



Synology VisualStation VS960HD

User's Guide

Table of Contents

Chapter 1: Introduction

Chapter 2: Getting Started with Synology VisualStation

Setting up VisualStation.....	4
Getting to Know VisualStation.....	4

Chapter 3: Logging in Surveillance Station

Surveillance Station.....	5
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Chapter 4: Working Offline

Timeline.....	6
Recording.....	8

Chapter 5: Options

Options.....	9
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Chapter 6: Troubleshooting

Introduction

Thank you for purchasing Synology VisualStation. Synology VisualStation allows you to manage and monitor IP camera feeds without using a computer. You can log in to Surveillance Station directly through VisualStation for complete control over your surveillance devices. After logging in to VisualStation, users will be redirected to a web browser interface that is consistent with that of the Surveillance Station package. For more information on Surveillance Station, please read the online resources below:

Online Resources

Click on the links to obtain Synology's online resources.

- **Knowledge Base:** www.synology.com/knowledgebase
- **Forum:** forum.synology.com
- **Download Center:** www.synology.com/support/download.php
- **Technical Support:** www.synology.com/support/support_form.php

Getting Started with Synology VisualStation

Setting up VisualStation

This guide assumes that both your Synology VisualStation and Synology NAS/NVR product running with **Surveillance Station 8.0.2** (and above) have access to the Internet or local area network. If you have not yet completed hardware and software setup, please refer to the Hardware Installation Guide that came with your Synology VisualStation before proceeding.

Getting to Know VisualStation

This section explains the basics of navigating and operating Synology VisualStation.

Using a Mouse or Joystick

Once VisualStation is powered on and booted up, the VisualStation user interface appears on the HDMI1 or HDMI2 display connected to it. In order to navigate and operate this user interface, you can plug a mouse or joystick into one of the USB ports located on the back panel of VisualStation.

Navigating

At the top of the user interface, you should see a taskbar. Use this taskbar to navigate between pages. See the graphic and explanation below:



Item	Name	Function
1.	Main Menu	Displays all available applications.
2.	USB	Eject the connected USB devices here.
3.	Virtual Keyboard	Launch the virtual keyboard here.
4.	Options	<p>This menu includes the following:</p> <ol style="list-style-type: none"> 1. Information: View system information: model name, serial number, fan status. 2. Settings: Edit network, time, display, and login settings, and enable/disable remote access support. 3. Firmware: Perform firmware upgrade. 4. Reboot: Restart VisualStation. 5. Shutdown: Power off VisualStation.

Connecting to Surveillance Station

Synology VisualStation allows you to monitor IP camera feeds without a computer. Moreover, as a client of Surveillance Station, it allows you to manage most configuration of Surveillance Station according to the privileges you have. Users can sign in to Surveillance Station using an account belonging to the **administrators** group of Synology DiskStation Manager (DSM) to obtain the full control of the system, or using an account belonging to the **Spectator** group in Surveillance Station to operate with limited permissions.

After logging in to VisualStation, users will be redirected to a web browser interface that is consistent with that of the Surveillance Station package. For more information, please read [Online Help](#) for Surveillance Station.

Working Offline from Surveillance Station

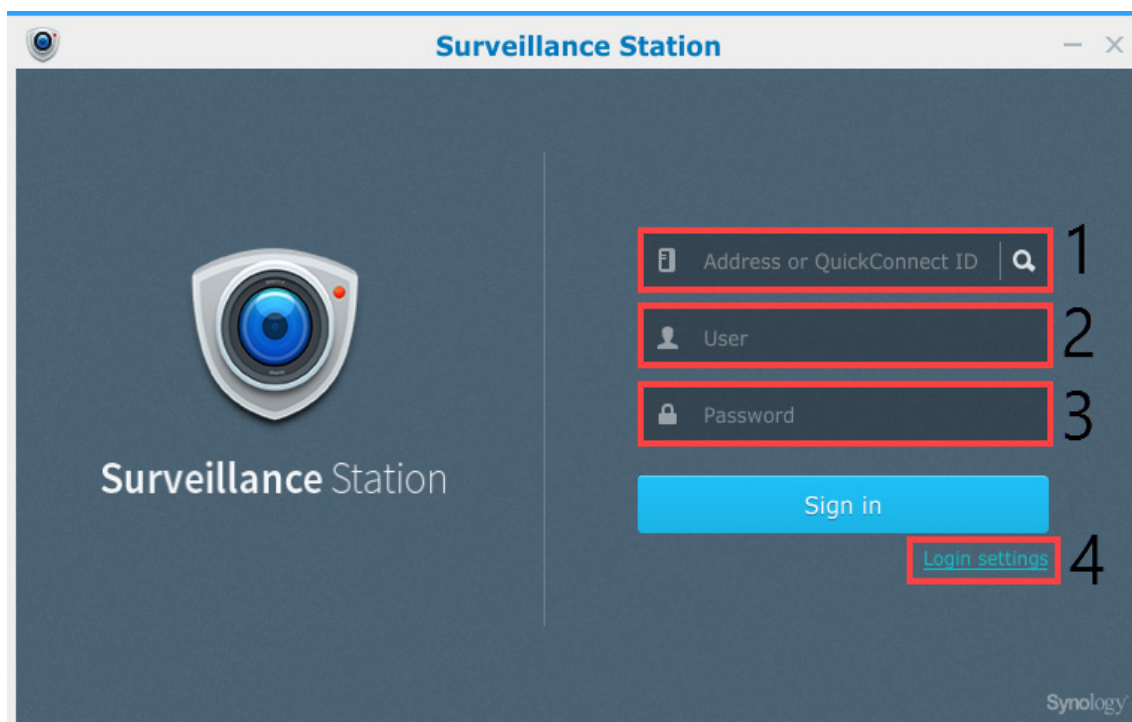
Synology VisualStation allows you to play back recordings without connecting to Surveillance Station or any Internet access. By plugging a USB with recordings imported from Surveillance Station into your VisualStation, you can play back the recordings with **Recording** or **Timeline** applications.

Logging in Surveillance Station

This chapter introduces how to log in **Surveillance Station** through VisualStation and utilize full features of Surveillance Station.

Surveillance Station

In the **Surveillance Station** application, you can sign in to any Surveillance Station account on a Synology NAS/NVR product to operate the functions of Surveillance Station based on the privilege granted to the account.



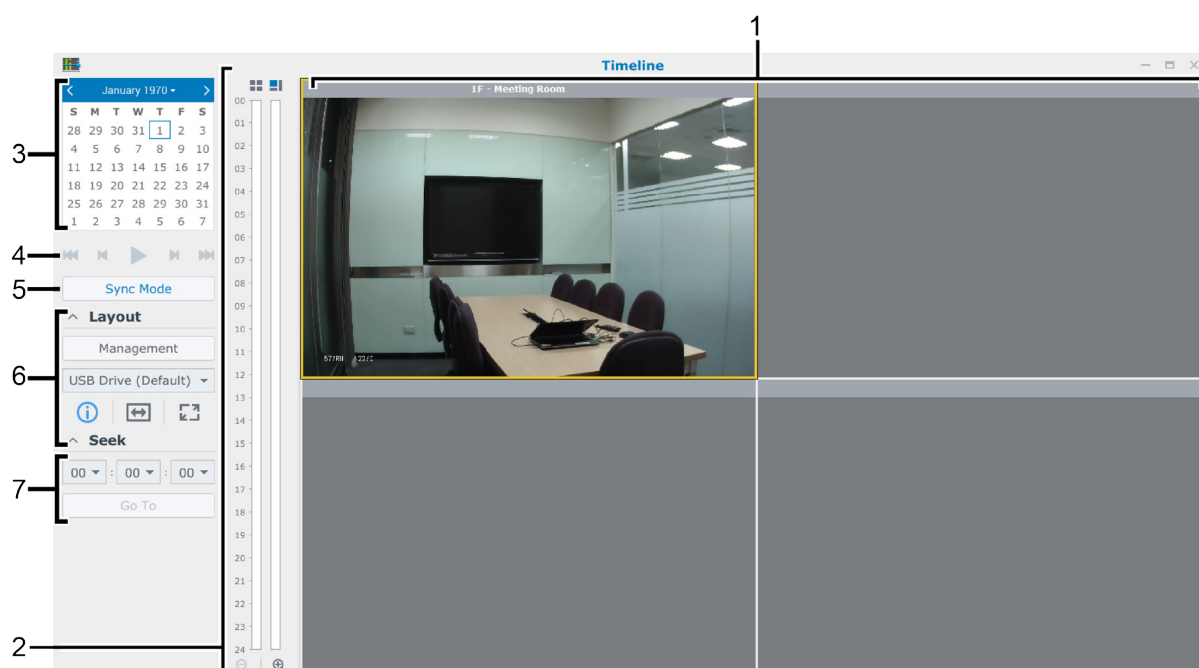
Item	Name	Function
1.	IP address or QuickConnect ID	Enter the IP address and port number of the server with the Surveillance Station package installed. Use a colon (:) to separate the IP address and port number (e.g., 192.168.20.16:5000). You can choose to enter QuickConnect ID to avoid the hassle of setting up port forwarding rules.
2.	User account	Enter the user name of an account with Surveillance Station privileges.
3.	Password	Enter the login password for the user account.
4.	Login settings	Open the Login settings page here. You can choose to enable HTTPS connection in the Login settings page.

Working Offline

This chapter introduces how to view footage exported from Surveillance Station offline in **Timeline** and **Recording** applications using a plugged in USB storage.

Timeline

In the **Timeline** application, you can play back recordings exported from Surveillance Station with a plugged in USB storage when working offline. Recordings can be filtered based on cameras or dates. In addition, footage recorded at different times or with different cameras can be watched simultaneously, allowing you to easily compare captured recordings.



Item	Name	Function
1.	Recording Viewer	Video footage recorded with IP cameras is displayed here. Please see "Recording Viewer" below.
2.	Timeline	Search for recordings according to time captured. Please see "Timeline" below.
3.	Calendar	Select date for recordings. Please see "Calendar" below.
4.	Playback Controller	Controls recording playback, including play, pause, etc. Please see "Playback Controller" below.
5.	Sync Mode	Enable the sync mode for all channels of Timeline. Please see "Sync Mode" below.
6.	Layout Panel	Layout related such as edit layout, select layout, show camera information, etc. Please see "Layout Panel" below.
7.	Seek Panel	Seek the specific time of timeline. Please see "Seek Panel" below.

Recording Viewer

Recordings from IP cameras can be displayed here. Please refer to the instructions below:

- 1 Click to select a camera feed.
- 2 Once a camera feed is selected, you can use controls located on the left to change viewing options. The currently selected camera feed will be highlighted with a yellow frame.
- 3 Double-click a camera feed to enlarge the image of that feed. Double-click again to return back to the original layout.
- 4 Hover the mouse over to the bottom left corner of the camera feed to find **Drag and Zoom**, and **Volume** buttons.



Item	Name	Function
1.	Drag and Zoom	Operate digital zoom in. After the feed is zoomed in, you can click the magnifying glass icon at the upper left corner of the feed to end the zoom-in.
2.	Volume	Adjust the audio volume of the selected recording channel.

Timeline bar

The timeline bar displays the times when recordings were captured, allowing you to quickly search for recordings captured at specific times. There are two columns, the left one representing all camera feeds, and the right one representing the currently selected camera feed.

On the timeline, click a specific time to start playing the first recording captured after that time.

For example, if you select Camera A and click 08:00:00, but no recordings were captured until 08:34:00, then recordings will be played back starting from 08:34:00.

Calendar

Choose to play back recordings captured on specific dates. Any dates that have recordings are shown in blue.

Playback Controller

Control recording playback with these buttons, including play/pause, fast forward/slow motion, next/previous, and next frame/previous frame.

Sync Mode

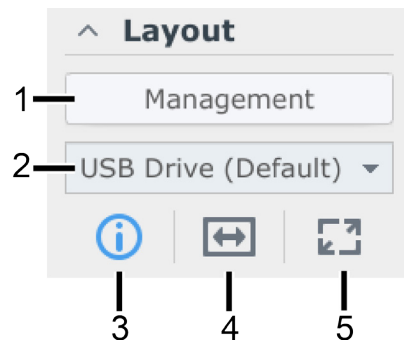
Click this button to enable/disable Sync Mode.

When Sync Mode is enabled, recordings captured at the same time are played back simultaneously. For example, if you select 07:15:00, recordings captured by all selected cameras at 07:15:00 will be played back simultaneously.

When Sync Mode is disabled, you can play back and compare recordings captured at different times by selected cameras. For example, you can play back recordings captured by Camera A at 07:15:00, while playing back recordings captured by Camera B at 03:45:00.

Layout Panel

This panel provides some configurations of the layout of **Recording Viewer**.



Item	Name	Function
1.	Management	Select the cameras for the layout. Recordings captured with the selected cameras can be played back. Before playing back any recordings in Timeline application, you must select at least one camera.
2.	Current Layout	Display the current layout on the Recording Viewer.
3.	Information	Show or hide the camera name and recording time.
4.	Fixed aspect ratio	View the recording feed with its original aspect ratio.
5.	Full screen	Display the recording feed in full screen.

Seek Panel

This panel allows you to search for recordings from a specific time. After entering a time and clicking the **Go To** button, VisualStation will begin playing back recordings captured after the selected time.

For example, you enter 07:00:00 and click Go To, but no recordings were captured until 07:15:00. In this case, recordings will start playing back from 07:15:00.

Recording

In the **Recording** application, you can view a list of footage exported from Surveillance Station with a plugged in USB storage. Every recording file exported into the USB storage can be found here.

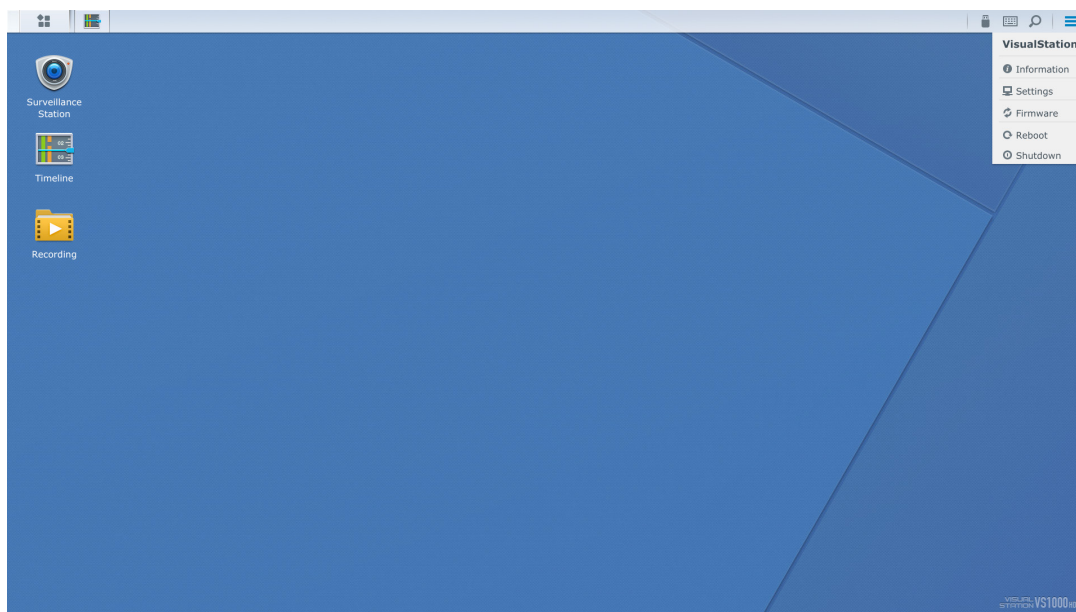
Recordings can be filtered based on source, camera, recording mode, or start time. You can define which recordings to play back by clicking the filter icon with server name on the upper-right corner and configuring filter criteria.

Options

This chapter introduces how to view system information and update firmware in **Options**.

Options

Options, including device information, settings, firmware install, reboot, and shutdown can be accessed by clicking the option icon located on the taskbar as illustrated below.



Information

The information page displays device information related to your VisualStation, including model name, serial number, thermal status, as well as the current device firmware version.

Thermal status is indicated as follows:

Item	Light	Status
Thermal Status	Green	Normal
	Red	VisualStation STATUS LED Indicator will show a static orange light in the event of overheating. Note: VisualStation will automatically shut down once its temperature reaches 100°C (212°F).

Settings

View and edit network, time, display, and login settings, and enable/disable remote access support for VisualStation on this page.

Firmware

VisualStation firmware can be upgraded on this page. To upgrade firmware, please do the following:

- 1 Download the firmware from [Download Center](#).
- 2 Copy the firmware file on to a USB drive.
- 3 Connect the USB drive to your VisualStation.
- 4 Go to Options (on top right corner).
- 5 Select **Firmware**.
- 6 Click **Scan**. The system would automatically detect the newest firmware file on the USB drive.
- 7 Click **Upgrade** to start.

When firmware upgrade is complete, VisualStation will automatically power off and restart.

Reboot

This option restarts VisualStation.

Shutdown

This option shuts down VisualStation. If this button is unavailable, VisualStation can be shut down by pressing the Power button located on the front panel of VisualStation

Troubleshooting

This chapter provides solutions to common issues you might encounter while using your Synology VisualStation.

Why is the frame rate of camera feeds low?

If the frame rate of camera feeds on the Live View page is lower than normal, please try the below suggestions.

- Check the bandwidth of your network equipment, such as routers or switches. You might need to upgrade your equipment in order to increase network bandwidth and handle camera video feeds.
- Lower image resolution of your cameras. To edit the resolution of cameras, please do the following:
 - 1 Sign in to **Surveillance Station** with a user account with **Manager** privileges.
 - 2 Go to **IP Camera**.
 - 3 Select a camera from the list.
 - 4 Click **Edit**.
 - 5 Go to **Video** tab in the **Camera Settings** page.

Why can't I save snapshots or download recordings?

Snapshots, recordings, and system logs can be saved to a USB drive. In order to save any of these files, please make sure a USB drive is connected to your VisualStation.

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the expiration of the applicable Warranty Period, support for Products may be available from Synology upon written request.

2.6 Exclusions. The foregoing warranties and warranty obligations do not apply to any Product that (a) has been installed or used in a manner not specified or described in the Product specifications; (b) has been repaired, modified or altered by anyone other than Synology or its agent or designee; (c) has been in any way misused, abused, or damaged; (d) has been used with items not provided by Synology other than the hardware or software for which the Product is designed; or (e) otherwise fails to conform to the Product specifications and such failure is attributable to causes not within or under Synology's control. Further, the foregoing warranties will be void if (1) Customer disassembles the Product except as authorized by Synology; (2) Customer fails to implement any correction, modification, enhancement, improvement or other update made available to Customer by Synology; or (3) Customer implements, installs or uses any correction, modification, enhancement, improvement or other update made available by any third party. The warranty set forth in Section 2.1 will terminate upon Customer's sale or transfer of the Product to a third party.

2.7 Disclaimer of Warranties. THE WARRANTIES, OBLIGATIONS, AND LIABILITIES OF SYNOLOGY AND THE REMEDIES OF CUSTOMER SET FORTH IN THIS WARRANTY ARE EXCLUSIVE AND IN SUBSTITUTION FOR, AND CUSTOMER HEREBY WAIVES, RELEASES AND DISCLAIMS, ALL OTHER WARRANTIES, OBLIGATIONS AND LIABILITIES OF SYNOLOGY AND ALL OTHER RIGHTS, CLAIMS AND REMEDIES OF CUSTOMER AGAINST SYNOLOGY, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE, WITH RESPECT TO THE PRODUCT, ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES DELIVERED UNDER THIS WARRANTY, INCLUDING, BUT NOT LIMITED TO ANY: (A) IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE; (B) IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE; (C) CLAIM OF INFRINGEMENT OR MISAPPROPRIATION; OR (D) CLAIM IN TORT (WHETHER BASED ON NEGLIGENCE, STRICT LIABILITY, PRODUCT LIABILITY OR OTHER THEORY). SYNOLOGY MAKES NO GUARANTEE AND SPECIFICALLY DISCLAIMS ANY WARRANTY THAT THE DATA OR INFORMATION STORED ON ANY SYNOLOGY PRODUCT WILL BE SECURE AND WITHOUT RISK OF DATA LOSS. SYNOLOGY RECOMMENDS THAT CUSTOMER TAKES APPROPRIATE MEASURES TO BACK UP THE DATA STORED ON THE PRODUCT. SOME STATES/JURISDICTIONS DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO CUSTOMER.

Section 3. Limitations of Liability

3.1 Force Majeure. Synology will not be liable for, or be considered to be in breach of or default under this Warranty on account of, any delay or failure to perform as required by this Warranty as a result of any cause or condition beyond its reasonable control (including, without limitation, any act or failure to act by Customer).

3.2 Disclaimer of Certain Damages. IN NO EVENT WILL SYNOLOGY OR ITS SUPPLIERS BE LIABLE FOR THE COST OF COVER OR FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, CONSEQUENTIAL OR SIMILAR DAMAGES OR LIABILITIES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO LOSS OF DATA, INFORMATION, REVENUE, PROFIT OR BUSINESS) ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT, ANY

ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES PROVIDED UNDER THIS WARRANTY, WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY EVEN IF SYNOLOGY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

3.3 Limitation of Liability. SYNOLOGY'S AND ITS SUPPLIERS' LIABILITY ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT, ANY ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES PROVIDED UNDER THIS WARRANTY IS LIMITED TO THE AMOUNT ACTUALLY PAID BY CUSTOMER FOR THE PRODUCT REGARDLESS OF THE AMOUNT OF DAMAGES CUSTOMER MAY INCUR AND WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY. The foregoing disclaimer of certain damages and limitation of liability will apply to the maximum extent permitted by applicable law. The laws of some states/jurisdictions do not allow exclusion or limitation of certain damages. To the extent that those laws apply to the Product, the exclusions and limitations set forth above may not apply to Customer.

Section 4. Miscellaneous

4.1 Proprietary Rights. The Product and any accompanying Software and documentation provided with the Product include proprietary and intellectual property rights of Synology and its third party suppliers and licensors. Synology retains and reserves all right, title, and interest in the intellectual property rights of the Product, and no title to or ownership of any intellectual property rights in or to the Product, any accompanying Software or documentation and any other goods provided under this Warranty is transferred to Customer under this Warranty. Customer will (a) comply with the terms and conditions of the Synology end user license agreement accompanying any Software furnished by Synology or an authorized Synology distributor or reseller; and (b) not attempt to reverse engineer any Product or component thereof or accompanying Software or otherwise misappropriate, circumvent or violate any of Synology's intellectual property rights.

4.2 Assignment. Customer will not assign any of its rights under this Warranty directly, by operation of law or otherwise, without the prior written consent of Synology.

4.3 No Additional Terms. Except as expressly permitted by this Warranty, neither party will be bound by, and each party specifically objects to, any term, condition or other provision that conflicts with the provisions of this Warranty that is made by the other party in any purchase order, receipt, acceptance, confirmation, correspondence or otherwise, unless each party specifically agrees to such provision in writing. Further, if this Warranty conflicts with any terms or conditions of any other agreement entered into by the parties with respect to the Product, this Warranty will prevail unless the other agreement specifically references the sections of this Warranty that it supersedes.

4.4 Applicable Law. Unless expressly prohibited by local law, this Warranty is governed by the laws of the State of Washington, U.S.A. without regard to any conflict of law principles to the contrary. The 1980 U.N. Convention on Contracts for the International Sale of Goods or any successor thereto does not apply.

4.5 Dispute Resolution. Any dispute, controversy or claim arising out of or relating to this Warranty, the Product or services provided by Synology with respect to the Product or the relationship between Customers residing within the United States and Synology will be resolved exclusively and finally by arbitration under the current commercial rules of the American Arbitration Association, except as otherwise provided below. The arbitration will be conducted before a

single arbitrator, and will be limited solely to the dispute between Customer and Synology. The arbitration, or any portion of it, will not be consolidated with any other arbitration and will not be conducted on a class-wide or class action basis. The arbitration shall be held in King County, Washington, U.S.A. by submission of documents, by telephone, online or in person as determined by the arbitrator at the request of the parties. The prevailing party in any arbitration or legal action occurring within the United States or otherwise shall receive all costs and reasonable attorneys' fees, including any arbitration fee paid by the prevailing party. Any decision rendered in such arbitration proceedings will be final and binding on the parties, and judgment may be entered thereon in any court of competent jurisdiction. Customer understands that, in the absence of this provision, Customer would have had a right to litigate any such dispute, controversy or claim in a court, including the right to litigate claims on a class-wide or class-action basis, and Customer expressly and knowingly waives those rights and agrees to resolve any disputes through binding arbitration in accordance with the provisions of this Section 4.5. For Customers not residing within the United States, any dispute, controversy or claim described in this section shall be finally resolved by arbitration conducted by three neutral arbitrators in accordance with the procedures of the R.O.C. Arbitration Law and related enforcement rules. The arbitration shall take place in Taipei, Taiwan, R.O.C., and the arbitration proceedings shall be conducted in English or, if both parties so agree, in Mandarin Chinese.

The arbitration award shall be final and binding on the parties and may be enforced in any court having jurisdiction. Nothing in this Section shall be deemed to prohibit or restrict Synology from seeking injunctive relief or seeking such other rights and remedies as it may have at law or equity for any actual or threatened breach of any provision of this Warranty relating to Synology's intellectual property rights.

4.6 Attorneys' Fees. In any arbitration, mediation, or other legal action or proceeding to enforce rights or remedies under this Warranty, the prevailing party will be entitled to recover, in addition to any other relief to which it may be entitled, costs and reasonable attorneys' fees.

4.7 Export Restrictions. You acknowledge that the Product may be subject to U.S. export restrictions. You will comply with all applicable laws and regulations that apply to the Product, including without limitation the U.S. Export Administration Regulations.

4.8 Severability. If any provision of this Warranty is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remainder of this Warranty will remain in full force and effect.

4.9 Entire Agreement. This Warranty constitutes the entire agreement, and supersedes any and all prior agreements, between Synology and Customer related to the subject matter hereof. No amendment, modification or waiver of any of the provisions of this Warranty will be valid unless set forth in a written instrument signed by the party to be bound thereby.