

BASCOM CLIENT

User Manual



Online Help Center

Questions about your camera system? Please visit our online help center. Here you can find the most recent articles about how to operate your system.

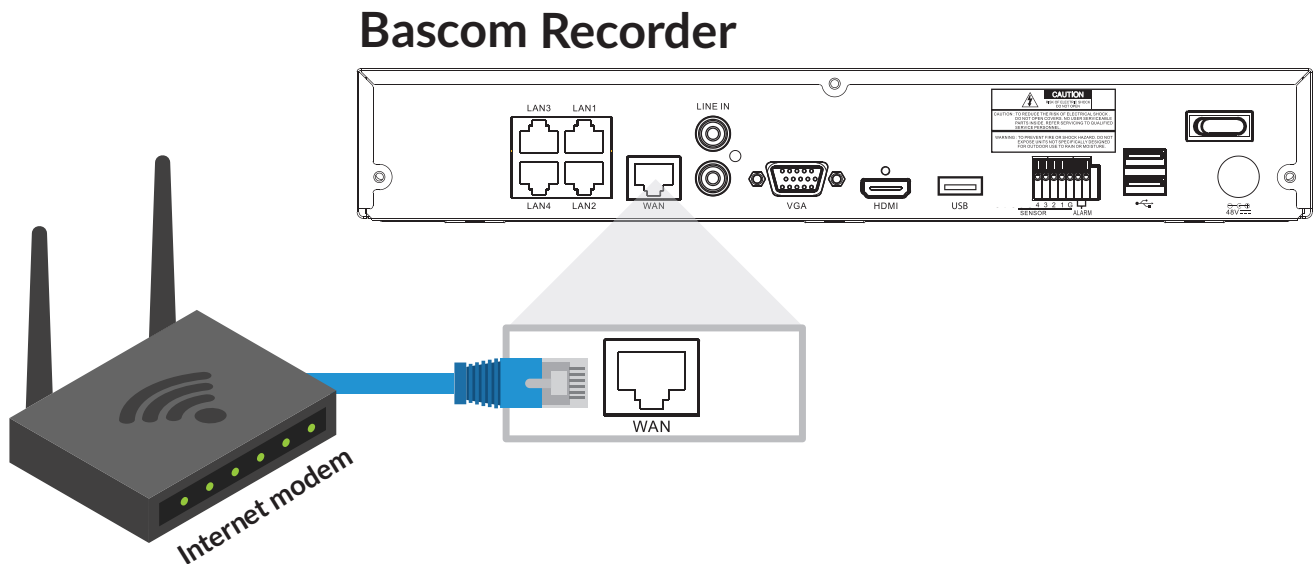
Visit: www.bascom.support

1. Installing the software / How to login

Step 1 Connect the recorder to the internet

Connect the recorder with a network cable to your modem or router (the 'box' from your internet). Use these connections:

- On the recorder: **Internet** or **WAN**
- On your router or modem: **Ethernet** or **LAN**



Step 2 Install the software

Download your software for : [Windows](#) or [Apple OS X](#).

Step 3 Open the software

The screenshot shows the BASCOM VMS Client software interface. On the left, the BASCOM logo and 'VMS Client' are visible. The main window is titled 'Device Login' and contains the following fields and controls:

- Device ID: BSC1234567891011
- Port: 9000
- Username: admin
- Password: admin
- Remember Password:
- Login button

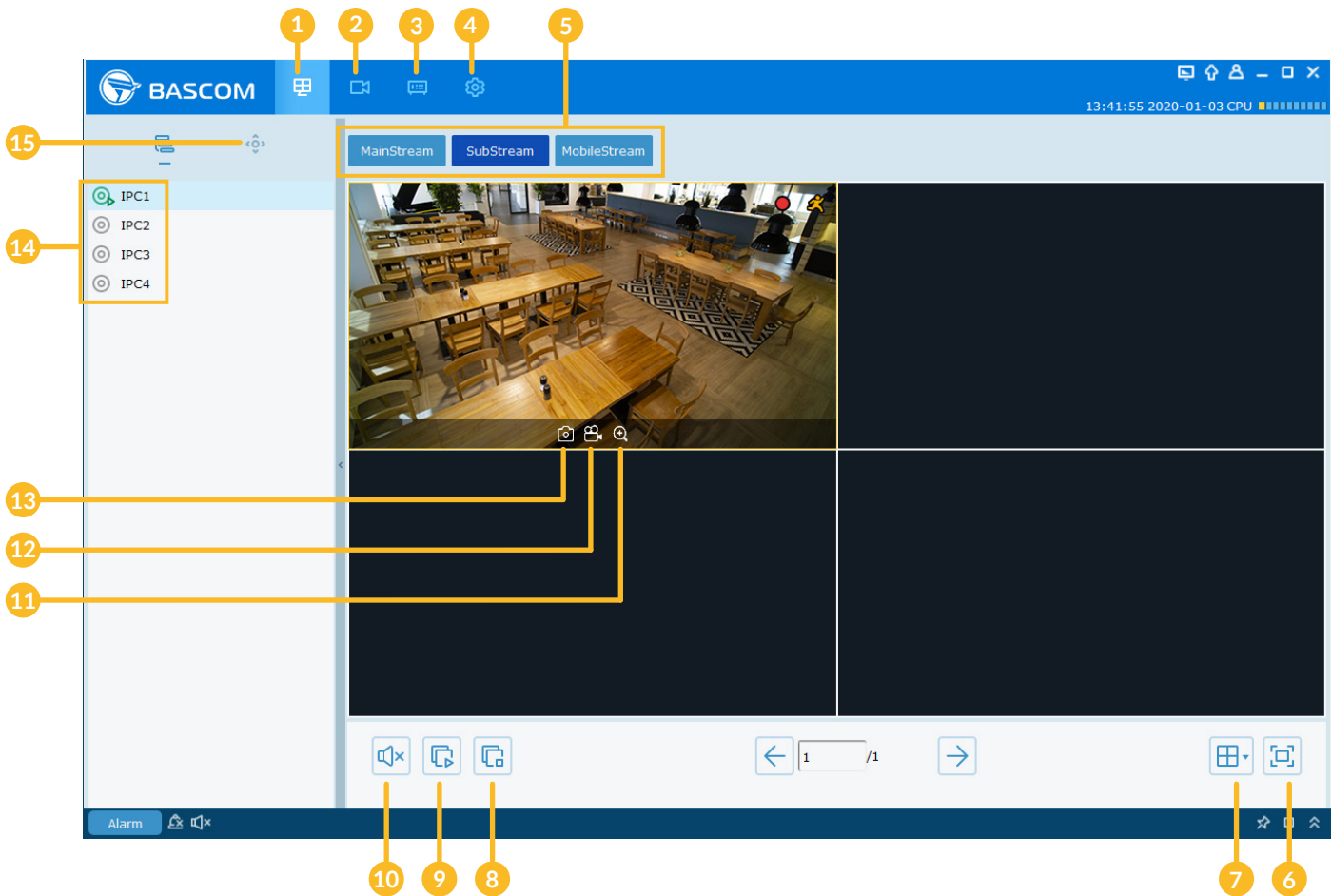
Annotations on the right side of the screen provide additional information:

- BSC1234567891011**: Enter the code that is displayed under the QR code on the left side of your recorder. This code always starts with RSV or BSC.
- 9000**: The default port number.
- admin**: The default username is "admin".
- admin**: The default password is "admin".
- Click "Login" to connect**: The button to initiate the connection.

A QR code on the recorder is highlighted with a red circle, and a line points to the Device ID field.



2. Main view Menu



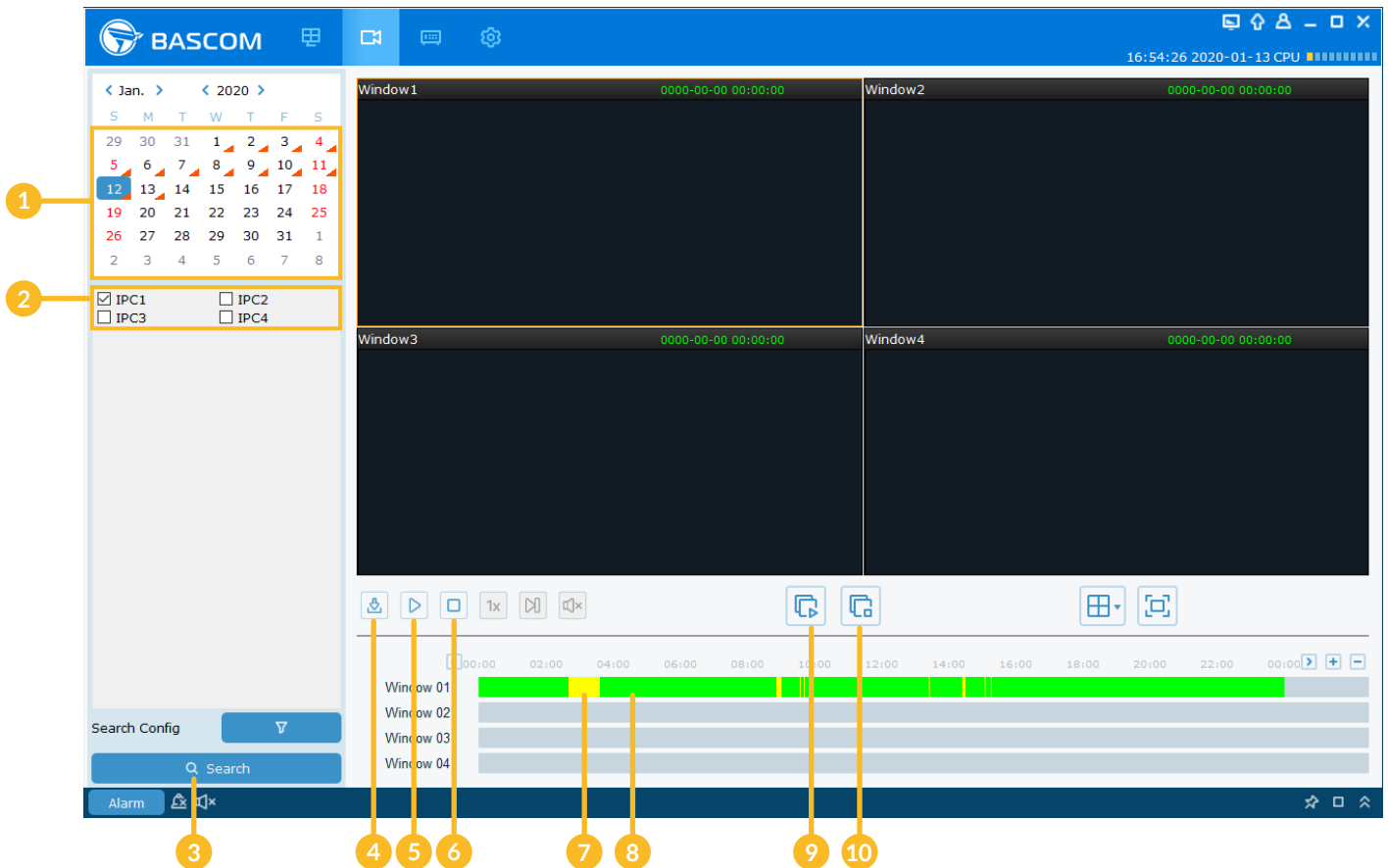
1	Main View	Access the live view of the cameras
2	Remote Playback	Access camera recordings
3	Remote Setting	Camera and recorder settings
4	System config	Software settings
5	Streaming Quality	If your internet is fast enough, you can use Main Stream. Otherwise, use Sub Stream or Mobile Stream
6	Full Screen mode	Set the live view to full screen. Menu buttons will be hidden
7	Layout	Display 1/4/8/16 video channels
8	Stop all channels	Stop the playback for all channels
9	Open all channels	Start the playback for all channels
10	Sound	Enable or disable sound (if the camera has the microphone option)
11	Numerical zoom	Click to zoom-in the channel. When the icon appears, press and hold the left button of your mouse to drag the area
12	Manual record	Start/stop manual recording
13	Manual capture	Save a snapshot of the current camera image.
14	Channels	🚫 No connection / 🟢 Connected
15	Optical zoom	Click to enter Zoom lens configuration - Available for PRO and PLUS cameras



3. Remote Playback Menu

Search, Playback & Backup

The playback function gives you the ability to search for and play previously recorded videos as well as snapshots. You have the choice of playing video that matches your recording schedule, manual recordings or motion events only. The backup function gives you the ability to save important events on your computer.



1	Search Date	Search by a date to play back. Note : Days with recordings show an orange triangle
2	Camera Selection	Choose the channels you want to search & play
3	Search	Start the Search
4	Download	Download the recordings
5	Play	Start the playback
6	Stop	Stop the playback
7	Motion Recording	In yellow color
8	Continuous Recording	In green color
9	Start all channels	Start the playback for all channels
10	Stop all channels	Stop the playback for all channels



4. Remote Setting

Channel menu

Channel / Channel

- Delete channel
- Add channel manually
- Camera online
- Camera offline

IP Channels | Protocol Manage

Channel		State	IP Address	Subnet Mask	Port	Manufacturer	Device Type	Protocol	MAC Address	Software Version
<input type="checkbox"/> IP CH1			10.10.25.152	255.255.0.0	9988	BASCOM	Camera	Private	00-23-63-77-EF-80	V2.31.4.8_181116
<input type="checkbox"/> IP CH2										
<input type="checkbox"/> IP CH3										
<input type="checkbox"/> IP CH4										

Buttons: Delete, Quick Add, Refresh, Auto add IPC

Channel / Live

Live

- Choose the channel to configure → Channel
- Give a name to the camera → Name
- Date format which needs to be displayed → Date Format
- Time format which needs to be displayed → Time Format
- Refresh Rate of the camera → Flicker Control
- Transparency of the block behind the date/time → Transparency
- Show the camera name in live view → Show Name
- Show the camera time in live view → Show Time
- Check the box if you want to hide the live view → Covert

Channel: CH01

Name: Garage

Date Format: DD/MM/YYYY

Time Format: 24Hour

Flicker Control: 60Hz

Transparency:

Show Name:

Show Time:

Covert:

Buttons: Refresh, Save

Channel / Image Control

Image Control

- Choose the channel to configure → Channel
- Select the desired built-in IR cut filter mode → IR-CUT Mode
- Set the delay time of IR-CUT switching → IR-CUT Delay
- Select the desired LED mode → IR-LED
- Mirror Camera image vertical → Lens Flip
- Mirror Camera image horizontal → Angle Flip
- Rotate the camera image by 90° → Corridor Mode
- Set the flip angle → Angle Rotation
- To enable or disable Backlight compensation → Back Light
- To enable or disable 3D noise reduction function → 3D Noise Reduction
- Automatically adjust the brightness and contrast → DWDR
- Set the 3D noise reduction level → Level
- Automatic Gain Control → AGC
- Configure white balance → White Balance
- Set the shutter mode → Shutter
- Exposure time of the camera → Time Exposure
- Heats the camera in case of fog and snow → Defog Mode

Channel: CH01

IR-CUT Mode: GPIO Auto

IR-CUT Delay:

IR-LED: Auto

Lens Flip:

Angle Flip:

Corridor Mode:

Angle Rotation: 0

Back Light:

3D Noise Reduction: Auto

DWDR:

Level:

AGC:

White Balance: Auto

Shutter: Auto

Time Exposure: 1/30

Defog Mode: Disable

Buttons: Refresh, Save, Default

Channel / Video Cover

This menu allows you to create privacy zone(s) if you want to partially cover some certain part of the image. You can create up to 4 privacy zones in any size and location on the camera image. Enable the Privacy Zone and choose how many zones you need. The zone(s) appear as a "red box". Click the edge of the red box and drag it to any size to create a privacy zone.

Video Cover

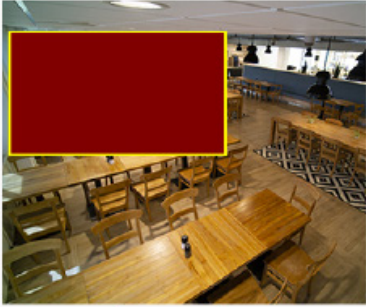
Choose the channel to configure → Channel

Enable or disable privacy zone → Privacy Zone

Channel
CH01

Privacy Zone

Refresh
Save



Delete

Channel / Motion Detection

This menu allows you to configure motion settings. When motion is detected by one or more cameras, the system can alert you by sending an email alert and/or send push notifications to your mobile app.

Motion Detection

Choose the channel to configure → Channel

Enable or disable motion detection → Enable

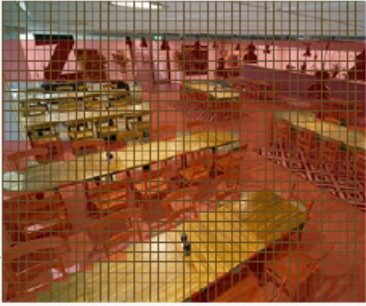
Set the sensitivity level. Level 1 the lowest sensitivity level while level 8 is the highest sensitivity level. → Sensitivity

Channel
CH01

Enable

Sensitivity
5

Refresh
Save



Clear
All

Motion Detection Area: The whole screen is marked for motion detection (red blocks) as default. If you want to disable the motion detection on a certain area, click the grid cursor and then drag the mouse to highlight the scope to unmark the area into transparent blocks. After setting is completed, click the "Save" button to make the area setup effective.

Record menu

To configure general settings

Record / Encode

Main Stream
Sub Stream
Mobile Stream

Choose the channel to configure → Channel

How large the recorded image will be → Resolution

The number of frames per second the system will record → FPS

H.265 is default, H.264 to support older cameras → Video Code Type

The camera automatically chooses the correct setting between CBR (constant bitrate) and VBR (variable bitrate). Please do not change the settings manually → Bitrate Control

If you want to set the bitrate by yourself, then choose User-defined mode. If you want to select the predefined bitrate, choose Predefined mode → Bitrate Mode

This parameter corresponds to the speed of data transfer that the system will use to record video. → Bitrate

I-Frame is the frame that is used as the primary reference point that is compared to the other frames in the stream → I Frame Interval

Channel
CH01

Resolution
1920x1080

FPS
25

Video Code Type
H.265

Bitrate Control
CBR

Bitrate Mode
Predefined

Bitrate
4096 Kbps

I Frame Interval
100 (1~100)

Refresh
Save

Record / Record

- Choose the channel to configure
- Choose the recording quality. If you choose Dualstream, the system will record in both Mainstream & Substream
- Enable or disable the record
- If this option is enabled, the system starts recording a few seconds before an alarm event (motion detection for example) occurs. Use this option if your primary recording type is motion or I/O alarm based

Rec Parameters | Schedule

Channel	CH01
Stream Mode	MainStream
Record	<input checked="" type="checkbox"/>
PreRecord	<input checked="" type="checkbox"/>

Refresh Save Copy

Record / Channel

- Choose the channel to configure
- Select the image resolution by mainstream or substream
- Time interval to capture an image in normal recording
- Time interval to capture an image when motion or IO alarm is triggered
- Enable or disable automatic capture function

Capture | Capture Schedule

Channel	CH01
Stream Mode	Main stream
Normal Interval	5S
Alarm Interval	5S
Auto Capture	<input checked="" type="checkbox"/>

Refresh Save Copy

Alarm menu

Alarm / Motion

- Choose the channel to configure
- The system can use its internal buzzer to emit an alarm tone. You can set the buzzer duration in seconds when the motion is detected
- How many seconds the system starts recording before an event occurs
- How many seconds the system stops recording after an event occurs
- Receive an email when motion is detected
- Display the alarm icon on the screen when motion is detected
- When motion is detected, the channel goes to full screen
- Upload alarm images to FTP server when motion is detected
- Upload alarm video to FTP server when motion is detected
- Upload alarm images to cloud server when motion is detected
- Upload alarm video to cloud server when motion is detected
- Enable or disable record when motion is detected
- Choose which channel(s) you want to record when the motion detection is triggered

Motion

Channel	CH01
Buzzer	Disable
Latch Time	10S
Post Recording	30S
Send Email	<input checked="" type="checkbox"/>
Show Message	<input checked="" type="checkbox"/>
Full Screen	<input type="checkbox"/>
FTP Picture Upload	<input checked="" type="checkbox"/>
FTP Video Upload	<input type="checkbox"/>
Cloud Picture	<input checked="" type="checkbox"/>
Cloud Video	<input type="checkbox"/>
Enable Record	<input checked="" type="checkbox"/>
Record Channel	<input type="checkbox"/> All

1 2 3 4

Trigger Alarm Out Refresh Save Copy

Alarm / I/O

You can connect external sensor I/O alarm devices to the system.

- Choose the I/O channel to configure
- There are 3 alarm types: Normally-Open, Normally-Close, and OFF. Choose the one to match your sensor type, or choose OFF to close the sensor trigger function
- The system can use its internal buzzer to emit an alarm tone. You can set the buzzer duration in seconds when a sensor is triggered
- How many seconds the system starts recording before an alarm sensor is triggered
- How many seconds the system stops recording after an alarm sensor is triggered
- Receive an email when the sensor is triggered
- Display the alarm icon on the screen when sensor is triggered
- When sensor is triggered, the corresponding channel will be switched to the full screen mode
- Upload alarm images to FTP server when I/O alarm is triggered
- Upload alarm video to FTP server when I/O alarm is triggered
- Upload alarm images to cloud server when I/O alarm is triggered
- Upload alarm video to cloud server when I/O alarm is triggered
- Choose which channel(s) you want to record when the I/O alarm is triggered

I/O

- Alarm In: Local<-1
- Alarm Type: Normally-Open
- Buzzer: Disable
- Latch Time: 10S
- Post Recording: 30S
- Send Email:
- Show Message:
- Full Screen:
- FTP Picture Upload:
- FTP Video Upload:
- Cloud Picture:
- Cloud Video:
- Channels: All

1 2 3 4

Trigger Alarm Out Refresh Save Copy

Alarm / Exception

- Select the event type
- Check the box to enable the monitoring of the event
- Set the buzzer duration when the event occurs. To disable buzzer, select Disable
- Check the box to display a message on the screen when No Space on Disk, Disk Error, or Video Loss events happen.
- Receive an email when an event occurs
- This is an optional function. Determine how long the external alarm device has to make sound

Exception

- Event Type: No Space on Disk
- Enable:
- Buzzer: Disable
- Show Message:
- Send Email:
- Latch Time: 10S

Trigger Alarm Out Refresh Save

Alarm / Alarm Schedule

You can choose at what time you want to receive the notifications on your devices.

Select the option you want to set. Place all green bars in the timeline by left-clicking and dragging the mouse over the timeline.

Alarm Schedule

Channel: CH01

Alarm Out push FTP Upload
 Cloud Upload Buzzer

0 2 4 6 8 10 12 14 16 18 20 22 24

Sun. Mon. Tues. Wed. Thur. Fri. Sat.

Copy Sun. To All Copy Copy CH01 To All Copy

Refresh Save

Network menu

Network / General

General menu :

When **DHCP** is active, the router will assign automatically all the network parameters to your system. When DHCP is not active, you must set them manually:

IP Address: The IP address identifies the system in your network. It consists of four groups of numbers between 0 to 255, separated by periods. For example, "192.168.001.100".

Subnet Mask: Subnet mask is a network parameter which defines a range of IP addresses that can be used in a network. If IP address is like a street where you live, then subnet mask is like a neighborhood. The subnet address also consists of four groups of numbers, separated by periods. For example, "255.255.000.000".

Gateway: This address allows the system to access the Internet. The format of the Gateway address is the same as the IP Address. For example, "192.168.001.001".

DNS1/DNS2: DNS1 is the primary DNS server and DNS2 is a backup DNS server. Usually it should be enough just to enter the DNS1 server address.

General | PPPoE | Wireless | Port Configuration

WLAN		Internal	
DHCP	<input checked="" type="checkbox"/>	IP Address	10.10.25.100
IP Address	192.168.1.100	Subnet Mask	255.255.0.0
Subnet Mask	255.255.255.0		
Gateway	192.168.1.1		
DNS 1	192.168.0.1		
DNS 2	8.8.8.8		
IPv6-IP Address	fe80::223:63ff:fe79:3d8e		54
IPv6-Gateway			

Refresh Save

PPPoE menu :

This is an advanced protocol that allows the system to connect to the network more directly via DSL modem. Only use this function when you are an expert.

Check the "Enable PPPOE" box, and then enter the Username & Password of the PPPoE. Click **Save** to save. The system will reboot to activate the PPPoE settings.

General | PPPoE | Wireless | Port Configuration

Enable PPPOE

Username

Password

IP Address 192.168.1.100

Subnet Mask 255.255.255.0

Gateway 192.168.1.1

DNS 1 192.168.0.1

DNS 2 8.8.8.8

Refresh Save

Wireless menu :

You will need a Wi-Fi dongle to use this function (available on our website).

Check the option **Enable**.

Click on **Scan** in the SSID field and double-click to select your WLAN network.

Enter your WLAN password under **Password**.

Click on **Join**.

Save all settings with **Save**.

General | PPPoE | Wireless | Port Configuration

Enable

SSID Bascom

Password

IP Address 192.168.0.118

Link Station: Already Connected

Refresh Save

Port configuration menu :

Web Port: This is the port that you will use to log in remotely to the system (e.g. using the Web Client). If the default port 80 is already taken by other applications, please change it.

Client Port: This is the port that the system will use to send information through. If the default port 9000 is already taken by other applications, please change it.

RTSP Port: Default is 554, if the default port 554 is already taken by other applications, please change it.

UPNP: UPNP makes it easy to connect to your system remotely. You do not need to configure manually port forwarding on your router.

P2P: P2P makes it possible to scan the QR-code from the system on your smartphone and have access to your cameras for everywhere.

General | PPPoE | Wireless | Port Configuration

	Internal Port	External Port	Protocol	UPNP Status	UPNP
HTTP Port	80	80	TCP	Inactive	<input checked="" type="checkbox"/>
Client Port	9000	9000	TCP	Inactive	<input checked="" type="checkbox"/>
RTSP Port	554	554	TCP	Inactive	<input checked="" type="checkbox"/>
HTTPS Port	443	443	TCP	Inactive	<input checked="" type="checkbox"/>

P2P Switch

Refresh Save

Instruction : rtsp://IP:Port/chA/B
A:01(ch1),02(ch2)...
B:0(main stream), 1(sub stream)

External IP

Network / DDNS

This menu allows you to configure DDNS settings. The DDNS provides a static address to simplify remote connection to your system. To use the DDNS, you first need to open an account on the DDNS service provider's web page.

DDNS: Check to enable DDNS.

Server: Select the preferred DDNS server (DDNS_3322, DYNDNS, NO_IP, CHANGEIP, DNSEXIT).

Hostname: Enter the domain name you created on the DDNS service provider's web page. This will be the address you type in the URL box when you want to connect remotely to the system via PC. For example: mycamerasystem.no-ip.org.

User/Password: Enter the Username and password you obtained when creating an account on the DDNS service provider's web page.

After all parameters are entered, click Test DDNS to test the DDNS settings. If the test result is "Network is unreachable or DNS is incorrect", please check whether the network works fine, or the DDNS information is correct or not.

DDNS |

DDNS

Server NO_IP

Hostname

Username

Password

Refresh Save Test DDNS

Network / Email

This menu allows you to configure email settings. Please complete these settings if you want to receive the system notifications on your email when an alarm is triggered, HDD becomes full, HDD is in error state, or Video Loss occurs.

Email Configuration | Email Schedule

Enable or disable to receive email → Email

Enable if your email server requires the SSL or TLS verification. If you are not sure, set it to Auto. → Encryption Auto

Enter the SMTP port of your email server → SMTP Port 465

Enter the SMTP server address of your email → SMTP Server smtp.gmail.com

Enter your email address → Username bascom.fr@gmail.com

Enter the password of your email → Password

Enter a sender name for the system → Sender bascom.fr@gmail.com

Enter the email address where you want to receive the event notifications → Receiver1 bascom.fr@gmail.com

Receiver2

Receiver3

Configure the length of the time interval between the notification emails → Interval 3Min

Refresh Save Test Email Cancel

To make sure all settings are correct, click Test Email. The system sends an automated email message to your inbox. If you received the test email, it means the configuration parameters are correct.



Network / FTP

FTP | **FTP Schedule**

Click to enable FTP function → **FTP Enable**

Choose the encryption mode → **Encryption Mode** **Normal**

Enter your FTP server IP address or domain name → **Server**

Enter the FTP port for file exchanges → **Port** **21**

Enter your FTP server username → **Username**

Enter your FTP server user password → **Password**

Enter the default directory name for the FTP file exchanges → **DIR Name**

Choose the resolution of the FTP upload → **Picture Resolution** **1280X720**

Choose the quality of the FTP upload → **Picture Quality** **Higher**

Choose the video stream type of the FTP upload → **Video Stream Type** **Sub Stream**

Choose the maximum package interval → **Max Package Interval** **30Min**

Click to stream video continuously (not only by motion) → **Upload Normal Video**

Record Channel All

1 2 3 4

Refresh **Save** **FTP Test**



Network / HTTPS

HTTPS

Click to enable HTTPS → **HTTPS**

Choose the certicate Type → **Certificate Type** **Default**

Refresh **Save**



Network / IP Filter

IP Filter

Enable or disable IP filter → **Enable** **Enable Allow List** **Enable Block List**

Choose between Allow List or Block List → **Restricted Type** **Allow List**

Enter the start IP Address → **Start Address**

Enter the End IP Address → **End Address**

Single Add
Network Segment Add

<input type="checkbox"/>	Start Address	End Address	Edit	Delete

Refresh **Save** **Delete**

Device menu

Device / Disk

Information about the Hard Drive Disk

Use this option to overwrite the old recordings on the HDD when the HDD is full. For example, if you choose the option 7 days then only the last 7 days recordings are kept on the HDD. To prevent overwriting any old recordings, select OFF. If you have disabled this function, please check the HDD status regularly, to make sure the HDD is not full. Recording will be stopped if HDD is full.

Disk

NO.	State	Free / Total (G)	Free Time
39CRPUBNS	FULL	0M / 931G	0Min / 0Hour

Overwrite:

Format Hard Disk

NO.:

Device / Cloud

Enable or disable the Cloud Storage

Choose the channel to configure

Choose the Cloud type

Use this option to overwrite

Select the video type

Cloud

Cloud Storage

Channel

Cloud Type

Cloud Overwrite

Video Type

Driver Name



CH01

DROPBOX

Auto

MP4

CH1

Refresh

Save

Activate Cloud

System menu

To configure general settings

System / General

Click the calendar icon to change the date

Select the preferred date format

Select the preferred time format

Select the correct video standard for your region

Choose the video format

Select the time your system will exit the Main Menu when idle. You can also disable this by selecting "OFF" (password protection will be temporarily disabled)

Click the checkbox if you would like to display the Startup Wizard each time you turn on or reboot your system

Choose DST or NTP

Date and Time

System Time

Date Format

Time Format

Language

Video Format

Menu Time Out

Start show wizard

DST NTP

30/1/2020



13 :19 :58

DD/MM/YYYY

24Hour

FRENCH

NTSC

1Min



Refresh

Save

System / Multi-User

The system supports the following account types:

ADMIN – System Administrator: The administrator has full control of the system, and can change both administrator and user passwords and enable/disable password protection.

USER – Normal User: Users only have access to live viewing, search, playback, and other functions. You may set up multiple user accounts with varying levels of access to the system.

Multi-User

NO.	Username	Level	Active
1	admin	ADMIN	Enable
2	user1	USER1	Disable
3	user2	USER2	Disable
4	user3	USER3	Disable
5	user4	USER4	Disable
6	user5	USER5	Disable
7	user6	USER6	Disable

Username:

Password:

Confirm:

Active:

Password:

Refresh Save

System / Maintenance

Log Searching and Backing Up:

1. Choose the starting date & time for your search from the Begin and End Time.
3. Select the type of events you would like to search for from the dropdown next to Major Type.
4. Click Search.
5. Browse system log events from your search period: Use the < / > buttons in the bottom-right corner of the menu to move between pages of system log events.
6. Click Export to create a backup of the system log for your search period.

Log | Load Default | Upgrade | Auto Reboot

Major Type: All Log Search

Path: Scan

Name: Export

Begin Time: 2020-1-30 00:00:00

End Time: 2020-1-30 23:59:59

No.	Channel	Type	Time	Operation	Record
1		System Log	2020-1-30 00:07:50	NTP	
2	CH01	Alarm Log	2020-1-30 07:56:59	Motion Start	YES
3	CH01	Alarm Log	2020-1-30 07:57:26	Motion End	YES
4	CH01	Alarm Log	2020-1-30 10:38:32	Motion Start	YES
5	CH01	Alarm Log	2020-1-30 10:39:12	Motion End	YES
6	CH01	Alarm Log	2020-1-30 11:02:26	Motion Start	YES
7	CH01	Alarm Log	2020-1-30 11:02:53	Motion End	YES
8	CH01	Alarm Log	2020-1-30 12:20:11	Motion Start	YES
9	CH01	Alarm Log	2020-1-30 12:20:46	Motion End	YES

K < 1 / 1 > OK

Load Default :

Reset the systems settings to its out-of-box state. You can choose to reset all settings at once, or just settings on specific menus. Restoring default settings will not delete recordings and snapshots saved to the hard drive.

Check the items you want restore, or check Select All to choose all items. Click Save to load default settings of your chosen items.

Log | Load Default | Upgrade | Auto Reboot

Channel

Record

Alarm

Network

Device

System

All Save

Upgrade :

1. Scan the firmware file (.sw file) from your computer.
2. Click Start to start system upgrade. The system upgrade will last around 5-10 minutes, please do NOT power off the system or remove the USB flash drive during firmware upgrade.

Log | Load Default | Upgrade | Auto Reboot

Upgrade file path: Scan

Start

Auto Reboot :

This menu allows the system to auto reboot regularly. It is recommended to leave this function enabled, as it maintains the operational integrity of your system.

Log | Load Default | Upgrade | Auto Reboot

Select User: admin

Auto Reboot:

Reboot: Every Week Sun. 00:00

Refresh Save Reboot



System / IP Camera Maintain

Reboot IPC | IPC Parameter Management |

Choose the channel to reboot →

<input type="checkbox"/>	Channel	IP Address	State	Software Version
<input type="checkbox"/>	CH01	10.10.25.152	On-line	V2.31.4.8_181116

Refresh

IPC Reboot



System / Information

View system information such as device ID, device model name, IP address, MAC address, firmware version and more.

You will find the P2P ID & P2P QR code in the information page. You can scan this QR code with the mobile Bascom app to view your cameras on your smartphone or tablet.

Information |

Device ID	000000
Device Name	BASCOM
Device Type	R4X
Hardware Version	DM-357
Software Version	V8.1.0-20190709
IE Client Version	V2.0.0.218
IP Address	192.168.001.100
IPV6-IP Address	/80
Wireless	192.168.000.118
MAC Address	00-23-63-79-3D-8E
HDD Capacity	931G
Video Format	NTSC
Client Port	9000,9000
HTTP Port	80,80
P2P ID	BSC1801008553890

Refresh

