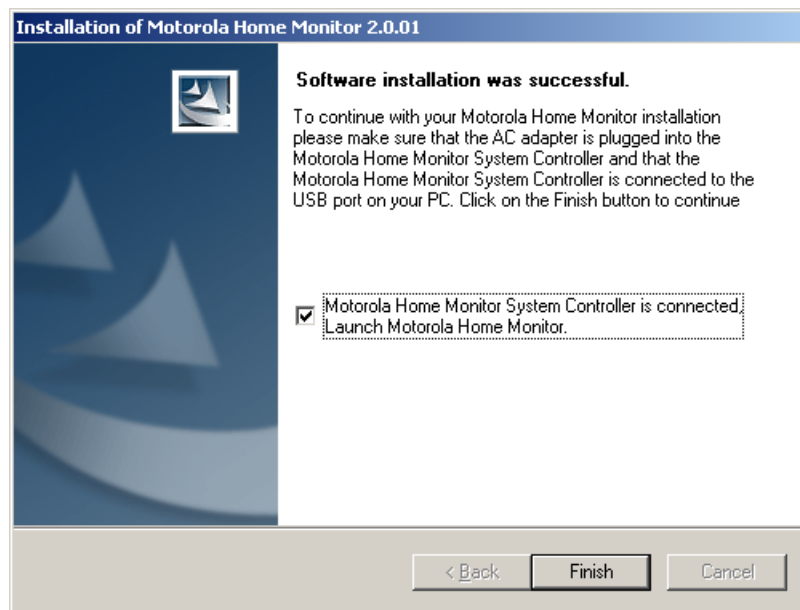
- [Windows Me USB Driver Installation](#)
- [Windows 2000 USB Driver Installation](#)
- [Windows XP USB Driver Installation](#)

Windows Me USB Driver Installation

- 11 Once you have inserted the USB cable and powered the USB Gateway, the operating system installs the drivers for you. Once finished, the “First part of installation is complete” window is displayed:



- 12 Click **OK** to automatically reboot your computer. Once you have rebooted, the “Software installation was successful” window is displayed.



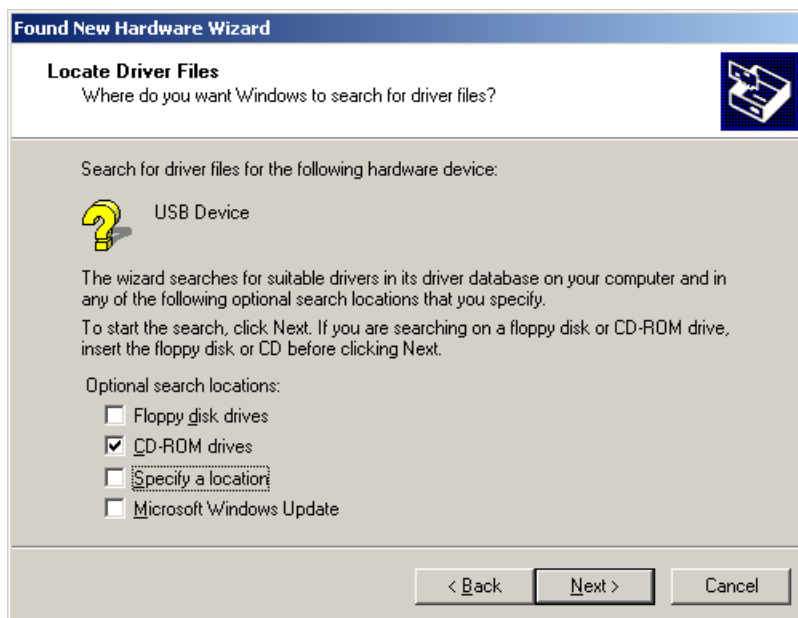
- 13 Click **Finish**. Proceed to [Device Discovery Wizard](#) to complete your installation.

Windows 2000 USB Driver Installation

- 1 From the Found New Hardware Window, click **Next**. The “Install Hardware Device Drivers” window is displayed:

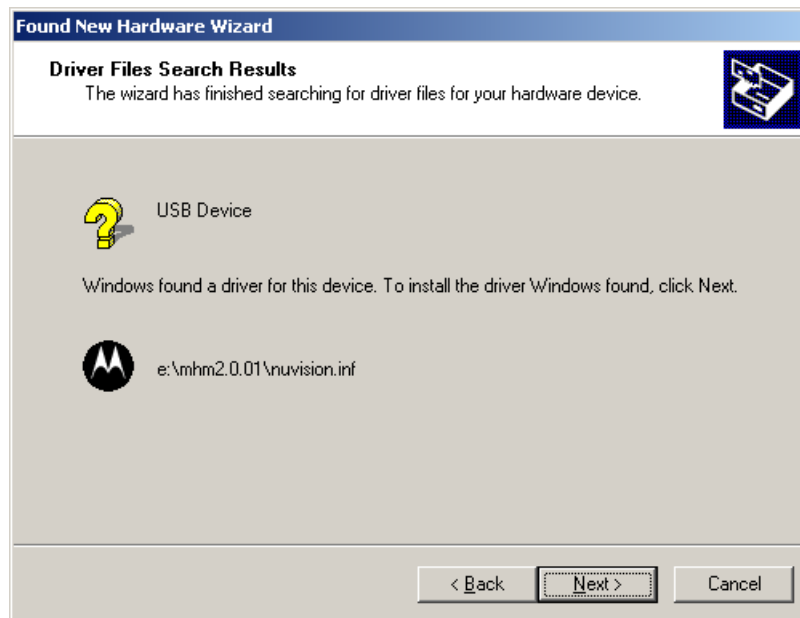


- 2 Select **Search for a suitable driver for my device (recommended)** and click **Next**. The “Locate Driver Files” window is displayed:



- 3 Select **CD-ROM drives** and click **Next**.

The “Driver Files Search Results” window is displayed:



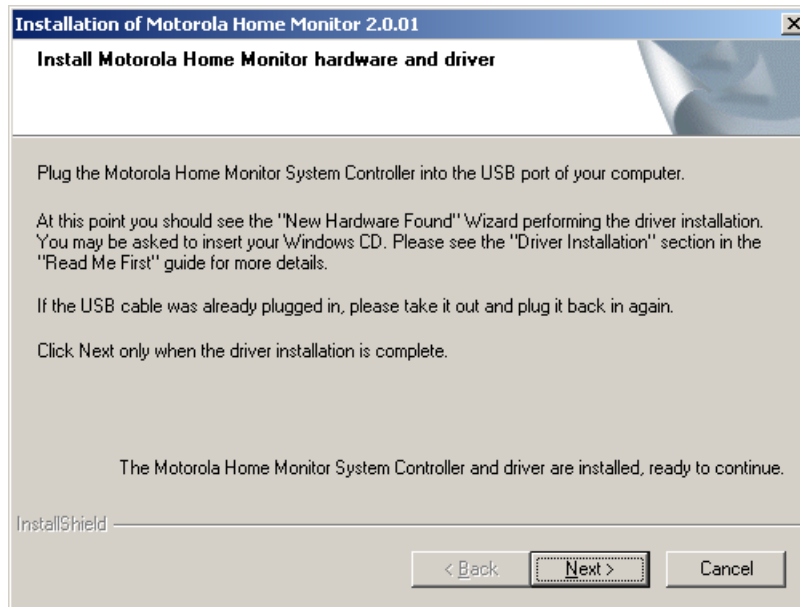
- 4 Once the file is found, click **Next**.

The “Completing the Found New Hardware Wizard” window is displayed:

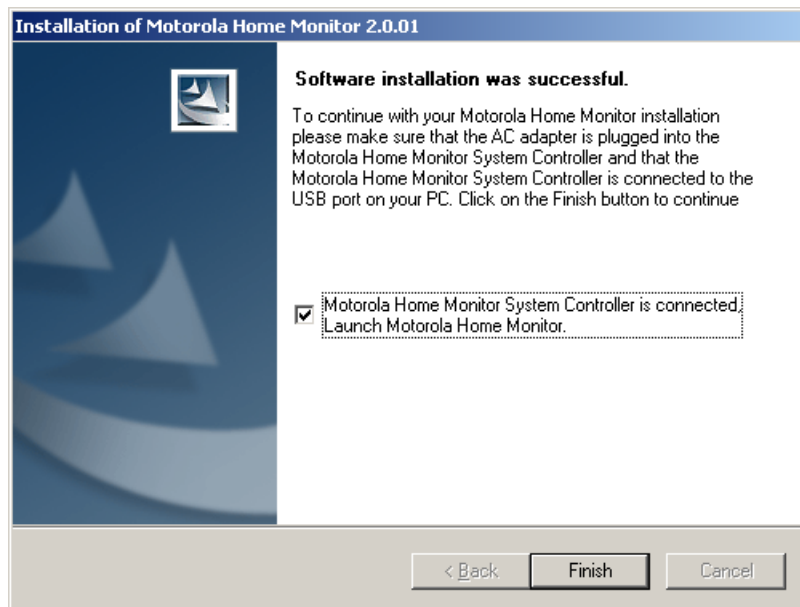


- 5 Click **Finish**.

- Return to your “Install Motorola Home Monitor hardware and driver” window and click **Next** when ready.



The “Software installation was successful” window is displayed.



- Click **Finish**. Proceed to [Device Discovery Wizard](#) to complete your installation.

Windows XP USB Driver Installation



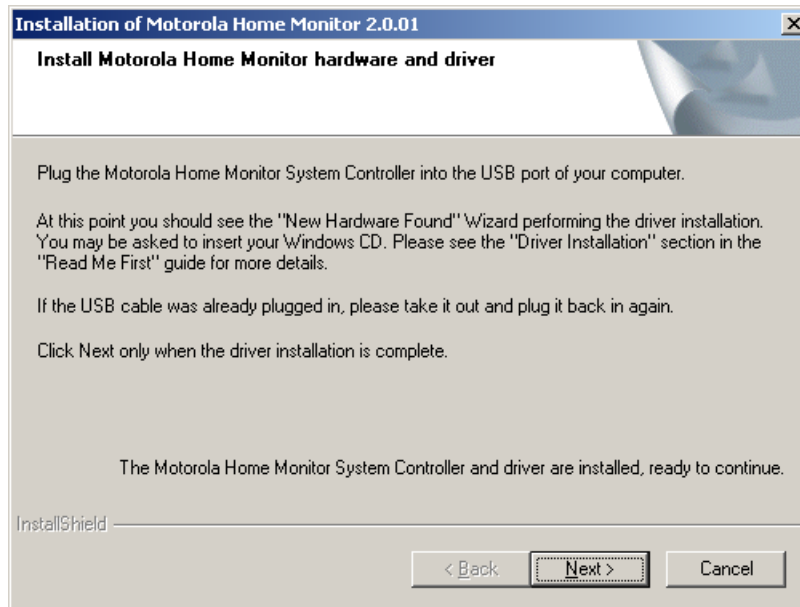
- 1 From the “Found New Hardware Wizard” window, select **Install the software automatically (Recommended)** and click **Next**.

Once the file is found, the “Completing the Found New Hardware Wizard” window is displayed:

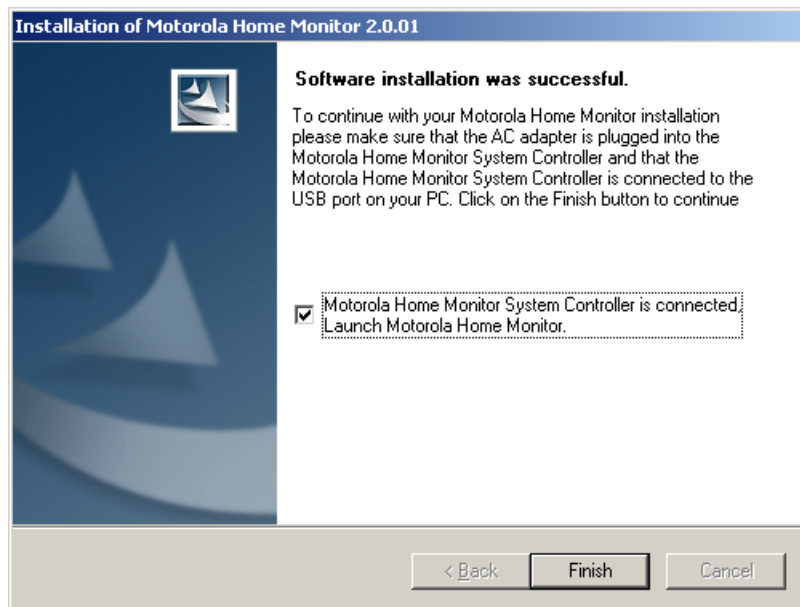


- 2 Click **Finish**.

- Return to your “Install Motorola Home Monitor hardware and driver” window and click **Next** when ready.



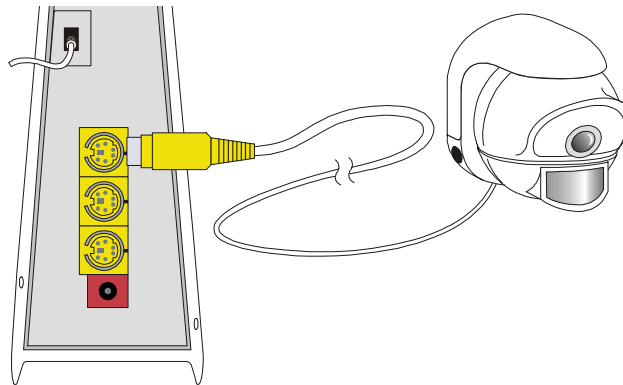
The “Software installation was successful” window is displayed.



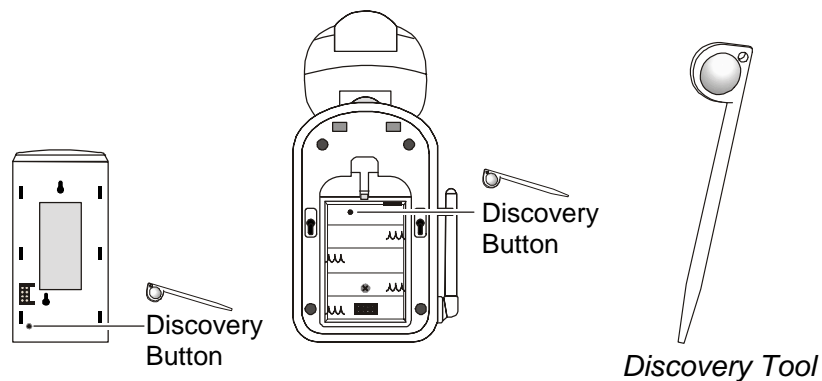
- Click **Finish**. Proceed to [Device Discovery Wizard](#) to complete your installation.

Device Discovery Wizard

- 1 The introductory Motorola setup wizard window is displayed.
- 2 Click **Next**. Read about connecting devices. You can now thread all the cables (including a Wired Camera, if you have it) through the bottom of the back cover of the Gateway and replace it. If you have a Wired Camera, install it now. Click **Next**.



The Introduction to Detecting Devices window is displayed.



- 3 Using the diagram, locate and press the **Discovery** buttons on your wireless devices with your Discovery tool.
- 4 Click **Next**. The Device Discovery window is displayed.

Your cameras and sensors operate with your MHM program only after they are discovered. The MHM program “listens” and accepts a camera or sensor when the Discovery button is briefly pressed on each device. The Device Name is displayed on the Discovery window after the MHM program accepts the device.

The devices discovered appear in the Discovery Name list. If they do not appear, try pressing the Discovery buttons of the devices again. You can also refer to Installation Guide that came with your devices for additional information.

Once all of the devices display in the Device Name list, click **Next**. The WiFi information window is displayed.

- 5 This window is asking if your environment uses wireless networking, like a wireless router sharing your Internet connection.
 - If so, click **Yes**. Select the channel used by your wireless network.
 - If not using a wireless network, click **No**.
- 6 Click **Finish** to begin using your Motorola Home Monitor & Control System.

E-mail (SMTP) Setup

The MHM program enables you to receive e-mail notifications when a configured event occurs. A configured event is an action recorded by a device that triggers a preset routine. To enable this feature, follow the sequence of the three sections below:

- [Determine your E-Mail \(SMTP\) Server Name](#). You need to determine the SMTP (Simple Mail Transport Protocol) information from your ISP. The [Outgoing E-mail SMTP Server List](#) provides an inventory of common ISPs and their SMTP information.
- [Configure the MHM Program with your SMTP Information](#). Using the SMTP information you have gathered, use this information to configure the MHM program.
- [Configure a Profile](#). The final step is to set up a profile which you will choose when configuring an event in [Event Setup](#).

Determine your E-Mail (SMTP) Server Name

This section enables you to learn your Outgoing Mail (SMTP) server information if you are using Outlook Express 6.0. If using a different version of Outlook Express, the steps may vary. You can also contact your ISP (Internet Service Provider), as they will have this information.

- 1 Launch Outlook Express.
- 2 Select **Accounts...** from the Tools menu. The Internet Accounts window is displayed.
- 3 Click the **Mail** tab.
- 4 Click your **Mail Sever Account**, for example, mail.companyname.net, from the list and click **Properties**. The Properties window is displayed.
- 5 Click the **Servers** tab.
- 6 Write down your **Outgoing mail server (SMTP)**, for example smtp.companyname.net. This server name must be entered into the Motorola Home Monitor software by clicking on the Event Setup button in the Motorola Home Monitor program.
- 7 Click **Cancel** and then **Close**.

Configure the MHM Program with your SMTP Information

Once you have located your SMTP information, you can now use that information to configure the MHM program to send e-mail using your ISP's e-mail account service.

- 1 Return to the Motorola Home Monitor program and click **Event Setup** from the main menu of the MHM program.
- 2 Click **Edit SMTP Info**.
- 3 Enter the **Outgoing Mail (SMTP)** and your **E-Mail Address** necessary for your mail server. If your server requires authentication, select the checkbox and enter the necessary information. The **Account Name** and **Password** are for your Authentication Server, if using one.
- 4 Click **OK** when finished. You are now able to set up profiles to send event notifications.

Configure a Profile

You can set up different profiles (methods of communication). For example, you can set up an e-mail and an e-mail-ready cell phone profile, to ensure that when something occurs, you are notified.

- 1 Click **Event Setup** from the main menu of the MHM program. If prompted for SMTP, see SMTP Setup and then complete the instructions here.
- 2 Click Edit Profiles.
- 3 Select the Notification Type.
- 4 Enter an E-mail Address.
- 5 Click **Add**. The Profile configured displays in the Profiles List. You will now be able to select this profile when setting up an event action.
- 6 Click **Done** to exit.

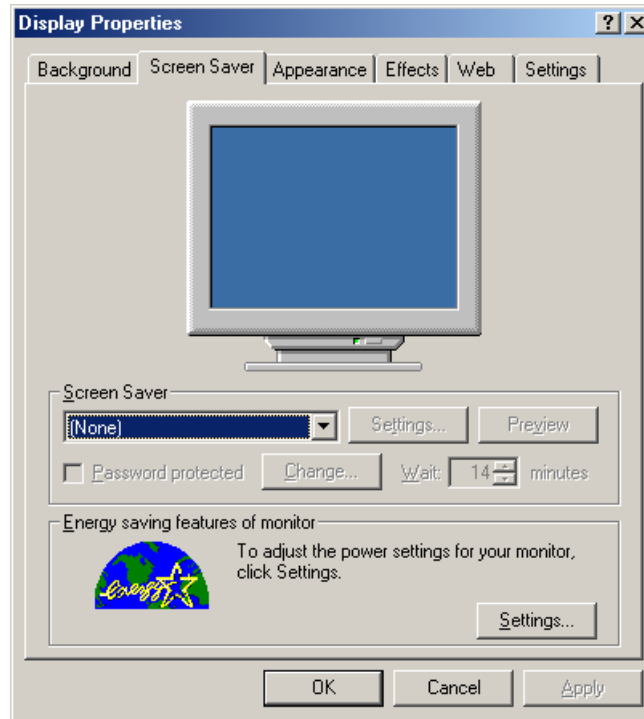
Outgoing E-mail SMTP Server List

The following list provides the SMTP server information for some ISPs.

<i>Adelphia</i> smtp.blk.adelphia.net	<i>AT&T</i> smtp1.attglobal.net
<i>AT&T Worldnet</i> mailhost.att.net	<i>Bellatlantic.net</i> smtpout.bellatlantic.net
<i>BellSouth</i> mail.rdu.bellsouth.net	<i>Charter Pipeline</i> smtp.charter.net
<i>Comcast</i> smtp.comcast.net	<i>Cox Communications</i> smtp.east.cox.net smtp.central.cox.net smtp.west.cox.net smtp.cox-internet.com
<i>Time Warner RoadRunner</i> smtp-server.nc.rr.com	<i>Verizon</i> outgoing.verizon.net

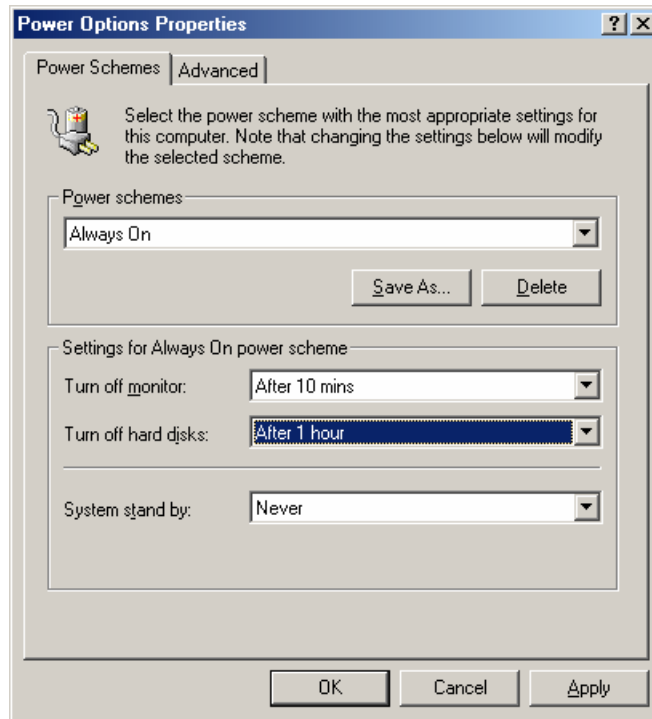
Disabling Hibernation Mode on Windows Me

- 1 Click **Start** > **Settings** > **Control Panel** and double-click **Display**.
- 2 Select the **Screen Saver** tab.



- 3 Click **Settings**.

The “Power Options Properties” window is displayed:



- 4 Select **Always On** from the Power schemes drop down menu.
- 5 Change *Turn off hard disks* to **Never**.
- 6 Change *System stand by* to **Never**.
- 7 Click **OK** to save your changes.

Uninstall the MHM Program

- 1 Click **Start > Programs > Motorola Home Control** (or **Start > All Programs > Motorola Home Control** or something similar, depending on which Windows version you are using).
- 2 Click **Uninstall Motorola Home Monitor**.
- 3 Follow the prompts to uninstall your software.

OR

- 1 Open the Windows Control Panel (**Start > Settings > Control Panel**).
- 2 Double-click **Add/Remove Programs** (it may be called "**Add or Remove Programs**" or something similar, depending on which Windows version you are using).
- 3 Locate and highlight the entry for Motorola Home Monitor in the list of installed programs.
- 4 Click **Change/Remove** (or, **Remove**, depending on which Windows version you are using).
- 5 Follow the prompts to uninstall your software.

Best Practices for Wireless Performance

Review the following suggestions for improving your wireless performance for your wireless devices.

General RF consideration

The Motorola Home Monitoring & Control system uses two RF channels for communication and control of devices. One is the 2.4 GHz band for transmission of video and the other is 418 MHz band for the control channel.

2.4 GHz applies to both wireless cameras and the gateway. This super high frequency is more prone to deterioration of the wireless signal as it passes through walls than the 418 MHz control frequency. In general, install all equipment away from cooling ducts, electrical distribution panels, and other large metal appliances.

In order to increase the system performance the following guidelines are recommended.

USB Gateway

- Ensure that both the camera and the gateway are positioned as far away from wireless LAN equipment as practical. They should not be placed adjacent to such equipment.
- Ensure the gateway is placed in a high position. In most cases, normal desk height is good enough, however in marginal situations you may raise the position of the gateway for better results.
- Ensure the gateway is not masked by your computer, printer, or other metallic objects such as filing cabinets.

Wireless Camera

- Ensure a high mounting position at least 7 feet. This helps the wireless performance, better motion detector range, and performance. It also ensures better back lighting of the subject and minimizes the risk of damage by avoiding pointing the camera at the sun.
- Ensure the area is well lit. Avoid very high contrast lighting situations. For example, when half the picture is sunlit concrete or other light surface and the other half is in shade.
- Ensure that the camera is not installed on a metallic surface and that it is not near large metallic objects such as a refrigerator or HVAC ducts.
- Ensure the camera is positioned so that anticipated direction of movement is partially across the face of the camera and not directly towards it. This improves motion detector performance.
- Try and minimize the number of walls between the camera and gateway. Some walls are made of sheet rock with aluminum backing. These walls greatly absorb the signal, shortening the physical operation range.

- In most cases once the camera position is optimized for 2.4 GHz (video signal) the control channel (418 MHz UHF) will perform well. The 2.4 GHz frequency is also absorbed by water mass. In most cases this means people moving between the camera and the gateway. The effect is minor but this should be borne in mind when selecting a site. The high mounting position minimizes this effect.
- Most microwave ovens emit a large amount of noise at 2.4 GHz band. During the operation of these ovens noise will be seen on the picture. Keep the camera and the receiver as far away as possible from microwave ovens.
- Ensure the antenna on the wireless camera is set to a vertical position.

Sensors

- Ensure these are not mounted on large metallic surfaces. However, if a door sensor is mounted on a narrow aluminum doorframe, the signal will be affected but still useable.
- Ensure they are installed at least 6 feet above ground.
- Ensure they are mounted on a vertical surface for best results.

Working with the Motorola Home Monitor Program

Use your Motorola Home Monitor program to view video, manage sensors, or turn on and off devices.

If you use a power save feature on your computer, your MHM program discontinues monitoring when the computer switches into a power save mode. Disable the power save feature to maintain constant monitoring.

USB Gateway LED Description

	Off (no color)	Green	Yellow	Red	Blue
Power	USB Gateway power adaptor not powered				USB Gateway power adapter powered
Video	No wireless cameras powered	Wireless camera transmitting, good video signal	Wireless camera transmitting, marginal video signal	Wireless camera transmitting, poor video signal	
Status (No remote service)	MHM program not running	All devices okay	At least one device is reporting a yellow status	At least one devices is reporting a red status	
Status (remote services registered)	MHM program not running	All devices okay and remote server connection is okay	One or more devices reporting a yellow status, remote server connection is okay	One or more devices reporting a red status and/or remote server cannot be reached	
Data	MHM program not running or radio problem	Radio okay, blinks when talking to wireless device			

Logging into the Motorola Home Monitor Program

Once you have successfully installed your USB Gateway, you can launch the Motorola Home Monitor program by clicking the desktop icon




or

Use the Program menu by clicking **Start > Programs > Motorola Home Monitor > Motorola Home Monitor**.

Exiting the Motorola Home Monitor Program

To ease compatibility problems, it is recommended that you exit the MHM program before you unplug the USB Gateway from the computer.

To exit the MHM program:

- 1 Click the  "X" in the upper right corner of your screen or press `ALT-F4` from your keyboard. A dialog box appears.
- 2 Click **Yes** to close the MHM program.

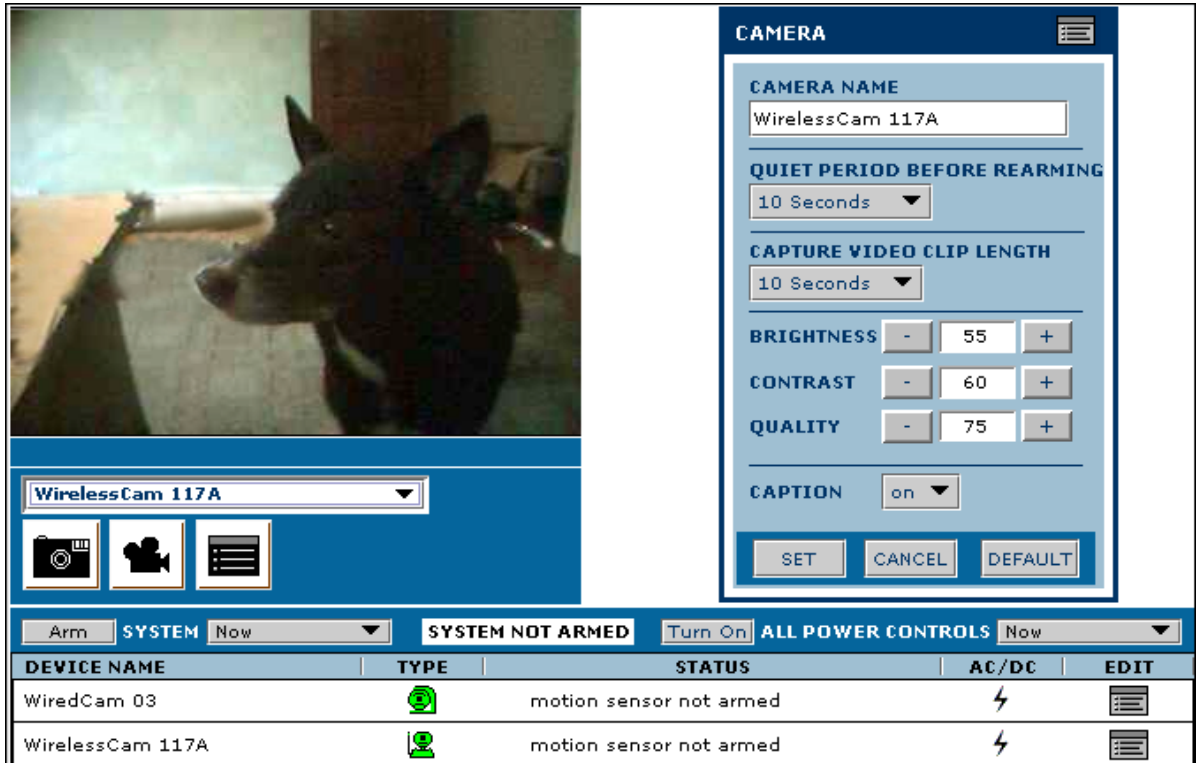
Control Panel

Once the Motorola Home Monitor (MHM) program is launched, the Control Panel window is displayed from which you control your devices. When you start using the MHM program, the Control Panel is the first window that you see.









Wireless and Wired Camera Control

The wired and wireless cameras allow you to view different areas using your MHM program. They also can be configured to capture images or videos whenever they detect movement. The two cameras are operated in the same manner.



The screenshot displays the MHM software interface. On the left, a video feed shows a black dog. Below the feed is a dropdown menu set to 'WirelessCam 117A' and three icons: a camera (take picture), a video camera (record video), and a list icon (edit settings). On the right, a 'CAMERA' configuration panel is open, showing settings for 'WirelessCam 117A'. The settings include: CAMERA NAME (WirelessCam 117A), QUIET PERIOD BEFORE REARMING (10 Seconds), CAPTURE VIDEO CLIP LENGTH (10 Seconds), BRIGHTNESS (55), CONTRAST (60), QUALITY (75), and CAPTION (on). At the bottom of the panel are 'SET', 'CANCEL', and 'DEFAULT' buttons. Below the camera controls, the system status is shown as 'SYSTEM NOT ARMED' with 'Turn On' and 'ALL POWER CONTROLS' buttons. A table at the bottom lists the devices:

DEVICE NAME	TYPE	STATUS	AC/DC	EDIT
WiredCam 03		motion sensor not armed		
WirelessCam 117A		motion sensor not armed		


Choose a Camera

WirelessCam 117A ▼

Click the down arrow to choose different cameras.


Take a Picture



Click  to take a picture with the camera.

Record a Video



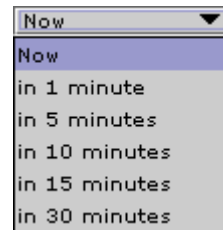
Click  to record a short video with the camera.

Arm/Disarm Camera

Cameras are triggered awake by certain events when armed. For example, if configured, a door opening triggers the camera to record the event.

- To arm all sensors and cameras, click . The Status line updates to state: "System Armed."


- To Arm after a selected period (giving you time to leave the house, for example), select a time from the Schedule drop-down menu and then click **Arm**.



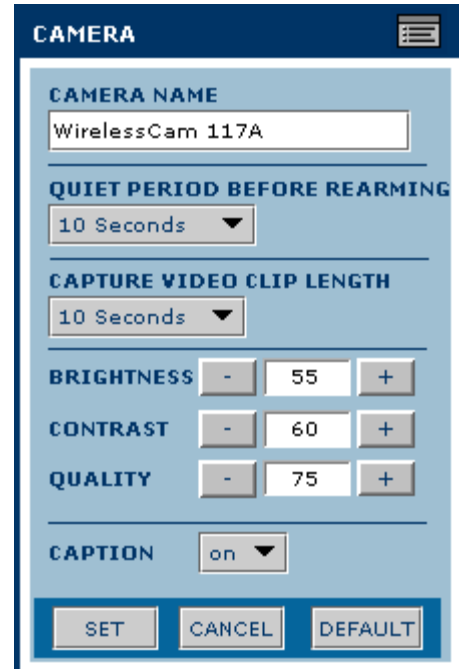
- To disarm all sensors and cameras, click . The Status line updates to state: "System Not Armed."

Adjust Camera Settings

- From the Control Panel window click the large edit button underneath the camera

name, , to adjust the settings for the device selected. The Camera setting window is displayed (Wired and Wireless cameras operate in the same manner):





Item	Description
Camera Name	Rename the camera.
Quiet Period Before Rearming	Adjust the time before the camera rearms itself after the motion sensor was triggered.
Capture Video Clip Length	Select the length of the video clip that will be recorded if the camera is armed and configured for video capture.
Brightness, Contrast, Quality	Adjust as desired to improve picture quality. The result of the Quality adjustment is not visible in the live camera view, only when you have taken a picture. The Quality setting does not affect video recordings.
Caption	Select On or Off to display the Camera Name, Time, and Date onscreen.



- Adjust the settings desired and click **Set**. The settings you selected are uploaded to the device.

Click **Default** to reset to factory programmed settings or **Cancel** to ignore any changes.

Status Icon Description

Item	Description
 	The camera is functioning normally.
 	No communication is possible. The Gateway cannot reach the camera. Check the connections. If fine, try re-discovering the camera or repositioning the wireless camera.

Event Setup

To trigger the camera to take a picture or video, refer to [Event Setup](#) for further details.

Retrieve Picture or Video


When the camera is armed and detects an event, it stores pictures or videos in the Archive. Refer to [Archives](#) for further details.

Temperature Sensor Control

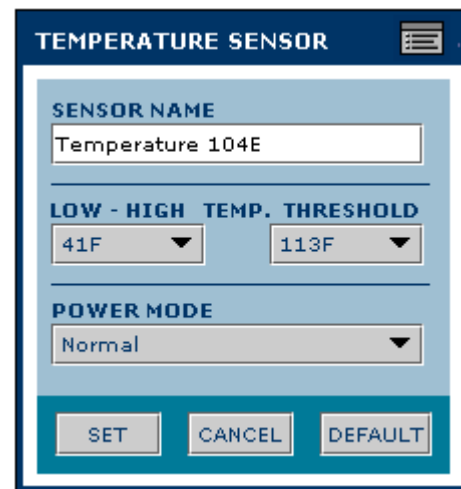
The Temperature Sensor measures temperature changes ranging between 14°F to 104°F (-10°C to 40°C). The External Temperature Probe, also immersible, extends the range of temperature monitored to -40°F and 140°F (-40°C and 60°C). The Temperature Sensor enables you to monitor the temperature of many environments such as a nursery, greenhouse, computer room, bedroom, or a wine cellar.

The Temperature Sensor is not a thermostat. It only senses the when the temperature change crosses your set threshold. For example, if you want to record when the temperature falls to 32 degrees, if you place the sensor into an environment that is already below 32 degrees, the sensor does not inform you. Only when the temperature falls past 32 degrees does the sensor notify you.

An entry is created in the event log if the new temperature reported by the device is different than the current temperature, not outside the temperature range. Refer to [Event Log](#) on how to view this.

- 1 From the Control Panel window in the Edit column, click  to adjust the settings of the device desired. The Temperature Sensor window is displayed:

Item	Description
Sensor Name	Rename the sensor.
Default Temperature BTW	Select the Temperature threshold desired. There is a range of between -40°F to 139°F (-40°C to 60°C). If the sensor detects a temperature beyond either the low or high setting, and is configured in the Event Setup , the gateway alerts you.
Power Mode	Select Normal or Save to change the power setting. Selecting Save changes the sensor to standby mode to extend battery life, but if temperature settings are exceeded, it sends an alert if configured in Event Setup .



- 2 Adjust the settings desired and click **Set**. The settings you selected are uploaded to the device.

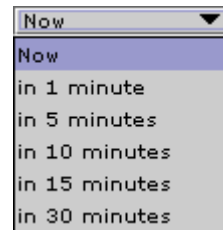
Click **Default** to reset to factory programmed settings or **Cancel** to ignore any changes.

Arming/Disarming

Devices are triggered by certain events when armed. For example, if configured, a temperature lower than the low threshold setting triggers the sensor to record the event.




- To arm all sensors and cameras, click . The Status line updates to state: "System Armed."

- To Arm after a selected period (giving you time to leave the house, for example), select a time from the Schedule drop-down menu and then click **Arm**.



- To disarm all sensors and cameras, click . The Status line updates to state: "System Not Armed."


Status Icon Description

Item	Description
	The sensor is functioning normally.
	No data is available. The MHM program hasn't communicated with the sensor yet. Wait at least 60 seconds and if still not connected and then try re-discovering the sensor. The wait period may be up to 20 minutes for Discovery.
	No communication is possible. The gateway cannot reach the sensor. Check the batteries, if powered, try re-discovering the sensor or repositioning it.

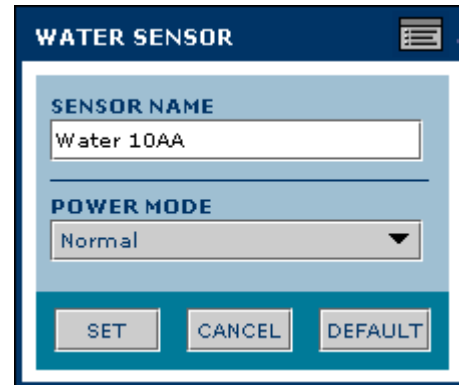
Retrieve Event

When the Temperature Sensor is configured in [Event Setup](#), is armed and detects an event, it sends an event marker to the Archives. Refer to [Archives](#) for further details.

Water Sensor Control

- From the Control Panel window in the Edit column, click  to adjust the settings of the selected device. The Water Sensor window is displayed:


Item	Description
Sensor Name	Rename the sensor.
Power Mode	Select Normal or Save to change the power setting. Selecting Save changes the sensor to standby mode to extend battery life, but if the presence or absence of water changes, it sends an alert if configured in Event Setup .

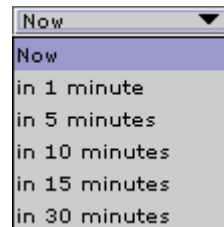


- Adjust the settings desired and click **Set**. The settings you selected will be uploaded to the device.
Click **Default** to reset to factory programmed settings or **Cancel** to ignore any changes.

Arming/Disarming




Devices are triggered awake by certain events when armed. For example, if configured, an occurrence of water where none should be triggers the sensor to record the event.

- To arm all sensors and cameras, click . The Status line updates to state: "System Armed."
- To Arm after a selected period (giving you time to leave the house, for example), select a time from the Schedule drop-down menu and then click **Arm**.



- To disarm all sensors and cameras, click . The Status line updates to state: "System Not Armed."

Status Icon Description


Item	Description
	The sensor is functioning normally.
	No data is available. The MHM program hasn't communicated with the sensor yet. Wait for at least 60 seconds and if still not connected, try re-discovering the sensor. The wait period may be up to 20 minutes for Discovery.
	No communication is possible. The Gateway cannot reach the sensor. Check the batteries. If properly powered, try re-discovering the sensor or repositioning it.

Retrieve Event

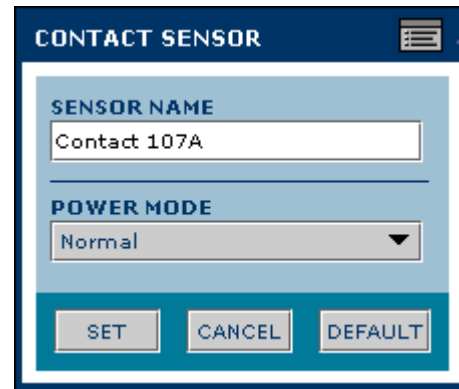
When the Water Sensor is configured in [Event Setup](#), is armed and detects an event, it sends an event marker to the Archives. Refer to [Archives](#) for further details.

Door/Window Sensor Control

The Door/Window Sensor is referred to within the MHM program as the Contact Sensor.

- From the Control Panel window in the Edit column, click  to adjust the settings of the selected device. The Contact Sensor setting window is displayed:


Item	Description
Sensor Name	Rename the sensor.
Power Mode	Select Normal or Save to change the power setting. Selecting Save changes the sensor to standby mode to extend battery life, but if sensor is triggered, it sends an alert if configured in Event Setup .

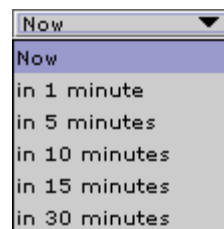


- Adjust the settings desired and click **Set**. The settings you selected will be uploaded to the device.
Click **Default** to reset to factory programmed settings or **Cancel** to ignore any changes.

Arming/Disarming




Devices are triggered awake by certain events when armed. For example, if configured, a door opening triggers the sensor to record the event.

- To arm all sensors and cameras, click . The Status line updates to state: "System Armed."
- To Arm after a selected period (giving you time to leave the house, for example), select a time from the Schedule drop-down menu and then click **Arm**.



- To disarm all sensors and cameras, click . The Status line updates to state: "System Not Armed."

Status Icon Description

Item	Description
	The sensor is functioning normally.
	No data is available. The MHM program hasn't communicated with the sensor yet. Wait for some time and if still not connected, try re-discovering the sensor. The wait period may be up to 20 minutes for Discovery.
	No communication is possible. The MHM program cannot reach the sensor. Check the batteries are powered. If so, try re-discovering the sensor or repositioning it.

Retrieve Event

When the Door/Window Sensor is configured in [Event Setup](#), is armed and detects an event, it sends an event marker to the Archives. Refer to [Archives](#) for further details.

Event Setup

Your Motorola Home Monitor system can be automated to capture events by your sensors and cameras. One device can trigger another as well, extending your security options. For example, if your Door/Window Sensor is triggered, that in turn can enable your Wireless Camera to record the event.

Event Setup

EVENT ACTION NOTIFICATION SETUP

CHOOSE SENSOR DEVICE	CHOOSE EVENT	CHOOSE ACTION DEVICE	CHOOSE ACTION
WiredCam 03 ▼	Motion detected ▼	WiredCam 03 ▼	Capture image ▼

NOTIFY: None ▼

SEND TO LOCAL ARCHIVE

PREVIEW

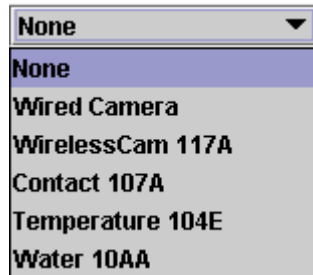
SENSOR DEVICE	ON EVENT	ACTION DEVICE	ACTION	NOTIFY	ATTATCH	ARCHIVE
WiredCam 03	Motion detected	WiredCam 03	Capture image	None	N/A	Yes
WirelessCam 117A	Motion detected	WirelessCam 117A	Capture image	None	N/A	Yes
Contact 107A	Contact opened	WiredCam 03	Capture image	None	N/A	Yes
Temperature 104E	High Temperat...	Switch 12EB	Turn on	None	N/A	Yes
Water 10AA	Wet condition	None	None	None	N/A	Yes

Note: Event Action Notifications will take effect only when system is Armed

Setup an Event Action

Use this procedure to configure devices to notify you when an event occurs.

- 1 Click  from the main menu.
- 2 Select a device from the **Choose Sensor Device** drop-down menu. This determines the device that monitors the area.

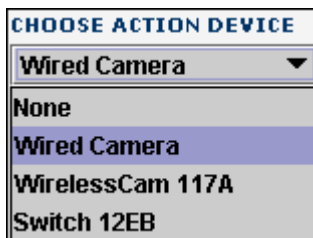


- 3 Choose an event from the **Choose Event** drop-down menu. The type of event selected corresponds to the type of sensor device selected. For example, if you selected a Wired Camera, then you can choose Motion Detected as an event to monitor. The next two steps are optional.



- 4 If you want one device to trigger another, select one from the **Choose Action Device** drop-down menu. For example, if you selected a Door/Window Sensor for Choose Sensor Device, then you could activate a camera as the Action Device. This way, when the sensor is triggered, a camera will record the event.

If you do not want another device triggered, be sure **None** is selected.



- 5 If you selected a device at Choose Action Device, select the **action** you wish performed by that device from the **Choose Action** drop-down menu.
Otherwise, be sure **None** is selected.



- 6 If you wish to be notified by the event, select a profile from the **Notify** drop-down menu. To set up a profile, see [Notification Setup](#).



- 7 Click to save your configuration.

Update an Event Action

- 1 Click on the line of the Event you wish to change. The Event is automatically loaded into the Setup area.
- 2 Edit the action as you wish and click to save your changes.

Remove an Event Action



In the Setup area, highlight the Event Action you want to remove and click .

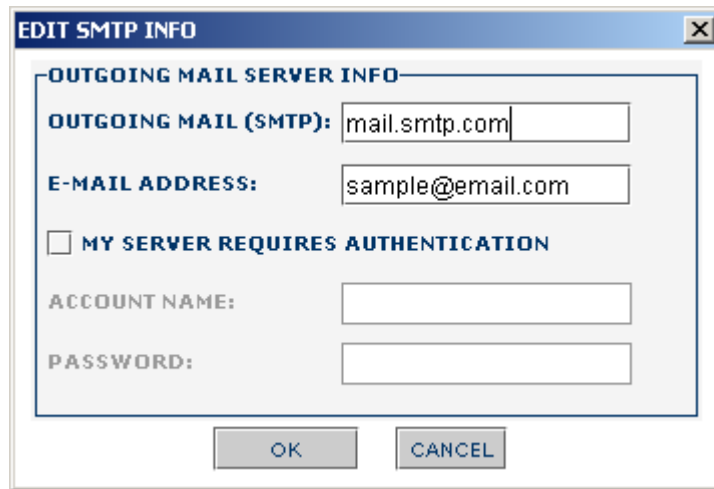
Notification Setup

If a device detects an event, you can set up your MHM program to notify you at different locations, based on the profile selected. You can set up multiple profiles to handle different e-mail accounts.

To enable profiles, you first have to set up the SMTP (Simple Mail Transfer Protocol) information necessary for transmitting the alerts. Your USB Gateway must have an active connection to the Internet when using this procedure.

SMTP (E-mail) Setup

- 1 Click  from the main menu.
- 2 Click . The Edit SMTP INFO window is displayed with a sample configuration:



EDIT SMTP INFO

OUTGOING MAIL SERVER INFO

OUTGOING MAIL (SMTP): mail.smtp.com

E-MAIL ADDRESS: sample@email.com

MY SERVER REQUIRES AUTHENTICATION

ACCOUNT NAME:



PASSWORD:

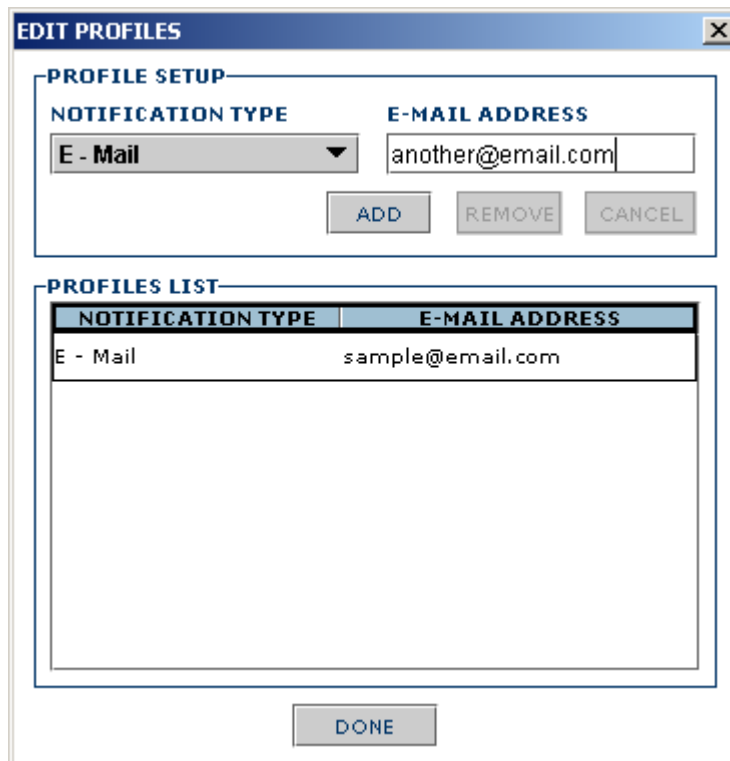
OK CANCEL

- 3 Enter the **Outgoing Mail (SMTP)** and your **E-Mail Address** necessary for your mail server. If your server requires authentication, select the checkbox and enter the necessary information. The **Account Name** and **Password** are for your Authentication Server, if using one.
- 4 Click **OK** when finished. You are now able to set up profiles to send event notifications.

Profile Setup

You can set up different profiles (methods of communication) here. For example, you can set up an e-mail and an e-mail-ready cell phone profile, to ensure that when something occurs, you are notified.

- 1 Click  from the main menu.
- 2 Click . If prompted for SMTP, see [SMTP Setup](#). The Edit Profiles window is displayed:



PROFILE SETUP	
NOTIFICATION TYPE	E-MAIL ADDRESS
E - Mail	another@email.com

PROFILES LIST	
NOTIFICATION TYPE	E-MAIL ADDRESS
E - Mail	sample@email.com

- 3 Select the **Notification Type**.
- 4 Enter an **E-mail Address**.
- 5 Click **Add**. The Profile configured displays in the Profiles List. You will now be able to select this profile when setting up an event action.
- 6 Click **Done** to exit.

Remove a Profile

- 1 Click **Event Setup** from the main menu.
- 2 Click **Edit Profiles**.
- 3 Highlight the profile and click **Remove**.
- 4 Click **Done** to exit.

Edit a Profile

Use this procedure to alter existing profiles.

EDIT PROFILES

PROFILE SETUP

NOTIFICATION TYPE **E-MAIL ADDRESS**

E - Mail sample@email.com

UPDATE REMOVE CANCEL

PROFILES LIST

NOTIFICATION TYPE	E-MAIL ADDRESS
E - Mail	another@email.com
E - Mail	sample@email.com

DONE

- 1 Click **Event Setup** from the main menu.
- 2 Click **Edit Profiles**.
- 3 Highlight the profile, re-type the correct e-mail address and click **Update**.
- 4 Click **Done** to exit.

Archives

The Archive acts as a storehouse for the events generated by your Motorola Home Monitor and Control system. Each image, video clip, or sensor event stored in the archive folder is represented by a thumbnail image.








Click  from the main menu to access your stored events.

Archive Controls

Archives

SELECT ALL | CLEAR ALL | DELETE | EMPTY ARCHIVES PAGE 1 OF 1

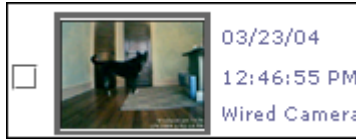
<input type="checkbox"/>		05/19/04 11:47:39 AM WiredCam 03
<input type="checkbox"/>		05/19/04 11:52:29 AM WiredCam 03
<input type="checkbox"/>		05/19/04 01:20:05 PM WiredCam 03
<input type="checkbox"/>		05/19/04 01:20:20 PM WirelessCa...
<input type="checkbox"/>		05/19/04 01:20:32 PM WiredCam 03


PREV PAGE | NEXT PAGE

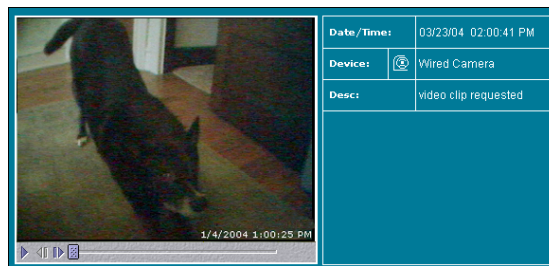
Events

View an Event

- 1 To open and view an event, double-click the event desired.



- 2 View the event. If the stored event is a stored video like the example, click  to play the video.

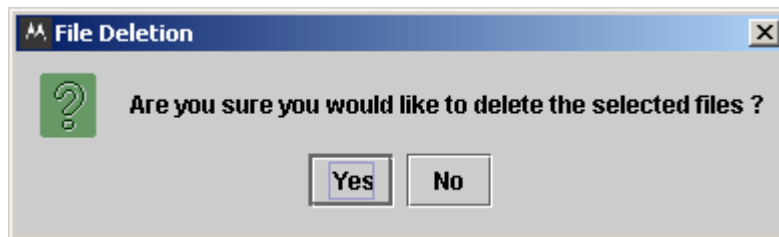


Delete an Event

- 1 Select an event by clicking its check box. Or, choose **Select All** from the menu at top to select every event on the current page.



- 2 Click **DELETE** to delete the selected events. A warning prompt is displayed.



- 3 Click **Yes** to delete the events.

Discovering New Hardware


This section describes how to connect your system and only applies if you have already successfully set up your MHM program.

Discover New Devices

For your MHM program to communicate with your wireless devices, they must be registered. The MHM program establishes a dedicated wireless network with all discovered Motorola home/office automation devices and works with only those devices that it has discovered. Once the device is ready to be installed (it is powered and physically close to the Gateway), the unit requires activation.

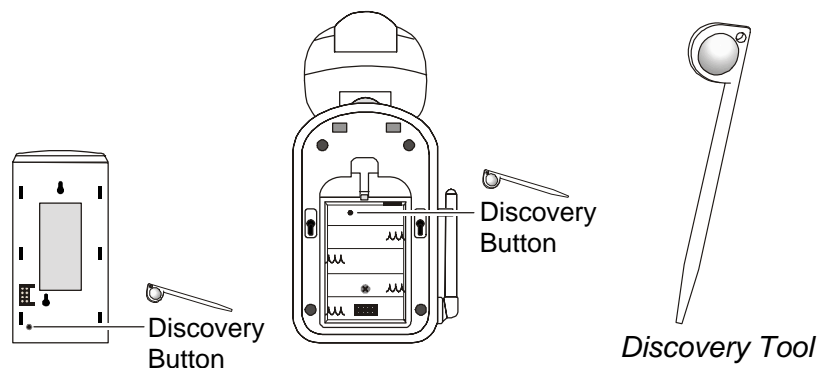
Use the following procedure to discover Motorola Home Monitoring and Control System devices:

- 1 Log in to your MHM program, **Start > Programs > Motorola Home Monitor > Motorola Home Monitor**.

- 2 From the main window, click .


- 3 Click .

- 4 Locate and press the **Discovery** buttons on your wireless devices. For your wireless devices other than the PCM, use the Discovery tool.





The device LED will turn green when the Gateway has discovered it properly. Whereas Camera LED's stay green; Sensor LED's are green for only a short time, since sensors enter a sleep mode waiting for the next time to transmit. If the light does not turn green, please consult the troubleshooting section of the device's user guide.

On the Discovery screen, you will see your devices appear as they are discovered.

- 5 Once all devices have been discovered, click . You are now ready to work with your devices.


Remove a Device

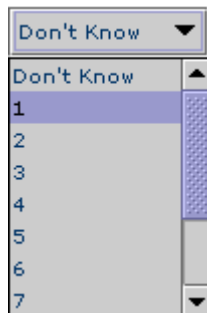
- 1 From the MHM main window, click .
- 2 Locate the device you wish to remove from the MHM system and click the associated trash can icon  to remove it.
- 3 A confirmation message appears. Click **Yes** to remove the device. The device is no longer available for monitoring or control.

Wi-Fi Avoidance

Your MHM system uses the same wireless channels that Wi-Fi networks use. Wi-Fi (also known as 802.11) separates the 2.4 GHz wireless spectrum into different channels. Your USB Gateway has the built-in ability to work around these channels so that your MHM system does not interfere with your Wi-Fi wireless network and vice versa.

The channel you select here will not be used by the MHM system for wireless communication.

- 1 From the main window, click .
- 2 In the Wi-Fi Information area, select the **channel** that your Wi-Fi network uses.



For example, the default channel for Motorola's WR850G Wireless Router is Channel 11. You would then select Channel 11 from the menu so that the MHM program uses other channels for its wireless communications.

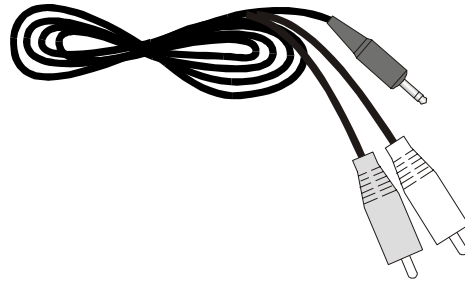
- 3 If you do not know the channel your wireless network uses, log into your wireless device and determine the channel, or check with the maker of your wireless device. Until you determine the channel, select **Don't Know**.

Audio/Video Output

Your USB Gateway has the capability to output video and audio to your television or VCR. Whatever camera is selected on the control panel will also be displayed on the TV. Audio can also be heard from the Camera microphones. If more than one camera is used and they are armed, the TV image will switch from the default camera to any camera that has its motion sensor triggered.

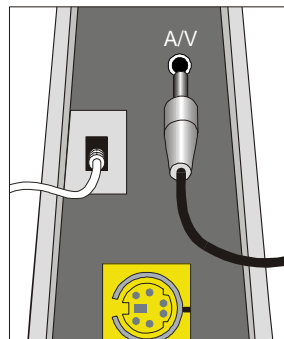
To set up:

Obtain an A/V (audio/video) cable that incorporates a mini-stereo plug on one end and two RCA phono plugs on the other end, available at electronic retailers.



The MHM program needs to be active on your computer and the cameras need to be discovered and running.

- 1 Plug the mini stereo plug into the A/V jack on the back of the USB Gateway.



- 2 With the other end of the cable, plug one RCA plug into a video input jack on your TV or VCR, the other RCA plug into an audio input jack on your TV or VCR. If no video is seen or the audio is humming, reverse the two plugs.
- 3 On your TV or VCR, switch the incoming signal to the Video Input setting. Refer to your manufacturer's user manual for further information. You should now see whatever the camera is seeing. Select another camera with your USB Gateway.

Note: By default, when the MHM program is inactive and a camera is connected to wired port 1 (CAM1) on the USB Gateway, the monitored image will still be seen on the TV or VCR.

Event Log

The Event Log saves and presents a history of all events that have been recorded by your Motorola Home Monitor program. The event log provides a simple way for you to review all sensor and camera activity that has taken place during unattended operation. The Event Log is also useful for helping to diagnose problems with the system.

An event is recorded whenever an action (such as one of the following) occurs:

- Sensor is triggered
- Sensor is armed or disarmed
- Camera captures an image
- Camera captures a video clip
- Device is added or removed
- Device reports an error condition
- And others...

Each event listed in the log includes the following information:

- Event date and time
- A description of the event

The Event Log maintains a list of all events that have been recorded since the Log was last cleared. Events are displayed in "most recent" order, where the most recent event is shown at the top of the list, and the oldest event is shown at the bottom of the list.

Clear Event Log

If the Event Log grows too large, the system will automatically delete approximately half of the (oldest) records in the log in order to free some space for new event records.

You can clear the Event Log by clicking  at the top of the screen.

Notification of MHM Events on Your Cellular Telephone

You can setup your cellular telephone to receive text and image event notification from your Motorola Monitoring and Control System. Procedures vary slightly for different cellular telephone service providers. The list below is provided for your reference for some cellular providers.

Cingular

Text: phonenumber@mobile.mycingular.com (160 chars limit)

Text + image: phonenumber@mms.mycingular.com

Tmobile/Voicestream

Text: phonenumber@tmomail.net (140 chars limit)

Text + image: phonenumber@tmomail.net

Verizon

Text: phonenumber@vtext.com (160 chars limit)

Text + image: phonenumber@vzwpx.com

AT&T

Text: phonenumber@mobile.att.net (110 chars limit) or phonenumber@mmode.com

Text + image: username@mmode.com

The AT&T V600 has 2 ways to retrieve email from username@mmode.com. One allows you to open attachments and the other won't. The following are the steps or required to open attachments:

- 1 From the start up page, press the **middle** navigation button.
- 2 Scroll to the **Messages** icon and click **Select**.
- 3 Scroll to **Email Msgs** and click **Select**.
- 4 Connect to your remote mail box to download the email subjects. This step does not download the body of the email.
- 5 **Read** the email. The attachment is located at the bottom of the email.
- 6 **Highlight** the attachment and click **View**.

Sprint

Text: phonenumber@messaging.sprintpcs.com (160 chars limit)

Text + image: phonenumber@messaging.sprintpcs.com (or use webmail address)

Nextel

Text: phonenumber@page.nextel.com (140 chars limit)

Text + image: ??

Issues and Solutions

Use this section to solve any issues you might have with your Motorola Home Monitoring and Control system. This section is subdivided into the following major topics:

- Installation Issues and Solutions
- Discovery Issues and Solutions
- Control Panel Issues and Solutions
- Archive Issues and Solutions
- Remote Notification Issues and Solutions
- Operational Issues and Solutions
- Hardware Issues

Installation Issues and Solutions

USB Driver not found.

Windows Me: During USB driver installation, the following message is displayed with an option to Browse: *The file NUVision.ax was not found.* Take the following steps if this condition occurs:

- 1 Click **Browse**.
- 2 Select the path *destination folder selected*. The default is **C:\program files\Motorola Home Monitor**.
- 3 Click the subdirectory drivers.
- 4 Click **OK** to close the browse pop-up.
- 5 Click **OK** to close the error pop-up.

The Motorola Home Monitoring and Control System Installation CD-ROM does not auto run.

If the CD-ROM disc does not AUTORUN, take the following steps:

- 1 Open Windows Explorer.
- 2 Select the CD-ROM drive containing the Motorola Home Monitoring and Control System Installation CD-ROM to view the drive contents.
- 3 Double click **Launch.exe**.

The MHM installation program could not detect your Motorola Home Monitor USB Gateway screen is displayed during installation.

This message indicates that the MHM installation program cannot detect the USB Gateway. Take the following steps if this condition occurs:

- 1 Verify that the blue LED on the USB Gateway is turned on.
 - If the LED is on, go to step 4.
 - If the LED is off, go to the next step.
- 2 Verify that the AC adapter is properly connected on the USB Gateway. The USB driver is installed even if the USB Gateway is not plugged in.
- 3 If the USB Gateway is properly powered on but the LED is still off, verify that the AC outlet is functional by plugging a lamp into the same AC outlet.
- 4 Verify that the USB Connector is inserted properly into the PC. Note: Once the USB Gateway is installed on a specific USB port, it cannot be switched to a different port without reinstalling the MHM program.
- 5 Exit this screen and restart the MHM program using the desktop icon.
- 6 The installation should continue and complete.

The MHM program freezes on a splash screen during installation.

After the USB driver is installed and the splash screen is displayed for the second time, the installation freezes. Take the following steps if this condition occurs:

- 1 Wait at least two minutes.
- 2 Open the Windows Task Manager.
- 3 Select the **Processes** tab.
- 4 Select **javaw.exe** and then click **End Process**.
- 5 Restart your PC.

A video resolution error message is displayed during installation.

While installing the MHM program, a panel titled *Video Resolution Error* is displayed. The text reads: *Your display must be set to more than 256 colors in order for Motorola Home Monitor to run!* Click **OK** to close this panel and take the following steps to correct this condition.

- 1 In Windows, select Start > Settings > Control Panel > Display.
- 2 Click the **Settings** tab.
- 3 Change the color quality setting from 256 colors to 16 bit, 24 bit, or 32 bit.
- 4 Click **OK** to apply your changes.
- 5 Double click the Motorola Home Monitor desktop icon and finish the installation.

Discovery Issues and Solutions

Wired camera cannot be discovered.

- 1 Verify that the wired camera is properly connected to one of the CAM ports on the back the USB Gateway.
- 2 If you are using the 60-foot wired camera extension cable, connect the wired camera directly to the USB Gateway and retry Discovery.

Wireless camera can not be discovered; registration is not attempted.

Discovery is in progress and the Discovery button is pressed on a wireless camera, but the registration in progress message is not seen above the Discovery device list.

Verify that the Wireless Camera has power; the LED on the camera should be on.

If the LED is not on:

- Verify the AC adapter connection to the Camera at both ends.
- If the ten-foot AC adapter extension cable is used, remove it and connect the AC adapter directly to the Wireless Camera.
- Verify that the AC outlet is functional by connecting a lamp or other device to the same AC outlet.

If the LED is not on:

- Reposition the Wireless Camera to within five feet of the USB Gateway with a direct line of sight from camera antenna to USB Gateway antenna. The antenna of each device should be positioned vertically. Make sure that neither is close to any metal object like a PC tower or electrical appliance.
- If the Wireless Camera still fails to attempt registration, perform a reset using the following steps.

Unplug the power from the wireless camera.

Depress the Discovery button on the wireless camera.

Reconnect the wireless camera power while the Discovery button is still depressed.

Release the Discovery button.

Re-attempt Discovery.

Wireless camera can not be discovered; fails registration.

This condition occurs when the Discovery button is pressed on the Wireless Camera and the registration in progress message is displayed above the Discovery device list, but the camera is not discovered and the message *Registration failed* is displayed below the Discovery device list. Take the following steps to correct this condition:

- 1 Retry Discovery at least 5 times.
- 2 Verify that there are no other MHM systems in the general area that are also in Discovery mode.
- 3 Reposition the wireless camera to within five-feet of the USB Gateway with a direct line of sight from camera antenna to USB gateway antenna. The antenna of each device should be positioned vertically. Make sure that neither is close to any metal object like a PC tower or electrical appliance.
- 4 If the wireless camera still fails registration, perform a reset using the wireless camera reset. See last item on previous page.

Sensor cannot be discovered; registration is not attempted.

This condition occurs while in Discovery and the Discovery button is pressed on a sensor, but the registration in progress message is not displayed above the Discovery device list.

-Verify that the sensor has power:

Door/Window Sensor: move the magnetic contact close to the top of the sensor housing and the LED should turn RED, then GREEN, and then turn off. If the LED doesn't turn on, replace the batteries.

Temperature Sensor: remove or insert the external probe and the LED should turn RED, then GREEN, and then turn off. If the LED doesn't turn on, replace the batteries.

Water Sensor: insert the water probe into water and the LED should turn RED, then GREEN, and then turn off. If the LED doesn't turn on, replace the batteries.

-Reposition the Sensor to within five-feet of the USB Gateway with a direct line of sight from sensor antenna to USB Gateway antenna. Make sure that neither is close to any metal object like a PC tower or electrical appliance.

-If the Sensor still fails to attempt registration, perform a reset using the following steps.

Remove the battery cover from the sensor.

Depress the Discovery button on the sensor.

Replace the battery cover with the Discovery button still depressed.

Release the Discovery button.

Re-attempt Discovery.

Sensor can not be discovered and fails registration.

If the MHM program is in Discovery mode and the Discovery button is pressed on a sensor, the registration in progress message is seen above the Discovery device list, but the device is not discovered and the message *Registration failed* is seen below the Discovery device list.

- Retry Discovery at least 5 times.
- Verify that there are no other MHM systems in the general area that are also in Discovery mode.
- Reposition the sensor to within five-feet of the USB Gateway with direct line of sight from the antenna to the USB Gateway antenna. Make sure that neither is close to any metal object like a PC tower or electrical appliance.
- Replace the batteries in the sensor or camera.
- If the sensor still fails registration, then perform a reset using the sensor reset steps.

Control Panel Issues and Solutions

Sensor status is displayed as *no data available yet* after the MHM program is restarted.

After the MHM program has been restarted, sensor status may be displayed with a status of *no data available yet* for up to 20 minutes while the system re-establishes communications with the sensors.

Wired camera is displayed on the device list with a RED icon with a status of *not connected*.

The wired camera was discovered and functioned properly, but is reporting a status of not connected. Take the following steps to correct this condition:

- 1 Disarm the MHM system.
- 2 Select the wired camera from the drop down menu.
- 3 Verify that there is no image present from the camera. If you see an image from the camera, try closing and then restarting the MHM program.
- 4 Check the connection to the camera on the rear of the USB Gateway.
- 5 If the 60-foot extension cable is used, remove it to eliminate it as a source of the problem.
- 6 Go to Discovery, delete the camera, and re-discover it.

Wireless camera is displayed on the device list with a RED icon with a status of *No communications with device*.

The wireless camera was discovered and functioned properly, but is reporting a status of *No communication with device*. Take the following steps to correct this condition:

- 1 Disarm the system.
- 2 Select the wireless camera from the drop down menu.
- 3 Verify that there is no image from the camera. If you see an image from the camera, restart the MHM program.
- 4 Verify that the Wireless Camera LED is on.

If the LED is on:

- Move the camera closer to the USB Gateway so that both are within a direct line of sight and neither is close to any metal objects like a PC tower or electrical appliance.
- If batteries are used, try the AC adapter since the batteries may be discharged.
- Try restarting the MHM program.
- Go to Discovery, delete the camera, and re-discover it.

If the LED is not on:

- If batteries are used:
 - Verify that the switch is in the on position.
 - Try the AC adapter since the batteries may be discharged.
- If the AC adapter extension cable is used, remove the extension cable and use the AC adapter directly.
- If the AC adapter is used without the extension:
 - Verify the connection into the camera.
 - Verify the connection into the AC outlet.
 - Plug a lamp into the AC outlet to verify that AC outlet works.

Wireless camera is displayed on the device list with a YELLOW icon with a status of *restoring communications*.

The wireless camera was discovered and functioned properly, but is reporting a status of *restoring communications*. Take the following steps to correct this condition:

- 1 Disarm the system.
- 2 Select the wireless camera from the drop-down menu.
- 3 Verify that no image is displayed from the camera. If the image from the camera is displayed, then try closing and restarting the MHM program.
- 4 Move the camera closer to the USB Gateway so that both are within direct line of sight and neither is close to any metal objects like a PC tower or electrical appliance.
- 5 If batteries are used, try the AC adapter since the batteries may be discharged.
- 6 Go to Discovery, delete the camera, and re-discover it.

Live camera view image is too dark.

- 1 Disarm the system.
- 2 Select the camera that is too dark from the drop down menu.
- 3 Open the edit panel for the camera.
 - Adjust the brightness.
 - Adjust the contrast.
- 4 Adjust the camera position
 - The camera should not be positioned to view an object at close range.
 - The camera should not be positioned towards a dark area.
 - The camera should not be positioned towards a very bright area.
- 5 Increase the lighting in the room.

Live camera view image is too bright

- 1 Disarm the system.
- 2 Select the camera that is too bright from the drop down menu.
- 3 Open the edit panel for the camera.
 - Adjust the brightness.
 - Adjust the contrast.
- 4 Adjust the camera position. The camera should not be positioned towards a bright area such as a window or light.
- 5 Decrease the lighting in the room.

Door/Window sensor is displayed on the device list with a RED icon with a status of *no communication since ...*

The door/window sensor was discovered and functions properly, but is reporting a status of *no communication since last x minutes*. Take the following steps to correct this condition:

- 1 Check to see if the sensor LED turns on using the following procedure:
 - Generate an opened or closed contact event.
 - The LED should blink RED, blink GREEN, and then turn off.
 - If the LED does not turn on, replace the batteries with a fresh pair. Be careful to insert the batteries with the proper polarity.
- 2 Restart the MHM program and wait 15 to 20 minutes to see if the sensor icon turns green.
- 3 Reposition the sensor to within five feet of the USB Gateway with a direct line of sight from sensor antenna to USB Gateway antenna. Make sure that neither is close to any metal object like a PC tower or electrical appliance.
- 4 Replace the batteries with a fresh pair since they may be discharged.
- 5 Go to the Discovery screen, delete the sensor, and rediscover it.

Temperature Sensor is displayed on the device list with a RED icon with a status of *no communication since ...*

The temperature sensor was discovered and functioned properly, but is reporting a status of *no communication since last x minutes*. Take the following steps to correct this condition:

- 1 Check to see if the sensor LED turns on by using the following procedure:
 - Remove or insert the external temperature probe.
 - The LED should blink RED, blink GREEN, and then turn off.
 - If the LED does turn on, replace the batteries with a fresh pair. Be careful to insert the batteries with the proper polarity.
- 2 Restart the MHM program and wait 15 to 20 minutes to see if the sensor icon turns green.
- 3 Reposition the sensor to within five feet of the USB Gateway with a direct line of sight from sensor antenna to USB Gateway antenna. Make sure that neither is close to any metal object like a PC tower or electrical appliance.
- 4 Replace the batteries with a fresh pair since they may be discharged.
- 5 Go to the Discovery screen, delete the sensor, and rediscover it.

Water sensor is displayed on the device list with a RED icon with a status of *no communication since ...*

The water sensor was discovered and functions properly, but is reporting a status of *no communication since, last x minutes*. Take the following steps to correct this condition:

- 1 Check to see if the sensor LED turns on by using the following procedure:
 - Generate a wet or dry event.
 - The LED should blink RED, blink GREEN, and then turn off.
 - If the LED does not turn on, replace the batteries with a fresh pair. Be careful to insert them with the proper polarity.
- 2 Restart the MHM program and wait 15 to 20 minutes to see if the sensor icon turns green.
- 3 Reposition the sensor to within five feet of the USB Gateway with a direct line of sight from sensor antenna to USB Gateway antenna. Make sure that neither is close to any metal object like a PC tower or electrical appliance.
- 4 Replace the batteries with a fresh pair since they may be discharged.
- 5 Go to the Discovery screen, delete the sensor, and rediscover it.

Archive Issues and Solutions

MHM program freezes while viewing video captures in archives.

This usually occurs in Windows Me when the MHM program has stored 40+ pages of archives with a large number of video captures. Take the following steps to correct this condition:

- 1 Attempt to shut down and restart the MHM program.
 - If you are able to shut down the MHM program, reboot your PC.
 - If you are unable to shut down the MHM program, start the Windows Task Manager and stop the **javaw.exe** process and then reboot your PC.
 - If you are unable to start the Windows Task Manager, attempt to shut down and restart Windows.
 - If you are not able to restart Windows, turn your computer off and then on.
- 2 Before restarting the MHM program, decide if you want to keep any archived images or video capture.
 - If you want to keep your existing archived images, then go to the directory where the program is installed. The default path is **C:\Program Files\Motorola Home Monitor**. Then, go to subdirectory **\data\archive** and copy images and video clips to a backup location for external viewing. Restart the MHM program.
 - If you do not want to keep your existing archived images, restart the MHM program.
- 3 Go into archives and delete all archived pages.

Sound volume is too low during video capture playback from archive.

The wired and wireless cameras are capable of capturing audio spoken at normal speaking levels to a distance of up to about 10 feet. Corrective actions include:

- Verify that the PC sound card levels are adjusted correctly.
- Powered speakers usually have level controls; adjust the volume as required.
- Play a .wav or .mp3 file to verify that the PC audio levels are set properly.
- Verify that the subject is within 10 feet of the camera and is talking at a normal speaking level.
- Verify that the microphone opening located on the bottom of the camera head is not blocked with paint or tape.
- Verify that the audio playback level is set properly in the MHM video player.
 - Open the video capture in archives
 - In the lower right-hand corner of the video player there is a speaker icon. Right-click the speaker icon to display a volume control. Click and drag the slider to adjust the playback volume. Left-click mutes audio playback.

Event Setup Issues and Solutions

Archive motion detected event message not seen from a camera.

This occurs when you are expecting a motion detected event message in archives from a camera trigger, but it is not received. Take the following steps to correct this condition:

- 1 Verify that the event desired is properly configured in event setup.
- 2 Verify that the system is armed.
- 3 Verify that the camera is operational with the following steps:
 - Select the camera from the drop down menu on the control panel page.
 - Manually request an image capture.
 - Verify that the requested image capture is displayed in the archives.
- 4 Verify that the camera is triggering properly. The subject might be out of the PIR triggering range.
 - Try triggering the camera while viewing the Control Panel screen. A motion detected message should be seen from the camera that is triggered.

Archive motion detected event message is received without an expected image capture.

This occurs when you are expecting a motion detected event message with an image capture in the archives from a camera trigger and the event message is received but the image capture is not received.

- Verify that the desired event is properly configured in event setup.
 - The entry with the camera as the sensor device should also include the camera as the action device.
 - The entry should have the action set to capture image.

Archive motion detected event message is received without an expected video capture.

This occurs when you are expecting a motion detected event message with a video capture in the archives from a camera trigger and the event message is received but the video capture is not received.

- Verify that the event desired is properly configured in event setup.
 - The entry with the camera as the sensor device should also include the camera as the action device.
 - The entry should have the action set to capture video.

Archive opened or closed event message is not seen from a door/window sensor.

This occurs when you are expecting an *opened or closed* event message in the archives from a door/window sensor and no event is displayed.

-Verify that the event desired is properly configured in event setup.

There must be an entry in event setup for the sensor with either **Contact opened** or **Contact closed** selected as the event.

-The system must be armed.

-The sensor must transition from a closed state to an open state for an *opened* event, or from an opened state to closed state for a *closed* event.

-The sensor must be functioning properly. On the control panel page verify that the sensor transition can be seen in the device list status column.

Archive wet event message is not seen from a water sensor.

This occurs when you are expecting a *wet or dry* event message in archives from a water sensor and no event is displayed.

-Verify that the desired event is properly configured in event setup.

-There must be an entry in event setup for the sensor with either **Wet Condition** or **Dry Condition** selected as the event.

-The system must be armed.

-The sensor must transition from a dry state to a wet state for a **Wet Condition** event to be detected, or to a wet state to a dry state for a **Dry Condition** event to be detected.

-The sensor must be functioning properly. On the control panel page, verify that the sensor transition can be seen in the device list status column.

Archive *high* temperature event message is not seen from a temperature sensor.

Occurs when you are expecting a *high temperature* event message in the archives from a temperature sensor and no event is displayed.

-Verify that the event desired is properly configured in event setup.

There must be an entry in event setup for the sensor with **High Temperature** selected as the event.

-The high temperature and low temperature thresholds must be set properly in the edit panel for the sensor.

-The system must be armed.

-The sensor must transition from *below* the temperature threshold to *above* the temperature threshold and the event is sent only once per transition.

-The sensor must be functioning properly. On the control panel page verify that the sensor transition can be seen in the device list status column. This is updated every 15 – 20 minutes.

Archive *low temperature* event message is not seen from a temperature sensor.

This occurs when you are expecting a *low temperature* event message in archives from a temperature sensor and no event is displayed.

-Verify that the event desired is properly configured in event setup.

There must be an entry in event setup for the sensor with **Low Temperature** selected as the event.

-The high temperature and low temperature thresholds must be set properly in the edit panel for the sensor.

-The system must be armed.

-The sensor must transition from above the temperature threshold to below the temperature threshold and the event is sent only once per transition.

-The sensor must be functioning. On the control panel page verify that the sensor transition can be seen in the device list status column. This is updated every 15 – 20 minutes.

Remote Notification Issues and Solutions

Failed e-mail notification messages in Event Log.

Failed notification messages can occur for a variety of reasons, including incorrect SMTP information, incorrect username and password, or network connectivity issues.

-Verify that your SMTP information is correct. Depending on the OS and the email program used, the way to access to SMTP information varies. The easiest way to verify it is to contact your Internet Service Provider (ISP). A typical example of an outgoing e-mail server address is *smtp.comcast.net*. You will also need your *username* and *password* for your email.

-If the SMTP information is entered correctly, but the failed notification messages continue to appear in the Event Log, you need to verify that your Internet connection is working properly.

Undeliverable e-mail notifications in your e-mail inbox.

If you are receiving undeliverable e-mail notifications in your e-mail inbox, then your ISP was unable to deliver the e-mail notification to the specified address. This can occur because the target address was entered incorrectly in the profile, Internet issues, or if the ISP of the target address is having technical difficulties.

Attachments to emails don't arrive on cell phones if the email is sent to the phone number.

On cell phones using mMode(AT&T) for email service, you have the option of sending the email to either your username@mMode.com or to your telephone number [14445556666@mMode.com](tel:14445556666@mMode.com)) If you send a remote notification to your *phone number*, you receive the email as a text message and the phone makes an audible indication that a message arrived, but any attachments to the email are removed by mMode. If you send the remote notification message to you *username*, the phone doesn't provide an audible indication that a message arrived, but the attachments are included with the email.

Operational Issues and Solutions

The MHM program freezes on the splash screen during restart, or
The banner *Closing Motorola Home Monitor, please wait ...* remains after MHM program shut down, or
The MHM program freezes while running.

- 1 Wait at least two minutes. A fully loaded system can take up to two minutes to restart.
- 2 Try to shut down the MHM program normally. If this doesn't work, go to the next step.
- 3 Open the Windows Task Manager.
- 4 Select the **Processes** tab.
- 5 Select **javaw.exe** and click **End Process**.
- 6 Restart your computer.

The USB Connector was moved to a different USB port on the PC and the MHM program stops working.

If you want to use the USB Gateway on a different USB port, then you have to uninstall the MHM program and reinstall using the new USB port when instructed to connect the USB Gateway.

Video resolution error message seen when restarting the MHM program.

While restarting the MHM program a panel titled *Video Resolution Error* is displayed. The text reads: *Your display must be set to more than 256 colors in order for Motorola Home Monitor to run!* Click **OK** to close this panel. This happens if the display resolution has been changed to 256 colors after the MHM program has been installed. Click **OK** to close this panel and take the following steps to correct this condition.

- 1 In Windows, select Start > Settings > Control Panel > Display.
- 2 Click the **Settings** tab.
- 3 Change the color quality setting from 256 colors to 16 bit, 24 bit, or 32 bit.
- 4 Click **OK** to apply your changes.
- 5 Double click on the Motorola Home Monitor desktop icon to restart the MHM program.

Detecting your Motorola Home Monitor Controller screen is displayed.

There are several events that can cause this screen to be displayed:

- 1 USB connector is disconnected. Corrective action:
 - Reconnect the Gateway USB cable to the same USB port to which it had previously been connected.
 - Exit the error screen.
 - Restart the MHM program.
- 2 USB connector disconnected and reconnected. Corrective action:
 - Exit the error screen.
 - Restart the MHM program.
- 3 USB connector was switched to a different USB port. Corrective action:
 - Reconnect the USB connector to the same USB port where it was originally installed.
 - Exit the error screen.
 - Restart the MHM program
- 4 USB Gateway power was removed. Corrective actions:
 - Reconnect the USB Gateway power.
 - Exit the error screen.
 - Restart the MHM program.
- 5 USB driver has been corrupted. Correcting the condition and/or restarting the MHM program should clear this issue.

An error has occurred ... message is displayed and then the MHM program restarts.

This message is displayed with a series of messages. The first is a banner that reads: *An error has occurred! Closing Motorola Home Monitor. Please wait ...* Then, a pop-up box is displayed that reads: *Motorola Home Monitor Error Detected* with text that reads: *An error has occurred! Program will restart after 5 minutes.* These messages are usually caused by the power being removed from the USB Gateway while the MHM program is running. If the power was removed and reinserted the MHM program should restart after a five minute delay. If the power was not reinserted, then when the program attempts to restart and a message that reads: *Detecting your Motorola Home Monitor Controller* is displayed. Reconnect the power, exit this screen, and restart the MHM program manually.

Hardware Issues and Solutions

When using MHM program, my wireless network stops functioning.

The Motorola Home Monitoring and Control wireless cameras use the same frequency band (2.4 GHz) as Wireless Access Points (WAPs) use to communicate on a wireless network. The MHM program allows you to configure the MHM system to avoid the channel that your WAP is using.

-There are 11 channels available to the WAP for use. Please check your WAP configuration to retrieve yours.

-After you have retrieved your WAP channel number, go to MHM program Discovery page and set the Wi-Fi Avoidance to the same channel number.

Cordless phone is noisy when the MHM program is running.

The Motorola Home Monitoring and Control wireless cameras use the same frequency (2.4 GHz) that most cordless phones use. If the channel used for video transmission from the MHH camera is the same as the phone, the cordless phone encounters excessive of noise. To resolve noise issues:

-Change the channel that the phone uses

-Change the Wi-Fi avoidance to a different channel in MHM until the noise is gone.

A/V output has no audio or video.

The A/V output doesn't have any audio or video content as seen on an output device.

-Verify that the RCA plugs connected to the output device (TV, monitor, VCR, etc...) are connected to the video and audio input jacks.

-Reverse the two RCA plugs.

-Verify that an image can be seen in the live camera view window on the control panel screen.

Frequently Asked Questions (FAQ)

I see the following message during MHM software installation for the USB Driver with Windows XP: *Has not passed LOGO Testing.*

Currently there is an open issue in Windows XP where a message is displayed during the USB driver installation that reads:

The software you are installing for this hardware SuperXan USB Vision (4) has not passed Windows LOGO testing ...

Corrective Action: Select **Continue anyway** to proceed with your installation.

I see the following message during MHM software installation for the USB Driver with Windows 2000: *Digital Signature not found.*

Currently there is an open issue in Windows 2000 where a message is displayed during the USB driver installation that reads:

Digital Signature Not Found.

Corrective Action: Select **Yes** to continue with the installation.

With Windows ME, an older version of *stream.sys* to be installed message is displayed during MHM software for the USB Driver.

Currently there is an open issue in Windows Me where if the PC has a newer version of the file *stream.sys* than the version to be installed by the MHM program and a warning message is displayed.

Corrective Action: Select **Yes** to maintain the newer version and continue with the installation.

I don't see a caption in the live camera view window.

There is no caption displayed for some or all camera images displayed in the live camera view window.

Windows Me or Windows 2000: The caption can be turned on or off for each camera by opening the edit panel for a camera and selecting on or off, and then clicking **Set** to apply the change.

Windows XP: The MHM program has an issue with displaying the captions in Windows XP. Captions have been disabled in Windows XP until this issue is resolved. Caption selection on the edit panel has no affect.

What does the power mode setting on the sensor edit panels do?

If set to **SAVE**, the sensor goes into a standby *sleep* mode saving battery power. In the save mode, the temperature sensor is polled about every 40 minutes rather than every 20 minutes. The other sensors respond slightly slower to events that occur in save mode.

The quality setting was changed in a camera edit panel but no change is seen the live camera view.

Unlike the brightness and contrast settings, the quality setting does not affect the live camera view. It only has an affect on archived image captures.

Condition: Video already in use messages seen in archives.

The message that reads *Motion detected (Video already in use)* is sent to the archives when a camera PIR is triggered while another camera is obtaining a video capture. The following steps may reduce the occurrence of this event.

- 1 Separate the cameras so that simultaneous triggering is less likely.
- 2 Shorten the length of your video captures.
- 3 Reposition cameras to only trigger when movement is seen in a smaller area, for example, camera triggers when people enter the room but not when they move around the room.

Archived video captures do not change after changing the quality setting in the camera edit panel.

The quality setting only affects archived image captures, not video captures. If you increase the value, the image resolution and file size are increased.

System is armed warning seen when attempting to start Discovery.

This is normal operation. You should to go to the Control Panel screen and disarm all devices before attempting to start Discovery.

Device Quota has been reached message is displayed when attempting to start Discovery.

This is normal operation. This message is displayed when attempting to start Discovery when the maximum quota for each type of device is reached (3-wired cameras, 6-wireless cameras, 8-sensors). If you want to discover a new device, then you must first delete an existing device.

What happens when *don't know* is selected as the channel in the Wi-Fi Info section?

If you select **don't know** rather than a Wi-Fi channel, then the wireless cameras are free to operate in any part of the Wi-Fi band and may disrupt a Wi-Fi network if one is in use.

I cannot uncheck the *send to local archive* check box.

There is currently an issue with this feature. When an action device is selected, it is grayed out. When an action device is set to **none**, the checkbox can be unchecked but the entry cannot be updated. The only way to stop a specific event from being sent to archives is to remove the entry from event setup.

What do the USB Gateway LED states indicate?

Power LED

- Off – USB Gateway is not powered up.
- On (BLUE) – USB Gateway is powered up

Video LED

- Off – no wireless cameras are turned on.
- On (GREEN) – wireless camera is transmitting with a good signal.
- On (YELLOW) – wireless camera is transmitting with a marginal signal.
- On (RED) – wireless camera is transmitting with a poor signal.

Status LED

- Off – MHM program not running.
- On (GREEN) – all devices are OK.
- On (YELLOW) – at least one device is reporting a yellow status.
- On (RED) – least one device is reporting a red status.

Data LED

- Off – MHM Program is not running or there is a radio frequency problem.
- On (GREEN) – Radio is OK, blinks when talking to a wireless device.

What do the Wireless Camera LED states indicate?

- LED OFF – the Wireless Camera is not powered up
- LED RED – the Wireless Camera is powered up, but not discovered or the MHM program is not running.
- LED GREEN – the Wireless Camera is powered up, discovered, and the program is running.

Contact Us and Help

For online help, click **Help** for definitions and troubleshooting scenarios.

Updating Software

Use the Program menu by clicking **Start > Programs > Motorola Home Monitor > Motorola Updates**. Follow the directions to download the latest software for your operating system. You must have an active Internet connection for this service.

Contact Us

Please access our website at <http://www.motorola.com/broadband/consumers> for the latest information. You can also reach us 7 days a week, 24 hours a day at 1-877-466-8646.

Product Registration

Register your product by accessing this website:

<http://broadbandregistration.motorola.com>

E-mail Support

In the event of a problem you can e-mail Motorola for diagnostic help at:

<http://broadband.motorola.com/consumers/support/e-mailsupport.asp>.

Glossary

B

Bandwidth

The transmission capacity of a medium in terms of a range of frequencies. Greater bandwidth indicates the ability to transmit more data over a given period of time.

bps

Bits Per Second

Broadband

A communications medium that can transmit a relatively large amount of data in a given time period.

C

Client

In a client/server architecture, a client is a computer that requests files or services such as file transfer, remote login, or printing from the server. On an IEEE 802.11b/g wireless LAN, a client is any host that can communicate with the access point. Also called a CPE. A wireless client is also called a “station.” Also see *server*.

D

DHCP

A Dynamic Host Configuration Protocol server dynamically assigns IP addresses to client hosts on an IP network. DHCP eliminates the need to manually assign static IP addresses by “leasing” an IP address and subnet mask to each client. It enables the automatic reuse of unused IP addresses:

- A DHCP server at the system headend assigns a public IP address to a router.
- Routers contain a built-in DHCP server that assigns private IP addresses to clients.

Download

To copy a file from one computer to another. You can use the Internet to download files from a server to a computer.

Driver

Software that enables a computer to interact with a network or other device. For example, there are drivers for printers, monitors, graphics adapters, modems, Ethernet, USB, HPNA, and many others.

DSL

Digital Subscriber Line

E**Ethernet**

The most widely used LAN type, also known as IEEE 802.3. The most common Ethernet networks are 10Base-T, which provide transmission speeds up to 10 Mbps, usually over unshielded, twisted-pair wire terminated with RJ-45 connectors. Fast Ethernet (100Base-T) provides speeds up to 100 Mbps. “Base” means “baseband technology” and “T” means “twisted pair cable.”

Each Ethernet port has a physical address called the MAC address. Also see *MAC address*.

Event

A message generated by a device to inform an operator or the network management system that something has occurred.

F**Firewall**

A security software system on a router that enforces an access control policy between the Internet and the LAN for protection.

Firmware

Code written onto read-only memory (ROM) or programmable read-only memory (PROM). Once firmware has been written onto the ROM or PROM, it is retained even when the device is turned off. Firmware is upgradeable.

G**Gateway**

A device that enables communication between networks using different protocols. See also *router*.

GUI

Graphical User Interface

I**IEEE**

The Institute of Electrical and Electronics Engineers, Inc. (<http://www.ieee.org>) is an organization that produces standards, technical papers, and symposiums for the electrical and

electronic industries and is accredited by ANSI. 802.11b and 802.11g are examples of standards they have produced.

Internet

A worldwide collection of interconnected networks using TCP/IP.

IP Address

A unique 32-bit value that identifies each host on a TCP/IP network. TCP/IP networks route messages based on the destination IP address.

For a Class C network, the first 24 bits are the network address and the final 8 bits are the host address; in dotted-decimal format it appears "network.network.network.host."

ISP

Internet Service Provider

L**LAN**

Local Area Network. A local area network provides a full-time, high-bandwidth connection over a limited area such as a home, building, or campus. Ethernet is the most widely used LAN standard.

M**MAC Address**

The Media Access Control address is a unique, 48-bit value permanently saved in the ROM at the factory to identify each Ethernet network device. It is expressed as a sequence of 12 hexadecimal digits printed on the unit's label. You need to provide the MAC Address to the cable service provider. Also called an Ethernet address, physical address, hardware address, or NIC address.

MB

One megabyte; equals 1,024 x 1,024 bytes, 1,024 kilobytes, or about 8 million bits.

Mbps

Million bits per second (megabits per second). A rate of data transfer.

N

Network

Two or more computers connected to communicate with each other. Networks have traditionally been connected using some kind of wiring.

P

Protocol

A formal set of rules and conventions for exchanging data. Different computer types (for example PC, UNIX, or mainframe) can communicate if they support common protocols.

R

Router

On IP networks, a device connecting at least two networks, which may or may not be similar. A router is typically located at a gateway between networks. A router operates on OSI network Layer 3. It filters packets based on the IP address, examining the source and destination IP addresses to determine the best route to forward them.

A router is often included as part of a network switch. A router can also be implemented as software on a computer.

S

Server

In a client/server architecture, a dedicated computer that supplies files or services such as file transfer, remote login, or printing to clients. Also see *client*.

Service Provider

A company providing Internet connection services to subscribers.

SMTP

Simple Mail Transfer Protocol is a standard Internet protocol for transferring e-mail.

Static IP Address

An IP address that is permanently assigned to a host. Normally, a static IP address must be assigned manually. The opposite of *Dynamic IP Address*.

T

TCP/IP

The Transmission Control Protocol/Internet Protocol suite provides standards and rules for data communication between networks on the Internet. It is the worldwide Internetworking standard and the basic communications protocol of the Internet.

U

UPnP

Universal Plug and Play

USB

Universal Serial Bus is a computer interface for add-on devices such as printers, scanners, mice, modems, or keyboards. USB supports data transfer rates of 12 Mbps and plug-and-play installation. You can connect up to 127 devices to a single USB port.

W

WAN

A wide-area network provides a connection over a large geographic area, such as a country or the whole world. The bandwidth depends on need and cost, but is usually much lower than for a LAN.

Wi-Fi®

Wireless fidelity (pronounced why'-fy) brand name applied to products supporting IEEE 802.11b/g, wireless networking.

WLAN

Wireless LAN.

WWW

World Wide Web. An interface to the Internet that you use to navigate and hyperlink to information.

Visit our website at:

www.motorola.com/homemonitoring



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