



Network Video Recorder User Manual

HDMI CE FC 

www.sanncegroup.com

User Manual

About This Manual

This Manual is applicable to the NVR.

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website. Please use this user manual under the guidance of professionals.

Legal Disclaimer

REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. OUR COMPANY SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, OUR COMPANY WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.

SURVEILLANCE LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS THE APPLICABLE LAW. OUR COMPANY SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

Regulatory Information

FCC Information


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 can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of 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 own expense.


FCC Conditions


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

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

EU Conformity Statement

 This product and -if applicable -the supplied accessories too are marked with “CE” and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2004/108/EC, 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 equivalent new equipment, or dispose of it at designated collection points. For more information see: 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 for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: www.recyclethis.info

Industry Canada ICES-003 Compliance

This device meets the CAN ICES-3 (A)/NMB-3(A) standards requirements.



Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss.

The precaution measure is divided into “Warnings” and “Cautions”.

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

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

| | |
|---|---|
|  |  |
| Warnings: Follow these safeguards to prevent serious injury or death. | Cautions: Follow these precautions to prevent potential injury or material damage. |



Warnings

- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or 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 technical specifications for detailed information.
- Input voltage should meet 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 technical specifications for detailed information.
- Do not connect several devices to one power adapter as adapter overload may cause over-heating or 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 and 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 unit is installed in a well-ventilated, dust-free environment.
- Unit is designed for indoor use only.
- Keep all liquids away from the device.
- Ensure environmental conditions meet factory specifications.
- Ensure unit is properly secured to a rack or shelf. Major shocks or jolts to the unit as a result of dropping it may cause damage to the sensitive electronics within the unit.
- Use the device in conjunction with an UPS if possible.
- Power down the unit before connecting and disconnecting accessories and peripherals.
- A factory recommended HDD should be used for this device.
- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.

Directory

| | |
|--|----|
| Chapter 1 Introduction..... | 1 |
| 1.1 Front Panel..... | 1 |
| 1.2 USB Mouse Operation..... | 1 |
| 1.3 Rear Panel..... | 2 |
| 1.4 Installation..... | 3 |
| 1.4.1 NVR Installation..... | 3 |
| 1.4.2 Hard Disk Installation..... | 4 |
| Chapter 2 Getting Started..... | 5 |
| 2.1 Starting Up Wizard..... | 5 |
| 2.1.1 Guide..... | 5 |
| 2.1.2 System Login..... | 5 |
| 4. Shut down system:..... | 6 |
| 2.1.3 Time - Language Configuration..... | 7 |
| 2.1.4 Network Test..... | 8 |
| 2.1.5 Install Mobile App and Add Device..... | 9 |
| 2.2 Using the Quick Menu..... | 12 |
| Chapter 3 Live View..... | 13 |
| 3.1 Introduction of Live View..... | 13 |
| Chapter 4 PTZ Controls..... | 14 |
| 4.1 Configuring PTZ Settings..... | 14 |
| 4.2 Setting PTZ Presets, Tour & Patterns Preset..... | 15 |
| 4.2.1 Customizing Presets..... | 15 |
| 4.2.2 Customizing Tour..... | 16 |
| 4.2.3 Customizing Pattern..... | 17 |
| 4.2.4 Customizing Auto Scan..... | 18 |
| 4.2.5 Others..... | 19 |
| Chapter 5 Recording Settings..... | 20 |
| 5.1 Record..... | 20 |
| 5.1.1 Record Configuration..... | 20 |
| Chapter 6 Playback..... | 22 |
| Chapter 7 Backup..... | 24 |
| Chapter 8 Alarm Settings..... | 25 |
| 8.1 Motion Detect..... | 25 |
| 8.2 Video Blind..... | 28 |
| 8.3 Video Loss..... | 28 |
| 8.4 Alarm input..... | 29 |
| 8.5 Abnormality..... | 30 |
| Chapter 9 System Settings..... | 30 |
| 9.1 Main Menu Navigation..... | 30 |
| 9.2 Configuring General Settings..... | 32 |
| 9.3 Configuring System Settings..... | 33 |
| 9.3.1 Encode Settings..... | 33 |
| 9.4 Network Settings..... | 34 |

| | |
|--|----|
| 9.5 Configuring Net Service..... | 36 |
| 9.5.1 Configuring PPPoE Settings..... | 36 |
| 9.5.2 Configuring NTP Settings..... | 37 |
| 9.5.3 Configuring EMAIL Settings..... | 37 |
| 9.5.4 Configuring IP Filter Settings..... | 39 |
| 9.5.5 Configuring DDNS Settings..... | 40 |
| 9.5.6 Configuring FTP Settings..... | 41 |
| 9.5.7 Configuring ARSP Settings..... | 41 |
| 9.5.8 Configuring Alarm Server Settings..... | 42 |
| 9.5.9 Configuring UPNP Settings..... | 43 |
| 9.5.10 Configuring RTSP Settings..... | 43 |
| 9.5.11 Configuring Cloud Settings..... | 44 |
| 9.5.12 Configuring Mobile Reported Settings..... | 44 |
| 9.6 Configuring Display..... | 45 |
| 9.7 Configuring RS485 Setting..... | 46 |
| 9.8 Configuring RS232 Setting..... | 46 |
| 9.9 Configuring Tour Setting..... | 47 |
| 9.10 Configuring Digital Setting..... | 48 |
| 9.11 Configuring Advanced Settings..... | 49 |
| 9.11.1 Storage Management..... | 49 |
| 9.11.2 Account Management..... | 50 |
| 9.11.3 Online User Management..... | 53 |
| 9.11.4 Configuring Output Adjust Setting..... | 54 |
| 9.11.5 Configuring Auto Maintain Setting..... | 55 |
| 9.11.6 Configuring Restore Setting..... | 55 |
| 9.11.7 Configuring Upgrade Setting..... | 56 |
| 9.11.8 Configuring Device Info Setting..... | 56 |
| 9.11.9 Configuring Import/Export Setting..... | 57 |
| Chapter 10 Others..... | 57 |
| 10.1 Configuring HDD Info Setting..... | 57 |
| 10.2 Configuring BPS Setting..... | 58 |
| 10.3 Configuring LOG Setting..... | 59 |
| 10.4 Configuring Version Setting..... | 59 |
| 10.5 Configuring Color Setting..... | 60 |
| Chapter 11 Remote Control..... | 61 |
| 11.1 Accessing by Web Browser..... | 61 |
| 11.2 CMS..... | 63 |
| 11.3 Accessing by Mobile Phone..... | 65 |
| 11.3.1 iPhone / iPad..... | 65 |
| 11.3.2 Android..... | 66 |
| Chapter 12 FAQ and Maintenance..... | 67 |
| 12.1 FAQ..... | 67 |

Chapter 1 Introduction

1.1 Front Panel



Figure 1.1 Front Panel

| Icon | Function |
|-------|--|
| | The indicator is on when power on |
| IR | To receive remote commands |
| CH- | To shift down |
| CH+ | To shift up |
| ESC | To cancel or return to the previous step |
| ENTER | To ensure or to enter to the next step |

Table 1.1 Description of Front Panel

Note: This is for reference only, some components may not be included. This description applies to several models and the connection methods are similar in spite of the different appearance.

1.2 USB Mouse Operation

USB mouse can also be used with this NVR. To use a USB mouse:

Steps:

1. Plug USB mouse into one of the USB interfaces on the front panel of the NVR.
2. The mouse should be detected automatically. If in a rare case that the mouse is not detected, the possible reason may be that the two devices are not compatible, please refer to the recommended the device list from your provider.

The operation of the mouse:

| Operation | Function |
|---------------------|--|
| Double left click | Double click one item in the file list to playback the video |
| | Double click the playback video to zoom in or out the screen |
| | Double click the channel to make it full screen display double click again to resume the multi-window display |
| Left-click | Choose the according function in the menu |
| Right-click | Pop desktop shortcut menu in preview state |
| | Current shortcut menu in the menu |
| Press middle button | Add or subtract number in the number setting |
| | Switch the items in the combo box |
| | Page up or down in the list |
| Move mouse | Choose the widget or move the item in the widget |
| Drag mouse | Set the motion detect area |
| | Set the cover area |

Table 1.2 Description of the Mouse Control

1.3 Rear Panel



Figure 1. 2 Real Panel

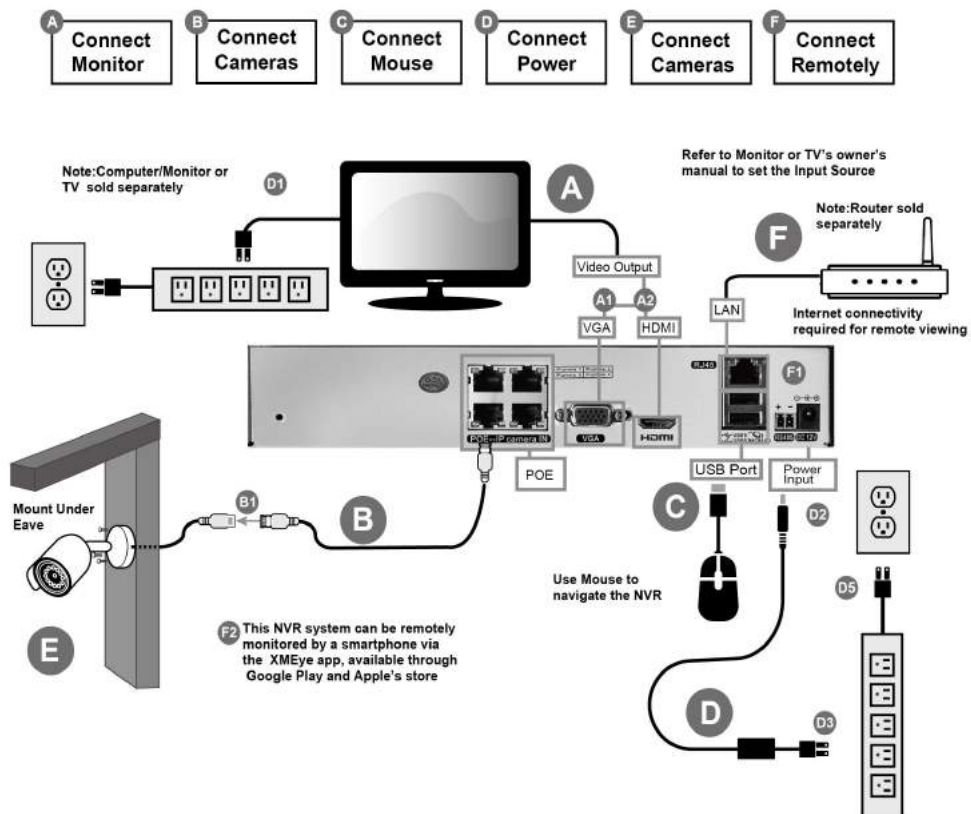
| No. | Item | Description |
|-----|---------------------------|--|
| 1 | POE-- IP Camera IN | Connector for POE-- IP Camera |
| 2 | VGA Port | Display local video output |
| 3 | HDMI Port | HDMI video output connector |
| 4 | USB Port | Universal Serial Bus (USB) port for additional devices |
| 5 | RJ45 Port | Connector for network |
| 6 | RS-485 Port | Support RS-485 protocol |
| 7 | DC 12V | Connect to the power |
| 8 | GND Port | Connect to the Ground Wire |

Table 1. 3 Description of Real Panel

Note: This is for reference only, some components may not be included. This description applies to several models and the connection methods are similar in spite of the different appearance.

1.4 Installation

1.4.1 NVR Installation



1.4.2 Hard Disk Installation

NVR system should be installed a 3.5 or 2.5 inches SATA internal hard drive for recording (2.5 inches SATA needs a bracket to hold the HDD). The system shows the real-time viewing interface, but you can't record or playback without installing the hard drive. For the first use, please install the hard disk since it might be hard for you to install it again after all things are connected.



① disassemble the screw



② disassemble the cover



③ fix the screw of hard disk



④ fix the screw of hard disk



⑤ connect the data wire



⑥ connect the power wire



⑦ cover the machine



⑧ fix the cover



► Connect the data wire and the power wire to the corresponding port of the hard disk

Notes: Please turn off the power before you install the hard drive. You can skip this step if you have installed the hard drive on your NVR in advance. In addition, if you are looking for a hard drive to buy, please go to SANNCE store to search for it: <https://www.sanncestore.com>

Chapter 2 Getting Started

2.1 Starting Up Wizard

Purpose:

Proper start up procedures is crucial to expanding the life of the NVR.

Before you start:

Check that the voltage of the extra power supply is the same with the NVR's requirement, and the ground connection is working properly.

Starting up the NVR

Steps:

1. Check the power supply is plugged into an electrical outlet. It is HIGHLY recommended that an Uninterrupted Power Supply (UPS) be used in conjunction with the device.
2. Turn on the power switch on the rear panel, and the Power indicator LED should be turned on indicating that the unit begins to start up.
3. After start up, the Power indicator LED remains on.

2.1.1 Guide

Click “**Guide**” to enter into the interface of configuration wizard.



Picture 2.1 Guide

2.1.2 System Login

You have to log in the device before operating menu and other functions. First, you should select the “**User Name**” in the drop down list. Second, you need to input “**Password**”, and then you can click “**OK**” to log in. In the Login dialog box, if you have entered the wrong password for 3 times, the current user account will be locked for 60 seconds.

Steps:

1. Login: Log in to the system by inputting your user name and password (Default user name is “admin” and the default password “null” means you needn’t input the password, just keep the password box blank, you can click “OK” to login directly). When the NVR boots up, the user must login and the system provides the corresponding functions.



Picture 2.2 System Login

2. Change Password: Enter “Main Menu”>“Advanced”>“Account” to modify the password.



Picture 2.3 Change Password

3. Forget Password: We need you to provide the date of the NVR and the label shows model at the bottom of the NVR to us if you forgot the password, and then we will send super password to you.

4. Shut down system:

Right-click the left mouse button will pop up the shortcut menu, you can select and click “Logout” to **Logout**, **Shutdown** or **Reboot** the system, as shown in the figure below.



Picture 2.4 Logout/Shutdown/Reboot the system

[Logout]: Quit the menu. Offer password next entrance.

[Shutdown]: Quit the system. Turn off the power supply. When press the shut down button, there is schedule hint.

After three seconds, the system is shut down. Cancel midway is of no effect.

[Reboot]: Reboot the system.

2.1.3 Time - Language Configuration

You can right click the mouse to get a desktop shortcut menu , and click “Main Menu”> “System”> “General” to go to the interface of time and language configuration.



Picture 2.5 Time - Language Configuration

[Time Zone]: Set up the time zone in which you are in, such as London GMT+0, Berlin GMT +1, Cairo GMT +2, Moscow GMT +3, New Delhi GMT +5, Bangkok GMT +7, HK/Beijing GMT +8, Tokyo GMT +9, Sydney GMT +10, Hawaii GMT-10, Alaska GMT-9, Pacific time GMT-8, American mountain time GMT-7, American mid time GMT-6, American eastern time GMT-5, Atlantic time

GMT-4, Brazil GMT-3, Atlantic mid time GMT-2.

[System Time]: Set the system data and time.

[Date Format]: Choose the data format: YMD, MDY, DMY.

[Date Separator]: Choose list separator of the data format.

[Time Format]: Choose time format: 24-hour or 12-hour.

[Language]: Select the language you want. Such as English, French, Portuguese, Russian, Italian, S-Chinese, T-Chinese, Spanish, Thai, Greek, Japanese, German, Polish.

[Storage Full]: Choose stop record: Stop recording when the hard disk is full.

Choose overwrite: Cover the earliest recording files and continue recording when the hard disk is full.

[NVR No.]: The remote operation is valid when the address button in the remote controller and the corresponding NVR number is matched.

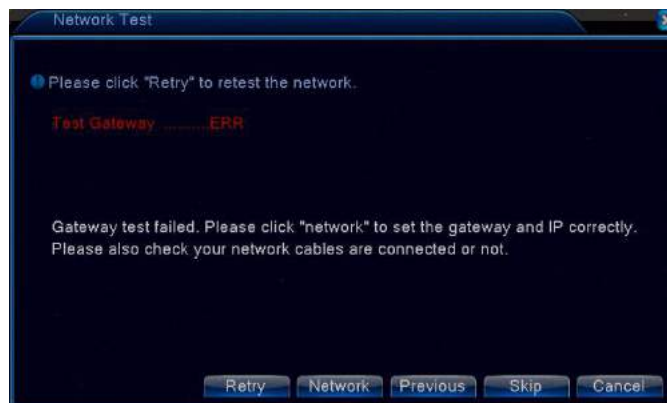
[Video Standard]: PAL or NTSC.

[Auto Logout]: Set the latency time in 0-60. 0 means no latency time.

[DST]: Choose the summer time option and pop up the dialog box as followed.

2.1.4 Network Test

You can enter “**Guide**”, and click “**Next**” to the next step, and then click “**Next**” again go to the interface of network test. When you connect the NVR to router by using an Ethernet Cable, if there is “Test Gateway.....ERR” shows up, click “**Retry**” make it turns to “Test Gateway.....OK”. Make sure “Test Gateway”, “Test network”, “Test DNS” are “**OK**”, which means your device has been connected to the network properly, and then you can view all cameras image remotely on the computer and mobile phone, as shown in the figure below.





Picture 2.6 Network Test

2.1.5 Install Mobile App and Add Device

Steps:

1. Install Mobile App

You can enter “**Guide**” to go to this interface. Scan the QR code of “**APP**” below to download mobile app from App Store or Google Play when you are setting up the mobile remote access.



Picture 2.7 Install Mobile App

2. Add Device

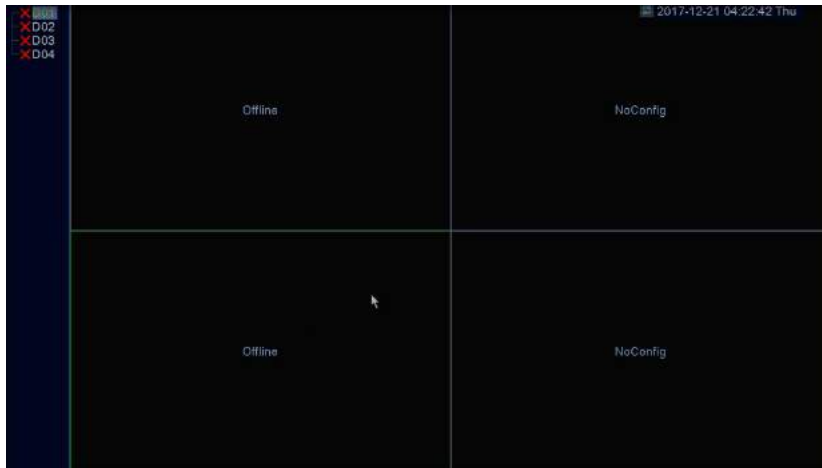
Scan the QR code of “Serial No” below to add your device by the “**XMEye**” app on your mobile phone.



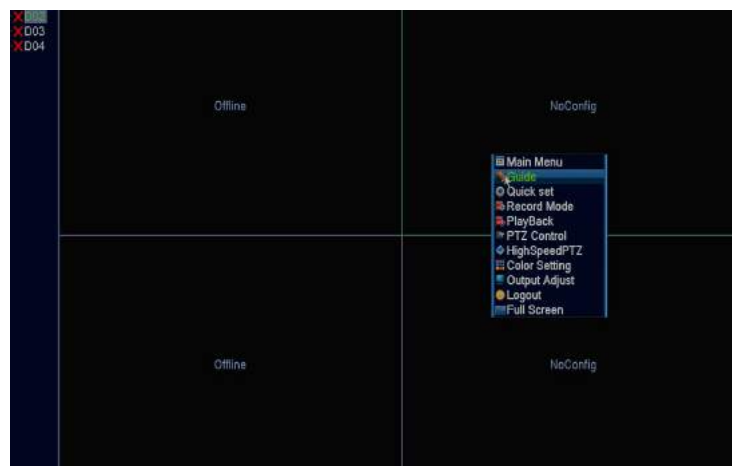
Picture 2.8 Add Device

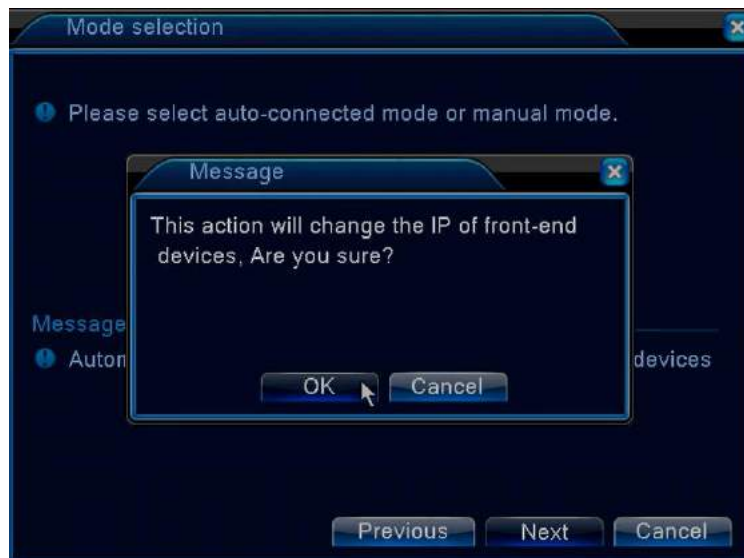
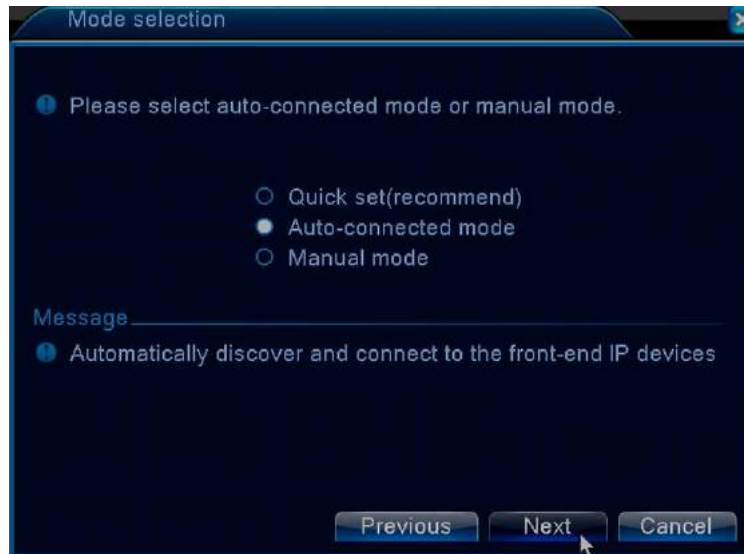
2.1.6 Mode Selection

If you can see setting panel of system as shown in the figure below, but none of the camera shows image on the monitor, please try the methods as follows.

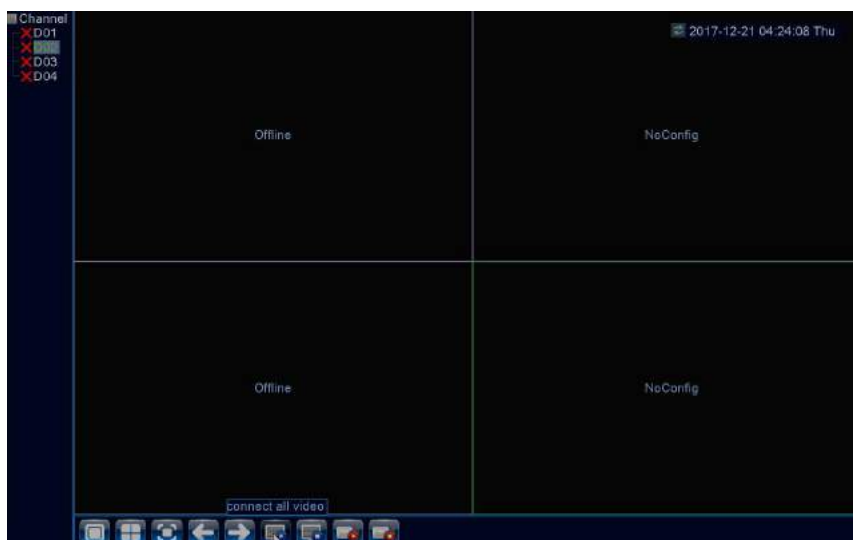


1. You can right click the mouse to get a desktop shortcut menu in the preview mode. Click **“Guide”** and select **“Auto connected mode”**, then click **“Next”** and **“OK”** to save the settings, as shown in the figure below.





2. Click the icon “connect all video” at the bottom of screen, as shown in the figure below.



3. Use your hands to cover the front of camera. If you can see infrared lights turns on with red lights, which means the cameras are on, as shown in the figure below.



4. Go to NVR's "**Main Menu**"> "**Advanced**"> "**Restore**" enters into the interface of configuring restore setup. Restore recorder to factory default., as shown in the figure below.



2.2 Using the Quick Menu

You can right click the mouse to get a desktop shortcut menu in the preview mode. The menu includes: **Main Menu**, **Guide**, **Quick set**, **PlayBack**, **PTZ Control**, **High Speed PTZ**, **Color Setting**, **Output Adjust**, **Logout**, **Leave Full Screen**.



Picture 2.9 Shortcut Menu

[Main Menu]: Click to enter into the main menu to set your device.

[Guide]: Click to enter into the configuration wizard.

[Quick set]: Click to enter into the IP channel configuration wizard.

[Record Mode]: Click to set record modes for your device, more settings, please refer to **chapter 5**.

[Play Back]: Click to search and playback the records, more settings, please refer to **chapter 6**.

[PTZ Control]: Click to set PTZ parameters, more settings, please refer to **chapter 4**.

[High Speed PTZ]: Click to enter into controlling the high speed dome camera.

[Color Setting]: Click to set the selective image parameters.

[Output Adjust]: Click to set TV output area parameters, more settings, please refer to **chapter 9.10.4**.

[Log Out]: Click to logout, shut down or reboot up the system, more settings, please refer to **chapter 2**.

[Leave Full Screen]: Click to enter into leaving the full screen display mode.

Chapter 3 Live View

3.1 Introduction of Live View

Live view shows you the video image getting from each camera in real time. The NVR will automatically enter Live View mode when powered on. It is also at the very top of the menu hierarchy, thus hitting the ESC many times (depending on which menu you're on) will bring you to the Live View mode.

Live View Icons

In the live view mode, there are icons at the right top of the screen for each channel, showing the status of the record and alarm in the channel, so that you can know whether the channel is recorded, or whether there are alarms occur as soon as possible.



1 Recording status



2 Video loss



3 Motion detect





| | | | | | |
|---|---|------------------|---|---|-------------|
| 1 |  | Recording status | 2 |  | Video loss |
| 3 |  | Motion detect | 4 |  | Camera lock |

Table 3.1 Preview icon

Chapter 4 PTZ Controls

4.1 Configuring PTZ Settings

Purpose:

Follow the procedures to set the parameters for PTZ. The configuring of the PTZ parameters should be done before you control the PTZ camera. The interface of PTZ control are all as follows. The functions include: PTZ direction control, speed, zoom, focus, iris, patrol between spots, trail patrol, boundary scan, light switch, level rotation and so on.

Steps:

1. Decoder A(B) line connects with NVR A(B) line. The connection is right.

2. Click “Main Menu”> “System”> “PTZ Configuration ” to set the PTZ parameters.
3. Right-click will pop up the Menu, and then click “PTZ Control” enters into the interface below. The PTZ functions are decided by the PTZ protocols.



Picture 4.1 PTZ Control

[Speed]: Set the PTZ rotation range. Default range: 1 ~ 8.

[Hide]: Click this button to hide the interface of PTZ Control.

[Start]: Click this button to start PTZ Control.

[Zoom]: Click **-/+** button to adjust the zoom multiple of the camera.

[PTZ Trace]: Click this button to enter high speed PTZ.

[Advanced]: Click this button to enter PTZ Configuration.

[Page Switch]: Switch between different pages.

[Cancel]: Click this button to exit the interface of PTZ Control.

4.2 Setting PTZ Presets, Tour & Patterns Preset

4.2.1 Customizing Presets

Click “PTZ Control”> “Advanced” enters into PTZ Configuration, and then click the icon “+” of “Tour” to add preset. Set a location for the preset, invoke the preset points, PTZ turns to the setting position automatically, as shown in the figure below.



Picture 4.2 Preset Settings

1. Preset option

Step 1: Set a location for the preset, input the preset points

Step 2: Click the “Start” button to start and stop preset.

2. Add Preset

Step 1: Click “PTZ Control”> “Advanced” enters into PTZ Configuration, and then click the icon “+” of “Tour” to add preset.

Step 2: Input preset points, click “Add Preset”.

3. Delete Preset

Step 1: Click “PTZ Control”> “Advanced” enter into PTZ Configuration, and then click the icon “+” of “Tour” to delete preset.

Step 2: Input preset points, click “Del Preset”.

4.2.2 Customizing Tour

Click “PTZ Control”> “Advanced” enter into PTZ Configuration, and then click the icon “+” of “Tour” to add

preset.

1. Tour Settings

Tour is connected by multiple preset points, setting procedures are all as follows:

Step 1: Click Tour buttons, then write proper value into the Cruise Line and Preset Points blank, then click Add Preset Points button, complete setting (you can also click the icon “+” to add and click the icon “-” to delete preset points which has been set up).



Picture 4.3 Tour Settings

2. Invoke Tour

Click “PTZ Control”> “Advanced” enters into PTZ Configuration, please input the number of Tour in the blank, and then click “Start” button, PTZ begins to work on the Tour. Click Stop button to stop Tour.

4.2.3 Customizing Pattern

Right-click the mouse button will pop up the Menu, click “PTZ Control”> “Advanced” enters into PTZ Configuration, and then click the icon “+” of “Pattern” to set.



Picture 4.4 Pattern Settings

1. Pattern setup

Step 1: Click the icon  of “**Pattern**” to set Zoom, Focus , Iris.

Step 2: Click the icon “+” to add and click the icon “-” to delete Zoom points set up before.

Step 3: Click the icon “+” to add and click the icon “-” to delete Focus points set up before.

Step 4: Click the icon “+” to add and click the icon “-” to delete Iris points set up before.

Step 5: Click Finish button to complete setup. Click the right button of the mouse to exit.



Picture 4.5 Pattern Setup

2. Invoke Pattern

Click “**PTZ Control**”> “**Advanced**” enters into PTZ Configuration, please input the number of Pattern in the blank, and then click “**Start**” button, PTZ begins to work on the Tour. Click “**Stop**” button to stop Pattern.

4.2.4 Customizing Auto Scan

1. Auto Scan setup

Step 1: Click “**Left**” button to the left boundary scan, click “**Auto Scan**” to start.

Step 2: Click “**Right**” button to the right boundary scan, click “Auto Scan” to start.



Picture 4.6 Auto Scan Setup

2. Invoke Auto Scan

Click Auto Scan button, PTZ begins to scan and click the Stop button to stop.

4.2.5 Others

1. Auto Pan

Click Auto Pan button, PTZ begins to rotate horizontally (relative to the original position of the camera). Click the Stop button to stop.



Picture 4.7 Auto Pan Setup

2. Reset

PTZ restart, all the data clears to 0.

3. Page Switch

Click Page Switch button into setting auxiliary function. Auxiliary number corresponding to auxiliary switch on the decoder.



Picture 4.8 Page Switch Setup

[Direct Auxiliary Operation]: Choose auxiliary equipment, select Open or Close button to switch control.

[Auxiliary Number Operation]: The operation of corresponding auxiliary switch according to PTZ agreement.

[Page Switch]: Click Page Switch button to enter into the Main Menu , the menu itself can be control by the menu control buttons.

Chapter 5 Recording Settings

5.1 Record

5.1.1 Record Configuration

Set the recording parameters in the surveillance channel. The system is set 24 hours consecutive recording in the first startup.

Steps:

1. Make sure hard disk has been installed in advance, and then go to NVR's "**Main Menu**"> "**Info**"> "**HDD Info**" to confirm that the status of hard disk is "**Normal**".
2. Go to NVR's "**Main Menu**"> "**Record**"> "**Record Configuration**" to go to the interface of recording setting.

The system will keep recording all day long when you set the recording time for 24 hours. Select and check “Regular”(Schedule recording), “Detect”(motion detection recordings),“Alarm”(other alarm recordings like video loss recordings) and click “OK” to save, as shown in the figure below.

Note: There is at least one read-write hard disk.



Picture 5.1 Record Configuration

[Channel]: Choose the corresponding channel number to set the channel. Choose the all option to set the entire channels.

[Redundancy]: Choose the redundancy function option to implement the file double backup function. Double backup is writing the video files in two hard disks. When you do the double backup, make sure that there are two hard disks installed. One is read-write disk and the other is redundant disk. (refer to 4.5.1)

[Length]: Set the time length of each video file. 60minutes is default value.

[PreRecord]: Record 1-30 seconds before the action. (time length is decided by the code stream).

[Record Mode]: Set video state: schedule, manual or stop.

Schedule: Record according to the set video type (common, detection and alarm)and time section.

Manual: Click the button and the according channel is recording no matter the channel in any state.

Stop: Click the stop button and the according channel stops recording no matter the channel in any state.

[Period]: Set the time section of common recording, The recording will start only in the set range.

[Record Type]: Set recording type: regular, detection or alarm.

Regular: Perform the regular recording in the set time section. The video file type is “R”.

Detect: Trigger the “motion detect”, “camera mask” or “video loss” signal. When above alarm is set as opening recording, the “detection recording” state is on. The video file type is “M”.

Alarm: Trigger the external alarm signal in the set time section. When above alarm is set as

opening recording, the “detection recording” state is on. The video file type is “A”.

Note: Refer to chapter 5.3 to set corresponding alarm function.


[Record]: Set record status, “Schedule”, “Manual” and “Stop”.

Chapter 6 Playback

There are Two methods for you to playback the video files in the hard drive.

1. Right-click and then select “Playback” in the menu structure on your desk.
2. Enter “Main Menu”> “Record”> “Playback”.

Note: The hard disk that saves the video files must be set as read-write or read-only state.(4.5.1)

The video has been recorded in “Regular”, you can click “” button to playback the video files when the channel number and the time bar turns green, as shown in the figure below.



Picture 6.1 Playback Setting

Steps:

1. The date in blue represents there is video record, you can choose to playback.



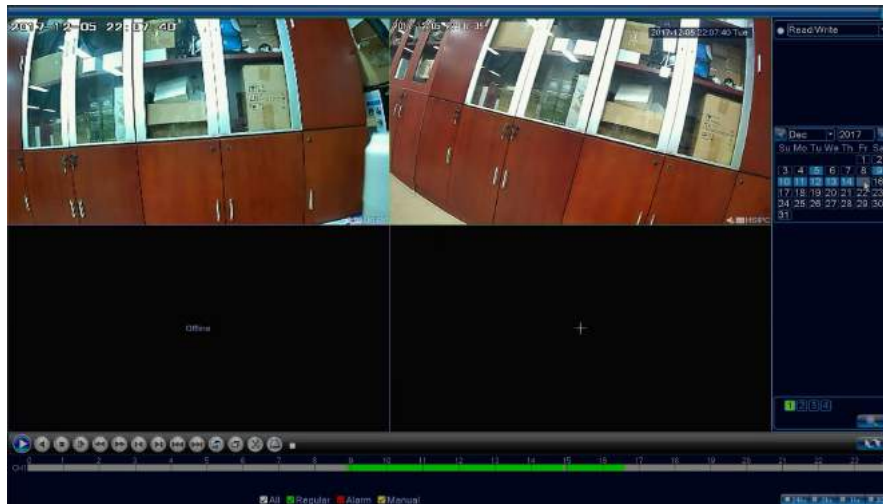
2. Select the channels shows green to playback.



3. Select the time bar shows green to playback (Green represents regular recording).



4. You can click “” button to playback the video files.



[Playback Control]: Refer to the following table for the detailed information.













| Button | Function | Button | Function |
|---|-------------|---|----------------|
|  | Play/pause |  | Backward |
|  | Stop |  | Slow play |
|  | Fast play |  | Previous frame |
|  | Next frame |  | Previous file |
|  | Next file |  | Circulation |
|  | Full screen | | |

Table 3.2 Playback control key

Note: Frame by frame playback is only performed in the pause playback state.

Special functions:

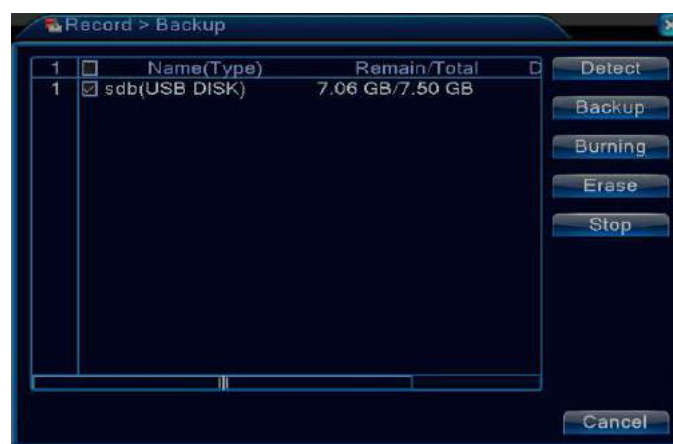
Accurate playback: Input time (h/m/s) in the time column and then click play “” button. The system can operate accurate playback according to the searching time.

Local zoom: When the system is in single-window full-screen playback mode, you can drag your mouse in the screen to select a section and then left click mouse to realize local zoom. You can right click mouse to exit.

Chapter 7 Backup

You can backup the video files to external storage through setup. Go to NVR's "Main Menu"> "Record"> "Backup", you can backup the video files to external storage. Plug the USB drive into the USB 2.0 port, as shown in the figure below.

Note: The hard disk must be installed before the file backup. If the backup is terminated, you can playback the video files has been backed up individually.



Picture 7.1 Backup Setting

[Detect]: Detect the storage connected with the NVR such as hard disk or universal disk.

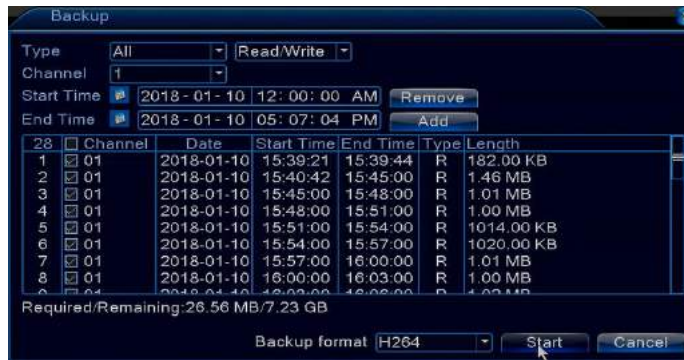
[Backup]: Click backup button and the dialog box is popped up. You can choose the backup file according to the type, channel and time.

[Burning]: Choose the file to burning and click to burning the file.

[Erase]: Choose the file to delete and click erasure to delete the file.

[Stop]: Stop the backup.

Click "Backup" button will pop up a dialog box. You can select the backup files according to the "Type", "Channel", "Start Time", "End Time". Add your files, select "Backup format"(AVI or H.264) and click "Start", as shown in the figure below.



[Type]: Select the corresponding type (“All”, “Alarm”, “MD”, “Alarm/MD”, “Manual”, “General”) to backup.

[Channel]: Select the corresponding channel to backup.

[Start Time]: Select time to start backup.

[End Time]: Select time to end backup.

[Remove]: Clear the file information.

[Add]: Show the file information satisfying the set file attributes.

[Start/Pause]: Click the play button to start the backup and click the pause button to stop the backup.

[Cancel]: During backup you can exit the page layout to carry out other functions.

Click “OK” when you get the message of “**Backup finished**”, then you can plug the USB drive out. You need to install the APP “**Displayer**” in the CD to play the video on the PC.

Chapter 8 Alarm Settings

Go to NVR’s “**Main Menu**”> “**Alarm**” enter into the interface of Alarm setting. Alarm functions include: motion detect, video blind, video loss, alarm input and alarm output, as shown in the figure below.

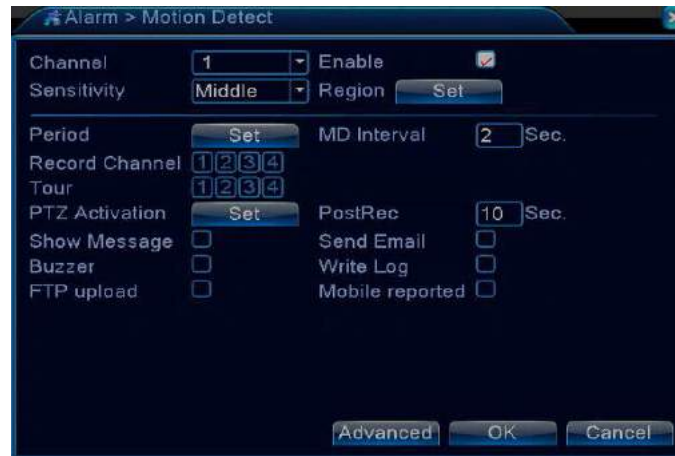


Picture 8.1 Alarm Setting

8.1 Motion Detect

Steps:

1. Go to NVR's "Main Menu"> "Record"> "Record Configuration" to tick "Detect".
2. Go to NVR's "Main Menu"> "Alarm"> "Motion Detect" to go to the interface of Motion Detect. Click and check "Enable", select "Channel", "Sensitivity", "Period", "Alarm Out", "Record Channel", "Buzzer", "Send Email" according to you needs, and then click "OK" to save, as shown in the figure below. When system detects the motion signal that reaches the set sensitivity, the motion detect alarm is on and the linkage function is turned on.



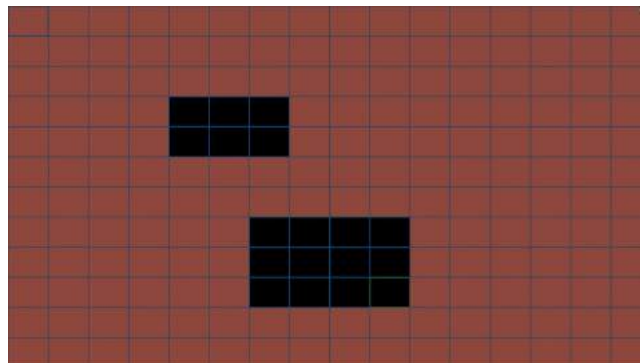
Picture 8.2 Motion Detect

[Channel]: Choose the set motion detect channel.

[Enable]: Tick and enable the motion detect function.

[Sensitivity]: Choose in the six options according to the sensitivity.

[Region]: Click setup and enter the set area. The area is divided into PAL22X18. Green block means the current cursor area. Yellow block means the dynamic detect defensive area. Black block means the unfenced area. You can set the area as followed, Drag the mouse and draw the area.



Picture 8.3 Region

[Period]: Trigger the motion detect signal in the set time section. You can set according to week or set uniformly.

Each day is divided into four time sections. ■ means the set valid.



Picture 8.4 Set the time section

[MD Interval]: Only one alarm signal is turned on even there are several motion detect signals in the set interval.

[Record Channel]: Choose the recording channel (multiple option supportive). Trigger the video signal when the alarm is turned on.

Note: Set in the “**recording setup**” and perform the linkage recording. Start detecting video files in the corresponding time section.

[Tour]: ■ means that the selective channel is single window alternate patrol preview. Go to NVR’s “**Main Menu**”> “**System**”> “**Tour**” to set the interval.

[PTZ Activation]: Set the PTZ activation when the alarm is turned on.

Note: PTZ activation is set in the shortcut menu of PTZ control. Set the patrol between spots, trail patrol and so on.



Picture 8.5 PTZ Activation

[Post Record]: When alarm is over, recording will last some seconds(10~300sec),then stop.

[Show Message]: Pop the alarm information dialog box in the local host computer screen.

[Send Email]: Tick and enable this button to send an email to the user when the alarm is turned on. You can go to NVR’s “**Main Menu**”> “**System**”> “**Net Service**” to set and enable send email.

[Buzzer]: Tick and enable this button to send buzzer to you.

[Write Log]: Tick and enable this button to write log.

[FTP Upload]: Tick and enable this button to upload FTP.

[Mobile Reported]: Tick and enable this button to get the mobile report.

8.2 Video Blind

Steps:

1. Go to NVR's "Main Menu"> "Record"> "Record Configuration" to tick "Alarm".
2. Go to NVR's "Main Menu"> "Alarm"> "Video Blind" go to the interface of Video Blind. Click and check "Enable", select "Channel", "Sensitivity", "Period", "Alarm Out", "Record Channel", "Buzzer", "Send Email" according to you needs, and then click "OK" to save, as shown in the figure below.



Picture 8.6 Video Blind

When the video image is influenced by the environment such as bad brightness or reaching the set sensitivity parameter, the camera mask function is turned on and the linkage function is turned on.

Note: "Advanced" button is the same as right-click.

8.3 Video Loss

Steps:

1. Go to NVR's "Main Menu"> "Record"> "Record Configuration" to tick "Alarm".
2. Go to NVR's "Main Menu"> "Alarm"> "Video Loss" to go to the interface of Video Loss. Click and check "Enable", select "Channel", "Sensitivity", "Period", "Alarm Out", "Record Channel", "Buzzer", "Send Email" according to you needs, and then click "OK" to save, as shown in the figure below.



Picture 8.7 Video loss

When the equipment can not obtain the channel video signal, the video loss alarm is turned on and the linkage function is turned on.

Set method: Refer to chapter 8.3.1. Motion detect

Note: “Advanced” button is the same as right-click.

8.4 Alarm input

Steps:

1. Go to NVR’s “Main Menu”> “Alarm”> “Alarm Input” enters into the interface of Alarm Input.
2. Click and check “Enable”, select “Channel”, “Type”, “Period”, “Alarm Out”, “Record Channel”, “Buzzer”, “Send Email” according to you needs, and then click “OK” to save, as shown in the figure below.



Picture 8.8 Alarm input

When the equipment obtains the external alarm signal, the alarm function is turned on.

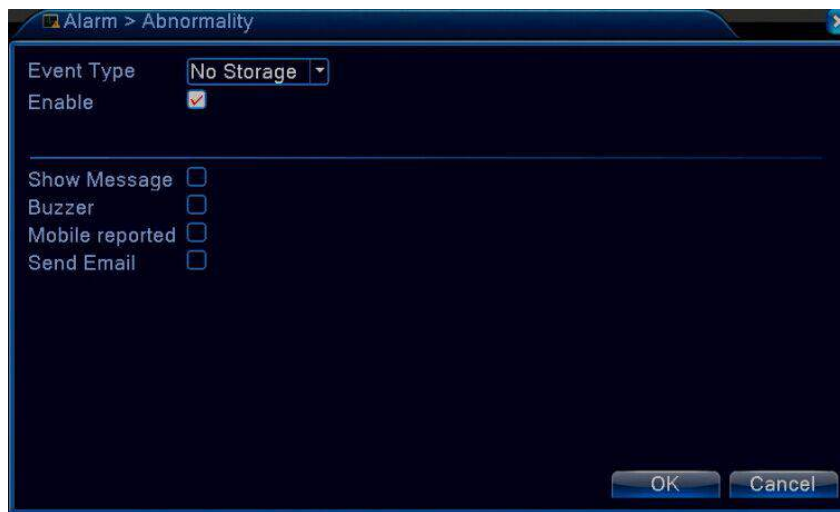
Set method: refer to chapter 5.3.1. Motion detect

Note: “Advanced” button is the same as right-click. Alarm input function is available in the specified model only.

8.5 Abnormality

Steps:

1. Go to NVR's "Main Menu"> "Record"> "Record Configuration" to tick "Alarm".
2. Go to NVR's "Main Menu"> "Alarm"> "Abnormality" to go to the interface of Abnormality. Click and select "Event Type"(No Storage/Storage Device Error/Storage No Device/Net Disconnection/IP Conflict can be selected), "Enable", "Show Message", "Buzzer", "Mobile Reported", "Send Email" according to you needs, and then click "OK" to save, as shown in the figure below.



Picture 8.9 Abnormality

Analyzing and inspecting current software and hardware of the device: When some abnormal events happen, the device will make a relative answer such as show message and buzzer.

[Event Type]: Selecting abnormality you want to inspect.

[Enable]: Select it to make sure abnormal function workable.

[Show Message]: Automatically alarm cue dialog box come out of the main screen.

[Buzzer]: Device will have two long noise "beep" while alarm is happening.

[Mobile Reported]: Tick and enable this button to get the mobile report .

[Send Email]: Tick and enable this button to send an email to the user when the alarm is turned on.

Chapter 9 System Settings

Right click on the screen, then click Main Menu in the pop quick menu, log in the system and enter Main Menu.

9.1 Main Menu Navigation

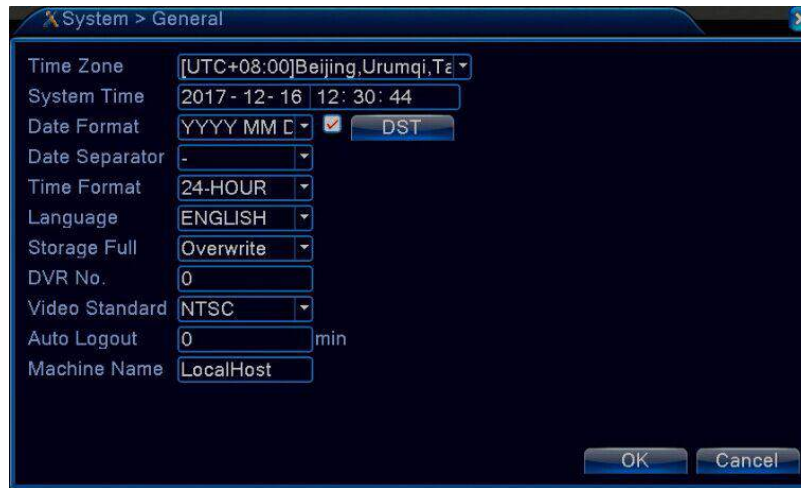
| Main menu | Sub menu | Function |
|----------------------|-----------------------------------|--|
| Record | Configuration | Set the recording configuration, recording type, recording time section |
| | playback | Set recording look-up, recording play, video file storage |
| | backup | Detect or format backup equipment, back the selective files |
| Alarm | Motion detection | Set motion detect alarm channel, sensitivity, area, linkage parameters: defending time section, alarm output, screen hint, recording, PTZ, patrol |
| | Video blind | Set camera mask alarm channel, sensitivity, linkage parameters: defending time section, alarm output, screen hint, recording, PTZ, patrol |
| | Video loss | Set video loss alarm channel, linkage parameters: defending time section, alarm output, screen hint, recording, PTZ, patrol |
| | Alarm input | Set alarm input channel, equipment type, linkage parameters: defending time section, alarm output, screen hint, recording, PTZ, patrol |
| | Alarm output | Set alarm mode: configuration, manual, shut down |
| System configuration | General configuration | Set system time, data format, language, hard disk full time operation, machine number, video format, output mode, summertime, stay time |
| | Encode configuration | Set main(assistant)coding parameter: code mode, resolving ability, frame rate, code stream control, image quality type, code stream value, frame between value, video/audio enable |
| | Network configuration | Set basic network parameters, DHCP and DNS parameters, network high speed download |
| | Net Service | PPPOE、NTP、Email、IP purview、DDNS parameter |
| | GUI display | Set channel name, preview hint icon state, transparency, cover area, time title, channel time fold |
| | PTZ configuration | Set channel, PTZ protocol, address, baud rate, date bit, stop bit, check |
| | Serial port Configuration (RS232) | Set serial port function, baud rate, date bit, stop bit, check |

| | | |
|----------|------------------------|--|
| | Tour | Set patrol mode and interval time |
| Advanced | Hard disk management | Set appointed hard disk as read-write disc, read-only disc or redundant disc, clear data, resume date and so on |
| | User management | Modify user, team or password. Add user or team. Delete user or team. |
| | Online user | Break the connection with the already login user. Lock the account after break until booting up again. |
| | TV adjust | Adjust TV upside, downside, nearside, starboard distance |
| | Automatic maintenance | Set automatic reboot system and automatic deleting files. |
| | Restore | Resume setup state: common setup, code setup, recording setup, alarm setup, network setup, network service, preview playback, serial port setup, user management |
| Info | Hard disk information | Display hard disk capability and recording time |
| | Code stream statistics | Display code stream information |
| | Log information | Clear all log information according to the log video and time |
| | Edition information | Display edition information |
| Log Out | | Logout, shut down or reboot |

9.2 Configuring General Settings

Steps:

Go to NVR's "**Main Menu**"> "**System**"> "**General**" enters into the interface of configuring general settings. Set the system parameters such as **Time Zone**, **System Time**, **Date Format**, **Date Separator**, **Time Format** , **Language**, **Storage Full**, **NVR No.**, **Video Standard**, **Auto Logout**, **Machine Name** according to you needs, and then click "**OK**" to save, as shown in the figure below.



Picture 9.1 General setup

[Time Zone]: Set up the time zone in which you are in, such as London GMT+0, Berlin GMT +1, Cairo GMT +2, Moscow GMT +3, New Delhi GMT +5, Bangkok GMT +7, HK/Beijing GMT +8, Tokyo GMT +9, Sydney GMT +10, Hawaii GMT-10, Alaska GMT-9, Pacific time GMT-8, American mountain time GMT-7, American mid time GMT-6, American eastern time GMT-5, Atlantic time GMT-4, Brazil GMT-3, Atlantic mid time GMT-2.

[System Time]: Set the system data and time.

[Date Format]: Choose the data format: YMD, MDY, DMY.

[Date Separator]: Choose list separator of the data format.

[Time Format]: Choose time format: 24-hour or 12-hour.

[Language]: English, French, Portuguese, Russian, Italian, S-Chinese, T-Chinese, Spanish, Thai, Greek, Japanese, German, Polish.

[Storage Full]: Choose stop record: Stop recording when the hard disk is full.

Choose overwrite: Cover the earliest recording files and continue recording when the hard disk is full.

[NVR No.]: Only when the address button in the remote controller and the corresponding NVR number is matched, the remote operation is valid.

[Video Standard]: PAL or NTSC.

[Auto Logout]: Set the latency time in 0-60. 0 means no latency time.

[Machine Name]: Input the machine name you want to setup.

9.3 Configuring System Settings

9.3.1 Encode Settings

Steps:

Go to NVR's "Main Menu"> "System"> "Encode" enters into the interface of configuring encode setup. Setting the encode parameters such as **Channel**, **Compression**, **Resolution**, **Frame Rate**, **Bit Rate Type**, **Quality**, **I Frame Interval**, **Video/Audio**, **Coding Mode** according to you needs, and then click "OK" to save, as shown in the figure below.



Picture 9.2 Encode setup

[Channel]: Choose the channel number.

[Compression]: Standard H.264 main profile.

[Resolution]: Resolution type:D1/ HD1/CIF / QCIF.

[Frame Rate]: P:1 frame/s~25 frame/s; N: 1 frame/s~30 frame/s

[Bit Rate Type]: You can choose limited code stream or variable code stream. There are six image quality options to select when you choose the variable code stream.

[Quality]: Choose the quality you want to setup, such as lowest, lower, low, high, higher, highest..

[Bit Rate]: Set the code stream value to modify the image quality. The larger code stream makes the better image quality. D1(1000~1500kbps) , CIF(384~1500kbps), QCIF(64~512kbps).

[I Frame Interval]: Set the I Frame Interval time.

[Video/Audio]: Tick and click to set up the encode of video and audio. When the icons are all in reverse displayed, the video file is video and audio multiplex stream.

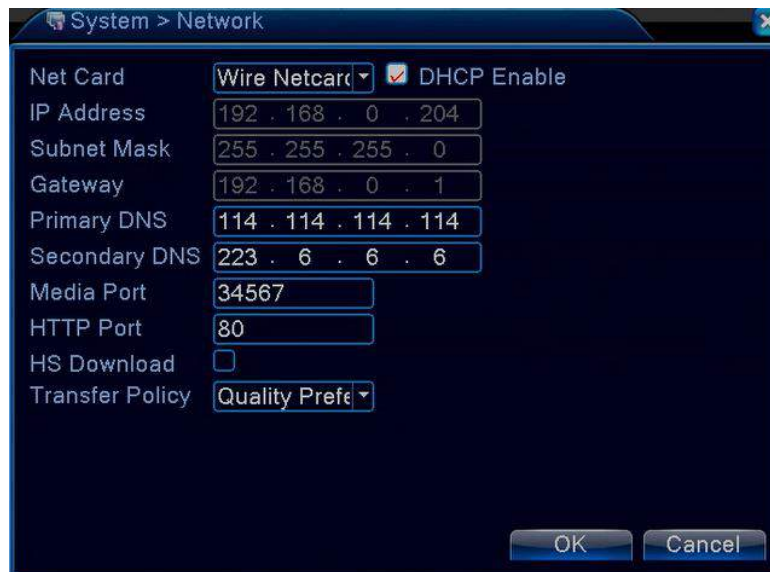
[Coding Mode]: Choose the coding mode you want to setup, such as baseline, main profile, high profile.

9.4 Network Settings

Steps:

Go to NVR's "Main Menu"> "System"> "Network" enters into the interface of configuring network setup.

Setting the network parameters such as **Net Card**, **IP address**, **Subnet Mask**, **Gateway**, **Primary DNS**, **Secondary DNS**, **Media Port**, **HTTP Port**, **HS Download**, **Transfer Policy** according to you needs, and then click “**OK**” to save, as shown in the figure below.



Picture 9.3 Network

[Net Card]: You can choose wire net card.

[DHCP Enable]: Obtain IP address automatically (Recommend) **Note:** DHCP server is preinstalled.

[IP Address]: Set the IP address.

[Subnet Mask]: Set the subnet mask code.

[Gateway]: Set the default gateway.

[Primary DNS]: Domain Name Server. It translates the domain name into IP address. The IP address is offered by network provider. The address must be set and reboot then it works, allocated by the router.

[Secondary DNS]: Domain Name Server. It translates the domain name into IP address. The IP address is offered by network provider. The address must be set and reboot then it works, allocated by the router.

[Media Port]: Default: 34567.

[HTTP Port]: Default: 80.

[HS Download]: You can tick and enable this function if you want to enter high speed download mode.

[Transfer Policy]: There are three strategies: Adaptive, Quality Preferred and Fluency Preferred. The code stream will adjust according to the setup. Adaptive is the trade off between the Quality Preferred and Fluency Preferred. Fluency Preferred and Adaptive are valid only when the assistant code stream is turned on. Otherwise, Quality Preferred is valid.

9.5 Configuring Net Service

Steps:

Go to NVR's "Main Menu"> "System"> "Net Service" enters into the interface of configuring net service setup. Setting the net service parameters such as **PPPoE**, **NTP**, **EMAIL**, **IP Filter**, **DDNS**, **FTP**, **ARSP**, **Alarm Server**, **Wireless Configuration**, **UPNP**, **Wifi**, **RTSP**, **Cloud**, **Mobile Reported** according to you needs, and then click "OK" to save, as shown in the figure below. Choose the network service option and click the set button to configure the advanced network functions or double click the service button to configure the parameters.

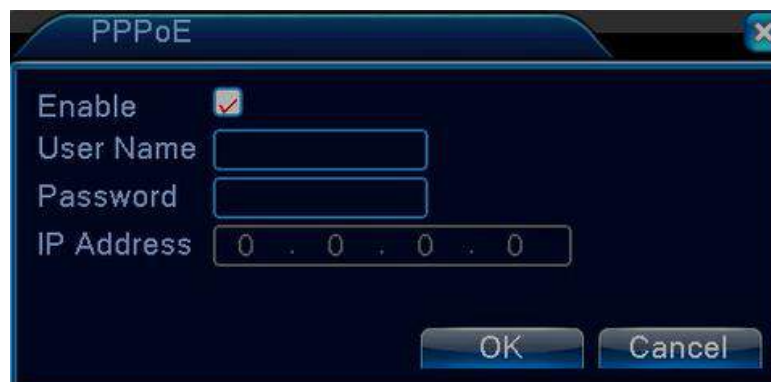


Picture 9.4 Net Service

9.5.1 Configuring PPPoE Settings

Steps:

Go to NVR's "Main Menu"> "System"> "Net Service" and double-click "PPPoE" enters into the interface of configuring PPPoE setup. Tick and enable this function, input the **User Name** and **Password** that ISP (Internet Service Provider) provides, and then click "OK" to save, as shown in the figure below.



Picture 9.5 PPPoE

After saving, it will reboot up your system. Then the NVR will build a network connection based on PPPoE. The IP address will change into dynamic IP address after above operation is well done.

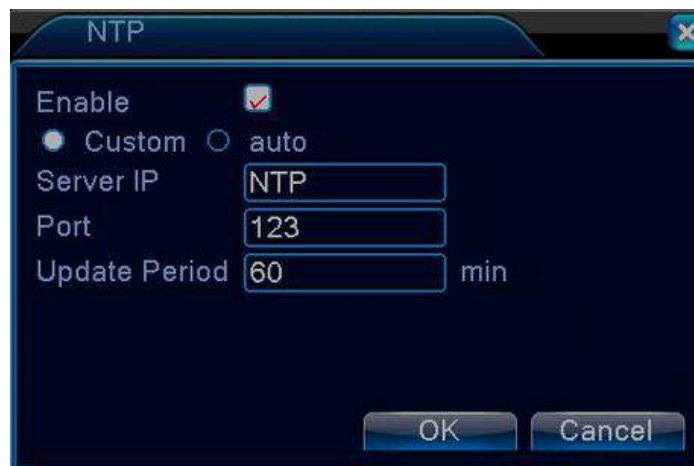
Operation: After PPPoE dialing successfully look up the IP address in the “**IP address**” and obtain the current IP address. Then, use this IP address to visit the NVR through user port.

9.5.2 Configuring NTP Settings

Enable this function in order to keep the monitor and the computer in the same time.

Steps:

Go to NVR’s “**Main Menu**”> “**System**”> “**Net Service**” and double-click “**NTP**” enters into the interface of configuring NTP setup. Tick and enable this function, input the **Server IP**, **Port**, **Update Period**, then click “**OK**” to save, as shown in the figure below.



Picture 9.6 NTP

[**Server IP**]: Input the IP address installed NTP server.

[**Port**]: Default: 123. You can set the port according to NTP server.

[**Update Period**]: The same with the NTP server check interval. Default: 10 minutes.

9.5.3 Configuring EMAIL Settings

Steps:

1. Make sure your NVR has connected to the router and Internet successfully. You can go to NVR’s “**Main Menu**”> “**Info**”> “**Version**” to confirm that the “**Nat status**” shows connected.

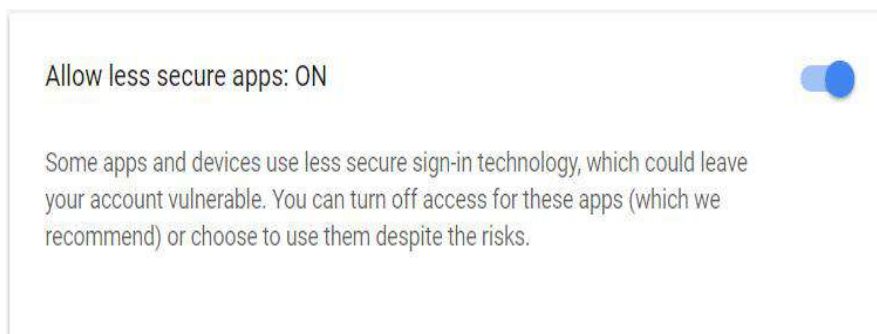
2. Please go to NVR’s “**Main Menu**”> “**Alarm**”> “**Motion Detect**” to tick “**Enable**” and “**Send Email**” function, as shown in the figure below.



3. Please go to NVR's "Main Menu"> "System"> "Net Service"> "EMAIL" to go to the interface of Email Setting, double-click "EMAIL", as shown in the figure below.



4. Login your Gmail mailbox on the website, and enter <https://myaccount.google.com/security?pli=1#connectedapps>, and then turn it on, as shown in the figure below.



5. Please tick "Enable" and "Need SSL", input the information as required, such as SMTP Server is "smtp.gmail.com"(you must enable "Less secure on" on your Gmail), "Port" is "465", "User Name" and "Sender" is your gmail account, "Password" is your gmail account password, "Receiver" can be any email, change "Title" according to you needs, and then click "OK" to save, as shown in the figure below. Make sure your "Mail Testing" succeeds, and then click "OK" to save. It will send alerts to your email when there is motion detected.



Picture 9.7 EMAIL Settings

[SMTP Server]: Email server address. It could be an IP address or domain name. Domain name can be translated only it is the correct DNS configuration.

[Port]: Email server port number.

[Need SSL]: You can enable and tick this function if you want to use Secure Socket Layer protocol to login.

[User Name]: Apply the email server user name.

[Password]: Input the password corresponding to the user.

[Sender]: Set the email sender address.

[Receiver]: Send the email to appointed receivers when the alarm is turned on (three receivers at most) .

[Title]: You can set as you wish.

Notes: The account of User Name is the same as Sender, while Receiver is a different account to receive email alerts. Click “OK” to save after “Mail Testing” succeeds. It will send alarm message. Please check the camera after you got the alarm message and check the recorded video later.

9.5.4 Configuring IP Filter Settings

Steps:

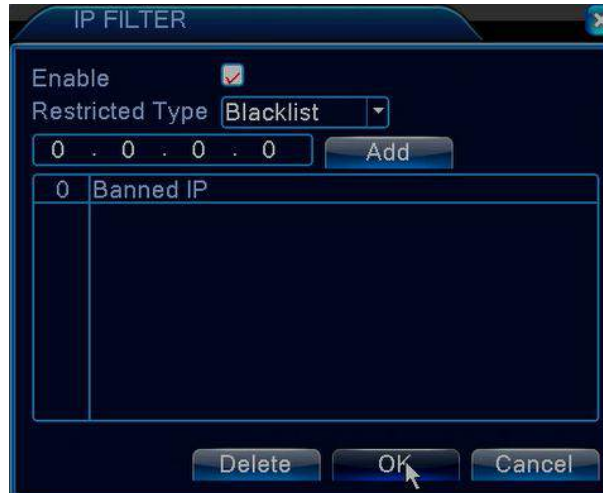
Go to NVR’s “Main Menu”> “System”> “Net Service” and double-click “IP Filter” enters into the interface of configuring IP Filter setup. Tick and enable this function, select the **Black list** and **White list** of the **Restricted Type**, and then click “OK” to save, as shown in the figure below.

1. When choosing the white list, only the listed IP address can connect the NVR. The 64 IP addressed are supportive in the list.

2. When choosing the black list, the listed IP address can not connect the NVR. The 64 IP addressed are supportive in the list.

You can delete the set IP address by √ in the options.

Note: When the same IP address is in the white and black list at the same time, the black list precedence is higher.



Picture 9.8 IP FILTER

9.5.5 Configuring DDNS Settings

Steps:

Go to NVR's "**Main Menu**"> "**System**"> "**Net Service**" and double-click "**DDNS**" (dynamic domain name server) enters into the interface of configuring DDNS setup. Select the DDNS Type (CN99, DynDns, Oray, NO-IP, MYQ-SEE), tick and enable this function, input the **Domain Name**, **User Name**, **Password**, and then click "**OK**" to save, as shown in the figure below.

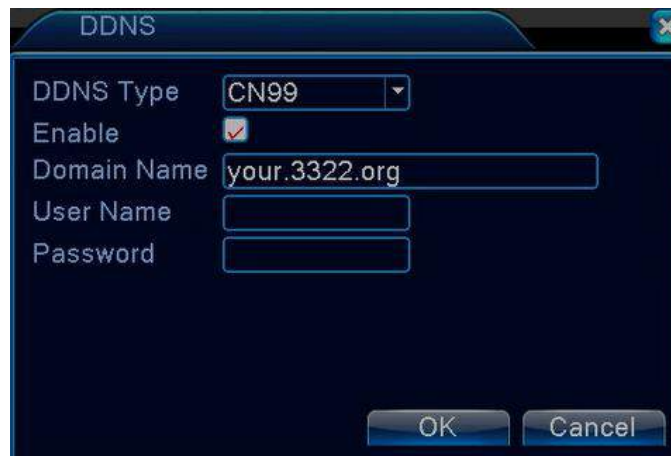
[Domain Name]: Provide the domain name registered by DDNS.

[User Name]: Provide the account registered by DDNS.

[Password]: Provide the password registered by DDNS.

When the DDNS is successfully configured and start, you can connect the domain name in the IE address column to visit.

Note: The DNS setup must be configured correctly in the network setup.

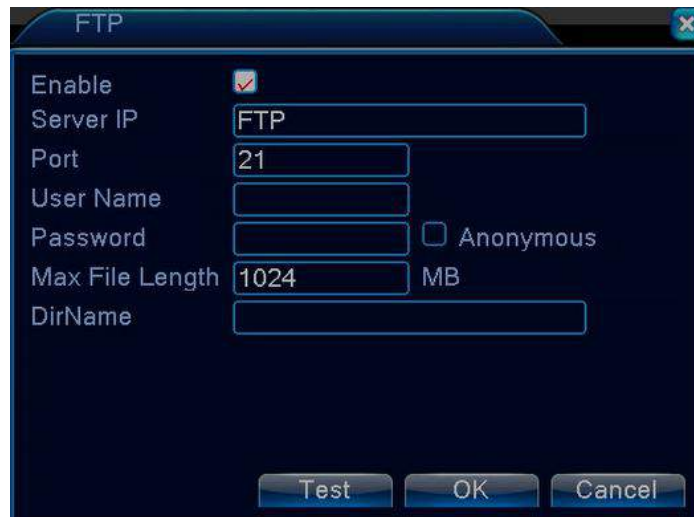


Picture 9.9 DDNS setup

9.5.6 Configuring FTP Settings

Steps:

Go to NVR's "Main Menu"> "System"> "Net Service" and double-click "FTP" enters into the interface of configuring FTP setup. Tick and enable this function, input the **Server IP**, **Port**, **User Name**, **Max File Length**, **DirName**, and then click "OK" to save, as shown in the figure below. FTP is available only when alarm happens, or alarm activates record, it will upload related record and snapshot pictures to FTP server.



Picture 9.10 FTP setup

[Enable]: Click Enable, then all settings will be available.

[Server IP]: IP address for FTP server.

[Port]: Domain Port of FTP.

[User Name]: User name of FTP.

[Password]: Password of user.

[Max File Length]: Max length for upload files at every packed.

[DirName]: Directory of uploading files.

9.5.7 Configuring ARSP Settings

Steps:

Go to NVR's "Main Menu"> "System"> "Net Service" and double-click "ARSP" enters into the interface of configuring ARSP setup. Tick and enable this function, select the type of ARSP and input the **Server IP**, **Port**, **User Name**, **Password**, **Update Period**, and then click "OK" to save, as shown in the figure below.



Picture 9.11 ARSP setup

[**Type**]: Select the type of ARSP.

[**Enable**]: Click Enable, then all settings will be available.

[**Server IP**]: IP address for ARSP server.

[**Port**]: Domain Port of FTP.

[**User Name**]: None.

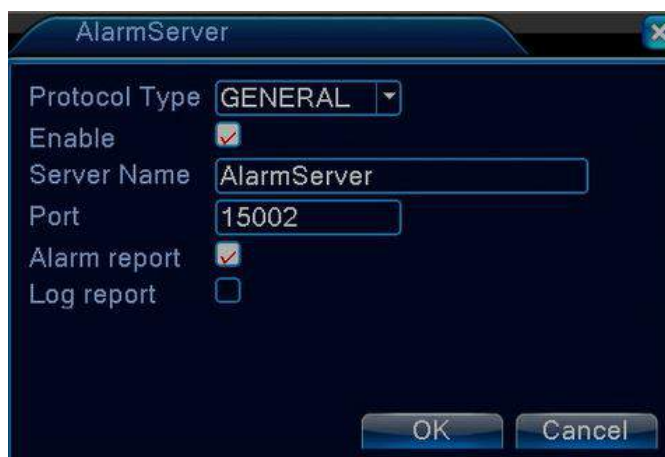
[**Password**]: Password of user.

[**Update Period**]: Set the update period you want to setup.

9.5.8 Configuring Alarm Server Settings

Steps:

Go to NVR's "**Main Menu**"> "**System**"> "**Net Service**" and double-click "**Alarm Server**" enters into the interface of configuring Alarm Server setup. Tick and enable this function, select the protocol type of **Alarm Server** and input the **Server Name**, **Port**, **Alarm Report**, **Log Report**, and then click "**OK**" to save, as shown in the figure below.



Picture 9.12 Alarm Server Settings

[Protocol Type]: Select the protocol type of Alarm Server.

[Enable]: Click Enable, then all settings will be available.

[Server Name]: Input the server name according to you needs.

[Port]: Domain Port of Alarm Server.

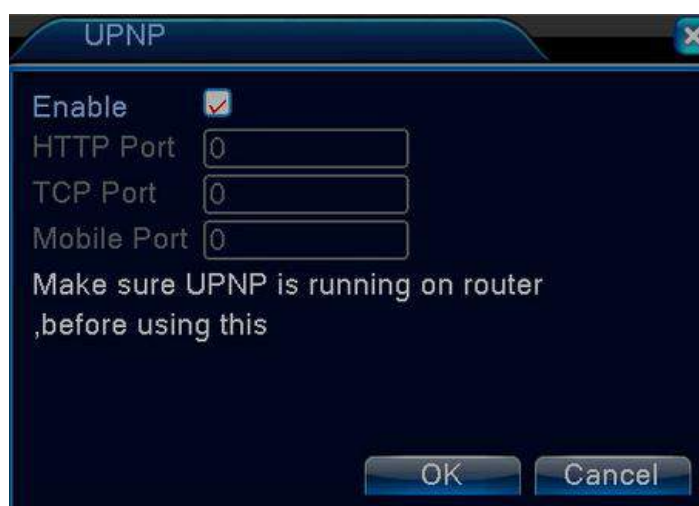
[Alarm Report]: Tick and enable this function if you want to get the alarm report.

[Log Report]: Tick and enable this function if you want to get the log report.

9.5.9 Configuring UPNP Settings

Steps:

Go to NVR's "**Main Menu**"> "**System**"> "**Net Service**" and double-click "**UPNP**" enters into the interface of UPNP setup. Tick and enable this function, select the **HTTP Port**, **TCP Port**, **Mobile Port**, and then click "**OK**" to save, as shown in the figure below. UPNP protocol can auto port forwarding on router, make sure UPNP is running on router before use it.



Picture 9.13 UPNP Settings

[Enable]: Choose Enable to make sure all UPNP settings available.

[HTTP Port]: Route will automatically distribute HTTP port for the device when IE viewing.

[TCP Port]: Router will automatically distribute TCP port for the device when monitoring via CMS.

[Mobile Port]: Router will automatically distribute Mobile Port for the device when mobile monitor.

9.5.10 Configuring RTSP Settings

Steps:

Go to NVR's "**Main Menu**"> "**System**"> "**Net Service**" and double-click "**RTSP**" enters into the interface of RTSP setup. Tick and enable this function, input and check the **Port** of the RTSP, and then click "**OK**" to save, as shown in the figure below.

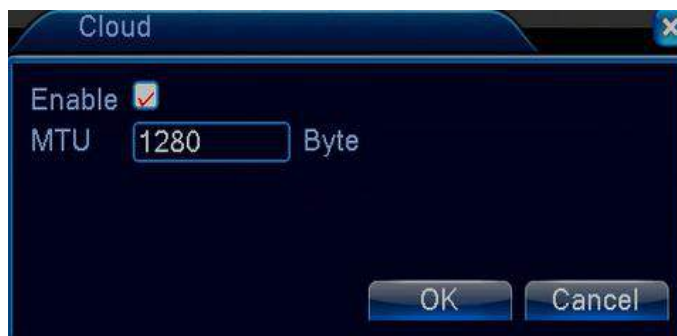


Picture 9.14 RTSP Settings

9.5.11 Configuring Cloud Settings

Steps:

Go to NVR's "Main Menu"> "System"> "Net Service" and double-click "Cloud" enters into the interface of Cloud setup. Tick and enable this function if you want, input and check the MTU(Byte) of the Cloud, and then click "OK" to save, as shown in the figure below. Tick and enable this function if you want to watch on your mobile phone and computer.



Picture 9.15 Cloud Settings

9.5.12 Configuring Mobile Reported Settings

Steps:

Go to NVR's "Main Menu"> "System"> "Net Service" and double-click "Mobile Reported" enters into the interface of Mobile Reported setup. Tick and enable this function if you want, and then click "OK" to save, as shown in the figure below.



Picture 9.16 Mobile Reported Settings

9.6 Configuring Display

Steps:

Go to NVR's "Main Menu"> "System"> "Display" enters into the interface of configuring display setup. You can set the **Channel Title**, tick and enable **Time Display**, **Channel Title**, **Record Status**, **Alarm Status**, **Deflick**, **Bitrate Info**, **Transparency**, **Resolution**, **Channel**, **Region Cover**, **Time display** according to your needs, and then click "OK" to save, as shown in the figure below. Configuring the video output parameters including the front output mode and code output mode.

1. **Front output:** In the local preview mode include: **Channel Title**, **Time Display**, **Record Status**, **Alarm Status**, **Bitrate Info**, **Transparency**, **Region Cover**.
2. **Code output:** In the network surveillance and video file mode include: **Channel Title**, **Time Display**, **Record Status**, **Alarm Status**, **Bitrate Info**, **Transparency**, **Region Cover**.



Picture 9.17 Display

[Channel Title]: Click the channel name modify button and enter the channel name menu. Modify the channel name. The 16 Chinese characters and 25 letters are supportive.

[Time Display]: Tick this function if you want, display the system data and time in the surveillance window.

[Channel Title]: Tick this function if you want, display the system channel number in the surveillance window.

[Record Status]: Tick this function if you want, display the system recording status in the surveillance window.

[Alarm Status]: Tick this function if you want, display the system alarm status in the surveillance window.

[Deflick]: Tick this function if you want

[Transparency]: Choose the background image transparency. The range is 128~255.

[Resolution]: Set display resolution.

9.7 Configuring RS485 Setting

Steps:

Go to NVR's "Main Menu"> "System"> "PTZ Configuration" enters into the interface of PTZ configuration. You can set the **Channel**, **Protocol**, **Address**, **Baudrate**, **Data Bits**, **Stop Bits**, **Parity** according to your needs, and then click "OK" to save, as shown in the figure below.



Picture 9.18 RS485 Setting

[Protocol]: Choose the corresponding dome protocol.

[Address]: Set as the corresponding dome address. Default: 1.(Note: The address must be consistent with the dome address.)

[Baudrate]: Choose the corresponding dome baud rate length. Default: 115200.

[Data Bits]: Include 5-8 options. Default: 8.

[Stop Bits]: Include 2 options. Default: 1.

[Parity]: Include odd check, even check, sign check, blank check. Default: void.

9.8 Configuring RS232 Setting

Steps:

Go to NVR's "Main Menu"> "System"> "RS232" enters into the interface of RS232 configuration. Tick and enable this function if you want. You can set the **Function**, **Baudrate**, **Data Bits**, **Stop Bits**, **Parity**, and then click "OK" to save, as shown in the figure below.



Picture 9.19 RS232 Setting

[Function]: Set as the corresponding dome address. Default: 1.(Note: The address must be consistent with the dome address.)

[Baudrate]: Choose the corresponding dome baud rate length. Default: 115200.

[Data Bits]: Include 5-8 options. Default: 8.

[Stop Bits]: Include 2 options. Default: 1.

[Parity]: Include odd check, even check, sign check, blank check. Default: void.

9.9 Configuring Tour Setting



Steps:

Go to NVR's "Main Menu"> "System"> "Tour" enters into the interface of Tour configuration. Tick and enable this function if you want. You can set the **MD Interval**, choose the single window, four windows, nine windows, sixteen windows patrol display or single display according to your needs, and then click "OK" to save, as shown in the figure below.



Picture 9.20 Tour setup

[MD Interval]: Set the patrol switch interval. The set range is 5-120 seconds.

Note: The icon  /  means turn off/on the patrol.

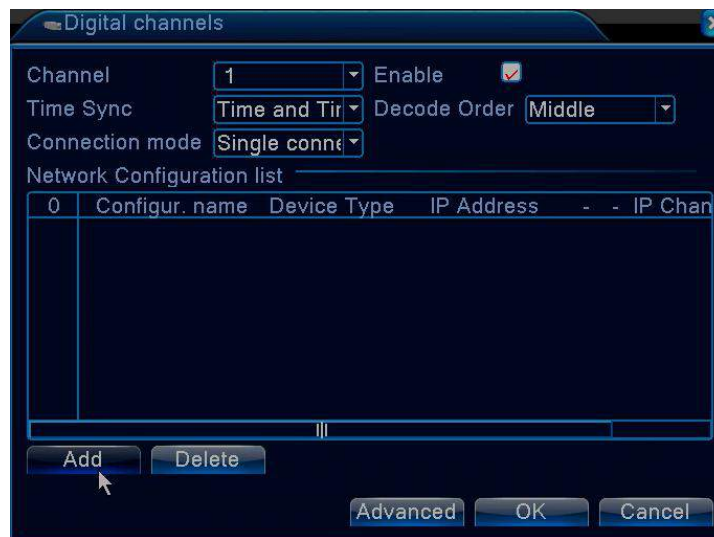
9.10 Configuring Digital Setting

Usually, the PoE NVR system we have sold includes several PoE IP cameras so that you can plug the camera into NVR's Ethernet port directly. But some customers may need to connect the non-PoE IP camera to NVR. Before adding the camera, the camera should meet three requirements as below.

1. The IP camera must support onvif protocol.
2. The resolution of IPC must be less than or equal to the resolution of NVR. For example, if the NVR is 960P but the IP camera is 1080P resolution, NVR can not display video of this IP camera.
3. Before you can get a live view or record of the video, the camera should be connected to a router by cable or by Wi-Fi. Please make sure the network connection is valid and correct.

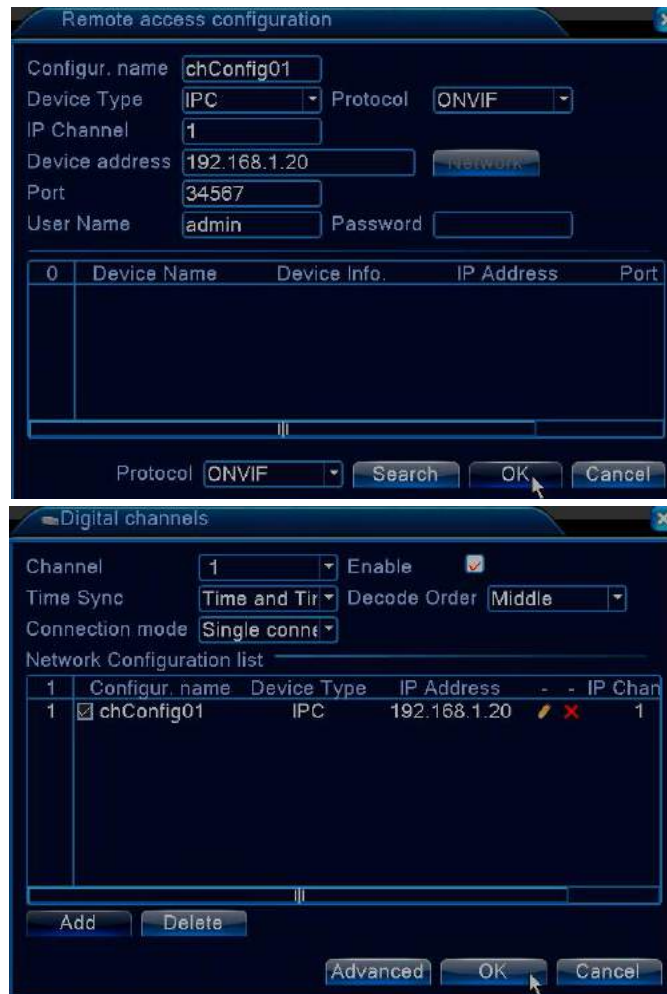
Steps:

1. Please connect IP camera to router by using the network cable , and power on the camera.
2. Connect the NVR to the same router by using the network cable.
3. Go to NVR's "**Main Menu**"> "**System**"> "**Digital**"> "**Digital Channels**" to tick "**Enable**" and click "**Add**" to the interface of adding IP camera, as shown in the figure below.



Picture 9.21 Digital Setting

4. It will detect camera's IP automatically. Double click IP to add it, select the protocol of ONVIF, and then input the password of the IP camera.



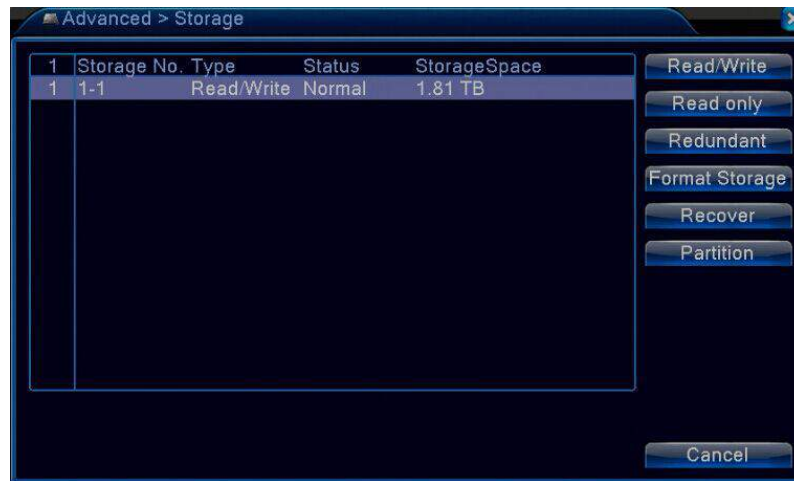
5. Go back to the main screen and the images of the IP camera appears.

9.11 Configuring Advanced Settings

9.11.1 Storage Management

Steps:

Go to NVR's "Main Menu"> "Advanced"> "Storage" enters into the interface of configuring storage management. You can select the **Read/Write** disk, **Read-only** disk , **Redundant** disk, **Format Storage**, **Recover** disk, **Partition** disk to configure and manage the hard disk, as shown in the figure below. The menu displays current hard disk information: hard disk number, input port, type, status and overall capability. Choose the hard disk and click the right function button to execute.



Picture 9.22 HDD Manage

[Read/Write]: The equipment can write or read data. (We recommend you to select this option to record and playback normally).

[Read-only]: The equipment can read data but can not write data.

[Redundant]: Double backup the video files in the write-read disk.

[Format Storage]: Click to format the storage.

[Recover]: Click to recover the storage.

[Partition]: Click to storage partition.

[Cancel]: Click to cancel the operation.

9.11.2 Account Management

Steps:

Go to NVR's "Main Menu"> "Advanced"> "Account" enters into the interface of configuring account management. You can **Modify User**, **Modify Group**, **Modify Password**, **Add User**, **Add Group**, **Delete User**, **Delete Group**, **Update**, **Safety Question** to manage the user purview, as shown in the figure below.



Picture 9.23 Account

[Modify User]: Modify the existed user attribute.

[Modify Group]: Modify the existed team attribute.

[Modify Password]: Modify the user password. You can set 1-6 bit password. The blank ahead or behind the char string is invalid. The middle blank in the char string is valid.

[Add User]: Add the existed user attribute.

[Add Group]: Add the existed team attribute.

[Delete User]: Delete the existed user attribute.

[Delete Group]: Delete the existed team attribute.

[Update]: Click to update the account.

[Cancel]: Click to cancel the operation.

Note: 1.The character length is 8 bytes at most for the following user and user team name. The blank ahead or behind the character string is invalid.The middle blank in the character string is valid. Legal characters include: letter, number, underline, subtraction sign, dot.

2. There is no limit in the user and user group. You can add or delete the user group according to user definition. The factory setup include: user\admin. You can set the team as you wish. The user can appoint the purview in the group.

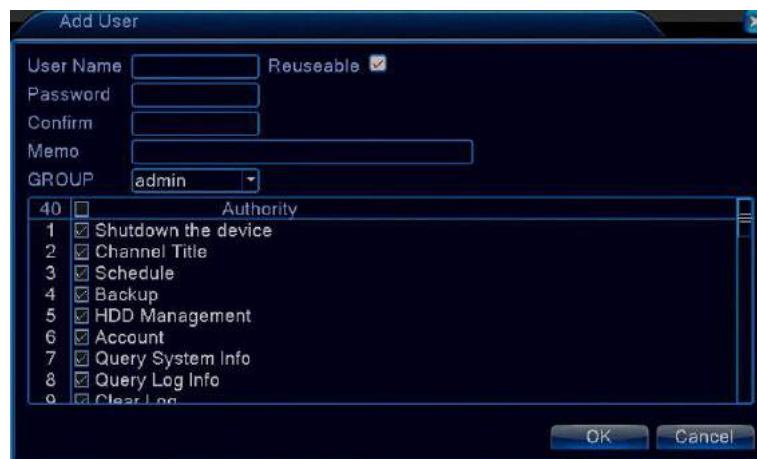
3. The user management include: group/ user. The group and user name can not be the same. Each user only belongs to one group.

4. The user who possess the user control purview can modify his/her own or other users password, as shown in the figure below.



Picture 9.24 Modify Password

[Add user]: Add a user in the team and set the user purview. Enter the menu interface and input the user name and password. Choose the team and choose whether cover using the user. Cover using means that the account can be used by multiple users at the same time. Once choose the team the user purview is the subclass of the team. We recommend that the common user's purview is lower than the advanced user, as shown in the figure below.



Picture 9.25 Add user

[Add Group]: Add a user team and set the purview. There are 36 different purview: shut down the equipment, real time surveillance, playback, recording setup, video file backup and so on, as shown in the figure below.



Picture 9.26 Add Group

[Delete User]: Delete the current user. Choose the user and click delete user button.

[Delete Group]: Delete the current group. Choose the group and click delete group button, as shown in the figure below.

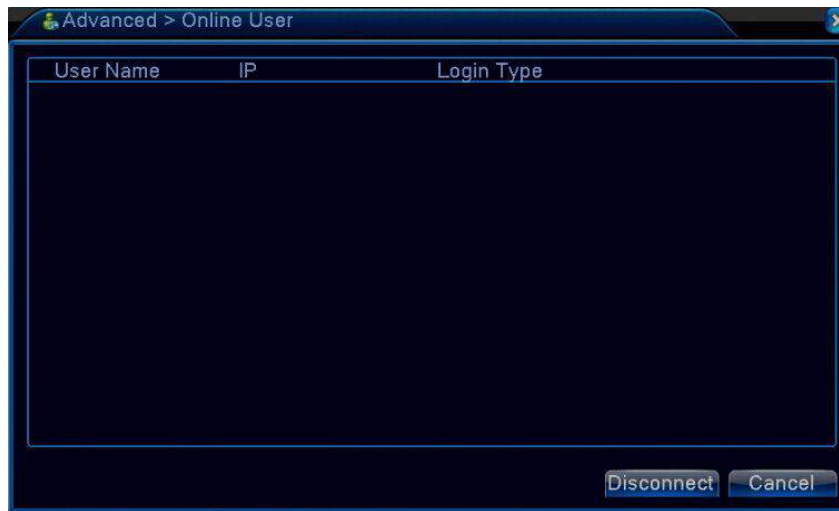


Picture 9.27 Delete Group

9.11.3 Online User Management

Steps:

Go to NVR's "Main Menu"> "Advanced"> "Online User" enters into the interface of configuring online user management. Look up the network user information in the local NVR. You can choose the network user and cut the connection. Then the user is locked until next boot-strap, as shown in the figure below.



Picture 9.28 Online User

9.11.4 Configuring Output Adjust Setting

Steps:

1. Right-click the left mouse button will pop up the quick menu, click **“Output Adjust”** enters into the interface of configuring output adjust setting.
2. Go to NVR’s **“Main Menu”**> **“Advanced”**> **“Output Adjust”** enters into the interface of configuring output adjust setting. Adjust the **Top Deflate**, **Bottom Deflate**, **Left Deflate**, **Right Deflate**, **Display Setting**, **Brightness**, **Contrast**, **Saturation**, **Hue** according to your needs, as shown in the figure below.



Picture 9.29 Output Adjust Setting

9.11.5 Configuring Auto Maintain Setting

Steps:

Go to NVR's "Main Menu"> "Advanced"> "Auto Maintain" enters into the interface of configuring auto maintain setting. You can set the **Auto-Reboot System** time, **Auto-Delete Old Files** time limit according to your needs, and then click "OK" to save the setting, as shown in the figure below.



Picture 9.30 Auto maintain

9.11.6 Configuring Restore Setting

Steps:

Go to NVR's "Main Menu"> "Advanced"> "Restore" enters into the interface of configuring restore setting. You can check and tick **Select All** to enable all setting or tick and select **General, Record Configuration, Alarm Set, Network, Net Service, Display, Account, RS232** according to your needs, and then click "OK" to save the setting, as shown in the figure below. After the setting, the system will restore to the default setup. You can choose the items according to the menu.

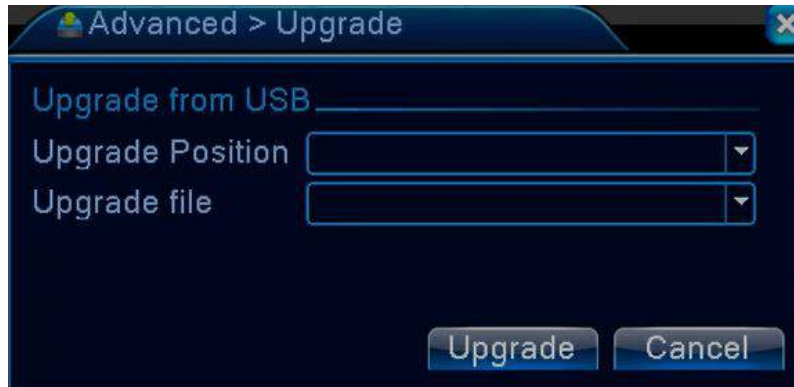


Picture 9.31 Restore

9.11.7 Configuring Upgrade Setting

Steps:

Go to NVR's "Main Menu"> "Advanced"> "Upgrade" enters into the interface of configuring upgrade setting. You can check and select **Upgrade Position**, **Upgrade File** according to your needs, and then click "Upgrade" to save the setting, as shown in the figure below.



Picture 9.32 Upgrade

[**Upgrade Position**]: Choose USB interface.

[**Upgrade File**]: Choose the file which needs upgraded.

9.11.8 Configuring Device Info Setting

Steps:

Go to NVR's "Main Menu"> "Advanced"> "Device Info" enters into the interface of configuring device info setting. You can select **Audio In Channels**, **Alarm In Channels**, **Alarm Out Channels**, **Remote Control Type**, **Pad Type**, **Maximum Playback Large**, **Default Playback Large**, **Enable RS232**, **Enable PTZ** according to your needs, and then click "OK" to save the setting, as shown in the figure below. After the setting, the system will provide device interface information for the user.



Picture 9.33 Device Info.

9.11.9 Configuring Import/Export Setting

Steps:

Go to NVR's "Main Menu"> "Advanced"> "Import/Export" enters into the interface of configuring import and export setting. You can set the Device Name, File Name of Export in the Log, File Name of Export and Import in the Set according to your needs, as shown in the figure below.



Picture 9.34 Import/Export Setting

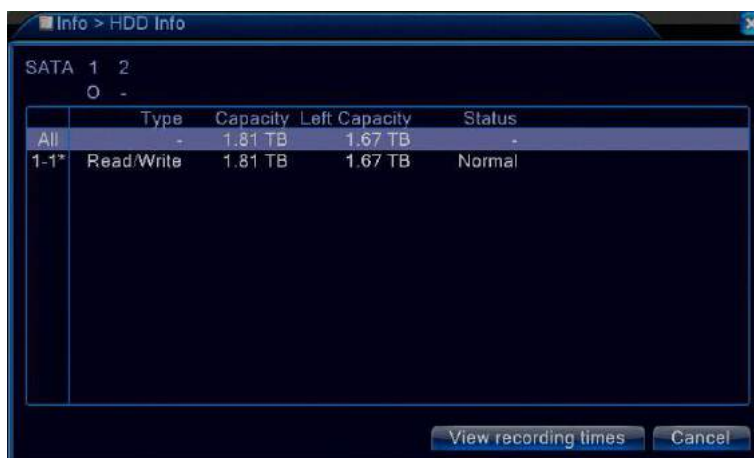
Chapter 10 Others

10.1 Configuring HDD Info Setting

Steps:

Go to NVR's "Main Menu"> "Advanced"> "Info" > "HDD Info" enters into the interface of configuring HDD

information. It will display the hard disk state: hard disk type, overall capability, residual capability, the recording time and so on, as shown in the figure below. The status of hard disk shows normal means you can record normally.



Picture 10.1 HDD Info

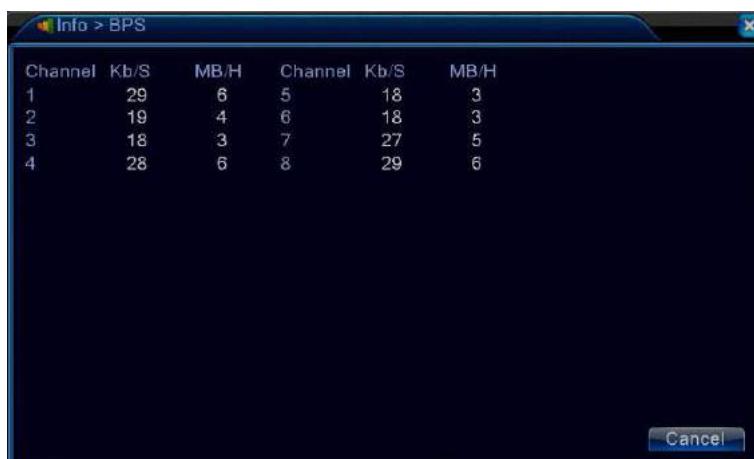
Note: The icon “o” means that the hard disk is normal. The icon “X” means that the hard disk is broken-down. The icon “-” means that there is no hard disk. If the user need to change the damaged hard disk, you must shut down the NVR and take up all the damaged hard disks, then install a new one.

* behind serial number means the current working disk such as 1*. If the corresponding disk is damaged, the information will show “?”.

10.2 Configuring BPS Setting

Steps:

Go to NVR’s “Main Menu”> “Advanced”> “Info”> “BPS” enters into the interface of configuring BPS information. It will display the code stream(Kb/S) and hard disk capability (MB/H) in real time. It displays as the wave sketch map, as shown in the figure below.

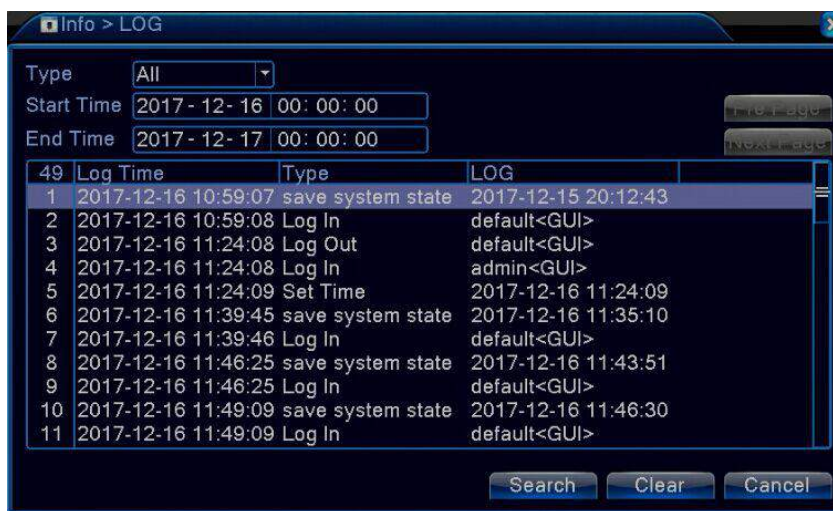


Picture 10.2 BPS

10.3 Configuring LOG Setting

Steps:

Go to NVR's "Main Menu"> "Advanced"> "Info"> "LOG" enters into the interface of configuring LOG information. Look up system log according to the set mode, as shown in the figure below. Log information include: system operation, configuration operation, data management, alarm affair, recording operation, user management, file management and so on. Set the time section to look up and click the look up button. The log information will display as a list. (one page is 128 items) Press "Page up" or "Page down" button to look up and press delete button to clear all the log information.

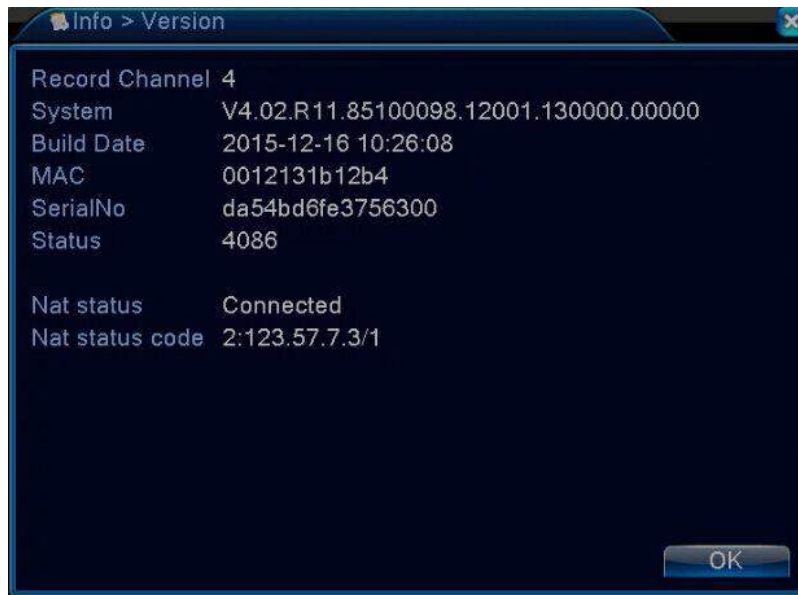


Picture10.3 LOG

10.4 Configuring Version Setting

Steps:

Go to NVR's "Main Menu"> "Advanced"> "Info"> "Version" enters into the interface of configuring version information. Look up and check system version, such as **Record Channel**, **System**, **Build Date**, **MAC**, **Serial No.**, **Status**, **Nat Status**, **Nat Status Code**, as shown in the figure below.



Picture 10.4 Version

[System]: Check the information of system.

[Build Date]: Check the information of build date.

[MAC]: Check the information of MAC.

[Serial No.]: Check the information of Serial No, which can be used for viewing on the mobile phone and computer remotely.

[Record Channel]: Check the information of record channel.

[Status]: Check the information of status.

[Nat Status]: Nat status shows “connected”, which means you can view on the mobile phone and computer remotely.

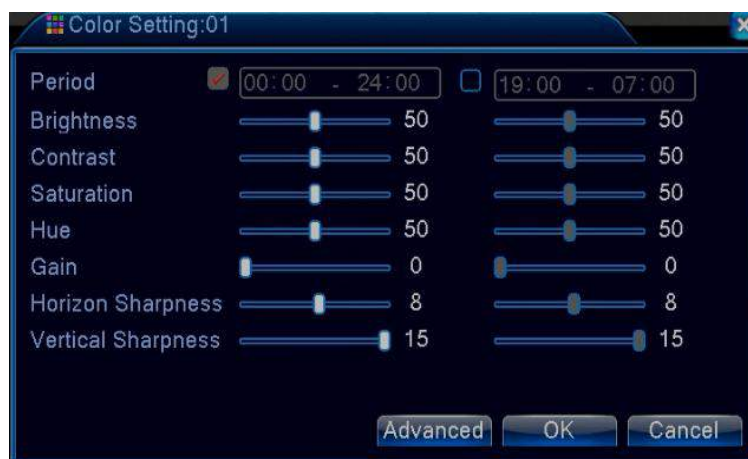
[Nat Status Code]: Check the information of Nat status code.

Note: Version can not be upgraded as your wish, please make sure that you have the same and correct version before upgrading.

10.5 Configuring Color Setting

Steps:

Right-click the left mouse button will pop up the quick menu, click “**Color Setting**” enters into the interface of configuring color setting. You can set the selective image parameters (current channel for single window display and cursor place for multi-window display). The image parameters include: **Period**, **Brightness**, **Contrast**, **Saturation**, **Hue**, **Gain**, **Horizon Sharpness**, **Vertical Sharpness**. You can set different parameters at different time sections, and then click “**OK**” to save the settings, as shown in the figure below.



Picture10.5 Color Setting

Chapter 11 Remote Control

11.1 Accessing by Web Browser

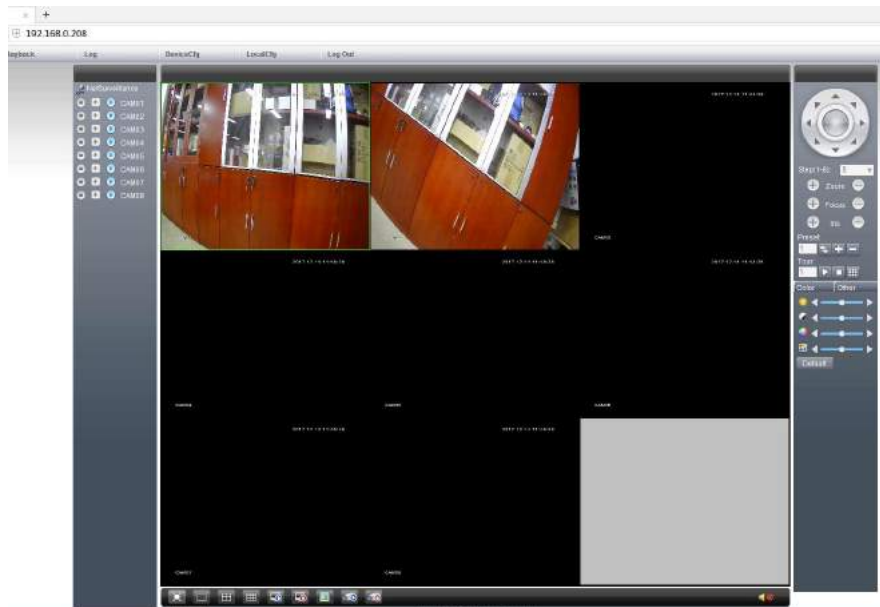
Before start:

1. Make sure you have a router and high-speed network connection;
2. Connect the NVR to your router by using an Ethernet cable;
3. Upgrade your client software and mobile app to the latest version;
4. Make sure your network speed come up to 1Mbps at least to get the best video recording.
5. Enter “**Main Menu**”> “**Info**”> “**Version**” to confirm that the “Nat status” shows connected.

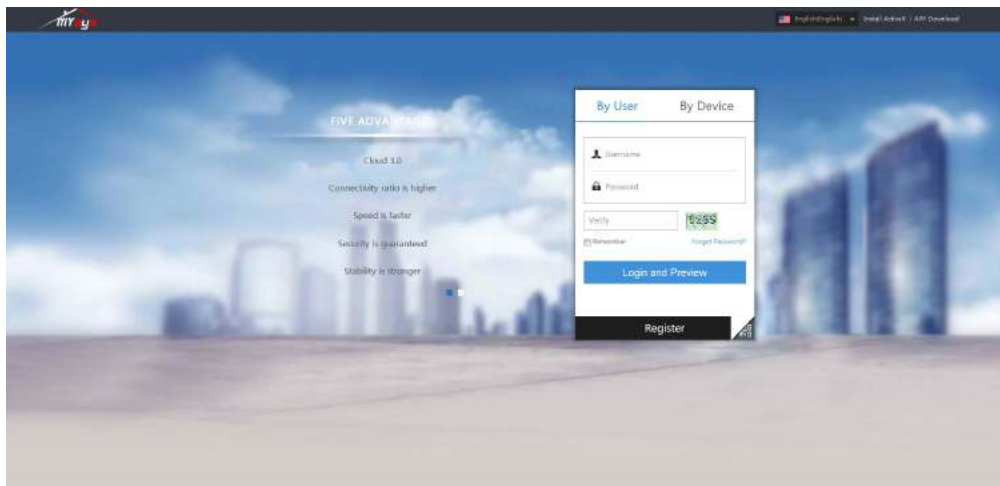
Go to NVR’s “**Main Menu**”> “**System**”> “**Network**”> “**IP Address**” to get your IP address, for example, 192.168.0.208. Open your IE browser and input the IP address, login with your user name and password, as shown in the figure below.



Notes: The default user name is “admin”, and can not be changed. The password is the same to the password of NVR (Default user name is “admin” and the default password “null” means you needn’t input the password, just keep the password box blank, you can click “OK” to login directly), then you can login on Web Browser. You will go the interface as shown in the figure below after you login successfully. You will get the image if the camera connects to the channel successfully.



Visit <http://xmeye.net/> via IE browser on PC as shown in the figure below.



Select the language at the upper right, and then click “**Download**” to download and install “**Active.exe**”. You must install “**Active.exe**” when you visit for the first time.

Login By User or By Device

By User: Click “**Register**” and follow the instruction when you get a new account to login, as shown in the figure below. You can login directly if you have registered an account on your mobile phone.



By Device:

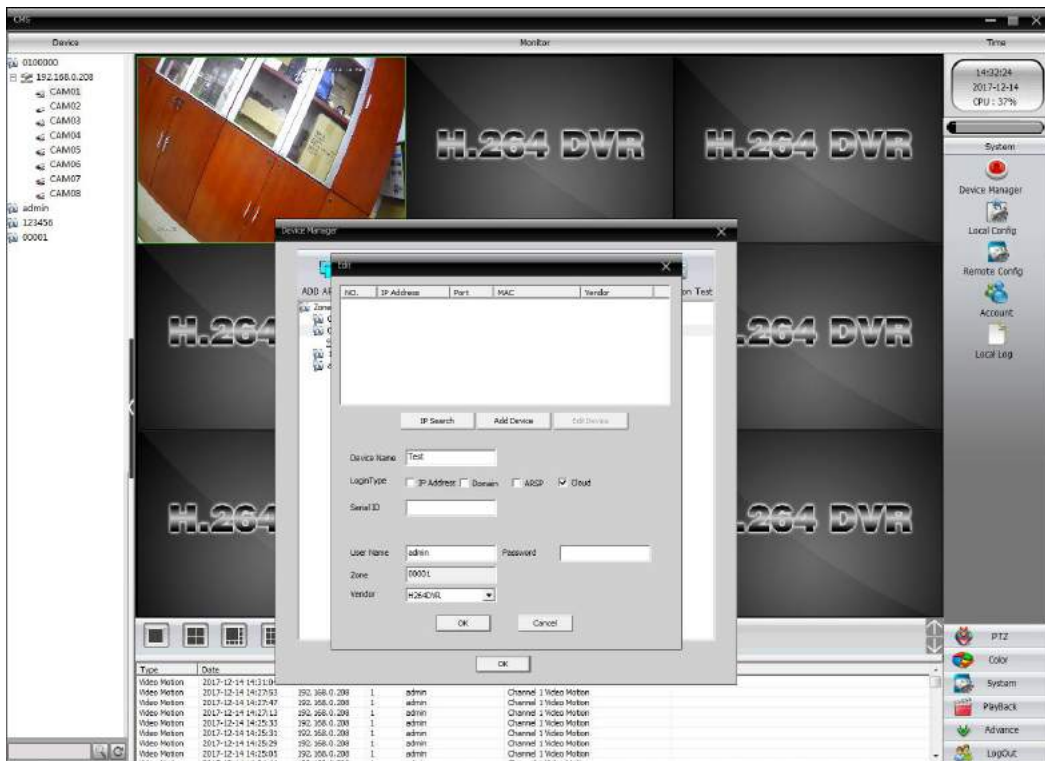
[**Serial NO.:**] Input your NVR ID, enter “**Main Menu**”> “**Info**”> “**Version**”> “**Serial No.**” to get it.



[**Username:**] admin

[**Password:**] The password is the same to the password of NVR (Default user name is “admin” and the default password “null” means you needn’t input the password, just keep the password box blank, you can click “**OK**” to login directly).

11.2 CMS

CMS client software  is in the supplied CD. It shows like that  after installation. Double-click the icon of CMS and login, you will go to the interface as shown in the figure below.



Click “System”>“Device Manager”>“ADD AREA”  >“ADD DEVICE”  , you will go to the interface as shown in the figure above. Add the device before you use for the first time.

[Device Name]: User-defined.

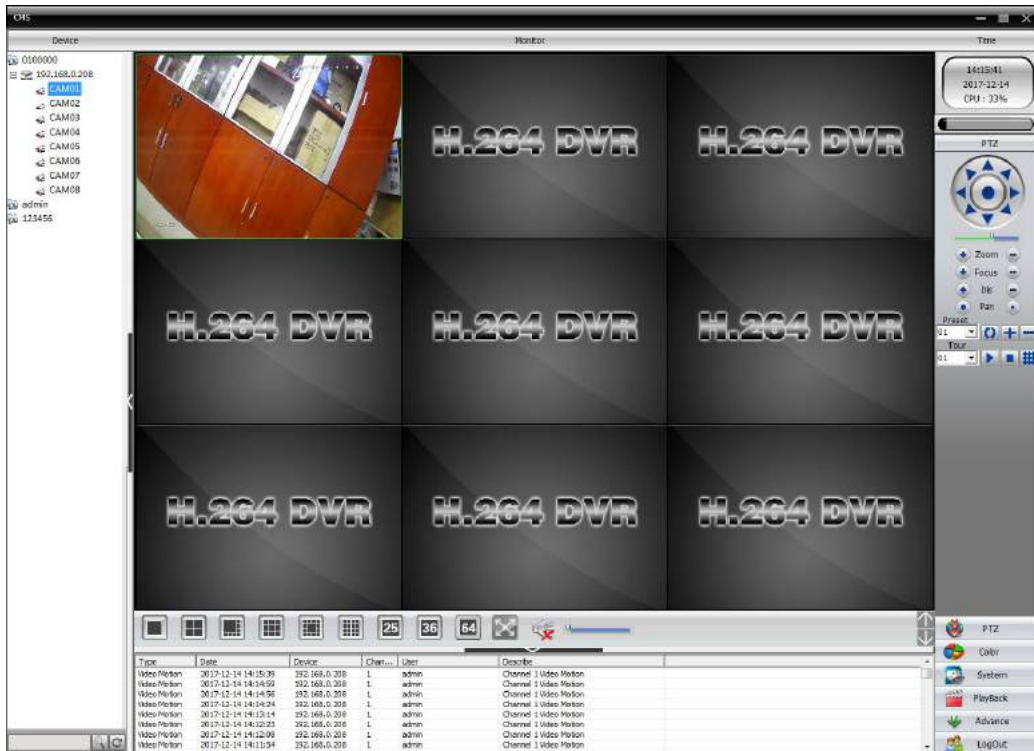
[Login Type]: Select ARSP.

[Serial ID]: Enter “Main Menu”> “Info”> “Version”> “Serial No” to get your Serial NO. It’s a combination of 16 characters and numbers.

[Port]: TCP port, default by 34567


[User Name/Password]: The default user name is “admin” and can not be changed. The password is the same to the password of NVR (Default user name is “admin” and the default password “null” means you needn’t input the password, just keep the password box blank, you can click “OK” to login directly).

Click “OK” to save after you have set up the above parameters, you can double-click to open your device.




11.3 Accessing by Mobile Phone

11.3.1 iPhone / iPad

- Install the XMEye app for free from the APP Store. Tap the icon XMEye to open the APP.
- Tap Register to create a new account (Need to input the User name and Password).
- Tap “+” to add a new device .
- Configure the following.



1. **[Device Name]**: Input a name for your system on your own.

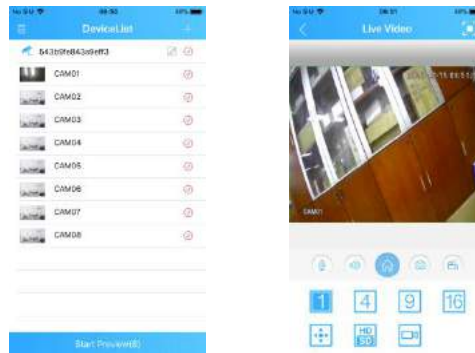
2. : Scan the QR code on the NVR’s Guide to get the Serial Number. The Guide will pop up when you powered on the NVR for the first time and you can find it on the NVR’s quick menu. You can enter “**Main Menu**”> “**Info**”> “**Version**”> “**Serial No**” to get the Serial Number and then input your Serial Number manually if you can not scan the QR code.

3. **[User Name]:** admin

4. **[Password]:** The password is the same to the password of NVR (Default user name is “admin” and the default password “null” means you needn’t input the password, just keep the password box blank, you can click “OK” to login directly).

e. Tap **OK** to add your device to the APP.


f. Whenever you open the XMEye APP, the Device List window will be popped up for the first time. Tap the device you want to view, then you can get the video from all the connected cameras.



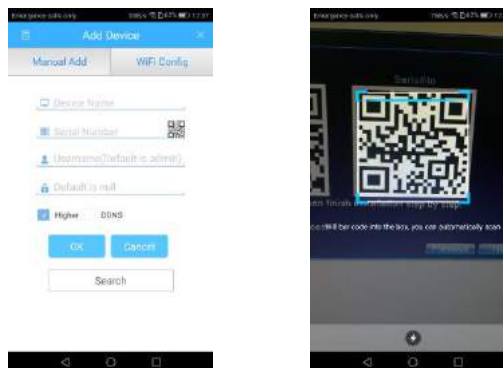
11.3.2 Android

a. Install the XMEye APP for free from the Google Play. Tap the icon XMEye to open the APP.


b. Tap Register to create a new account (Need to input the User name and Password).

c. Tap “+” to add a new device .

d. Configure the following.



1. **[Device Name]:** Input a name for your system on your own.

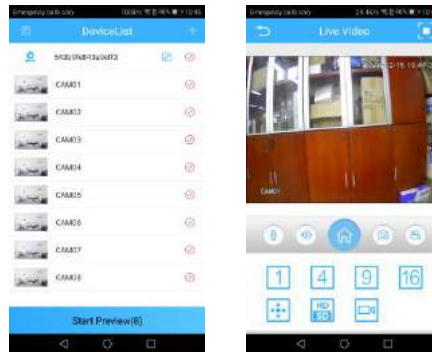
2. : Scan the QR code on the NVR’s Guide to get the Serial No. The Guide will pop up when you powered on the NVR for the first time and you can find it on the NVR’s quick menu. You can enter “**Main Menu**”> “**Info**”> “**Version**”> “**Serial No**” to get the Serial Number and then input your Serial Number manually if you can not scan the QR code.

3. **[User Name]:** admin

4. **[Password]:** The password is the same to the password of NVR (Default user name is “admin” and the default password “null” means you needn’t input the password, just keep the password box blank, you can click “OK” to login directly).

e. Tap OK to add your device to the APP.

f. Whenever you open the XMEye APP, the Device List window will be popped up for the first time. Tap the device you want to view, then you can get the video from all the connected cameras.



Chapter 12 FAQ and Maintenance

12.1 FAQ

1. No setting interface displayed on the monitor after the device is starting up normally.

Possible Reasons:

Do not connect your NVR to the port of laptop’s VGA or HDMI directly.

Make sure the resolution of monitor higher than the display resolution of NVR. Otherwise, the monitor will not show any image of cameras.

Solutions:

Method 1: Use the monitor with a higher resolution to connect your NVR so that you can log in NVR and change its display resolution to lower one.

Method 2: You can access the camera through CMS software on your computer to change its display resolution to lower one.

Method 3: You can access the NVR system on the computer’s browser by NVR’s IP and change its display resolution on web page.

2. All cameras has no image shows up on the NVR after the device is starting up normally.

Possible Reasons:

Make sure all cameras are connected to the port of Video-in with cables and your recorder should be connected

to the monitor with the cable, but the video of all cameras are not shown on the monitor (You can still see the setting panel of recorder), please try the methods as follows. .

Solutions:

Step 1: You can right click the mouse to get a desktop shortcut menu in the preview mode. Click “Guide” and select “Auto connected mode”, then click “Next” and “OK” to save the settings.

Step 2: Click the icon “connect all video” at the bottom of screen.

Step 3: Use your hands to cover the front of camera. If you can see infrared lights turns on with red lights, which means the cameras are on.

Step 4: Go to NVR’s “Main Menu”> “Advanced”> “Restore” enters into the interface of configuring restore setup. Restore recorder to factory default.

3. You can not viewing on the mobile phone and computer.

Possible Reasons:

The status of NAT is not connected.

Solutions:

Please go to Main Menu-- Info--Version to check the status of NAT is Connected.

4. NAT is probing DNS

Possible Reasons:

Your IP address is wrong.

Connection cable is damaged.

Solutions:

Method 1: Make sure the yellow light is flicker and the green light doesn't flicker (if not, you should change your network cable or change the internet access on the router).

Method 2: Fix your IP address

5. NAT shows Disable

Possible Reasons:

Cloud is not enabled.

Solutions:

Method : Please go to Main Menu ---System ---Net Service to Enable Cloud.

6. No image displayed on some cameras

Possible Reasons:

Make sure all cameras are connected to NVR with cables and recorder is connected to the monitor with the cable, one or several cameras has no image displayed on the monitor, but others are working fine, you should make sure the camera, cable, or channel port is damaged or not.

For example:

| | | | | |
|---------|------------|------------|------------|------------|
| Image | NO | YES | YES | YES |
| Channel | channel A1 | channel A2 | channel A3 | channel A4 |
| Cable | cable B1 | cable B2 | cable B3 | cable B4 |
| Camera | camera C1 | camera C2 | camera C3 | camera C4 |

1. Connect the camera C1 to the channel A1 with the cable B2 to confirm if it is the cable B1's problem
2. Connect the camera C1 to the channel A2 with the cable B2 to confirm if it is the camera C1's problem.
3. Connect the camera B2 to the channel A1 with the cable B2 to confirm if it is the channel port A1's problem.

Solutions:

Step 1: Please make sure that yellow light of all network ports are flashing quickly, while the green light turns on but does not flash.

Step 2: Go to NVR's Main Menu > System > Digital to check and enable all the channels.

Step 3: Please E-mail or make a call phone to us if you have any further questions.

7. Video can not be recorded.

Possible Reasons:

The NVR needs an internal hard disk drive for recording. Without hard drive, the system can show live viewing, but can not be recorded or playback. The status of hard drive is abnormal.

Solutions:

Method 1: Make sure the hard drive is installed. The hard drive is installed for the first time needs to format, you can enter the Main Menu --Advanced Settings -- Hard Disk Management to click format and select the hard disk.

Method 2: Please go to Main Menu---Record---Playback to check recordings.

8. Email alerts is failed

Possible Reasons:

You had better use Gmail, do not use Yahoo or Hotmail. Alarm and email alerts function are not enabled.

Solutions:

Method 1: Please make sure the NVR has connected to the router and Internet successfully.

Method 2: Please enable alarm and email alerts function.

Method 3: Please make sure the edition of your device must be after December 2015. If not, please send email to

us.

9. All cameras has no image shows up on the NVR after the device is starting up normally.

Possible Reasons:

Connection cable is damaged.

Input mode of the monitor is incorrect.

Solutions:

Method 1: Please go to Guide and select Auto-connected mode.

Method 2: Please make sure your camera has been connected correctly.

10. Forget password

Solutions:

Method 1: Please make sure that there is no default password, you can login directly.

Method 2: Please send the date and model of your NVR, you can email to us or make a phone call to us.

11. The status of your hard disk is abnormal.

Possible Reasons:

Your NVR has not installed the hard disk, or the specification of your hard disk is incorrect.

Solutions:

Method 1: Please make sure your hard drive meets all requirements from us. Please make sure your hard drive is for the surveillance use, not for the PC.

Method 2: Please make sure your NVR has installed the hard drive in advance.

Method 3: Please go to Main Menu--Advanced--Storage to check if there is hard drive and its status is normal or not. If there is nothing on the storage or the status is not normal, please click Format Storage.

Method 4: Install the hard drive and put the hard drive close to your ear to check if you can hear some noise. One hour later, use your hand to touch the hard drive to check if it is hot. If you can not hear any noise and the surface of hard drive is not hot, it means that the hard drive is not being powered up. Please contact us.

If the problems are not listed, please contact the local service or call the HQ service. We are willing to offer the service.

Please E-mail or make a call phone to us if you have any further questions.

| Contact SANNCE Technical Support | | |
|----------------------------------|--|---|
| E-mail | support@mysannce.com | |
| Facebook | @sanncecctv | US Eastern time 07:00-11:00 and 20:00-24:00 Mon-Fri |
| Telephone | US:574 607 4801 | UK London time 07:00-16:00 Mon-Fri |
| | UK:154 362 4340 | AU Sydney time 07:00-16:00 Mon-Fri |
| | AU:07 3106 3355 | |