



## Quick Operation Guide



## HD NVR series

### Regulatory Information

#### FCC Information

Please pay attention to changes or modifications not expressly approved by the party responsible for compliance. This could void the user's authority to operate the equipment.

#### FCC Compliance:

This equipment has been tested and found to comply with the limits for a Class A 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 commercial environment. This equipment generates, uses, and radiates radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operating this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his or her expense.

#### FCC Conditions:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device must not cause harmful interference.
2. This device must accept any interference received, including interference that may result in undesired operations.

### EU Conformity Statement



This product and -if applicable -the supplied accessories are marked with "CE", and therefore fulfill the applicable harmonized European standards listed under the EMC Directive

2014/30/EU, the LVD Directive 2014/35/EU and the RoHS Directive 2011/65/EU.



2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of a new and/or similar equipment, or dispose of it at a designated collection point. For more information, see: [www.recyclethis.info](http://www.recyclethis.info)



2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation or specific battery information for details. The battery is marked with this symbol, which may include the chemical symbol to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or take it to a designated collection point. For more information see: [www.recyclethis.info](http://www.recyclethis.info)

### Industry Canada ICES-003 Compliance

This device conforms with the CAN ICES-3 (A)/NMB-3(A) standard requirements.

### Safety Instructions

These instructions are intended to ensure that users can use the product correctly and avoid damage or property loss. The precautions are divided into “Warnings” and “Cautions”.

**Warnings:** Serious injuries or death may occur if any of the warnings are neglected.

**Cautions:** Injuries or equipment damage may occur if any of the cautions are neglected.

|  |         |
|---|--|
| <b>Warnings</b> Follow these safeguards to prevent serious injuries or death.       | <b>Cautions</b> Follow these precautions to prevent potential injuries or material damage. |



#### Warnings

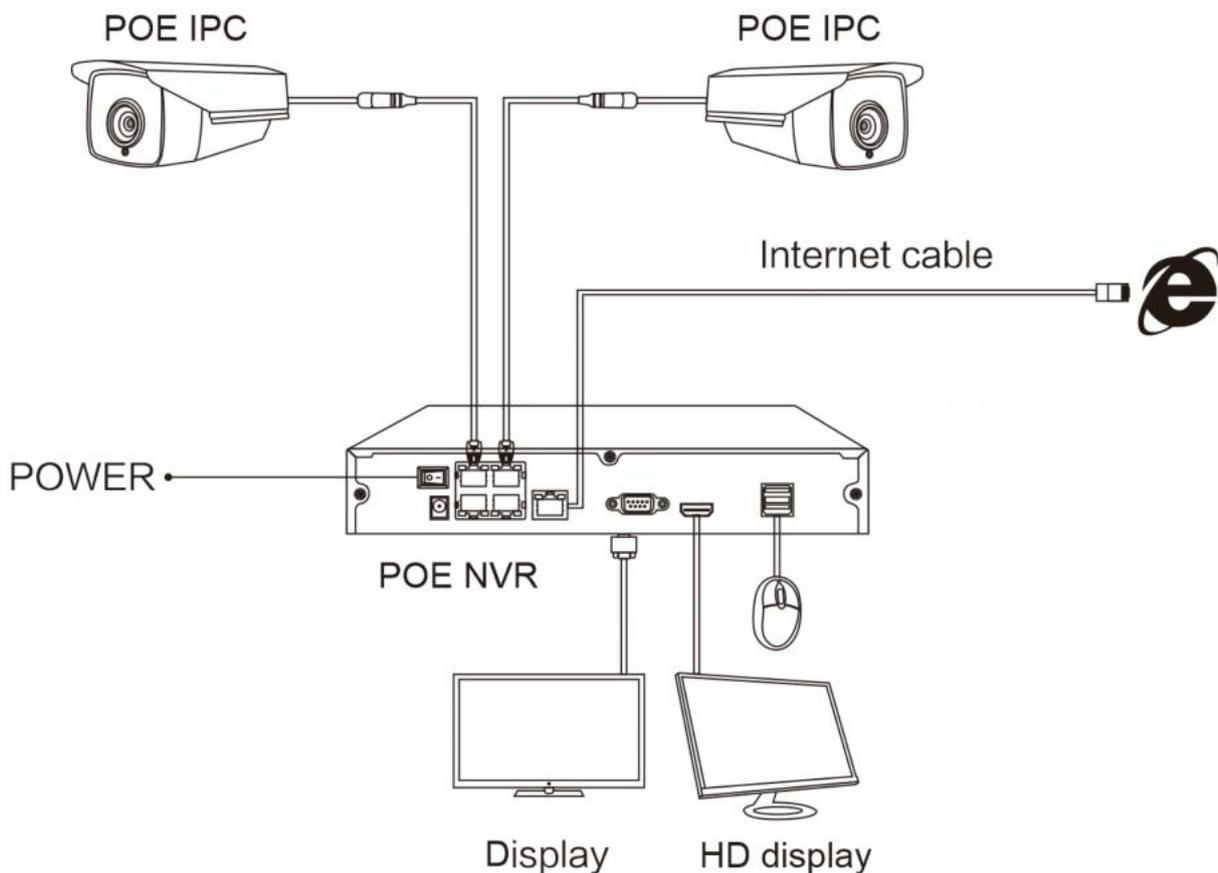
- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or the end user.
- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region. Please refer to the technical specifications for detailed information.
- Input voltage should conform with both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 100 to 240 VAC or 12 VDC according to the IEC60950-1 standard. Please refer to the technical specifications for detailed information.
- Do not connect several devices to one power adapter as the adapter overload may cause over-heating, which can create a fire hazard.
- Please make sure that the plug is firmly connected to the power socket.
- If smoke, odor or noise rise from the device, turn off the power at once, unplug the power cable, and then please contact the service center.

#### Preventive and Cautionary Tips

Before connecting and operating your device, please be advised of the following tips:

- Ensure this system is installed in a well-ventilated, dust-free environment.
- The NVR is designed for indoor use only, while cameras can be used both indoors and outdoors.
- Keep all liquids away from the NVR.
- Ensure that the environmental conditions conform with the factory specifications.
- Ensure this system is properly secured to a rack or shelf. Major shocks or jolts to the device as a result of dropping may cause damage to the sensitive electronics within it.
- Use the device in conjunction with a UPS if possible.
- Power off the system before connecting and disconnecting the accessories and peripherals.
- A factory recommended HDD should be used in conjunction with the NVR.
- Improper use or replacement of the battery may result in explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.

## POE NVR Connection Diagram

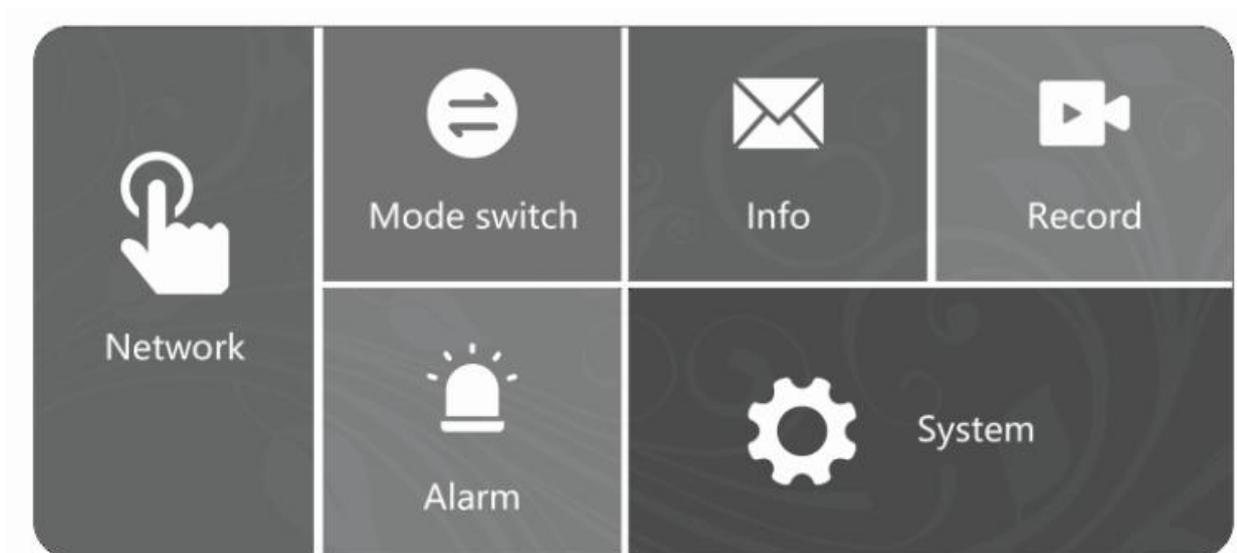


## Back Interface Specification

| Symbol | Specification |
|--------|---------------|
| POWER  | Power switch  |

|         |                    |
|---------|--------------------|
| DC      | Power input        |
| POE     | POE Power supplier |
| UP LINK | LAN Port           |
| VGA     | VGA Port           |
| HD-OUT  | HDMI port          |
| USB     | USB port           |

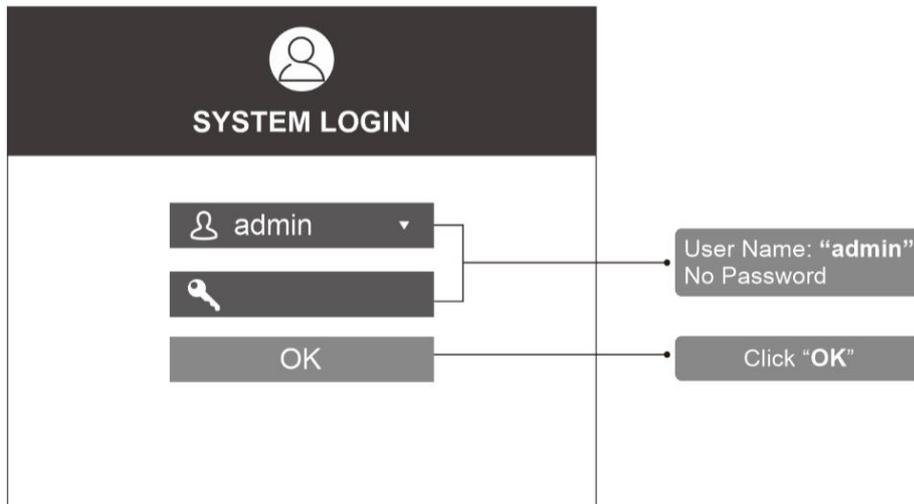
## Main interface content description



|                    |   |
|--------------------|---|
| <b>Network</b>     | Phone app, Network, Email, Net service                        |
| <b>Mode switch</b> | Digital, Network, Analog, Hybrid                              |
| <b>Info</b>        | Version, Log, Hdd info  |
| <b>Record</b>      | Encode, Record, Play Back                                     |
| <b>Alarm</b>       | Motion Detect, Video Blind, Video Loss Alarm Input/Output etc |
| <b>System</b>      | General, Display, Channel Title, Storage etc                  |

## 1.System Login

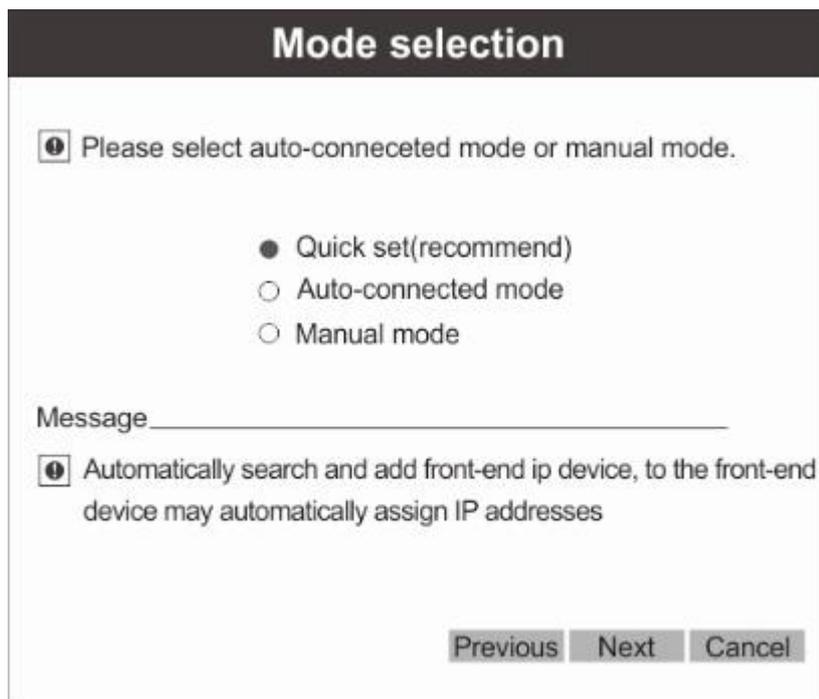
When you start the NVR, user name is “admin”, no password , and then click“OK”. As picture shows:



User Name: "admin" No Password  
 Click "OK"

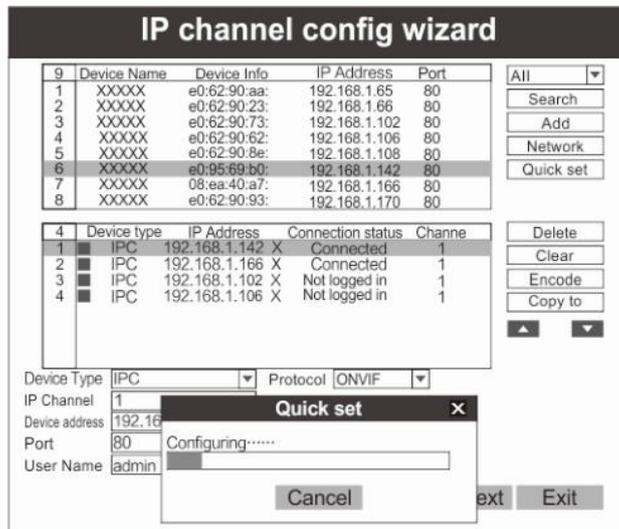
## 2. Configuration Setting

After choose one-click setting, it will show as below picture, then choose add camera. as picture shows:



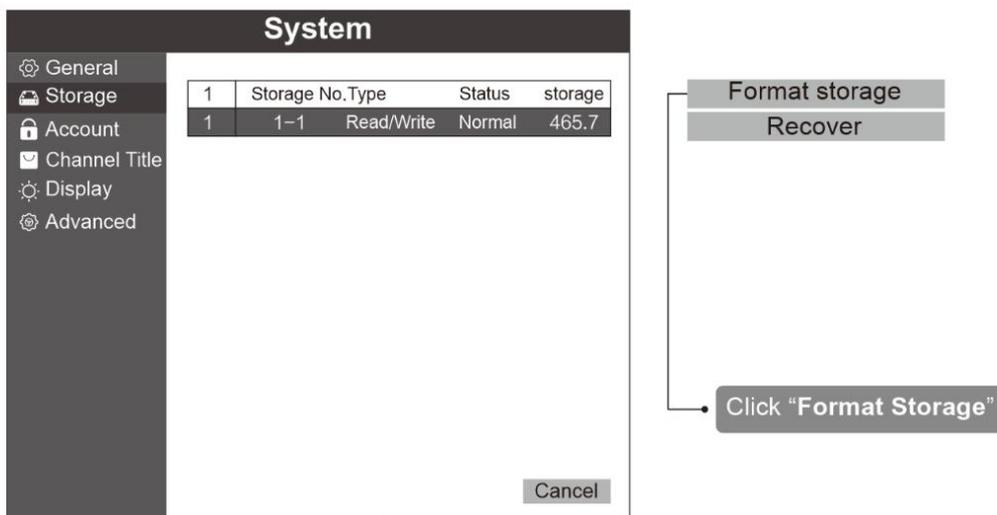
## 3. Booting guide

When the DVR boots up, according the booting guide then finish the mode selection. recommend that choose one key setting . as picture shows:



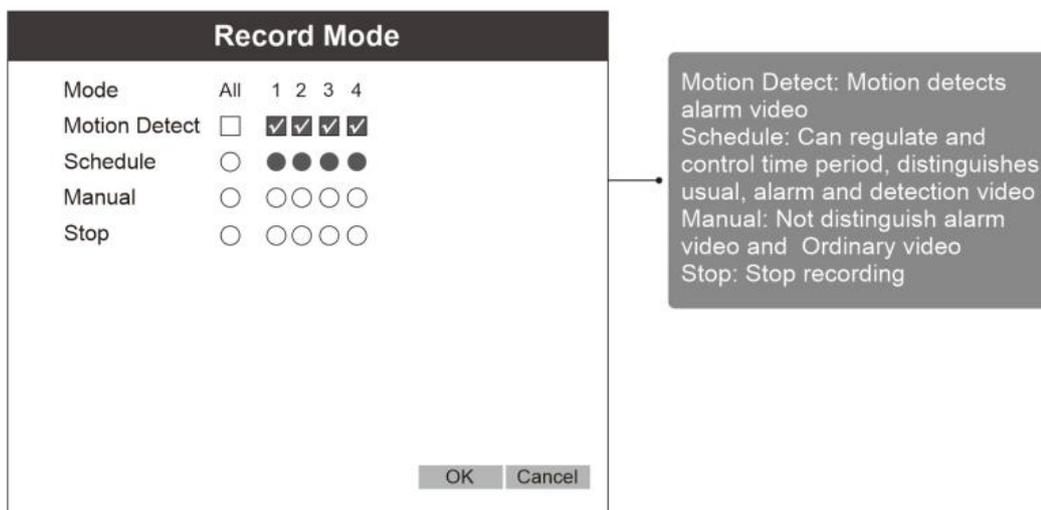
## 4.Format Storage

When you install the new hard disk,you should format storage first. Right-click [Main Menu]>[System]>[General]>[Storage]. Choose the Hard Disk, click **Format Storage**. As picture shows:



## 5.Record Mode

Choose **Record Mode** by right-click the mouse, the NVR records 24 hours by default. As picture shows:



Motion: Detect: Motion detects alarm video

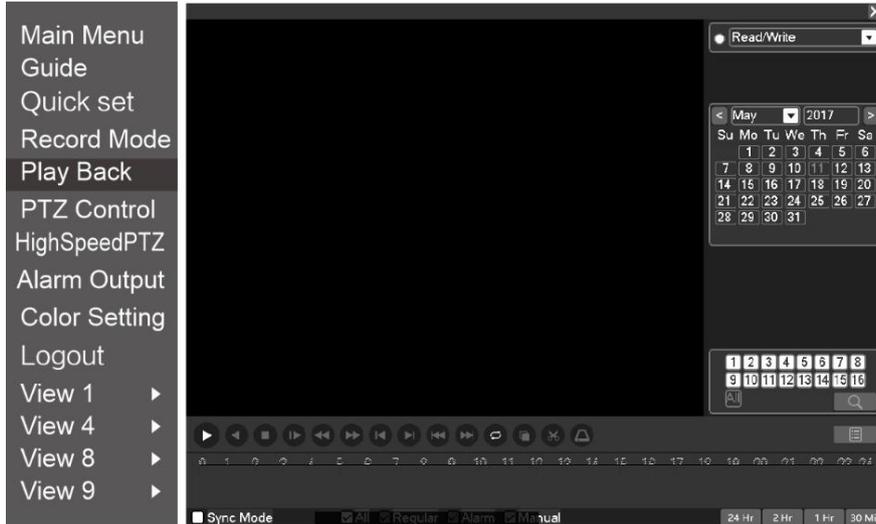
Schedule: Can regulate and control time period, distinguishes usual, alarm and detection video

Manual: Not distinguish alarm video and ordinary video

Stop: Stop recording

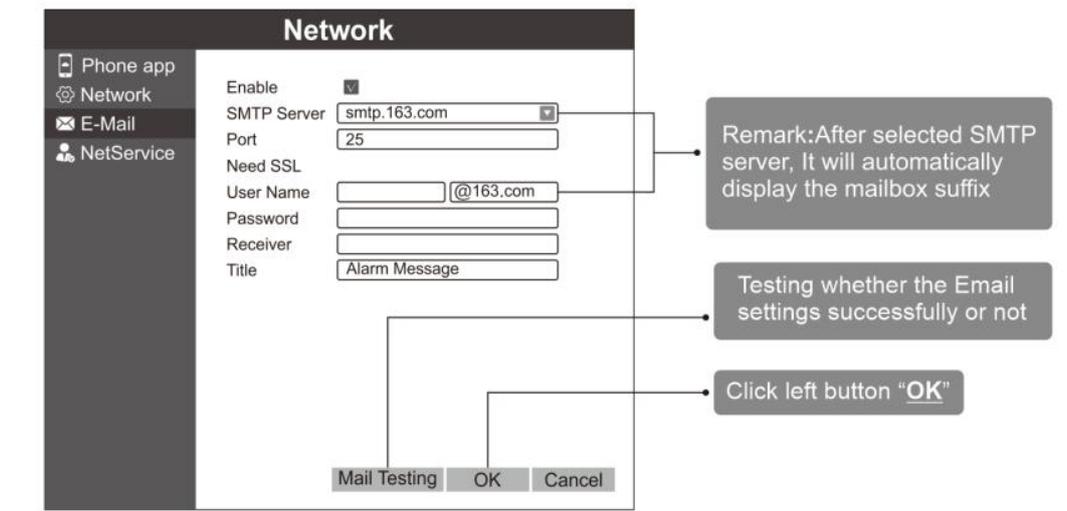
## 6.Playback

Right-Click mouse ,choose the channel and date that you want to play. And Click the **Search**. As pictures show:



## 7.Email Setup

Right-Click mouse choose [**Network settings**]>[**Email**],Click the Enable, choose **SMTP Sever**, input **User name**, **Password**, **Receiver**. Then Click **OK**. As pictures show:



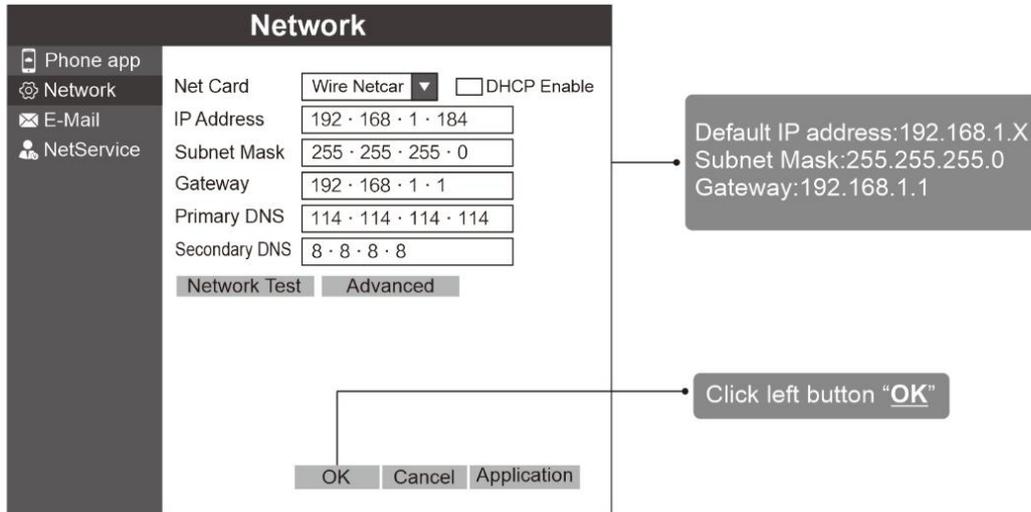
Remark:After selected SMTP server, IT will automatically display the mailbox suffix

Testing whether the Email settings successfully or not

Click left button “OK”

## 8. Network setup

1. Connect internet, Right-Click and Choose the [Network settings]>[Network]. Choose **DHCP Enable**, Then Click **OK**. As Pictures show:



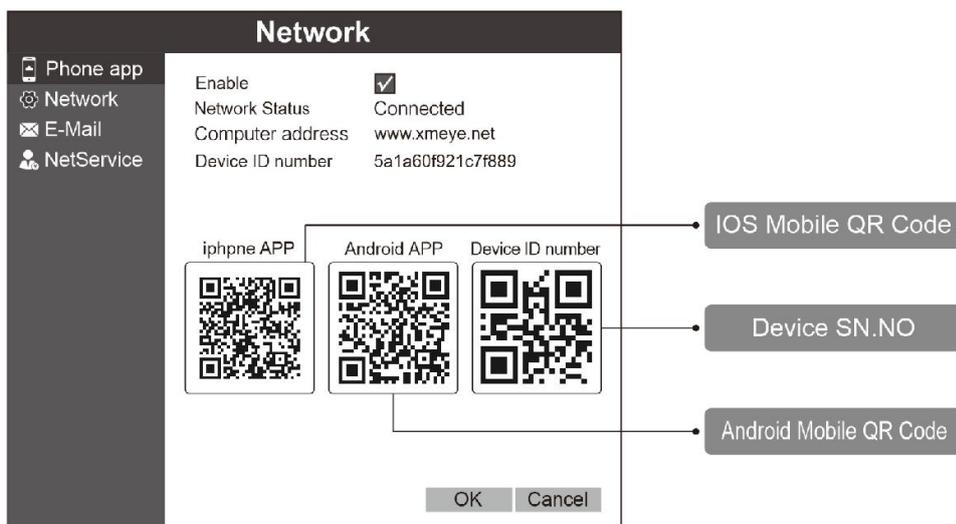
Default IP address:192.168.1.X

Subnet Mask:255.255.255.0

Gateway:192.168.1.1

Click left button "OK"

2. Click **Phone app** and check **Network Status**, when is showing **Connected**, DVR was successfully connected the network. As picture shows:



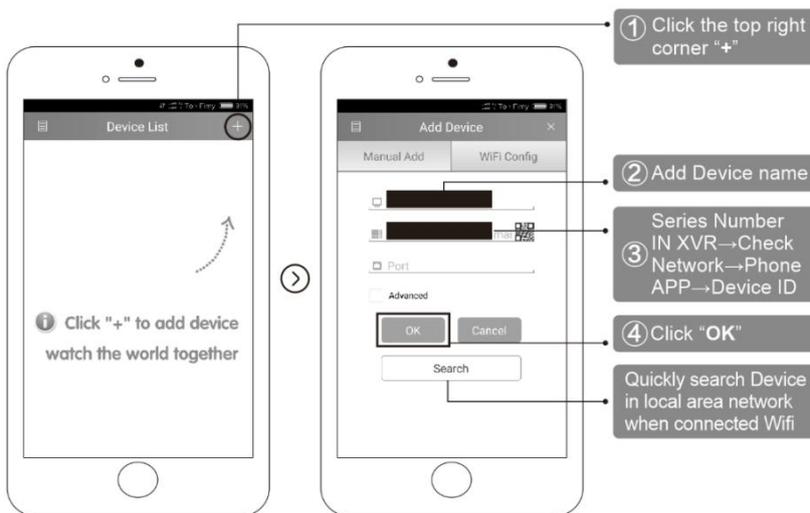
3. Scan the specified QR code or search **Sannce Vision** in *App Store* or *Google Play* ,download and install APP

4. Start the **Sannce Vision** App, click “Local login”, no need to register. As picture shows:

Click **Local Login**



5. Click top right corner + to add device. As picture shows:



①Click the top right corner “+”

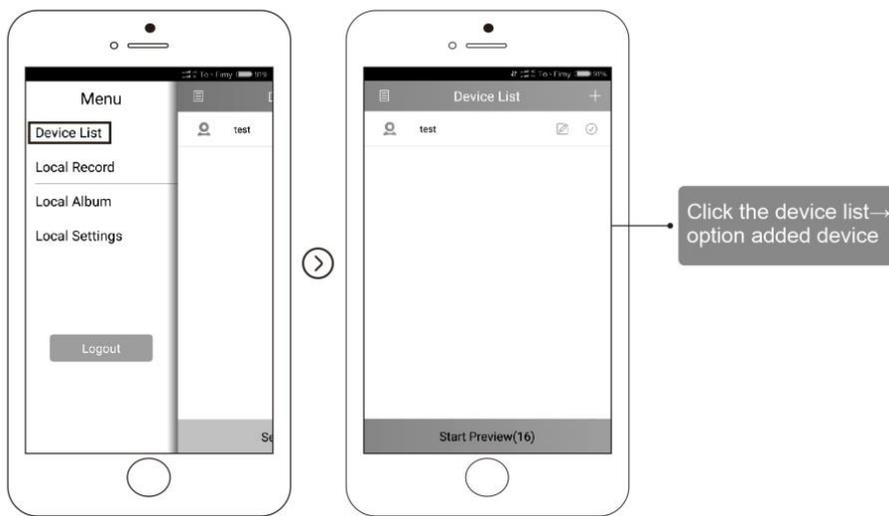
②Add Device name

③Series Number IN NVR→Check Network→Phone APP→Device ID

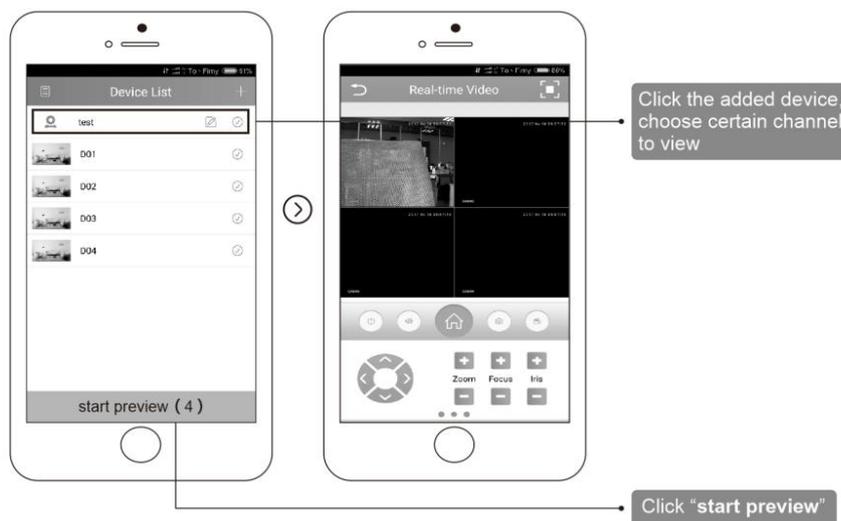
④Click “OK”

⑤Quickly search Device in local area network when connected Wifi

6. Choose device list, open the added device. As picture shows:



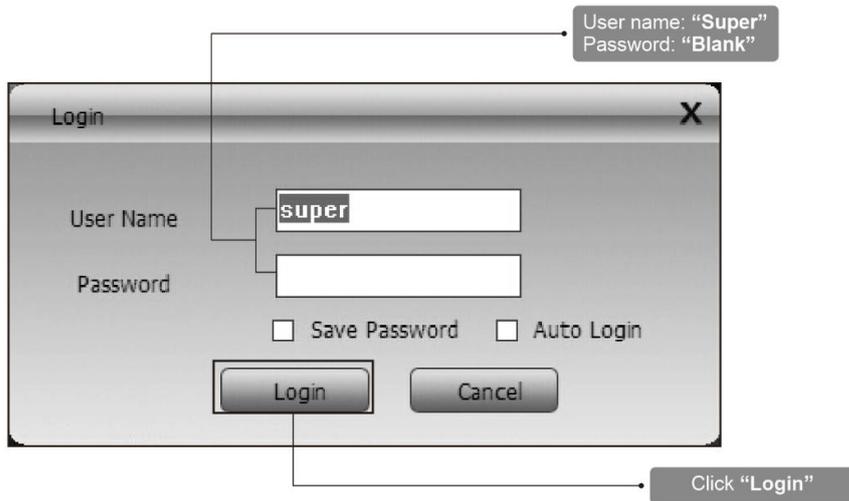
7. Open the channel to remote control. As picture shows:



Click the added device, choose certain channel to view  
 Click **start preview**

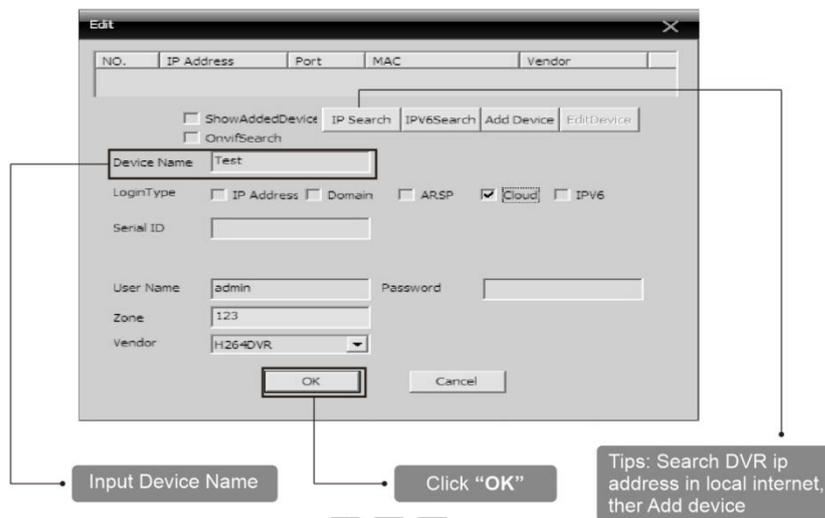
## 9. Remote of Computer

1. Open CMS, user name is "super", no password is needed. As picture shows:



Click **Login**

2. Click "System→Device Manager→Cloud→Add device ID, NO Password, Choose OK. As pictures shows:

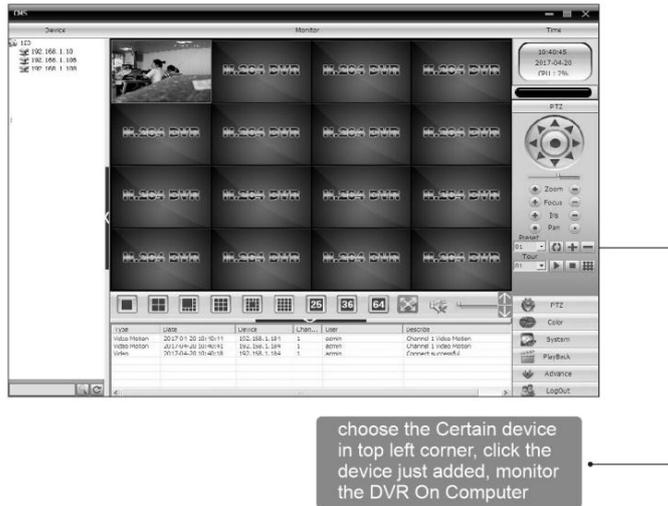


Input Device Name

Click "OK"

Tips: Search DVR ip address in local internet, then Add device

3. Click Certain device in top left corner, click the device just added, Double left Click mouse to view certain channel, then can monitor the DVR On Computer. As pictures shows:



Choose the Certain device in top left corner, click the device just added, monitor the DVR On Computer

## FAQ

Q 1:The DVR can not be boot up normally

- A:
1. Power supply not compatible
  2. Power supply failure
  3. Power adapter damage
  4. Hard Disk damage or hard disk cable problem

Q 2:Forget Password

A:Contact supplier for new Password

Q 3:The DVR reboots automatically or stops working after boot up a few minutes

- A:
1. Input voltage is unstable or too low
  2. Connect wrong hard disk cable or hard disk broken
  3. Bad heat,too much dust,bad operating environment

Q 4:After Booting up,can not detect hard disk

- A:
1. Not connect hard disk power supply line
  2. Hard disk cables damage
  3. Connect wrong hard disk cable
  4. Hard disk broken

Q 5:No video output in single channel,multiple channels or all channels

- A:
1. Software not matched. Please update the new software
  2. DVR Menu Image brightness is all 0. Please restore the default setup
  3. No video input signal or the signal is too weak

Q 6:Can not find the video files in local playback mode

- A:
1. Connect wrong hard disk cable
  2. Hard disk broken
  3. Update the wrong software
  4. Recording video files has been covered
  5. Not enable the recording function

Q 7:No audio signal in the surveillance window

- A:
1. Not enable audio
  2. Pickup not match

3. Audio cable broken

Q 8:Shows Wrong time

- A:
1. Wrong Setting time
  2. Battery loose contacts
  3. Low voltage

Q 9:DVR can not control the PTZ

- A:
1. PTZ Camera fault
  2. Wrong setting, connection or the installation of the PTZ decoder
  3. Wrong setting in the DVR PTZ Function
  4. Protocols of the PTZ decoder and the DVR are not matched
  5. Too far distance