



Be sure to keep it handy for future reference.

07212014

#### PRECAUTIONS

- Do not open or modify.
- Do not open the case except during maintenence and installation, for it may be dangerous and can cause damages.
- Do not put objects into the unit.
- Keep metal objects and flammable substances from entering the camera.
   It can cause fire, short-circuits, or other damages.
- Be careful when handling the unit.
- To prevent damages, do not drop the camera or subject it to shock or vibration.
- Do not install near electric or magnetic fields.
- Protect from humidity and dust.
- Protect from high temperature.
- Be careful when installing near the ceiling of a kitchen or a boiler room, as the temperature may rise to high levels.
- Cleaning:
- To remove dirt from the case, moisten a soft cloth wi h a soft detergent solution and wipe.
- Mounting Surface:
  - The material of the mounting surface must be strong enough to support the camera.

#### FCC COMPLIANCE

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, when the equipment is operated in a residen ial environment. This equipment generates, uses, and radiates radio frequency energy; and if it is not installed and used in accordance with the instruction manual, it may cause harmful interference to radio communications.

**WARNING**: Changes or modifications are not expressly approved by the manufacturer.



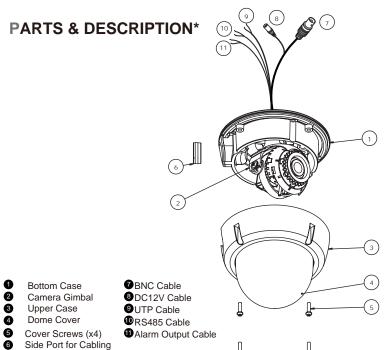
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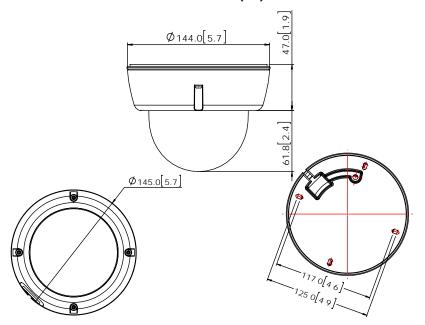
# **FEATURES\***

- 1/3" Sony 1.3M CMOS
- 820 TV Lines [B/W], 800 TV Lines [Color]
- 2.8~12mm Varifocal Auto Iris Lens
- 100ft Range IR with Intelligent Camera Sync, Smart IR [DWC-V5661TIR]
- True Day & Night with IR Cut Filter
- 3D DNR (3D Digital Noise Reduction)
- WDR (Wide Dynamic Range)
- Star-Light (Super Low Light Technology)
- HME (Highlight Masking Exposure)
- Defog (Extreme Weather Image Copmensation)
- Digital Quick Zoom & 8x Digital Zoom
- 16:9 and 4:3 Viewing Modes
- AGC / BLC / AWB
- Privacy Zones (16) & 4 Motion Detection Zones
- Camera Control via RS-485/ UTC
- RS485 & UTP Built-In
- RS485, UTP, & 1 Alarm Output Built-In
- IP66 Certified (Weatherproof)





# **DIMENSIONS IN MILLIMETERS (IN)\***

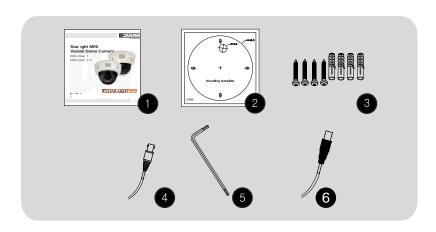




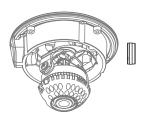
# **INSIDE THE BOX\***

#### Included with Camera:

- 1 User Manual
- 2 Moun ing Template
- 3 4 Machine Screws and 4 Dry Wall Anchors
- Secondary Video-BNC Cable
- **5** L-Key
- 6 DC Plug Power Cable



# SURFACE MOUNT INSTALLATION INSTRUCTIONS\*



- Use the camera or mounting template to mark and drill the necessary holes in the wall or ceiling.
- 2. Pull wires through and make connections.
- 3. Using the four (4) included screws, mount and secure the camera to the wall or ceiling.
- 4. Adjust the camera's Pan and Tilt and Lens. See pages 15-16 for more information.
- Use the joystick to adjust the OSD menu. See pages 17-28 for more information.
- Attach the camera housing to the camera base using the assembly screws.





# **JUNCTION BOX INSTALLATION INSTRUCTIONS\***



Check to see all parts are in the box.



Use the dry wall anchors and machine screws to mount the junc ion box and rubber gasket to the wall.



Insert wires through he wall and make the appropriate connec ions.



4 Attach he camera to the junction box using he machine screws.

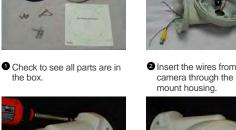


Attach the camera housing to the junction box using the assembly screws.

# WALL MOUNT INSTALLATION INSTRUCTIONS\*



the box.



Use the mounting template to

make pilot holes. Use he dry wall anchors and machine screws to attach the assembly to the wall.



2 Insert the wires from he camera through the wall



5 Attach he camera housing to the fixture.



3 Attach the camera to he wall mount housing.



# PENDANT MOUNT INSTALLATION INSTRUCTIONS\*



Check to see all parts are in the box.



4 Attach the camera to the pendant mount using the machine screws.



2 Attach he top shield to the pendant mount.



**5** Attach he camera housing to the fixture.



Slide the wires from the camera through the pendant mount.



Use the moun ing template to make pilot holes. Mount the camera assembly to the ceiling using wall mount anchors and machine screws.

# CORNER MOUNT INSTALLATION INSTRUCTIONS\*



• Check to see all parts are in the box.



Attach the two compression fittings to the corner bracket.



Attach the wall mount to the corner bracket with the 4 machine screws.

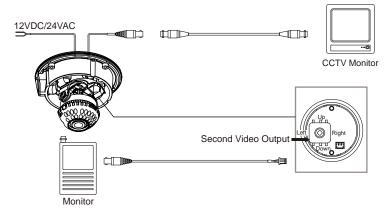


Attach the assembly to a wall corner with dry wall anchors and machine screws.



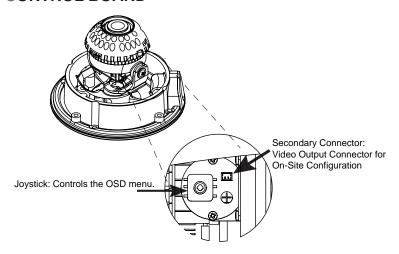
# **CONNECTING TO MONITORS\***

Use the diagram below to connect to a Monitor or CRT Monitor properly.



- Power Connection 12VDC/24VAC Dual Voltage (Auto Polarity Detection and Protection)
- All cameras are equipped with a second video output for on-site configuration.

# **CONTROL BOARD\***

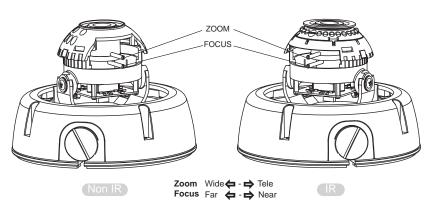


- Remove the camera's cover dome to access the OSD joystick controller.
- 2 Use he Joys ick to control he camera's OSD options.



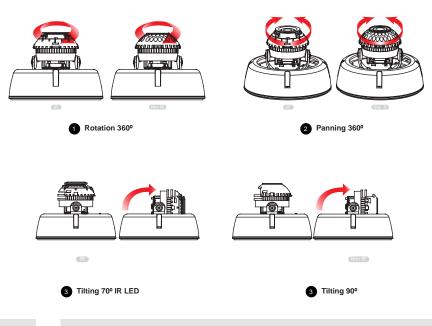
# **ADJUSTING THE CAMERA LENS\***

Follow the instructions provided below to make any lens adjustments.



- To adjust the field of view, use the L-Key to turn he zoom screw (located on he bottom of he camera) counter-clockwise to zoom in, or clockwise to zoom out.
- 2 Adjust the focus the same way as descriped above AFTER the desired zoom position is established.

# **ADJUSTING THE CAMERA GIMBAL\***





# **MODULE OSD MENU\***

EXPOSURE	COLOR	DAY & NIGHT	FUNCTION
LENS MANUAL/DC BACKLIGHT OFF/HME/BLC/WDR DRC OFF-COW/MIDDLE/HIGH OFF-COW/OFF-COW OFF-COW/OFF-COW OFF-COW SAVE & EXTIT-SETT	WB BAL. ATW / AWB / PUSH / MANUAL COLOR GAIN EXIT JUMP SAVE & EXIT/ EXIT	D&N MODE AUTO (ODLOR / BAW) CONTROL AUTO (OTLOR / BAW) CONTROL AUTO (OTLOR DELAY LOW / MIDDLE / HIGH B&W BURST OFF / ONL SMART IR EXIT JUMP SAVE & EXIT / EXIT	SHARPNESS  G-0MMA  G-10MA  G-1
MOTION	PRIVACY	SETUP	EXIT
MOTION OFF / ON ALARM SHAKING - OFF / ON SHAKE SCALE - 0 - 20 BRIGHT CHG - OFF / ON BRIGHT SCL - 0 - 20 - QUICK ZOOM OFF / ON EXIT JUMP SAVE & EXIT / EXIT	ZONE NUM. 0 - 15  ZONE DISP. 06F / ON H-POS. 0 - 39 V-POS. 0 - 30 H-SIZE 0 - 40 V-SIZE 0 - 20 CR LEVEL 0 - 20 CR LEVEL 0 - 20 EXIT JUMP SAVE & EXIT / EXIT	COMMUNICA. CAM ID (0 - 255) BAUDRATE (2400 / 4800 / 9600 / 57600 / 115200)  V EW ANGLE MORMAL / 4 3 / 16 9 LANGUAGE ENCLISH / CHINESE / CHINESE (S) / JAPANESE / KOREAN SPECIAL DEFECT DET. / TV MODE / O.L.P.F NITIAL ON EXIT JUMP SAVE & EXIT / EXIT	SAVE & EXIT EXIT



# **EXPOSURE**



#### LENS

DC

Manual mode supports the fixed board lens or the manual

iris lens.

DC mode supports the auto-iris varifocal lens.

NOTE: Bo h MANUAL and DC mode have FOCUS ADJ. You can adjust the focus by finding he highest number on the FOCUS SET.

# DC Lens Submenu



#### MANUAL Lens Submenu

MODE

MODE
BRIGHTHESS
BRIGHTHESS
SWUTTER
AUTO
FOCUS ADJ, J
RETURM

Mode: MANUAL: Set the lens mode to Normal or Deblur.

DC: Set the lens mode to Outdoor, Indoor, or Deblur.

Brightness: Adjust the camera's brightness from 0~20. The higher the

number, the brighter the image will appear.

Shutter: Set the shutter speed to AUTO, Manual, or FLC (Flicker-less mode).

Select FLC if he camera is experiencing some flickering in the image. If selected, he

shutter speed will automatically be set to 1/100 for NTSC, or 1/120 for PAL.

If Manual is selected, set the shutter speed from 1/60 to 1/60000.

Focus Adjustment: When on, the default level is set automatically by controlling lens focus and based on the installation and environment circumstances





# **EXPOSURE**

#### **BACKLIGHT** OFF

# HME

#### HIGHLIGHT MASKING EXPOSURE

HME allows objects to appear clearly on the screen by masking extremely bright areas. To setup HME, set the level and mode. The lower the setting, he darker the masking areas have to be. Select from: 0 ~ 20.

Mode: Select when to enable HME settings. Select from All Day (Run HME always), or Night Only (HME is enabled only in B/W mode).

# **EXPOSURE** 128

BLC

#### BLC: BACK LIGHT COMPENSATION

If BLC is selected, adjust the size nad position of the mask:

- H-POS: Move the Zone position left or right. The higher the number. the zone will move to he right.
- V-POS: Move the Zone position up or down. The higher the number. the zone will move down
- H-Size: Reset the zone's size horizontally. The higher the number, the right side panel will move further to the right.
- V-Size: Reset the zone's size vertically. The higher the number, the bottom side panel will move further down.

#### WDR Wide Dynamic Range

If WDR is selected, adjust the WDR level in the submenu. Select from Low, Middle, or High (Default).



# **EXPOSURE**

#### DRC

#### DYNAMIC RANGE COMPRESSOR

DRC enables dark areas in images to become more visible without overexposing the bright areas to create one perfect image. Select from: Off, Low, Middle, or High

NOTE: If WDR or DEFOG are enabled, the DRC settings are set automatically and will not be available for adjustment.

# DEFOG

Allows the camera to process a scene that is obscured by fog or wea her condi ions and provides a visibly improved image.

AUTO / Manual: Select AUTO to have the WDR and DRC levels adjusted automatically. Set the DEFOG level from LOW / MIDDLE / HIGH.





### AGC

#### **AUTO GAIN CONTROL**

0~20

AGC enhances the picture brightness in low light conditions. A higher level AGC setting makes the images brighter; however, it could increase the amount of noise.

#### **STARLIGHT**

OFF / x2 ~ x64 (Default: X4) Automatically activates slow shutter function when the image is too dark. High values are not recommended as they may causes the image to lag. Starlight menu cannot be controlled if the SHUTTER setting is above 1/60.

### 3D DNR

OFF/ LOW/ MID/ HIGH

#### 3D DIGITAL NOISE REDUCTION

3D-DNR reduces he noise on the screen in low light conditions and allows for clearer images, even at night.





# COLOR

#### **WB MODE**

ATW Auto Tracking White Balance Control mode compensates for color temperature changes

between 2400K° and 11000K°.

AWB Auto White Balance Control mode compensates for color temperature changes

lower than 2000K° and higher han 15000K°.

**PUSH** Push fixes he white balance based on the current ligh ing automatically.

MANUAL Users can control the white balance manually by changing RED GAIN and BLUE

GAIN (see below).
KELVIN: Select from Low, Middle, or High. If enabled, the Red and Blue Gain

settings will be set automatically according to the Kelvin settings.

RED GAIN: 0 ~ 20. Adjusts he amount of red in the image.

BLUE GAIN: 0 ~ 20. Adjust he amount of blue in the image.



#### **COLOR GAIN**

Set the color gain from 0~20.



# **DAY & NIGHT**

D&N MODE

In AUTO mode, the camera switches between day and night automatically depending AUTO / COLOR / on light level. If COLOR is selected, the camera always stays in day/color mode. B&W

If B&W is selected, camera always stays in night/B&W mode.

#### CONTROL

Select if the Day/ Night switch will be based on the AGC levels (AUTO). or using IR LED lights (EXT.)

AUTO: if selected, Day/ Night switch will depend on the AGC levels.

- AGC Threshold: Set when the camera switches between Day & Night.
- AGC Margin: Set the value added to the AGC Threshold. Adjust the value based on the environment in which the camera is installed.
- Night Mode: Select what will the camera do when light threshold is met for "Night Mode". Select to keep in color, or switch to B&W.
- At the bottom of the screen, the settings will be summarized for your review. The information includes (according to current settings), the AGC threshold for Day to switch to Night. AGC threshold for Night to switch back to Day, and current AGC level, for reference.

EXT.: if selected, adjust the external signal to CDS or LOW/HIGH.

- Low/ High: The camera's Day/ Night switch will be set according to an external LED board. Set to HIGH to make the camera switch to night mode only when there is very little light.
- Night Mode: Select what will the camera do when light threshold is met for "Night Mode". for "Night Model". Select to keep in color, or switch to B&W.
- At the bottom of the screen, the settings will be summarized for your review. The information includes (according to current settings), the EXT level for Day to switch to Night, EXT level for Night to switch back to Day, and current EXT level, for reference.









# **DAY & NIGHT**

#### CONTROL (CONT.)

- CDS: The camera's Day/ Night switch will be set according to the LED board in the camera.
  - \* CDS Threshold: Marks the light level at which the camera will switch between color and B/W. The lower the value, the camera will require less light (more darkness)

to switch to Night Mode.

\* CDS Signal: The value added to the CDS Threshold. Adjust this value based on the environment in which he camera is installed.

- Night Mode: Select what will he camera do when the light threshold is met for "Night Mode!". Select to keep in color, or switch to B&W.
- At the bottom of the screen, the settings will be summarized for your review. The information includes (according to current settings), the CDS threshold for Day to switch to Night, CDS threshold for Night to switch back to Day, and current CDS level, for reference.



#### **EXT LED**

AUTO / OFF AUTO: Enables the IR LED board. OFF: disable the camera's LEDs.

#### **DELAY**

Low/Mid/High Time interval delay before switching from day mode to night mode.

#### **B&W BURST**

ON / OFF If ON is selected, the camera provides a color burst signal in night mode.

#### **SMART IR**

0 ~ 20 Enable Smart IR and set the level. Higher values will make Smart IR stronger.



# **FUNCTION**

#### SHARPNESS

 $0 \sim 10$  Sets the image sharpness. The higher the number, the sharper the image.

#### **GAMMA**

0.45 ~ 0.65 Select he desired gamma level. 0.55 is default set ing.

#### MIRROR / FLIP

OFF

MIRROR Reflects the camera horizontally.

FLIP Reflects the camera vertically.











Mirror / Flip OFF

Mirror ON

Flip ON Mirror & Flip ON

## D-Zoom

1.0x - 8 0x Enable or Disable Digital zoom to the camera's field of view. By default, the zoom will go to the center of the camera's Field of View.





# **MOTION**

The camera can detect the movement and display an alarm on the screen when movement is detected.

#### MOTION

OFF / ON Select to enable or disable the camera's motion detection. If ON is selected:

#### **DET. SETTINGS**

Use his submenu to adjust he mo ion detec ion's sensitivity, detec ion dwell ime, Motion Es imate, and setup a Signal Output Ac ion:

- Sensitivity: The smaller the movement you want to detect, he higher the sensitivity value must be.
- Object Keep LV: Set he dwell ime for how long mo ion is detected.
- Motion Estimate: Predicts possible direction once motion is disappeared by wall or curtain. The lower the number, he more sensitive the camera will be to new motion once detected.
- Signal Out: If Alarm is enabled, when motion is detected, he camera can support 3 3V power output to

an external signal.







## **MOTION SET**

- Window Tone: Set the size of the zone's borders.
- Window Zone: The camera supports up to 4 different motion detection zones.
- Window Use: Select which one of the motion areas to enable.
- DET H-POS: Move the Zone left or right. The higher the number, the zone will move to the right.
- DET V-POS: Move the Zone up or down. The higher the number, the zone will move down.
- DET H-Size: Adjust the zone's size horizontally. The higher the number, the right side panel will move further to the right.
- DET V-Size: Reset the zone's size vertically. The higher the number, the bottom side panel will move further down.



# **MOTION**

The camera can detect the movement and display an alarm on the screen when movement is detected. **ALARM** 

Select to enable or disable the camera's motion detection, and select which conditions will trigger the alarm from the following options:

- Shaking (ON / OFF): "Camera Moving!!" will appear if the camera is shaken abruptly.
- Shaking Scale (0 ~ 20): The lower he number, the more sensitive he camera will be to shocks or vibrations.
- Bright Change (ON / OFF): "Birght Change!!" will appear if the brighness in the scene changes suddenly and drstically.
- Bright Scale (0 ~20): The lower he number, the more sensitive the camera is to brightness changes in the scene.

# 

#### QUICK ZOOM

The camera can automatically digitally zoom in when motion is detected. In the submenu, setup the following:

- MOVING: Set he camera's movement speed. 30/60 (0.5 Second) is the default speed. Max speed: 240/60 (4 Seconds).
- ZOOM IN: Set the camera's zooming speed. 30/60 (0.5 Second) is the default speed. Max speed: 240/60 (4 Seconds).
- STAND BY: Setup he dwell ime for the camera to remain zoomed in. 30/60 (0.5 Second) is the default speed. Max speed: 240/60 (4 Seconds).
- SYNCHRONOUS: Set by default. Should not be changed.
- TRACKING: The camera keeps tracking the moving area and operates Zoom In/Out
- REPEAT: The camera will continue to zoom into motion as it detects it in different parts of the camera's view.





# **PRIVACY**

You can hide some parts of the screen for privacy masking. A total of 8 different privacy masking zones are available.

#### **PRIVACY SET**

- Select the zone number you want to setup.
- To enable it, turn the display option ON.
- H-POS: Move the Zone posi ion Left or right. The higher the number, the zone will move to the right.
- V-POS: Move the Zone position up or down. The higher the number, the zone will move down.
- H-Size: Reset the zone's size horizontally. The higher the number, the right side panel will move further to the right.
- V-Size: Reset the zone's size vertically. The higher the number, the bottom side panel will move further down.

# 

#### MASK COLOR

To adjust the mask's color, use the Y. CR, and CB Levels:

- Y Level- The higher the number, the brighter the color will appear.
- CR Level- The higher the number, the more red tone will be added to he zone's color.

The lower the number, the more green will be added to the zone's color.

- CB Level- High CB Level + High CR Level = Red

High CB Level + Low CR Level = Blue

Low CB Level + High CR Level = Orange



#### COMMUNICATION

Use this setup menu to adjust the camera's ID and Baudrate.

The camera's default Protocol is Pelco-D.

- CAM ID: Provide an ID number for the camera ( 0 ~ 255 ).
- BAUDRATE: 9600bps is default. Select the baudrate from the following options: 2400/4800/9600/57600/115200 bps.

#### VIFW ANGLE

4:3 / 16:9 / Adjust the camera's aspect ratio. By default, he camera is set to NORMAL 4:3. If applicable, set it to 16:9.

#### LANGUAGE

The Camera supports the following languages: English (Default), Chinese, Chinese (S), Japanese, and Koran.

#### SPECIAL

DEFECT DET.: The camera can detect and correct dead pixels in the image. To do so, press the select button and set the threshold level. The camera will detect and adjust the pixels automatically.

TV MODE: Set the camera to NTSC (Default) or PAL.

OLPF: Select the filter that you use from RED and PASS, then reboot the camera to use.



#### INITIAL

Reset the camera to its factory default settings. To do so, press and hold the select button for five (5) seconds.





# **EXIT**

EXIT SAVE

Exit he OSD menu after saving the recent changes.

INITIAL Exit he OSD menu after resetting he camera to factory default.





#### TROUBLESHOOTING

Before sending your camera for repair, check the following or contact our technical specialist.

#### FOR NO VIDEO

Check the coaxial cable and make sure it is connected securely.

Check the lens' iris adjustment at the camera's OSD menu.

Check the power supply and make sure the camera has the proper voltage and current.

#### FOR OUT-OF-FOCUS VIDEO

Check the clear dome cover and the lens for dirt or fingerprints. Use a soft cloth and gently clean. Check the lens' manual focal and zoom adjustment. The use of a field test monitor is recommended.



# WARRANTY INFORMATION\*

Digital Watchdog (referred to as "the Warrantor") warrants the Digital Watchdog Camera against defects in materials or workmanship as follows:

**LABOR:** For the initial five (5) years and one (1) year on IR LED from the original purchase date, if the camera is determined to be defec ive, the Warrantor will repair or replace the unit with a new or refurbished product at its option at no charge.

**PARTS:** In addition, the Warrantor will supply replacement parts for the initial five (5) years and one (1) year on IR LED.

To obtain warranty or out of warranty service, please contact a Technical Support Representative at **1-866-446-3595** Monday through Friday from 9:00AM to 8:00PM Eastern Standard Time.

A purchase receipt or other proof of the original purchase date is required before warranty service is rendered. This warranty only covers failures due to defects in materials and workmanship which arise during normal use. This warranty does not cover damage which occurs in shipment or failures which are caused by products not supplied by he Warrantor or failures which result from accident, misuse, abuse, neglect, mishandling, misapplication, altera ion, modification, faulty installation, set-up adjustments, improper antenna, inadequate signal pickup, maladjustment of consumer controls, improper operation, power line surge, improper voltage supply, lightning damage, rental use of the product or service by anyone other than an authorized repair facility or damage that is attributable to acts of God.

## LIMITS & EXCLUSIONS\*

There are no express warranties except as listed. The warrantor will not be liable for incidental or consequential damages (including damage to recording media without limita ion) resulting from the use of these products or arising out of any breach of the warranty. All express and implied warran ies, including the warranties of merchantability and fitness for particular purpose, are limited to the applicable warranty period set forth above.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitatons on how long an implied warranty lasts, so the exclusions or limitations listed above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state-to-state.

If the problem is not handled to your satisfaction, hen write to the following address:

Digital Watchdog, Inc. ATTN: RMA Department 5436 W. Crenshaw Street Tampa, FL 33634

Service calls which do not involve defective materials or workmanship as determined by the Warrantor, in its sole discretion, are not covered. Costs of such service calls are the responsibility of the purchaser.



# **SPECIFICATIONS\***

VIDEO	
Image Sensor	1/3" Sony 1.3 Mega Pixel CMOS Sensor
Active Pixels	1280 (H) x 1024 (V)
Scanning System	2:1 Interlace
Frequency	15.734KHz (H), 59 95Hz (V)
Synchronization	Internal
Horizontal Resolution	820 TV Lines [B/W], 800 TV Lines [Color]
Minimum Illumination	F1.2 (30IRE): 0.0 Lux
S/N Ratio	55dB (AGC off)
Video Output	CVBS: 1.0Vp-p / 75 Ω
Alarm Output	1 Alarm Output
LENS	
Focal Length	2.8~12 mm
Lens Type	Varifocal Auto Iris Lens
IR Distance	100ft Range IR [DWC-V5661TIR Only]
OPERATIONAL	
Shutter Speed	50(60) ~ 60,000s
Backlight	OFF / HME / BLC / WDR
Star-Light (Sense-Up)	OFF / x2 ~ x64
3D-DNR	OFF / Low / Middle / High
White Balance	ATW /AWB/ PUSH / MANUAL
Day and Night	Auto / Day / Night

# **SPECIFICATIONS\***

OPERATIONAL				
Auto Gain Control	0 ~ 20			
Intelligent Motion Detection	Digital Quick Zoom			
Motion Detection	4 Motion Regions			
Privacy Zones	16 Programmable Privacy Masks			
Enhanced Day & Night Function	LED Operation point selection, External LED ON/OFF Control			
Sharpness	0 ~ 10			
Gamma	0.45 ~ 0.65			
De-Fog	OFF/ ON			
ENVIRONMENTAL				
Operating Temperature	-20°C ~ 60°C (-4°F ~ 140°F)			
Operating Humidity	Less than 90% (Non-Condensing)			
IP Rating	IP66 (Protects against dust and high pressure water.)			
ELECTRICAL				
Power Requirement	Dual Voltage (DC12V, 24VAC)			
Power Consumption	DC12V: 3.3W, 275mA, LED On: 5.94W, 495mA			
	AC24V: 2.56W, 106mA, LED On: 4.9W, 204 mA			
MECHANICAL				
Housing Material	Aluminum			
Dimensions	145 x 108.8 mm (5 7 X 4.28 in)			
Weight	1.65 lbs			



MEMO*		



## Everything's Digital

5436 W Crenshaw St. Tampa, FL 33634 Tel: 866-446-3595 / 813-888-9555 Fax: 813-888-9262

www.Digital-Watchdog.com technicalsupport@dwcc.tv Technical Support Hours : Monday-Friday 9:00am to 8:00pm EST