

# Hiseeu DVR Operation Manual

Windows10 version

Dear Valued Client,

Thank you for your trust about Hiseeu ! If you're satisfied with this Hiseeu product, we would sincerely appreciate providing your positive review and feedback on the Amazon HISEEU product page. If you have any questions about the DVR installation and its functions, please contact us for assistance at [overseas@hiseeu.com](mailto:overseas@hiseeu.com).

As time difference, we'll reply you within 24hours!  
Thank you once again for your trust and business.

Best regards.  
Hiseeu cctv

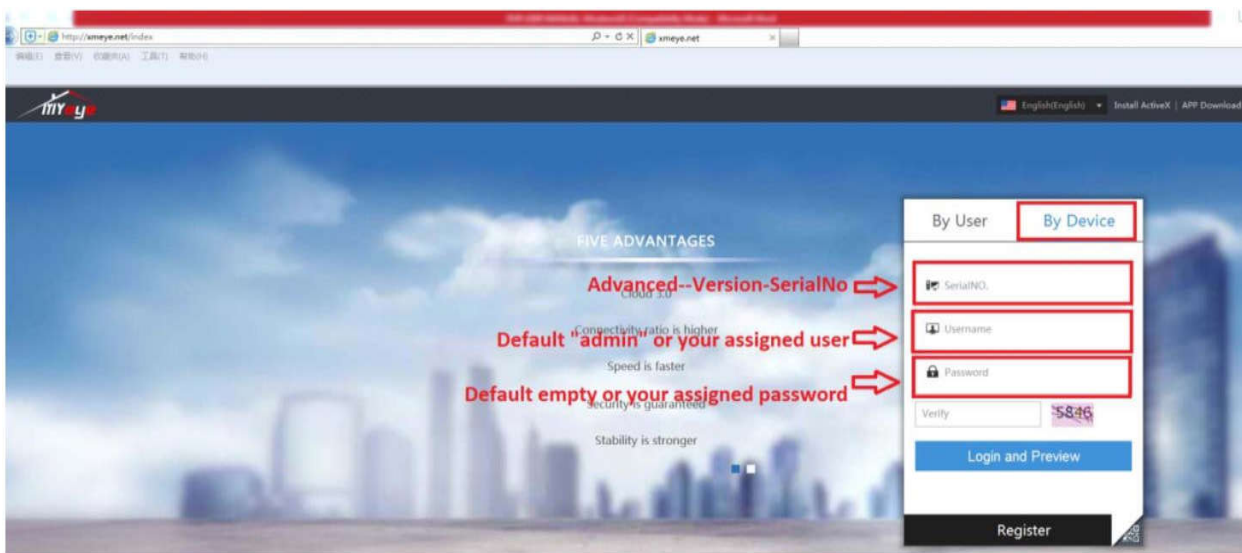
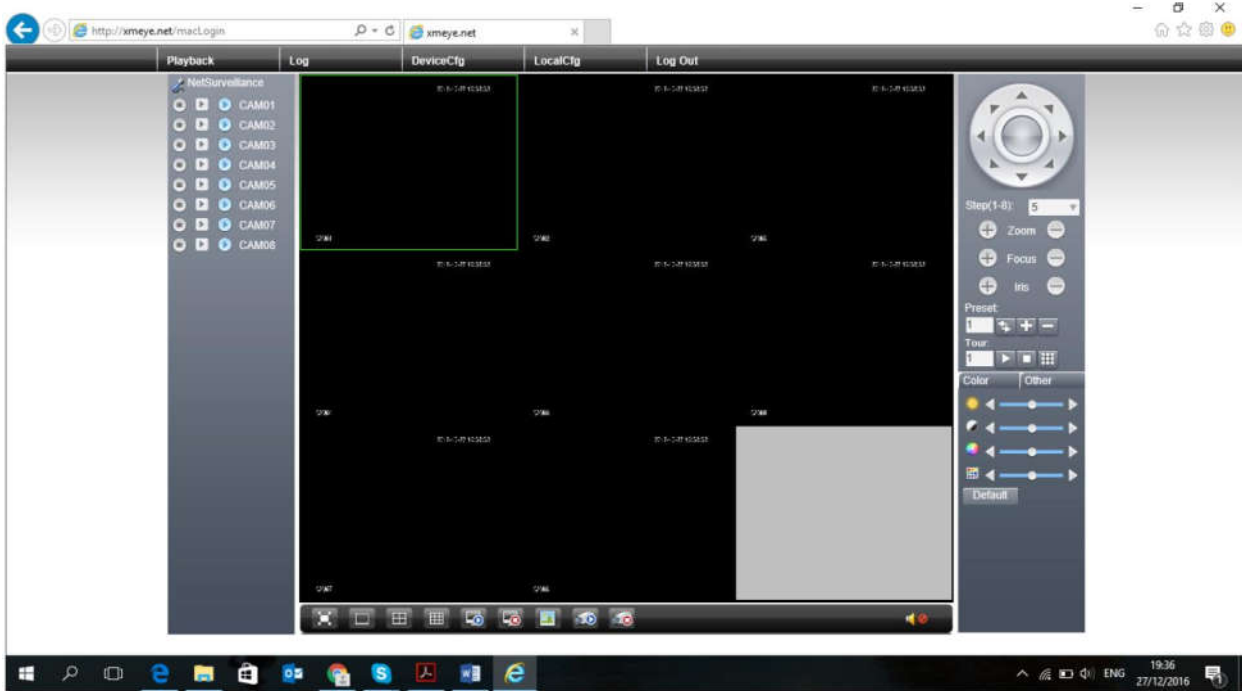
## Preparations & Suggestions:

1. Power up DVR, and connect dvr to a monitor via VAG/HDMI Cable. DVR default resolution is 1280\*1024, some monitor, like SAMSUNG, when you use HDMI Cable, it might shows no image or says "Not Compatiable", please connect with a VGA cable first, then go to <system>---<display> to lower down DVR display resolution to suit your monitor HDMI output resolution, and try HDMI again!
2. DVR is not wireless, you need use a wired ethernet cable to connect DVR to a router.
3. DVR without HDD Pre-installed, please buy and install one HDD for recording and playback. HDD MUST be Surveillance HDD, NOT for Desktop or Laptop!
4. Contact us for a super password if your DVR is locked or shows "System Maintaining, contact installer plz"!
5. CVI Camera is special signal, please better use CVI Camera alone.

## 1. Login Cloud Server

### 1.1 PC Access

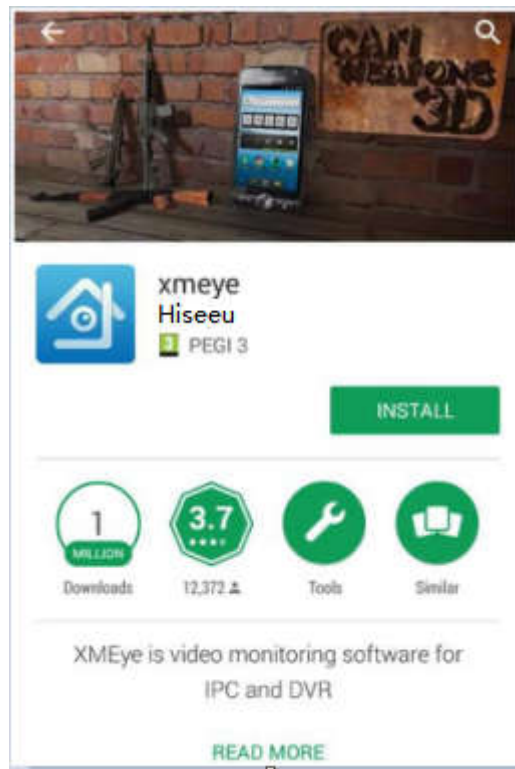
Enter <http://xmeye.net> into the internet explorer and you will see the page below. In the Login and Preview box select "By Device" option:  
CMS Interface is shown below:



**Note:** Please make sure your Active X Browser is enabled to install Active X. You can also visit [www.hiseeu.com/downloads](http://www.hiseeu.com/downloads) to download CMS online to avoid troubles. You can also find **"CMS User's manual"** and **"How to add device in CMS"** there also.

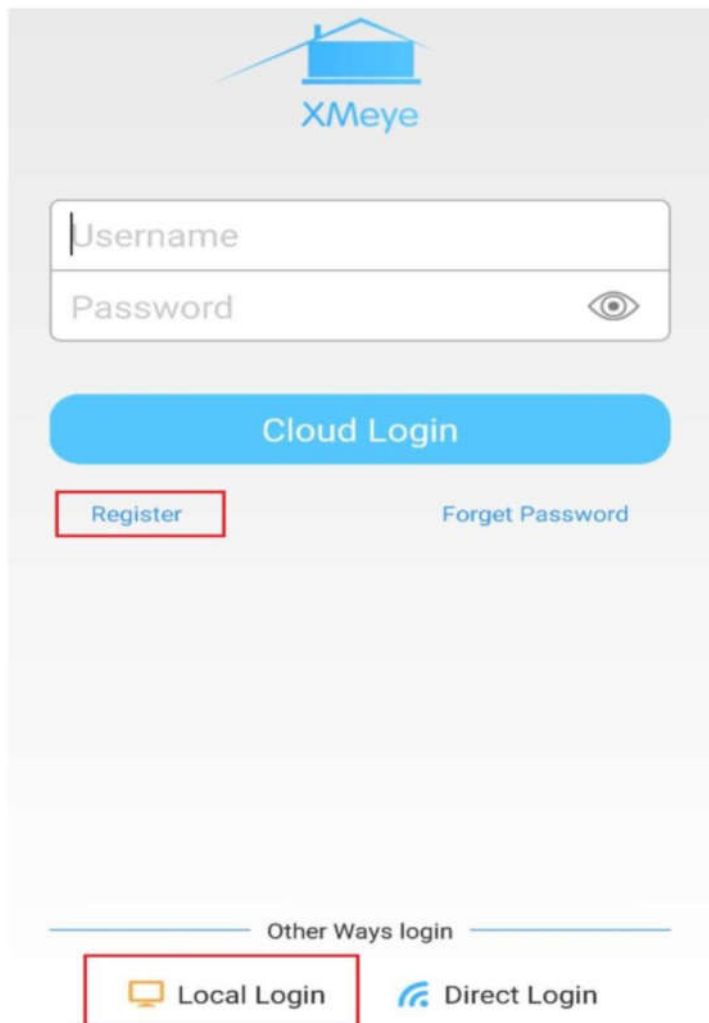
## 1.2 Mobile Access

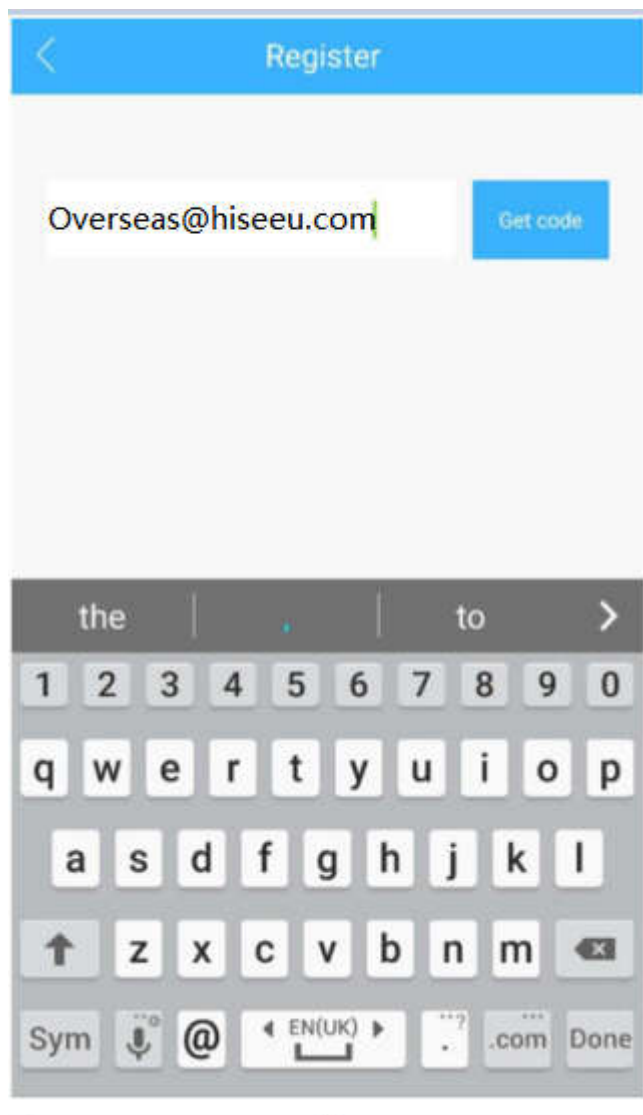
Please get the XMeye App in Play store or App store, and install it in your smart phone.



Now you are ready to:

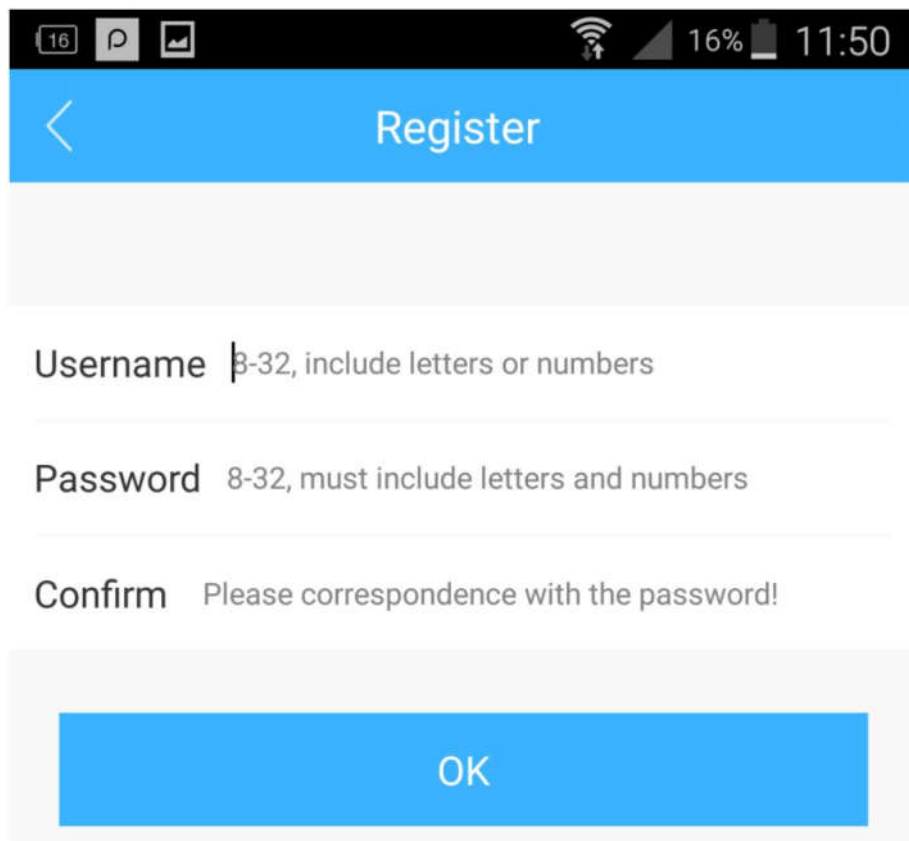
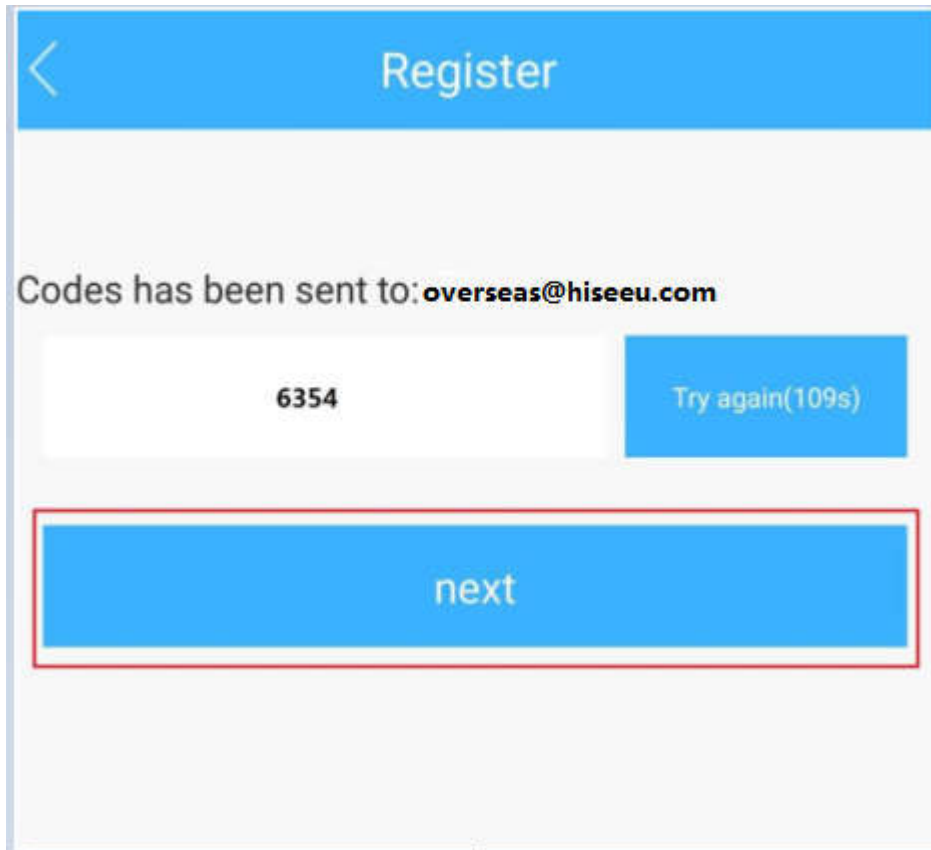
1. Register an account for the APP. (If you don't want to register, just tap “local login”.)





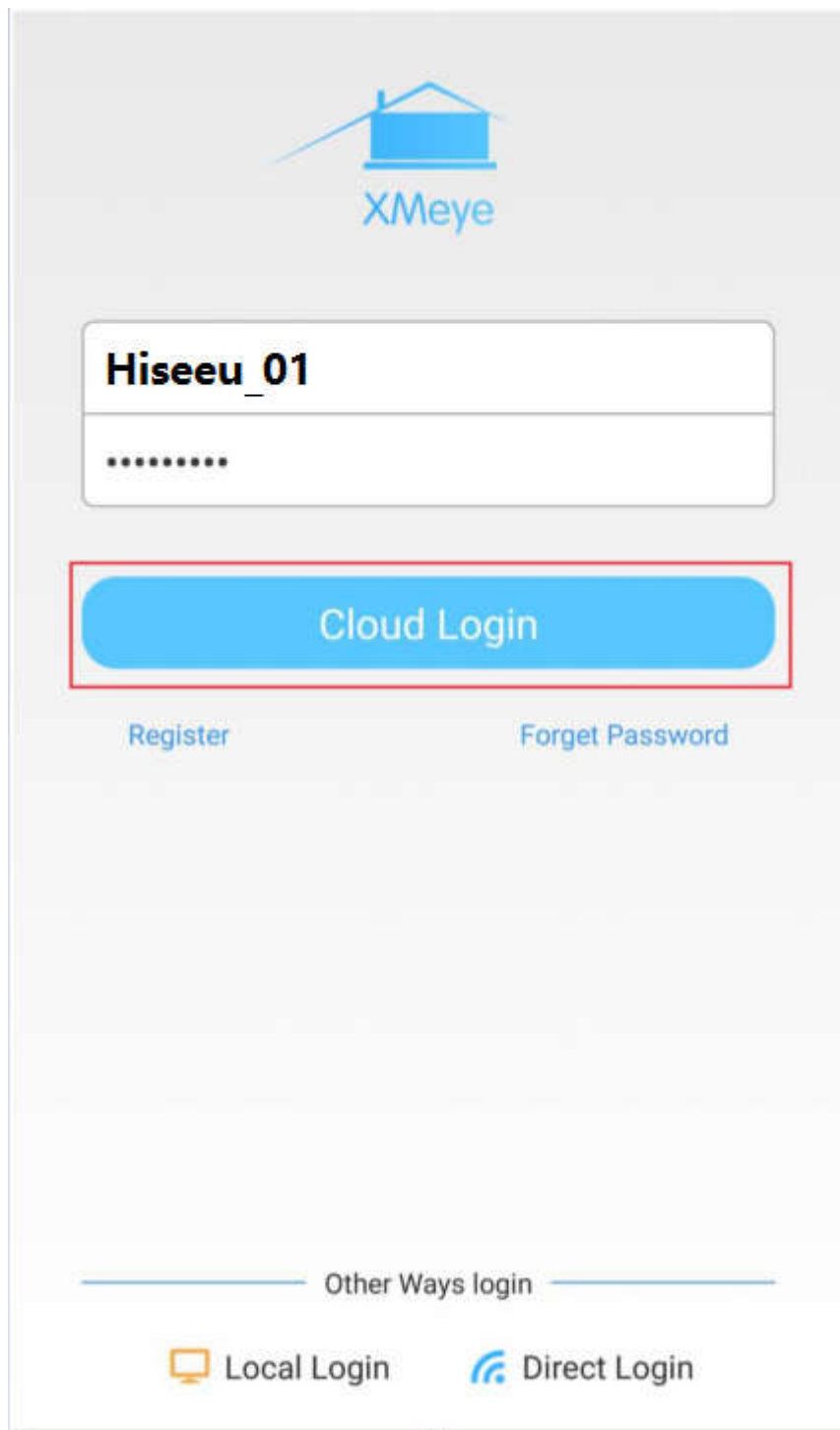
Here you can input your email address or your phone number, then click "Get code", your phone or email should get a code if it's valid number and email address. Email code like below:





Design a user name and password. **Note:** this username and password is only for XMEYE APP, not your DVR login username or password!

Now you can login APP with the username and password you just registered!!



**XMeye**

**Hiseeu\_01**

.....

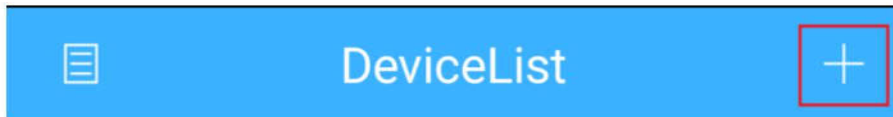
**Cloud Login**


Register Forget Password

Other Ways login

Local Login Direct Login

2. Click “+” button at the top right to add device.



 Click "+" to add device  
watch the world together

Click "+" button to add your Device and fill the information:

- 1> Device Name (any Name you want for Identity)
- 2> You Can Choose any Option Either IP or Serial No.  
Advanced-->Version-->SerialNo
- 3> Default "admin" or your assigned user.
- 4> Password of the user you assigned  
(Default "admin" have No password)

1 Device Name

2 Serial Number/IP/Domain

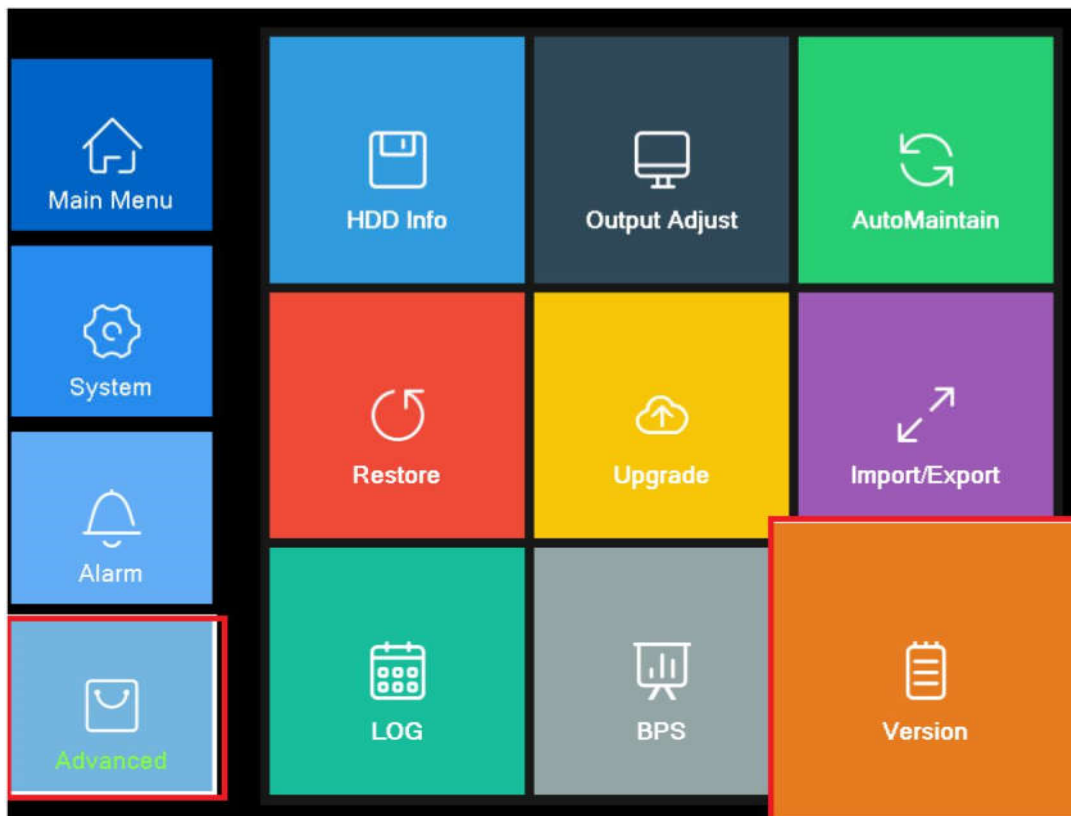
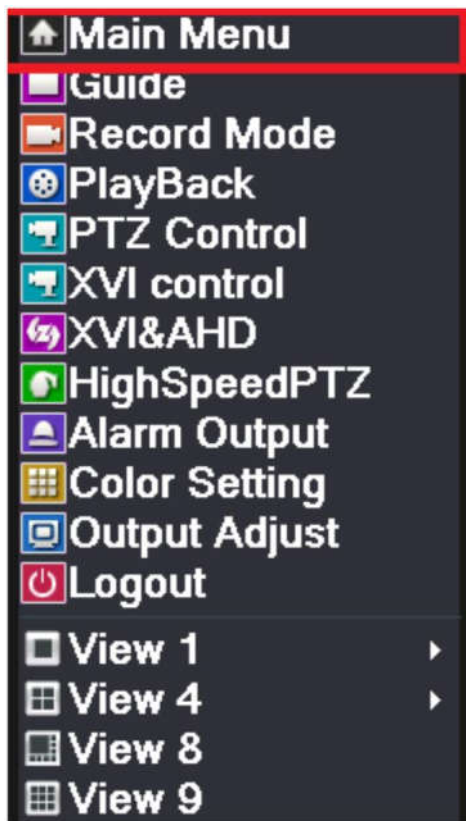
3 Username(Default is admin)

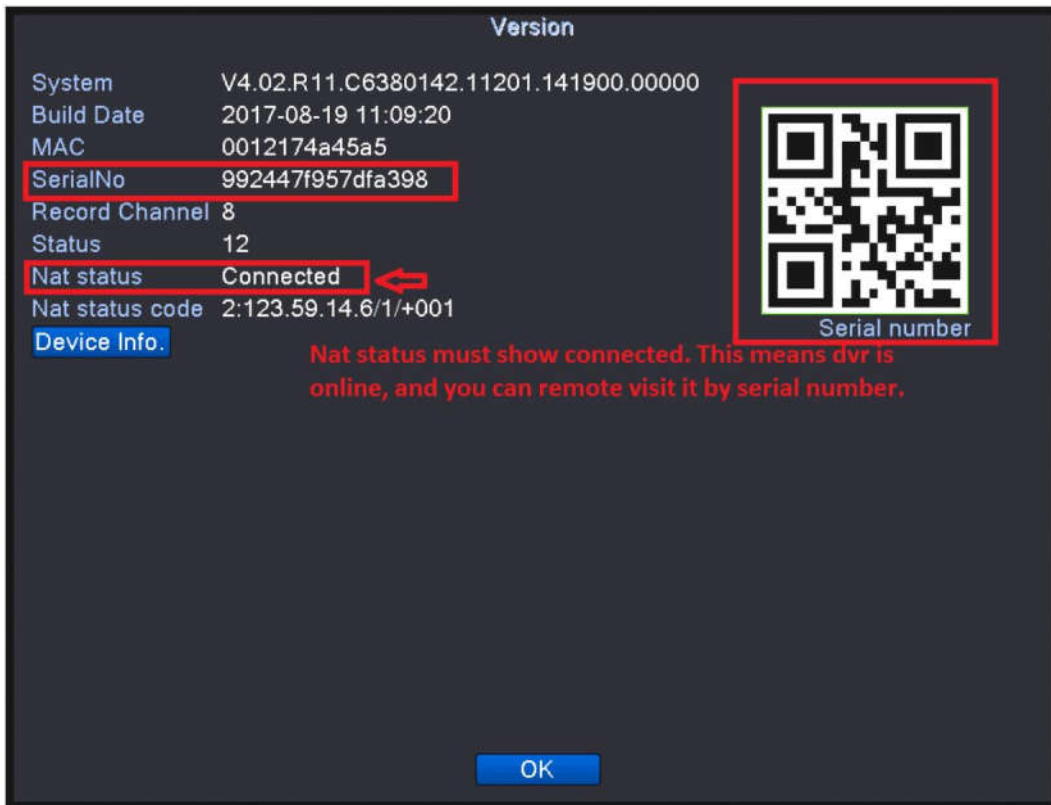
4 Default is null

Higher

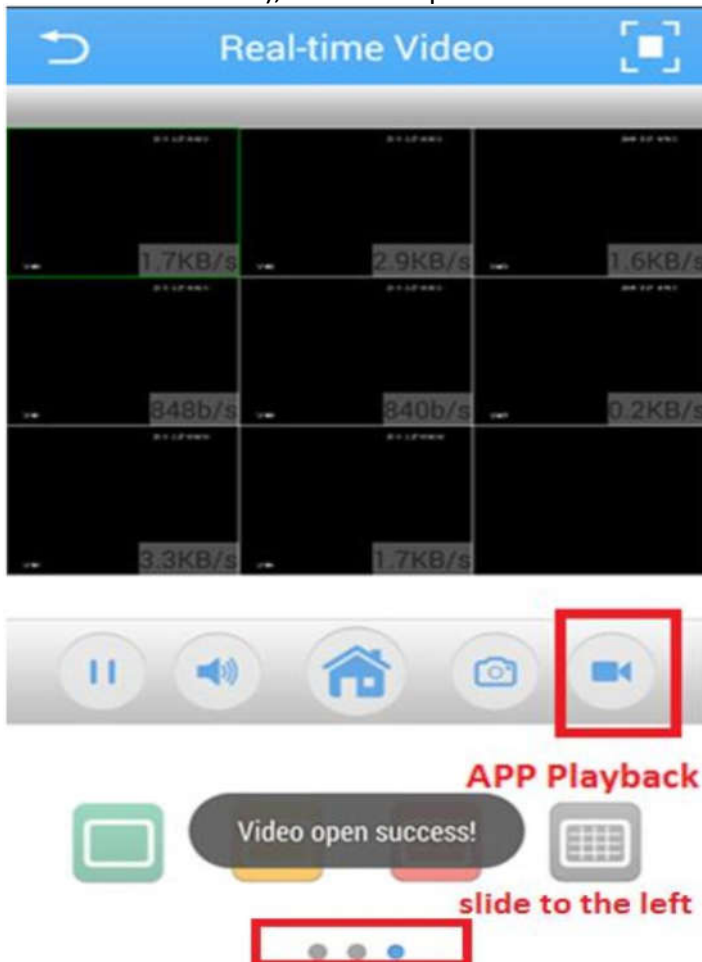
OK Cancel

**Note:** You can find DVR serial number, input the number or scan the QR code directly with mobile APP. <advanced>--<version>.





After you can check video in XMEYE APP, and you can also see the playback in this APP (make sure HDD installed first), see below picture:



## 2. Appearance and Interface

### 2.1 Rear Panel (8CH as example)



|   |                   |   |               |   |                 |   |              |
|---|-------------------|---|---------------|---|-----------------|---|--------------|
| 1 | Video input       | 2 | Audio out     | 3 | HDMI output     | 4 | VGA output   |
| 5 | Audio input       | 6 | USB interface | 7 | RS485 interface | 8 | DC 12V input |
| 9 | Network interface |   |               |   |                 |   |              |

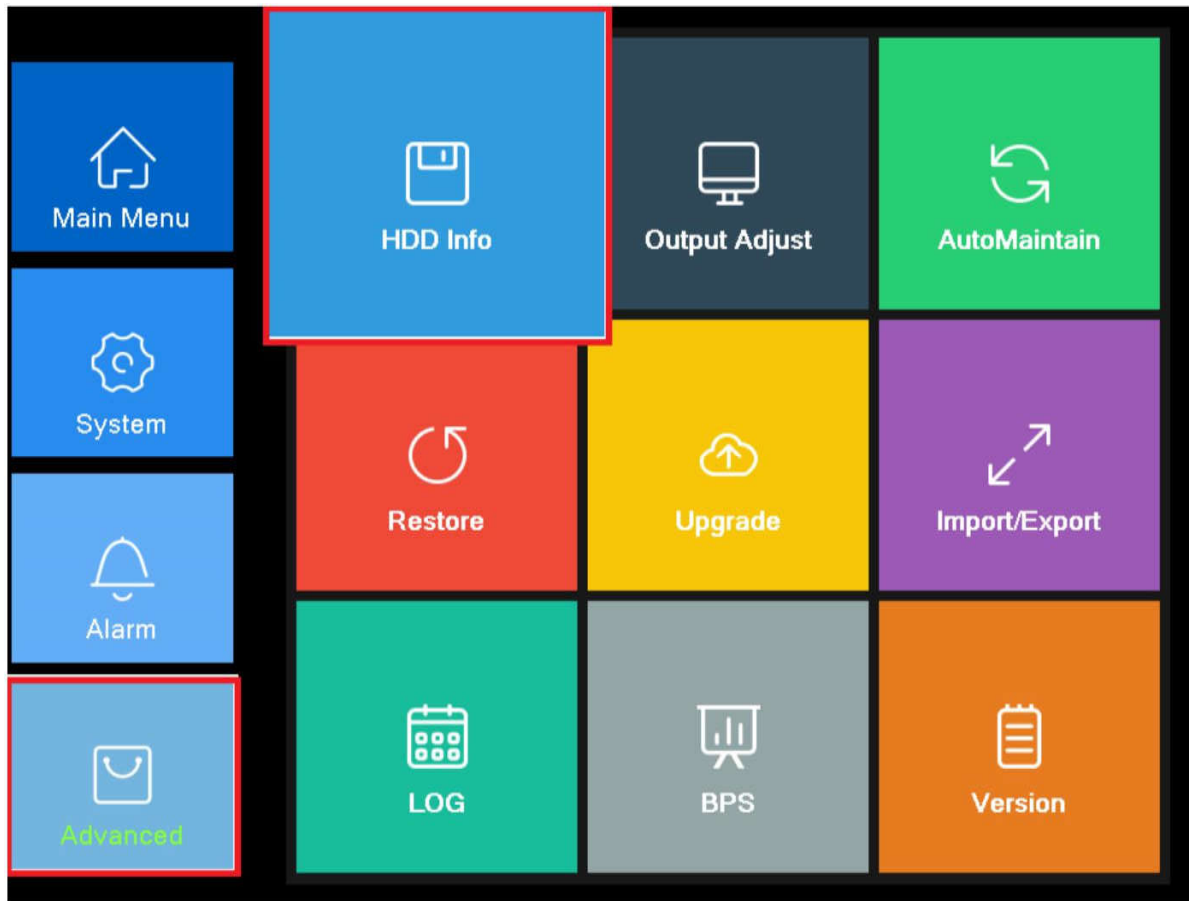
## 3. Hard Drive Installation

Open top cover and unfasten the screws of dvr, hook the power and data cable of HDD as below, and screw the HDD (either a 2.5 or 3.5 inch is ok; the maximum memory is 3TB, better change the power adapter to a 12V 3A at the minimum) .



### Note:

1. HDD MUST be Surveillance hard drive, not desktop or laptop hard drive. Seagate and WD recommend!
2. For first time use, you need format storage. Please go to <advanced>--<hdd info>--format storage.
3. HDD informations should be correct, like type should be “Read/write”, status shows “normal”, then means the HDD installed ok and is detected by DVR. See below pictures:





**Note:** Type should show “read/write”, Status show “Normal”, then means HDD is working fine.

## 4. Boot up/Shut down/User Login/Shortcut Menu

### 4.1 Boot up

Connect the power and when the indicator comes on, DVR will boot up. Connect dvr to a monitor or TV, and an ethernet cable via dvr RJ45 port.

**Note:**

Please use the factory furnished power adapter to avoid any abnormal situation or damage to the device.

### 4.2 Shut Down

To shut down the device, there is the soft and hard shut down methods:

<Soft-off>: shortcut menu--<logout>-<shutdown>, or Please refer to **4.4 Desktop Shortcut Menu**.

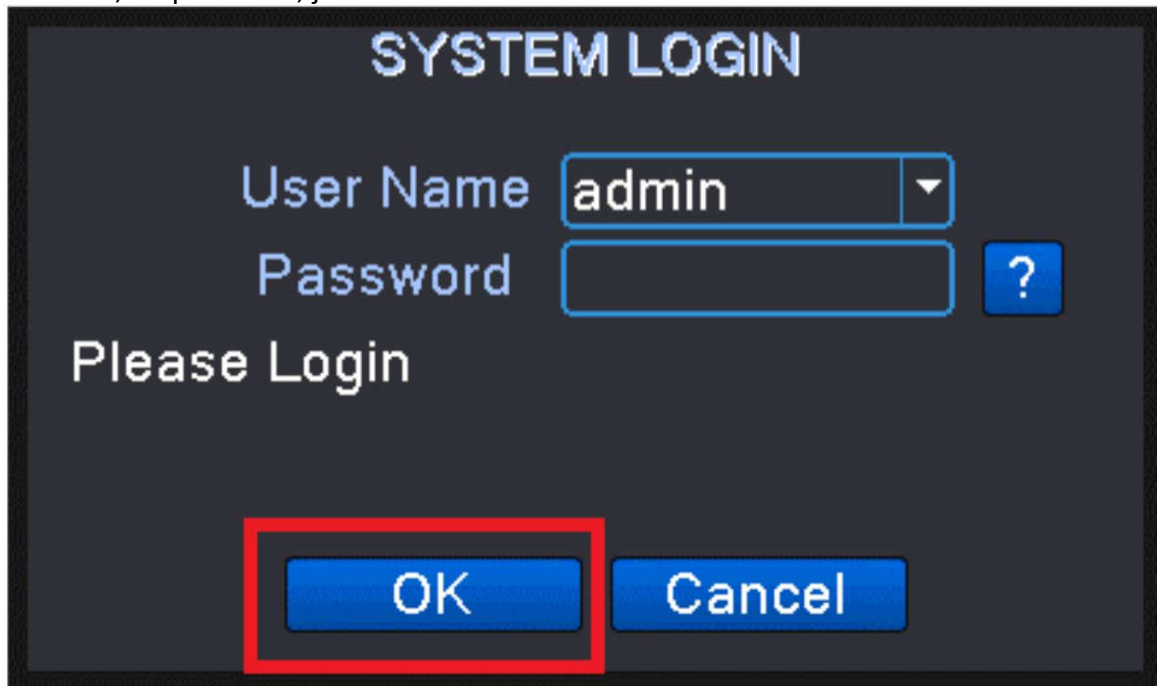
<Hard-off>: directly unplug the power on the rear of the panel.

**Note:**

1. Power recovery: when the DVR is shut down abnormally, all recording data is saved automatically and is restored to the previous status once the DVR is rebooted.
2. When replacing the HDD, please shut down the power first to prevent circuit damage.

### 4.3 System Login

When DVR boots up, video comes, please right click on the monitor or TV, default user is "admin", no password, just click "ok".



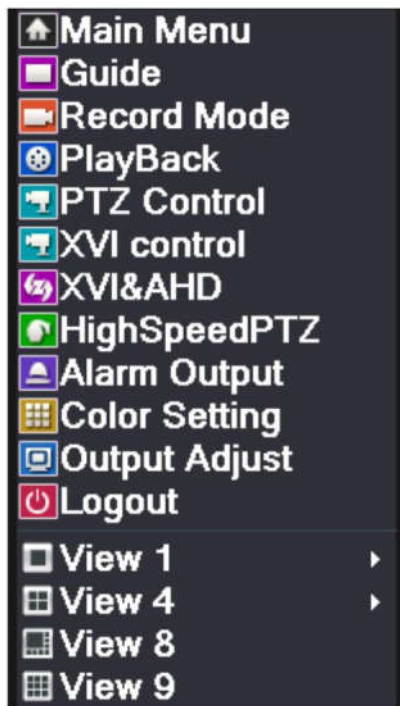
The image shows a dark-themed dialog box titled "SYSTEM LOGIN". It contains two input fields: "User Name" with a dropdown menu showing "admin" and a small downward arrow, and "Password" with an empty text box and a blue button with a white question mark to its right. Below the input fields, the text "Please Login" is displayed. At the bottom of the dialog, there are two blue buttons: "OK" and "Cancel". The "OK" button is highlighted with a red rectangular border.

**Note:**

If you assign new user and password, but the account is locked due to wrong password, please contact us for a super password.

### 4.4 Shortcut Menu

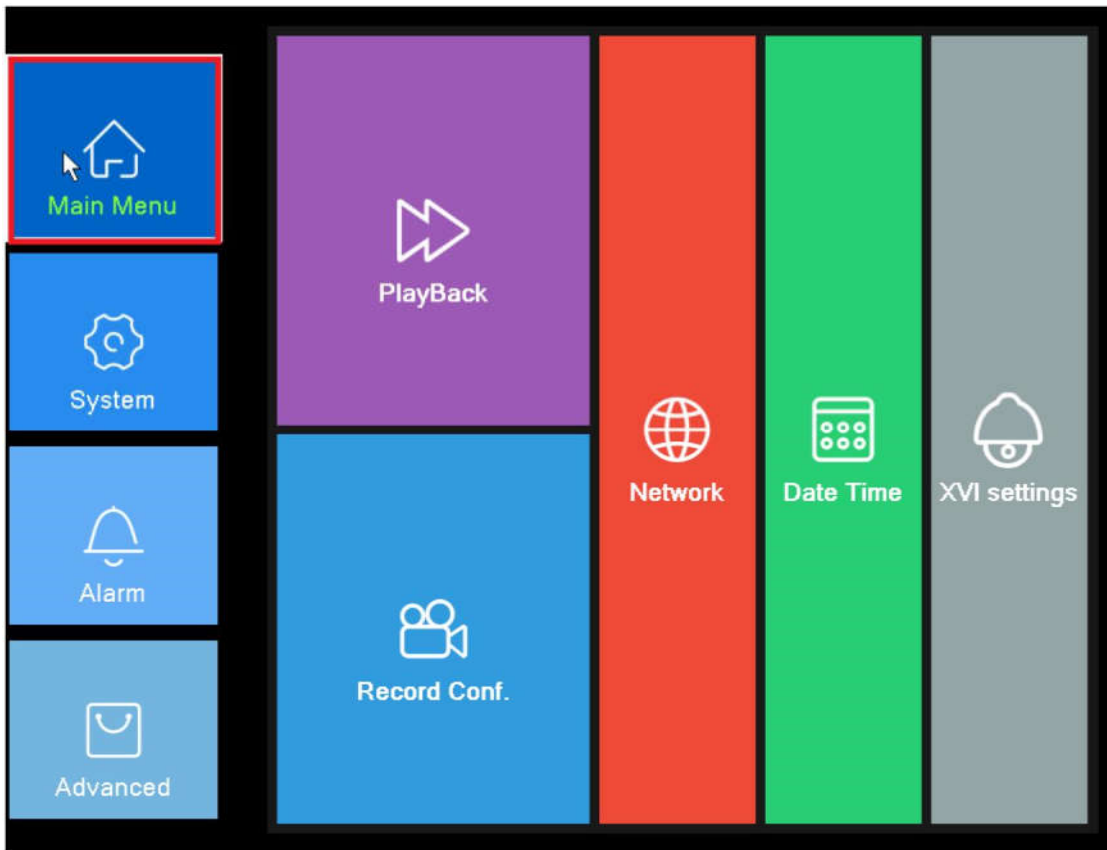
In preview mode, you can right click the mouse on monitor or TV to get a desktop shortcut menu as shown in the pictures below:



This shortcut includes: Main Menu, Guide, Record Mode, PlayBack, PTZ Control, Coaxial Control, TVI&AHD, High Speed PTZ, Alarm Output, Color Setting, Output Adjust, Logout, and view mode shift. In the following sections, we'll introduce you some key points.

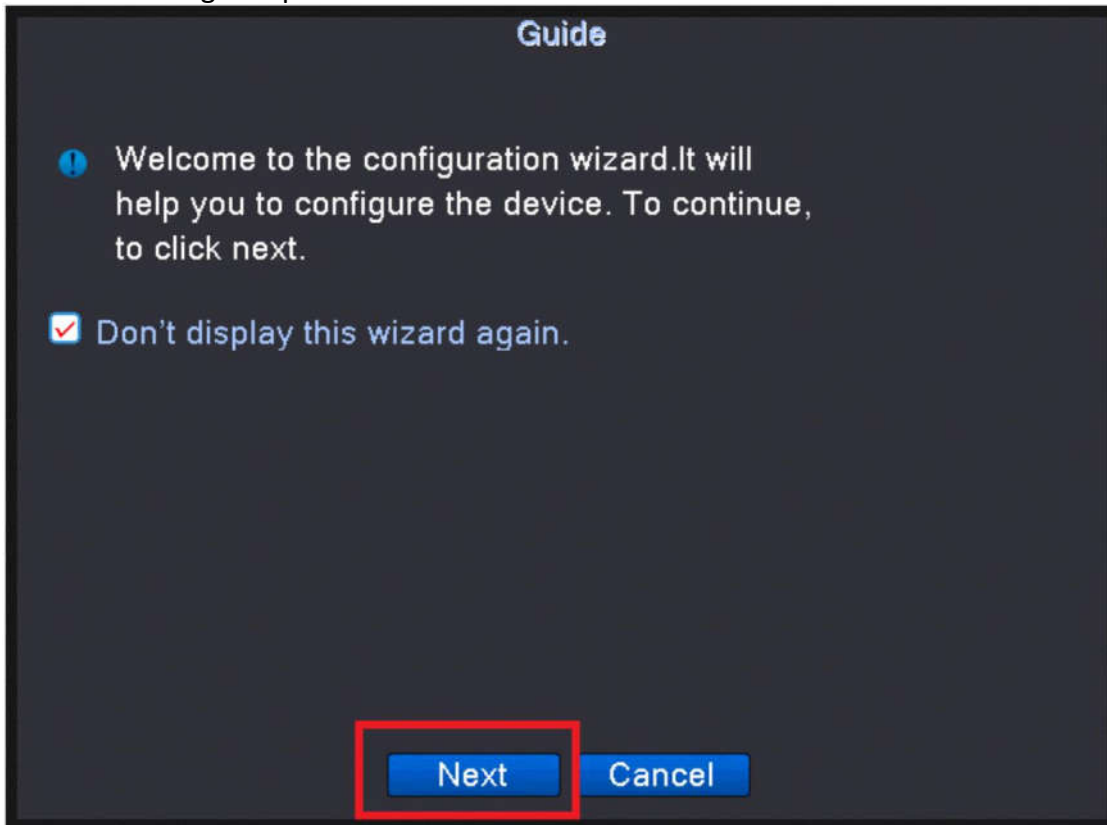
#### 4.4.1 Main menu

Main menu interface is shown as below (for each detailed function blocks, please refer to section 5. Main Menu):



#### 4.4.2 Guide

Here is how to get a quick connection to the DVR:



Click "next", you can set language and time zone as below:

**Time - Language Configuration**

Time Zone: [UTC+08:00]Beijing, Urumqi, Taipeh

System Time: 2018 - 01 - 13 17: 23: 53

Date Format: YYYY MM D

Date Separator: -

Time Format: 24-HOUR

Modify Language: \_\_\_\_\_

Language: ENGLISH

Previous **Next** Cancel

Click "Retry", you can test DVR network settings.

**Network Test**

ⓘ Please click "Retry" to retest the network.

Test Gateway .....OK

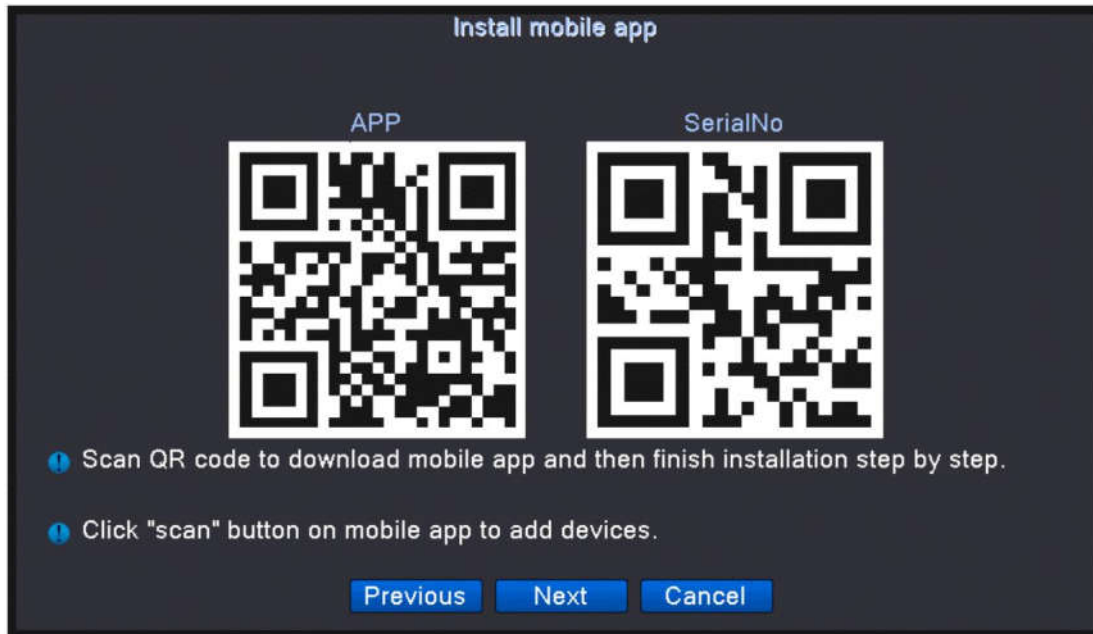
Test Network .....OK

Test DNS .....OK

Your devices have connected to the network properly.

**Retry** Previous Next Network Cancel

Then it comes mobile APP QR code and SN.



#### 4.4.3 Record mode

Assign each channel recording mode you need, it will affect record config settings, refer to 5.2 Record Config.



#### 4.4.4 XVI Control

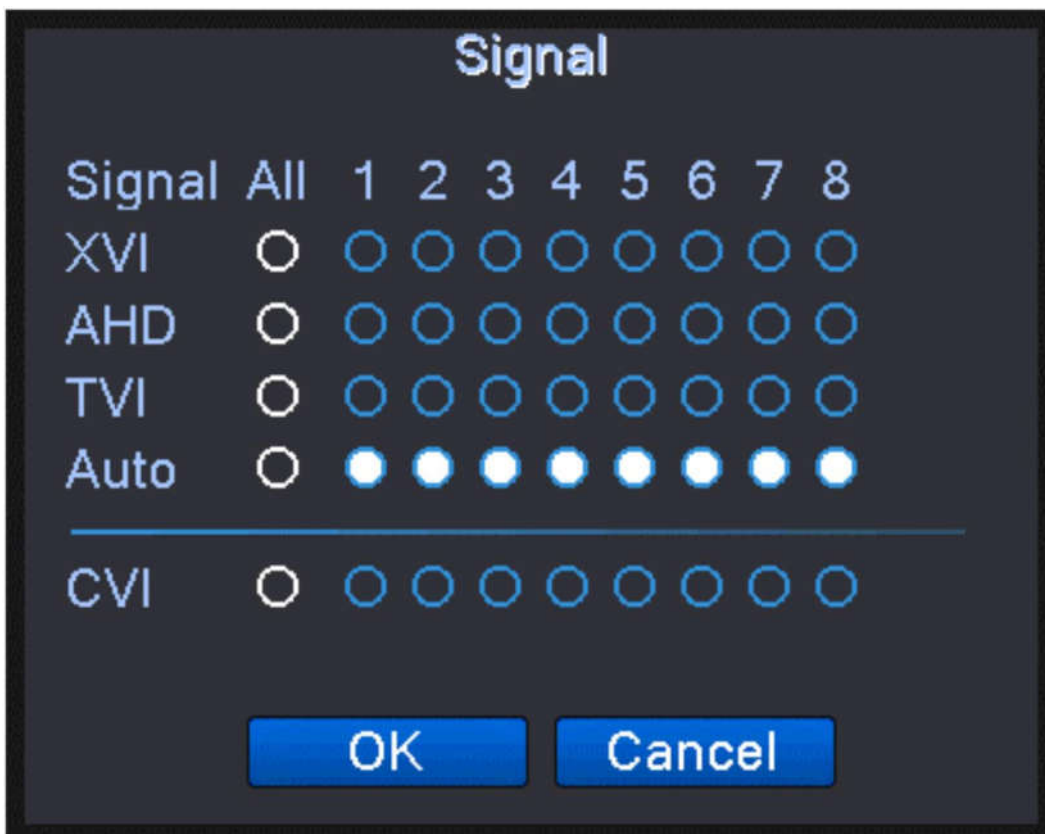
Set each camera parameters via here, brightness or others.



#### 4.4.5 XVI&AHD

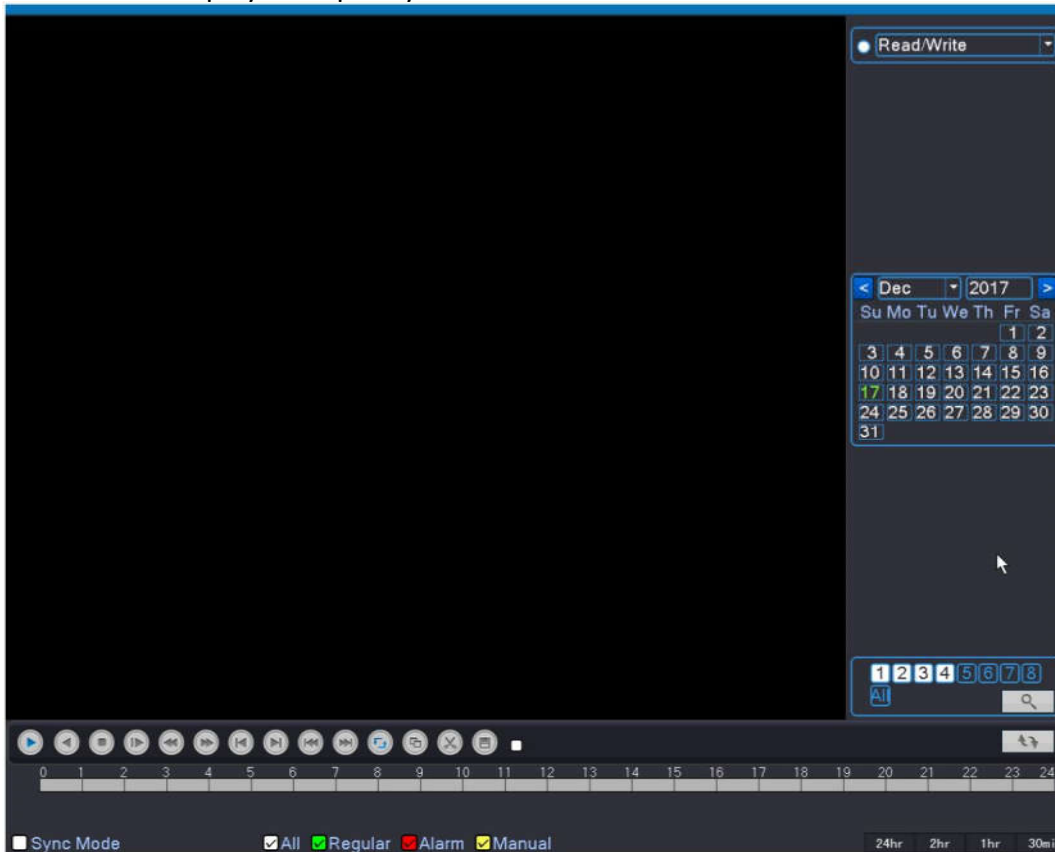
Here you can assign which channel to connect AHD TVI or CVI camera (see following Picture).

**Note:** CVI camera signal is special, better connect this kind of cameras alone.



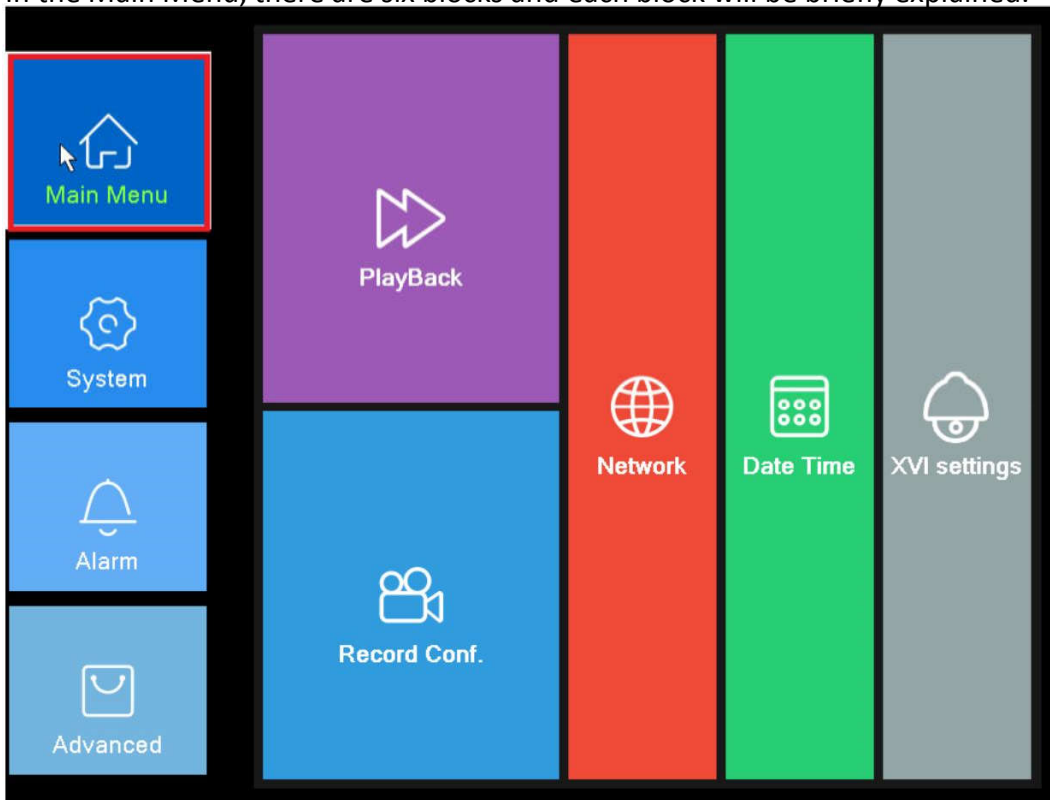
#### 4.4.5 Playback

You can access playback quickly here.



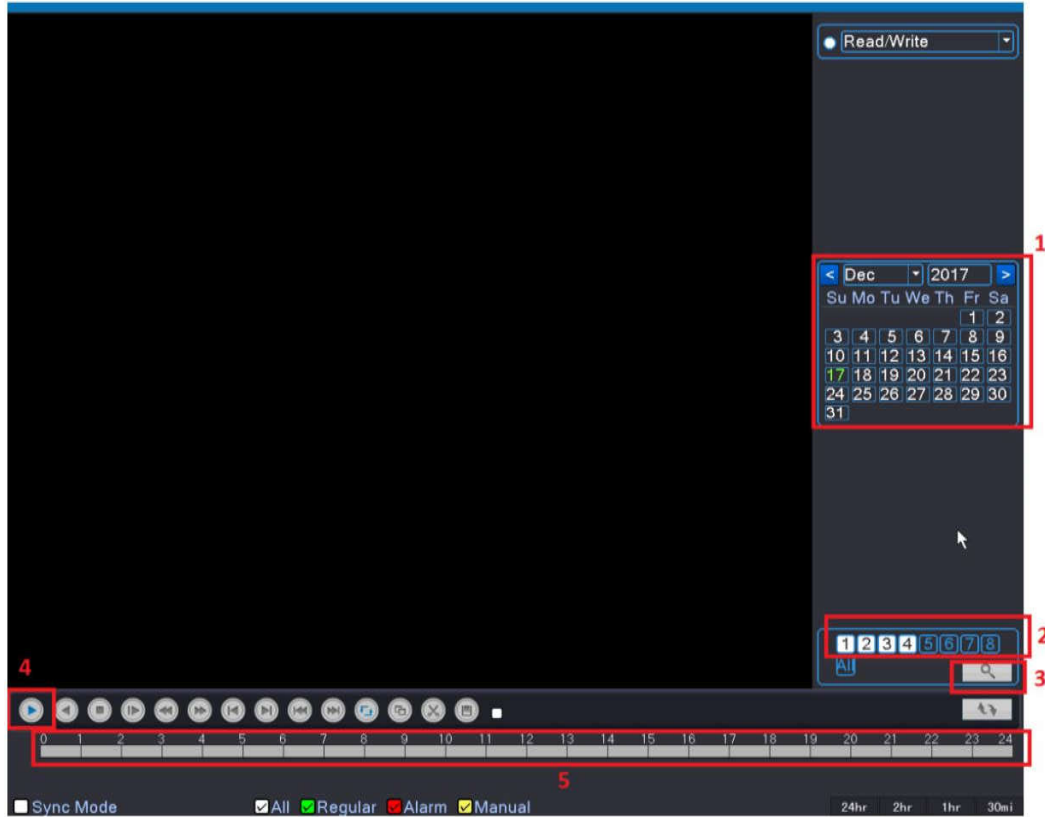
### 5. Main Menu

In the Main Menu, there are six blocks and each block will be briefly explained.



## 5.1 Playback

**Note:** Install a HDD in DVR. Recommend Seagate and WD surveillance hard drive.



|   |                        |   |                   |   |                |   |                   |
|---|------------------------|---|-------------------|---|----------------|---|-------------------|
| 1 | Time & Date Selection  | 2 | Channel Selection | 3 | Search Records | 4 | Play Back Buttons |
| 5 | Time line File Records |   |                   |   |                |   |                   |

## 5.2 Record Conf.

**Record Conf.**

Channel  Redundancy

Length  min PreRec  Sec.

Mode  Schedule  Manual  Stop

Week  Regular Detect Alarm

| Period   | Time Range  | Regular                             | Detect                              | Alarm                               |
|----------|---|-------------------------------------|-------------------------------------|-------------------------------------|
| Period 1 | <input type="text" value="00:00"/> - <input type="text" value="24:00"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Period 2 | <input type="text" value="00:00"/> - <input type="text" value="00:00"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Period 3 | <input type="text" value="00:00"/> - <input type="text" value="00:00"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Period 4 | <input type="text" value="00:00"/> - <input type="text" value="00:00"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |

Channel: Choose the corresponding channel number. You can select "All".

Redundancy: Choose the redundancy function to double backup the file.

Length: Set the time length of each video file between 1min to 120min. 60minutes is the default value.

Mode: Set video state: select either schedule, manual or stop. Refer to **4.4.3 Record mode**.

"Schedule": record according to the set video type (common, detection) and time. Video file type is "R".

"Manual": Manually set recording. Video file type is "H".

"Stop": Selected channel will not record.

Period: Set the time section of common recording; the recording will start only in this time period.

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

Regular: record according to the set time section.

Detect: within the set time section, trigger the motion detect. The video file type is "M".

Alarm: other alarm recording. The video file type is "A".

### 5.3 Network

**Network**

Net Card: Wire Netcard  DHCP Enable

IP Address: 192 . 168 . 9 . 192

Subnet Mask: 255 . 255 . 255 . 0

Gateway: 192 . 168 . 9 . 1

Primary DNS: 192 . 168 . 9 . 1

Secondary DNS: 0 . 0 . 0 . 0

Media Port: 34567

HTTP Port: 80

HS Download:

Transfer Policy: Quality Preferred

**NetService**

OK Cancel

DHCP Enable: obtain IP address automatically to avoid IP Conflict with other device.  
 Transfer Policy: adaptive, quality preferred and fluency preferred. Adaptive and fluency preferred are valid only when you choose related coding mode (refer to section 5.3.2 Encode).

#### 5.4 Date Time

You can set date and time here.

**Date Time**

Time Zone: [UTC+08:00]Beijing,Urumqi,Ta

System Time: 2018 - 01 - 20 19: 02: 50

Date Format: YYYY MM D

Date Separator: -

Time Format: 24-HOUR

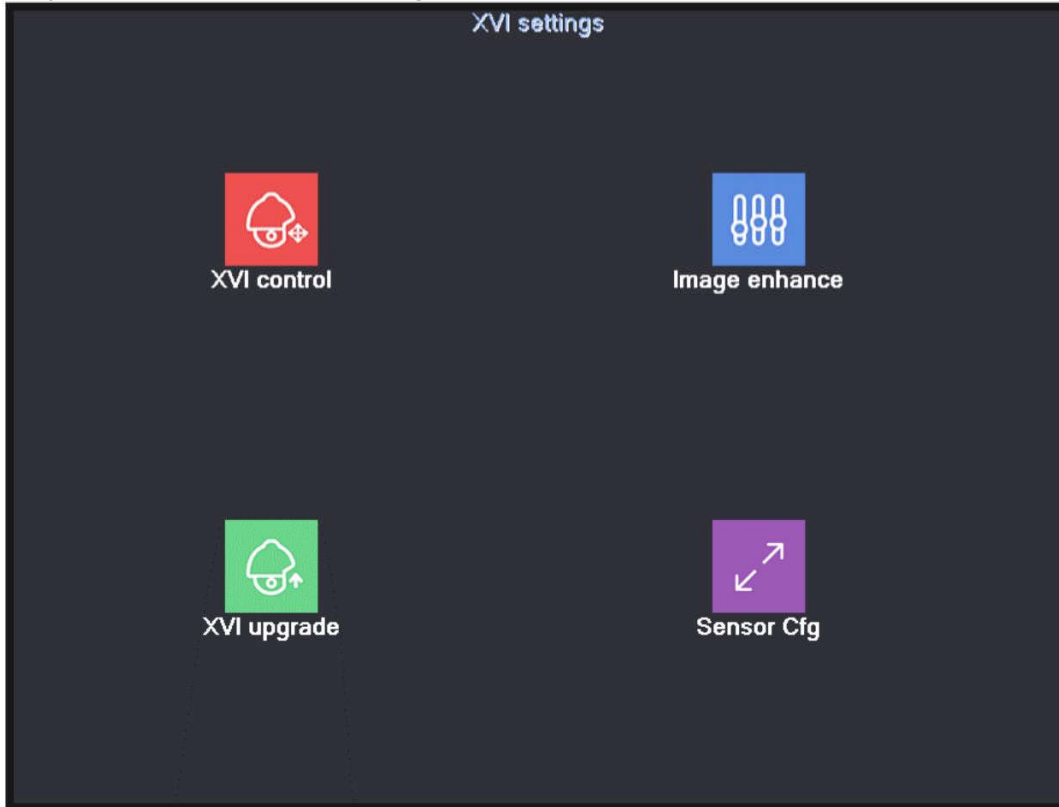
---

DST

Default OK Cancel

## 5.5 XVI Setting

Only introduce XVI control and image enhance.



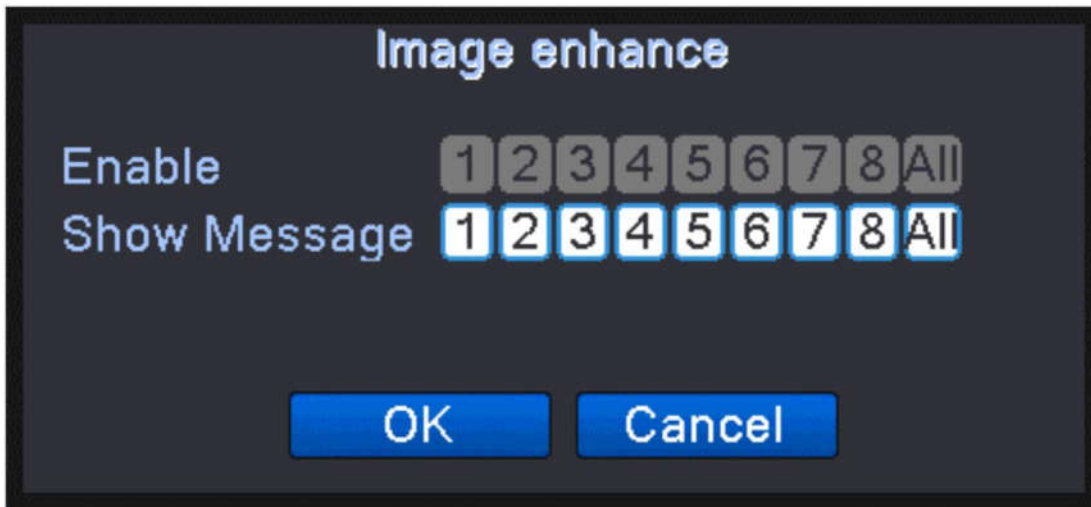
### 5.5.1XVI Control

Set each channel camera brightness and other parameters here.

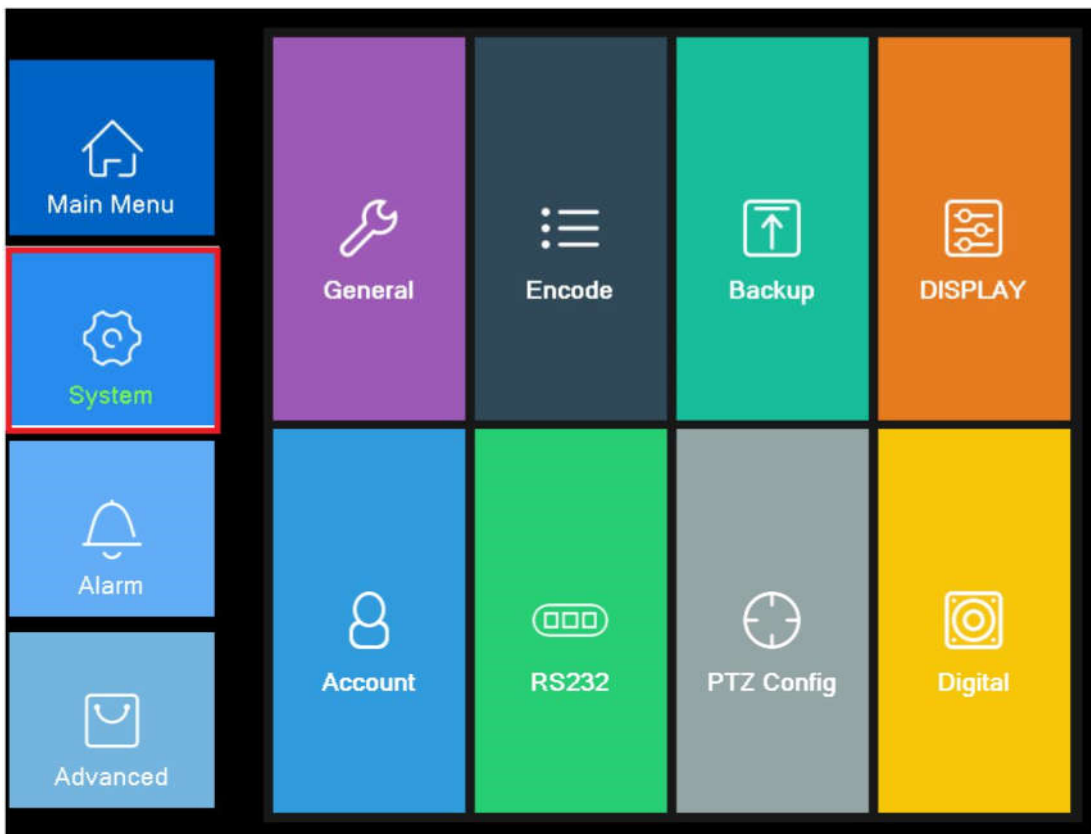


### 5.5.2 Image Enhance

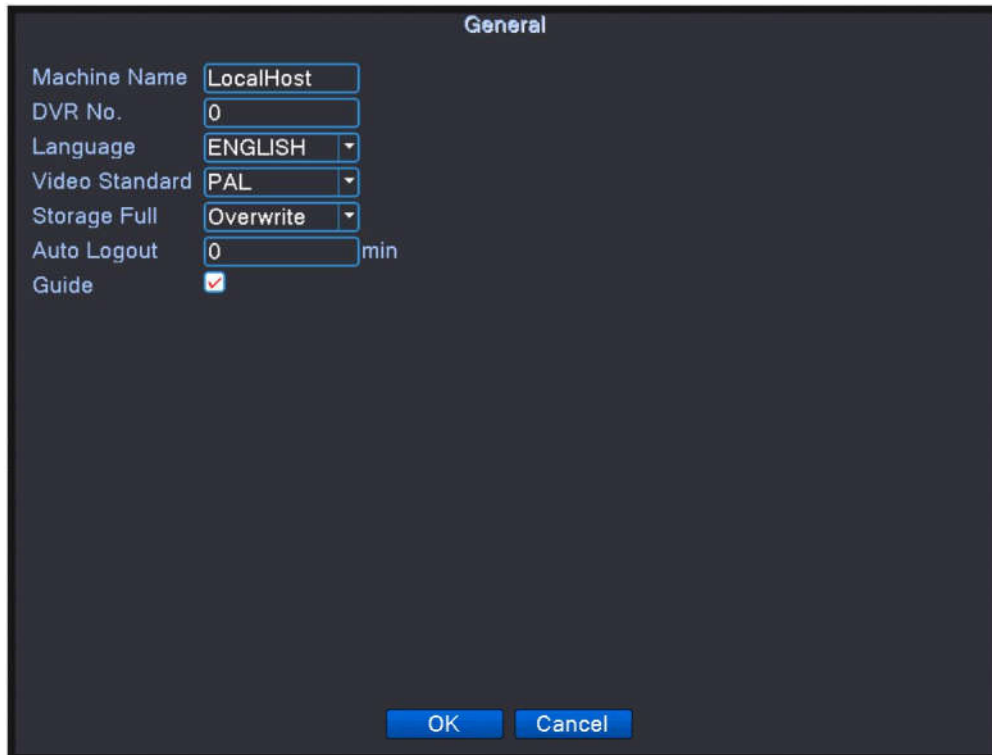
This is only effective on our own AHD cameras. By clicking here, camera video will adjust to the best resolution on our DVR.



## 6 System



### 6.1 General



Machine Name: You can assign a name to this device.

Language: Set language you need.

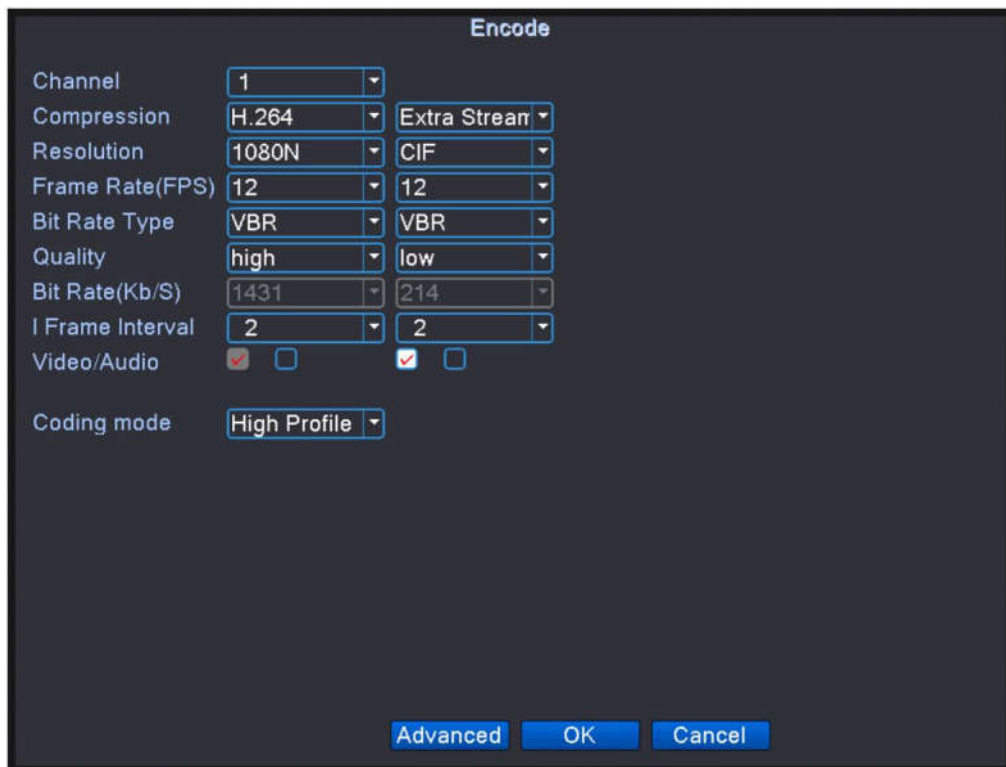
Video Standard: Change video standard here, PAL or NTSC.

Storage Full: Choose "Stop record" or "Overwrite", suggest Overwrite, it'll cover old files.

Period: Click "set" to set which time for motion detection.

Auto Logout: Suggest 0, if you set, it will automatically logout when you don't operate.

## 6.2 Encode



Channel: Select which channel you want set encode.

Resolution: It will change according to the camera you hook up.

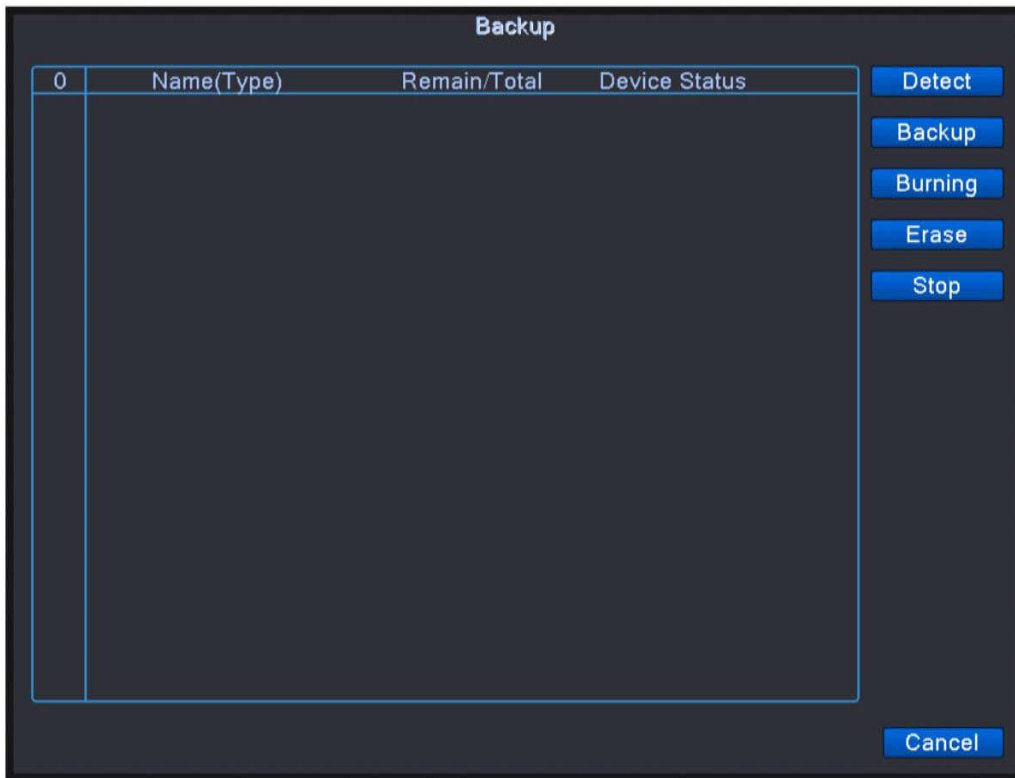
Bit Rate Type: Suggest VBR, it will adjust resolution according to network speed.

Quality: Set according to your network speed.

**Video/Audio: If you need record video with voice, please select Audio. And connect a pickup with DVR audio in.**

### 6.3 Backup

You can back up the video files to external storage.

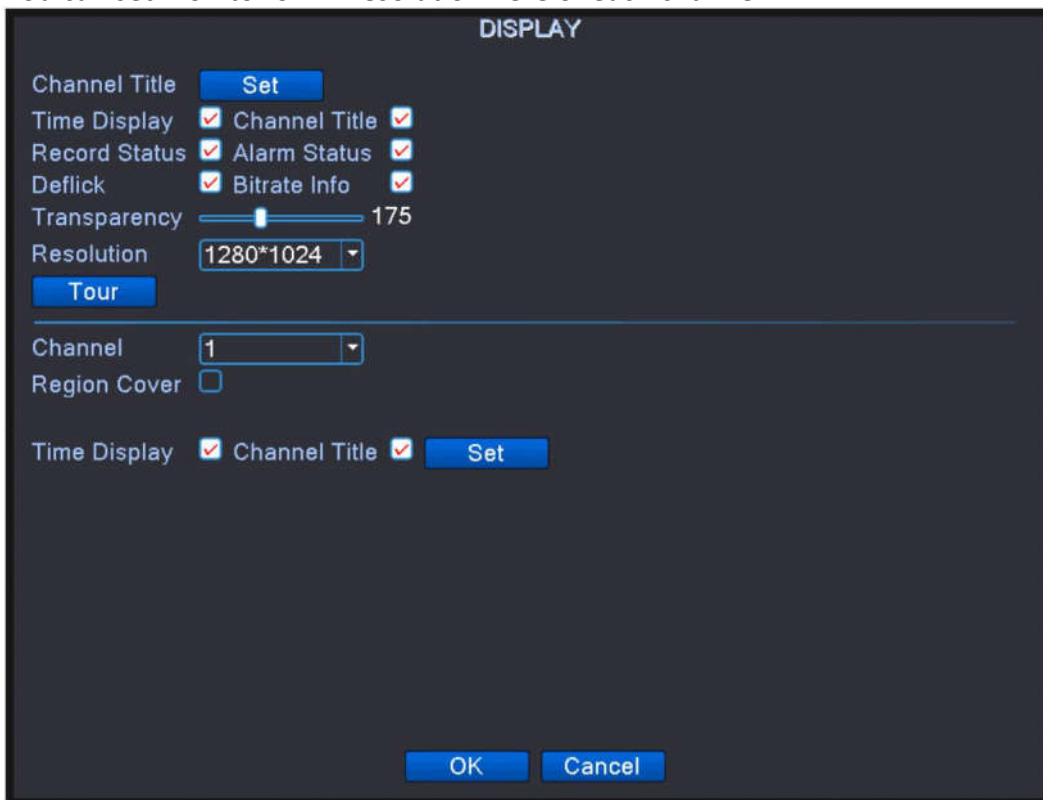


**Note:**

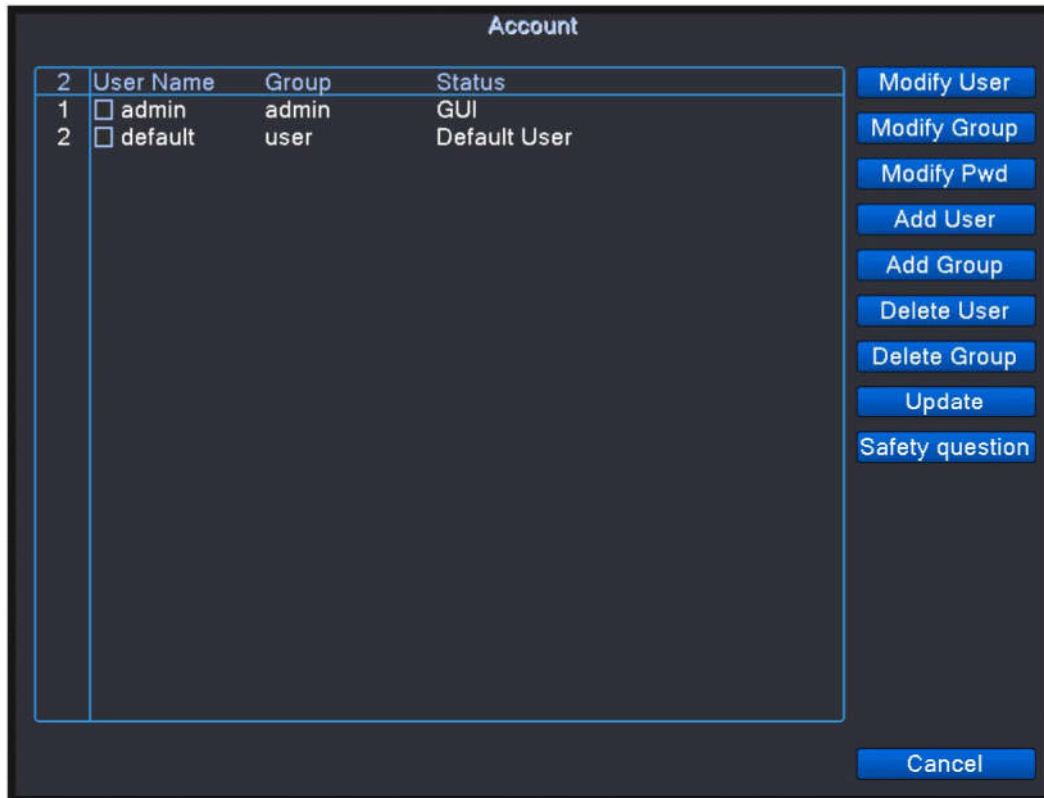
Backup format: H.264 or AVI. You can use specific player to play the videos.

**6.4 Display**

You can set monitor or TV resolution here of each channel.



## 6.5 Account

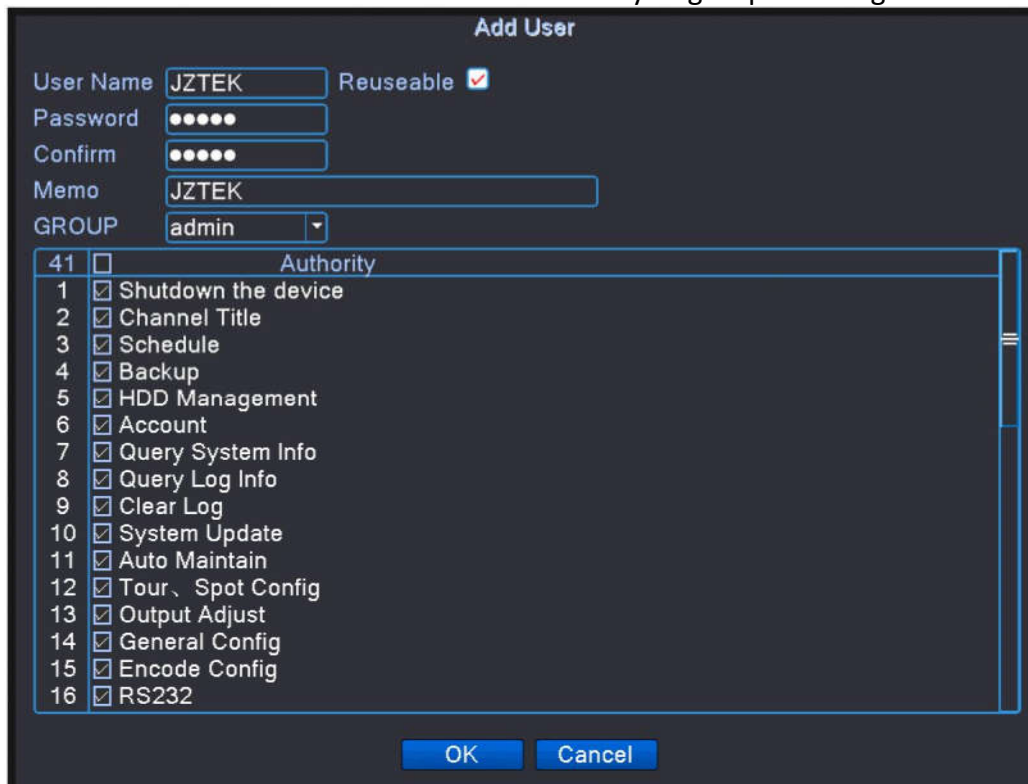


Modify User: Modify the existing user attribute(s).

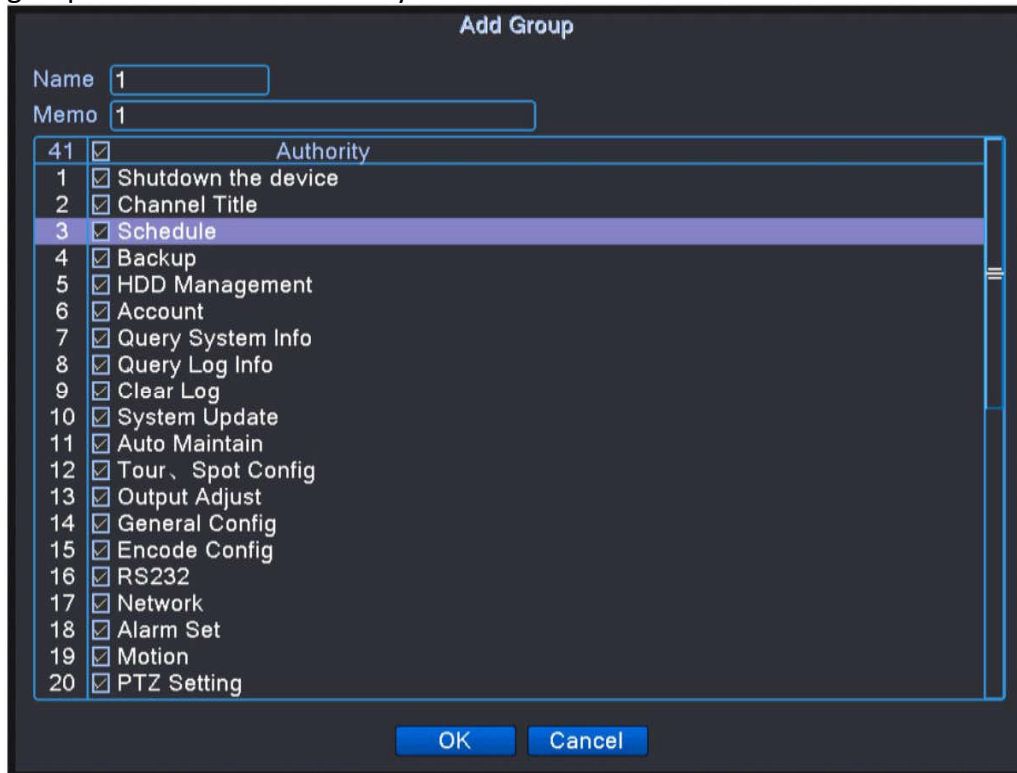
Modify Group: Modify the existing team attribute(s).

Modify Pwd: Modify the user password. You can set a 1-6 bit password. The blank ahead or behind the character string is invalid.

Add User: Add a user and set the user's authority or group it belongs to. See below example:



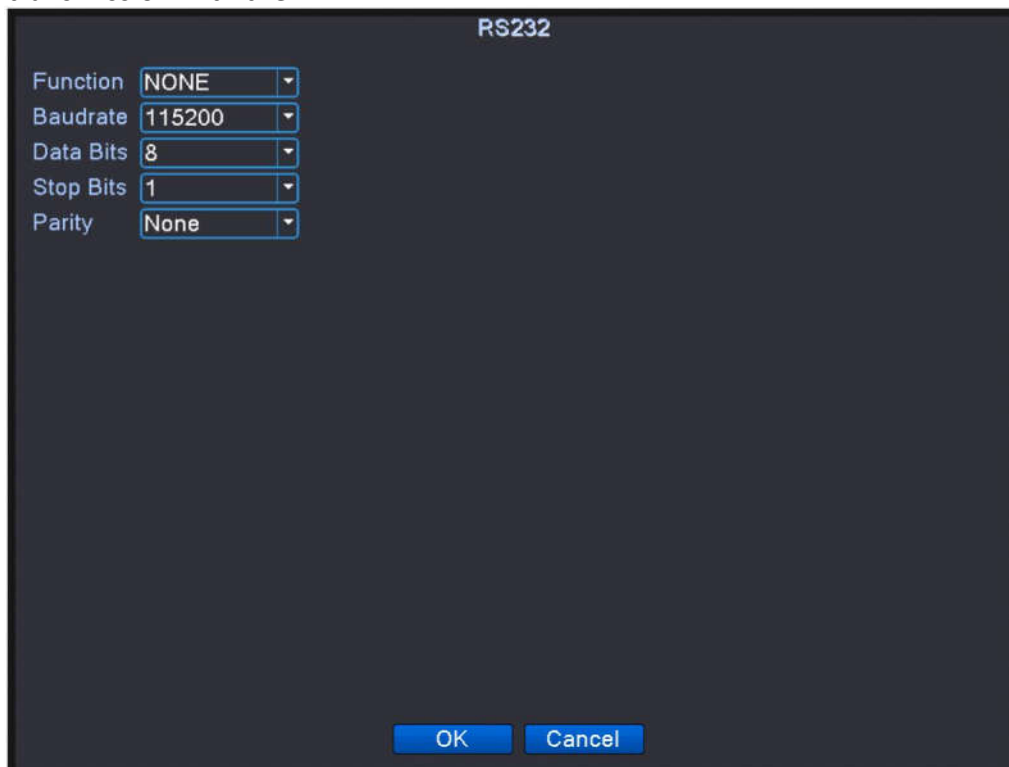
“GROUP” - You can set this new user to which group, then assign authority to this new user. Add Group: Add user group. You only need to edit group authority, then all users in this group will have same authority.



Safety question: You can set a question, if you forget your password, you can find it back by answering question.

## 6.6 RS232

RS-232 is a standard for serial communication transmission of data used to connect PTZ transmission with the DVR.



## 6.7 PTZ Control

This function is for adding PTZ Cameras. You need input PTZ Camera parameters here.

|                | PTZ Device | RS485 Device |
|----------------|------------|--------------|
| Channel        | 1          |              |
| control method | All        |              |
| Protocol       | PELCOD     | NONE         |
| Address        | 1          | 1            |
| Baudrate       | 9600       | 9600         |
| Data Bits      | 8          | 8            |
| Stop Bits      | 1          | 1            |
| Parity         | None       | None         |

OK Cancel

Channel: Choose the dome camera input channel.

Control Method: Select either Coaxial, RS485 or all.

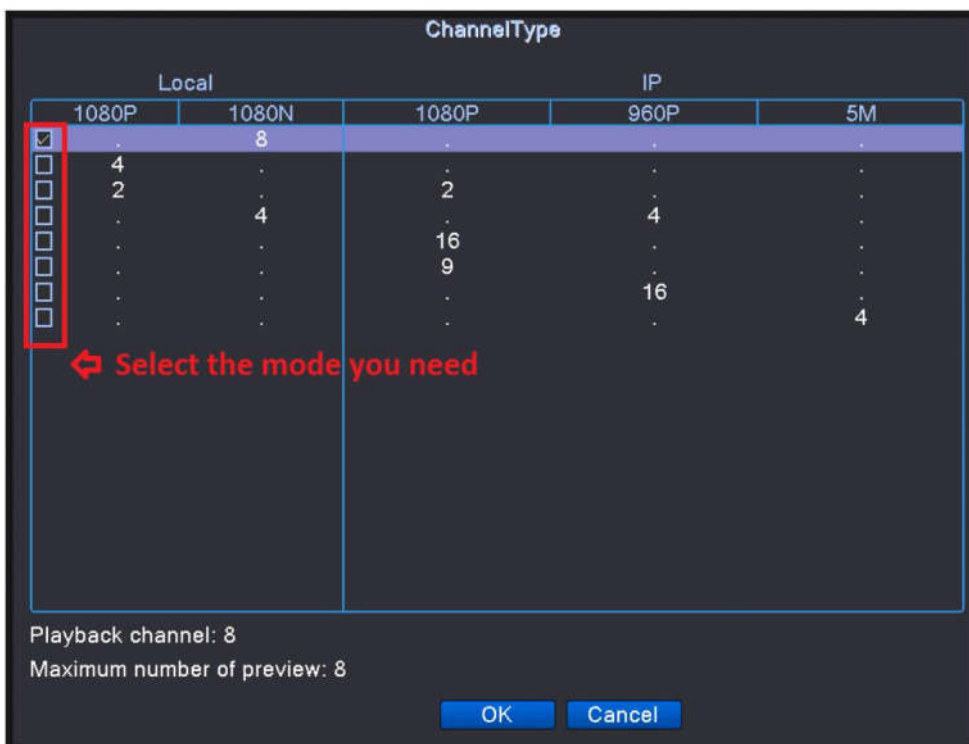
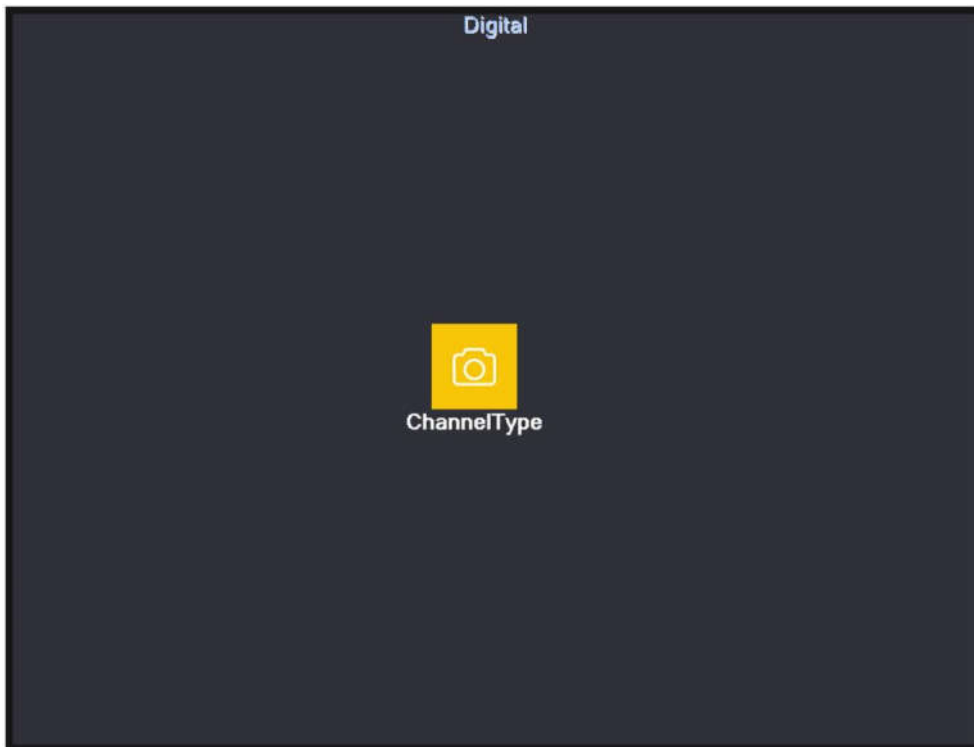
Protocol: Input PTZ camera protocol.

Address: Set Default: 1 as the corresponding dome address.

**Note:** Please confirm the parameters with your PTZ camera supplier.

## 6.8 Digital

Under pure analog/ AHD mode, it will show like below:

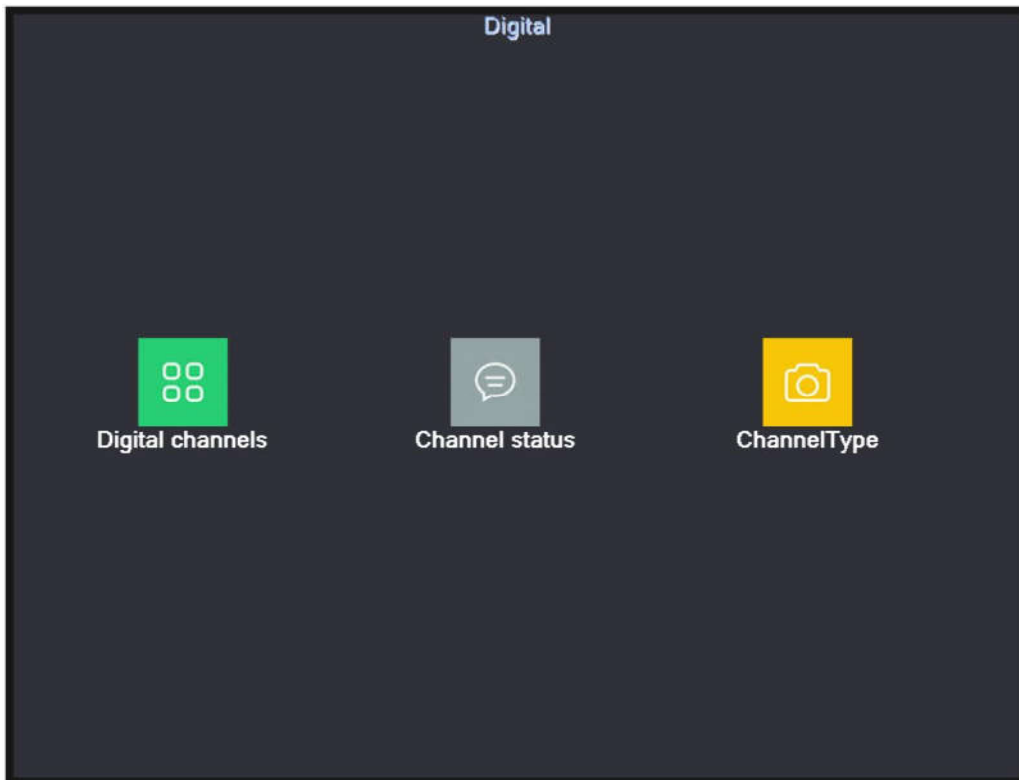


Click the appropriate box(s) base on your cameras, default is AHD; click “OK”and then the DVR will reboot.

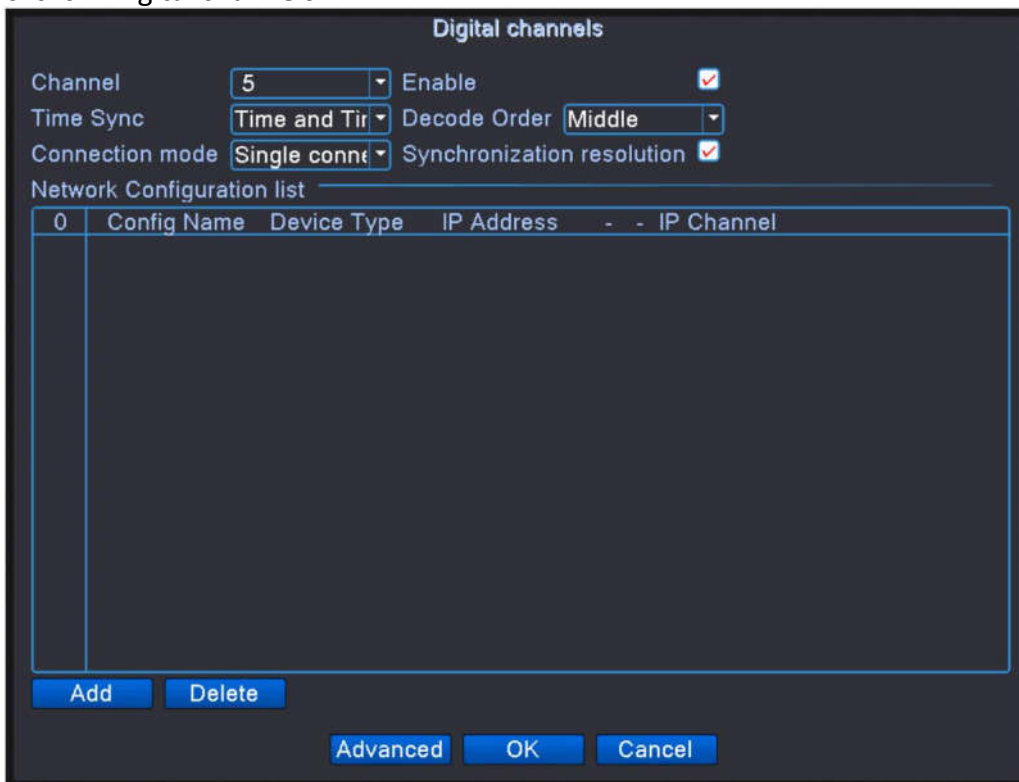
**Note:** To add an ONVIF IP Camera take the following steps:

- a. make sure the ONVIF IP camera address and DVR address are within same network.
- b. you need to change channeltype to Local+IP or pure IP mode.

When DVR boot up, digital will show like this:



c. click "Digital channels":



Channel: Select the channel of the ONVIF IPC camera you want to install.

Enable: Select "Enable" to allow viewing.

Time Sync: Select which time you want the ONVIF IP camera show.

Decode Order: Select according to your needs.

Connection Mode: If you choose multi-link, all camera will show in same channel, and you can set polling time for each camera also.

Click "Add", below interface will show:

Remote access configuration

Config Name

Device Type  Protocol

IP Channel  Stream

Device address

Port

User Name  Password

| 0 | Device Name | Device Info. | IP Address | Port |
|---|-------------|--------------|------------|------|
|---|-------------|--------------|------------|------|

↑

Click "Search", then all devices within the LAN will show here

Protocol

Search: Click on search, all devices within the same LAN will show. (such as IPC, DVR, and NVR). Select the IP Camera you want to add.

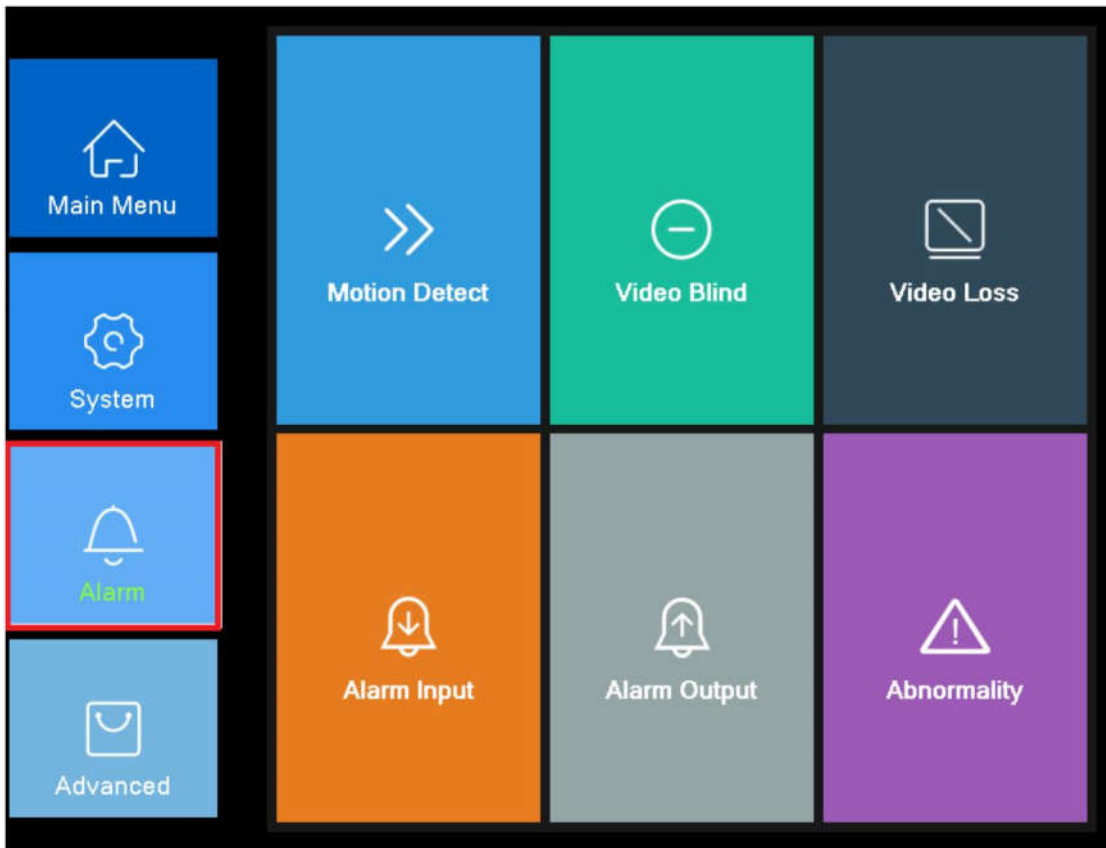
Configur.name: you can set a name for this ONVIF IP camera.

Protocol: ONVIF.

IP Channel: Select which channel to show it.

User name and password: Input ONVIF IP camera user name and password.

## 7 Alarm



### 7.1 Motion Detect

**Motion Detect**

Channel  Enable

Sensitivity  Region

---

Period  MD Interval  Sec.

AlarmOut  OutDelay  Sec.

Record Channel

Tour

PTZ Activation  PostRec  Sec.

Show Message  Send Email

Buzzer  Write Log

FTP upload  Mobile reported

Channel: Select which channel you want trigger motion detection.

Enable: Select it to active Motion Detection.

Sensitivity: Set according to your needs.

Region: Click “set”, to choose which region you need to trigger motion detection.

Period: Click “set” to set which time for motion detection.

MD interval: Suggest is 10 seconds.

Record Channel: Set channels you want.

Show Message: Select it to show an alarm message when motion is detected.

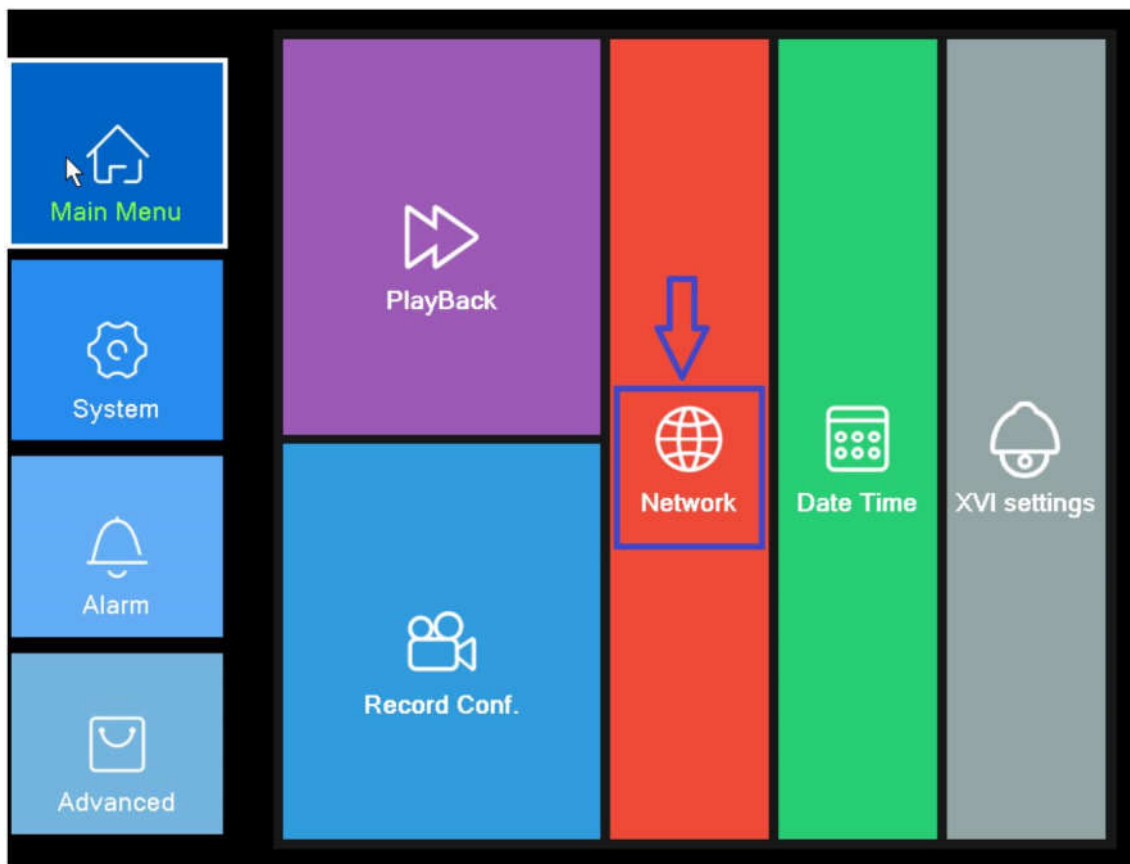
Buzzer: Selected it to get buzz when motion is detected.

**Send email:** Select it to get email notification when motion is detected.

**Mobile reported:** Select it to get a text message on your mobile when motion detected.

**How to add an email & enable “mobile reported” function:**

1. go to <main menu>--<network>--netservice



**Network**

Net Card:   DHCP Enable

IP Address:

Subnet Mask:

Gateway:

Primary DNS:

Secondary DNS:

Media Port:

HTTP Port:

HS Download:

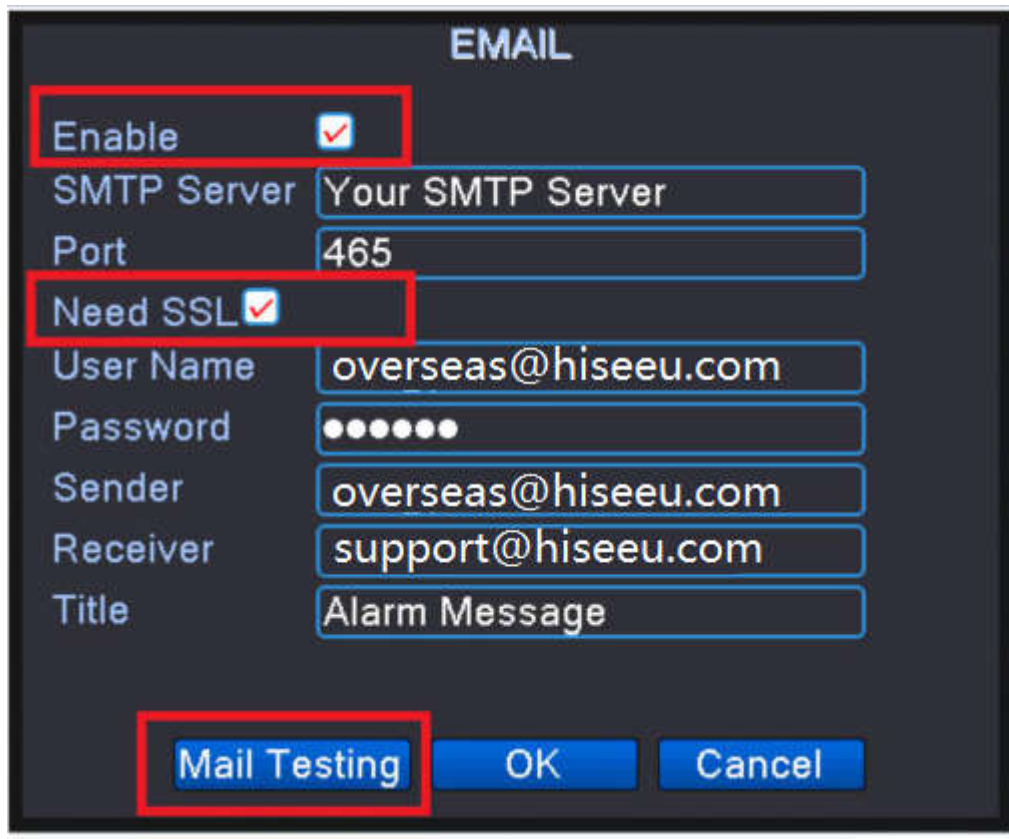
Transfer Policy:

**NetService** ←

**Email adding:**

**NetService**

| NetService      | Net Server Info        |  |
|-----------------|------------------------|--|
| PPPoE           | 0:                     |  |
| NTP             | 0: NTP:60              |  |
| EMAIL           | 0: Your SMTP Server:25 | Click here to edit → <input type="button" value="Edit"/> |
| IP FILTER       | 0: :0 :0               |  |
| DDNS            | DDNS Set Invalid       |  |
| FTP             | 0: FTP                 |  |
| ARSP            |                        |  |
| AlarmServer     | 0:                     |  |
| Wireless Config | Not enabled            |  |
| UPNP            | 0                      |  |
| Wifi            | Not enabled            |  |
| RTSP            | 1: 554                 |  |
| Cloud           | Connected              |  |
| Mobile reported | Not enabled            |  |



Enable: Tick enable to active email.

Need SSL: Tick SSL here.

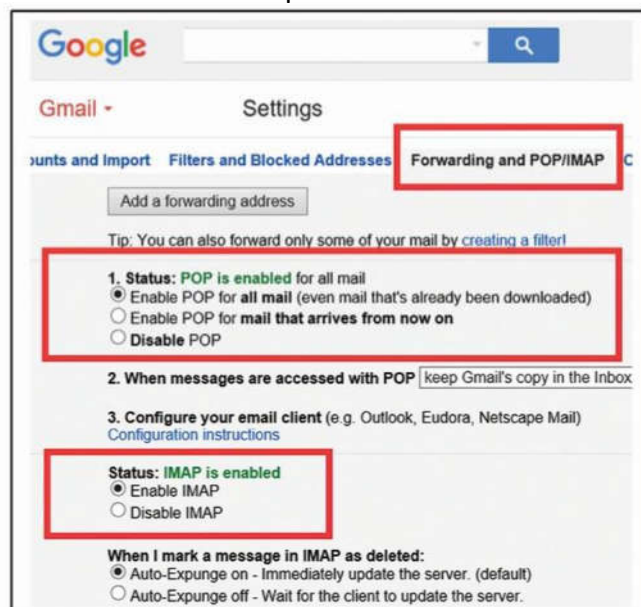
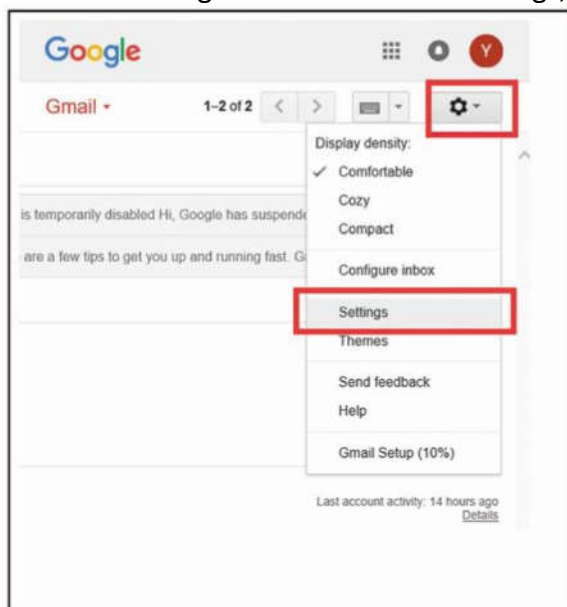
User Name and Sender: Fill in same email address.

Password: Fill in password of the email address input in User name and Sender.

Receiver: Fill in an email address you want to receive motion detection notifications.

Mail Testing: Click test email settings (you should receive an email if properly configured).

**Note:** Email might need additional settings, take Gmail as an example:

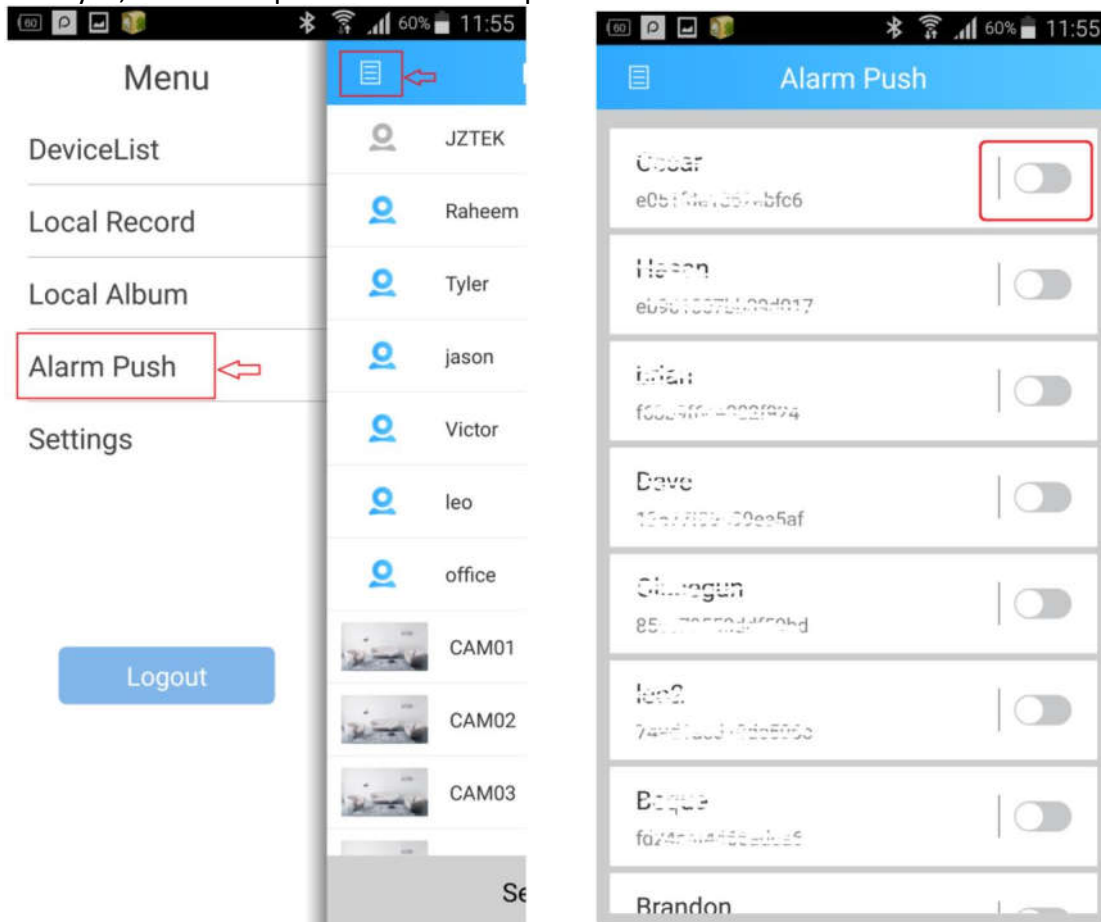


Go to Gmail Settings → “Forwarding and POP/IMAP” → POP Download: Select Enable POP for all mail → IMAP Access: Select Enable IMAP → Save changes

**Mobile reported:** click "pencil" icon to enable it.



Then you can find the device you need get mobile text message on your mobile app "xmeye", follow the pictures below to open alarm.



### 7.2 Video Blind

Normally no one will set video blind, if you need, you can input information and take motion detection as an example, quite similar.

The screenshot shows the 'Video Blind' configuration window. At the top, 'Channel' is set to '1' and 'Enable' is checked. 'Sensitivity' is set to 'Middle'. Below this, there is a 'Period' section with a 'Set' button. The 'AlarmOut' is set to '1' and 'OutDelay' is '10 Sec.'. 'Record Channel' and 'Tour' are both set to '12345678'. 'PTZ Activation' has a 'Set' button and 'PostRec' is '10 Sec.'. There are three rows of checkboxes: 'Show Message', 'Send Email', 'Buzzer', 'Write Log', and 'FTP upload', 'Mobile reported', all of which are currently unchecked. At the bottom, there are three buttons: 'Advanced', 'OK', and 'Cancel'.

### 7.3 Video Loss

Alarm when selected channel disconnected to DVR or some other reasons caused video loss.

The screenshot shows the 'Video Loss' configuration window. At the top, 'Channel' is set to '1' and 'Enable' is checked. Below this, there is a 'Period' section with a 'Set' button. The 'AlarmOut' is set to '1' and 'OutDelay' is '10 Sec.'. 'Record Channel' and 'Tour' are both set to '12345678'. 'PTZ Activation' has a 'Set' button and 'PostRec' is '10 Sec.'. There are three rows of checkboxes: 'Show Message', 'Send Email', 'Buzzer', 'Write Log', and 'FTP upload', 'Mobile reported', all of which are currently unchecked. At the bottom, there are three buttons: 'Advanced', 'OK', and 'Cancel'.

## 7.4 Abnormality

Alarm when DVR has no storage, or storage device error, etc. You can set notify you by buzzer or show messages.

Abnormality

Event Type No Storage ▾

Enable

---

Show Message

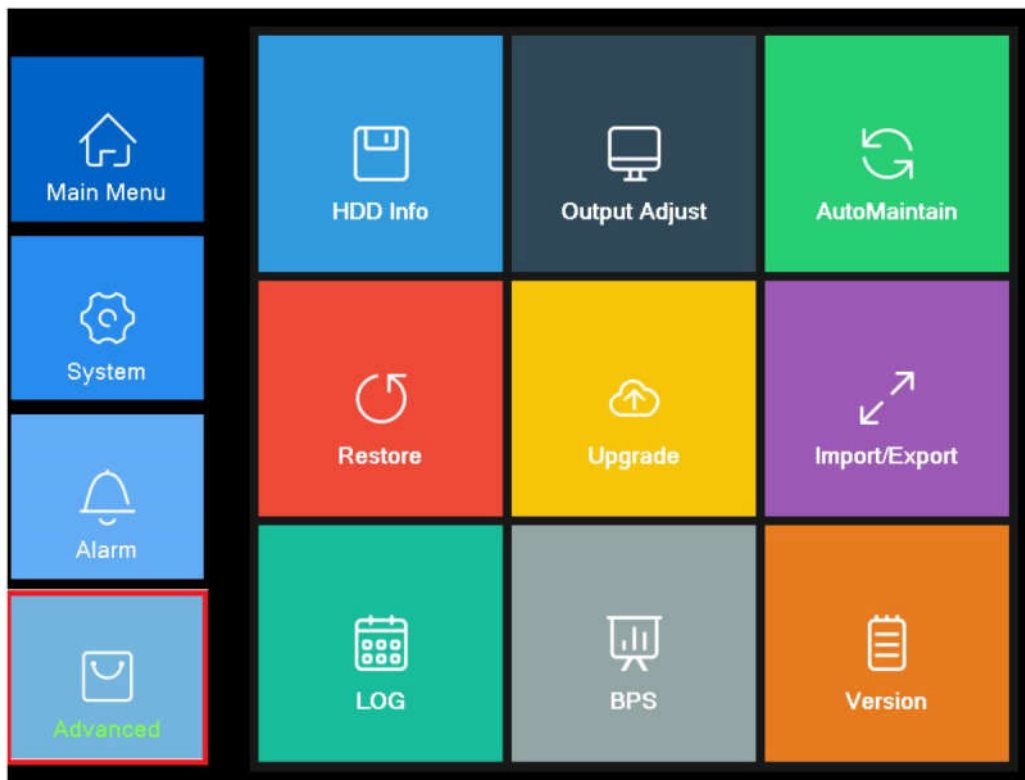
Buzzer

Mobile reported

Send Email

OK Cancel

## 8 Advanced



### 8.1 HDD Info

For the first time use, you need format storage first.



Read/write: DVR can write or read data.

Read-only disk: DVR can read data but can't write data.

Redundant: Backup the video files in the read/write disk.

Format Storage: Erase all recording in HDD.

Recover: Recover the bad sector or Unformatted Drives.

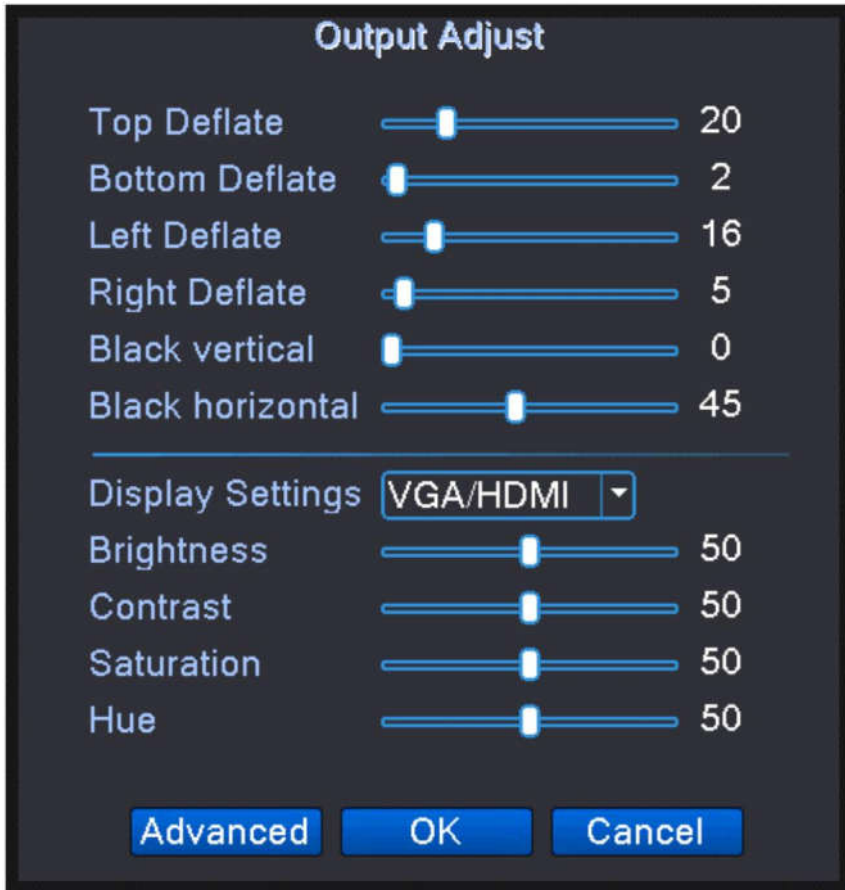
Partition: Makes Hard Drive into different sections

**Note:**

Storage type need show "read/write", status need show "normal", then means HDD is working fine.

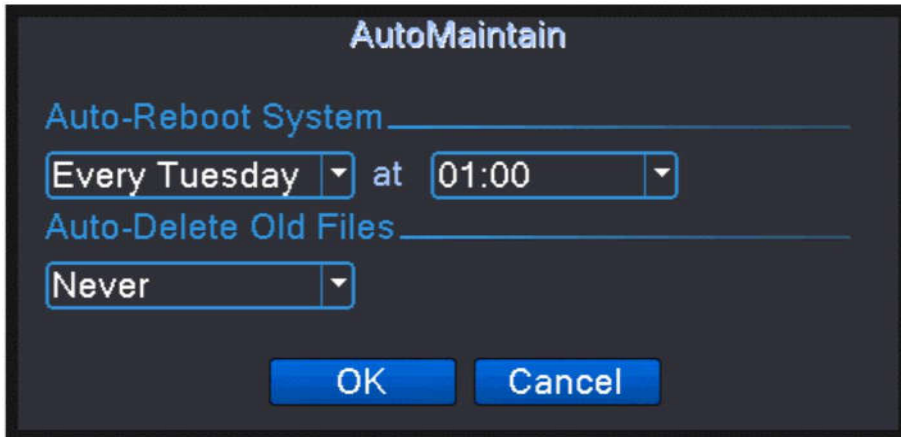
**8.2 Output Adjust**

Adjust DVR output parameters in monitor or TV.



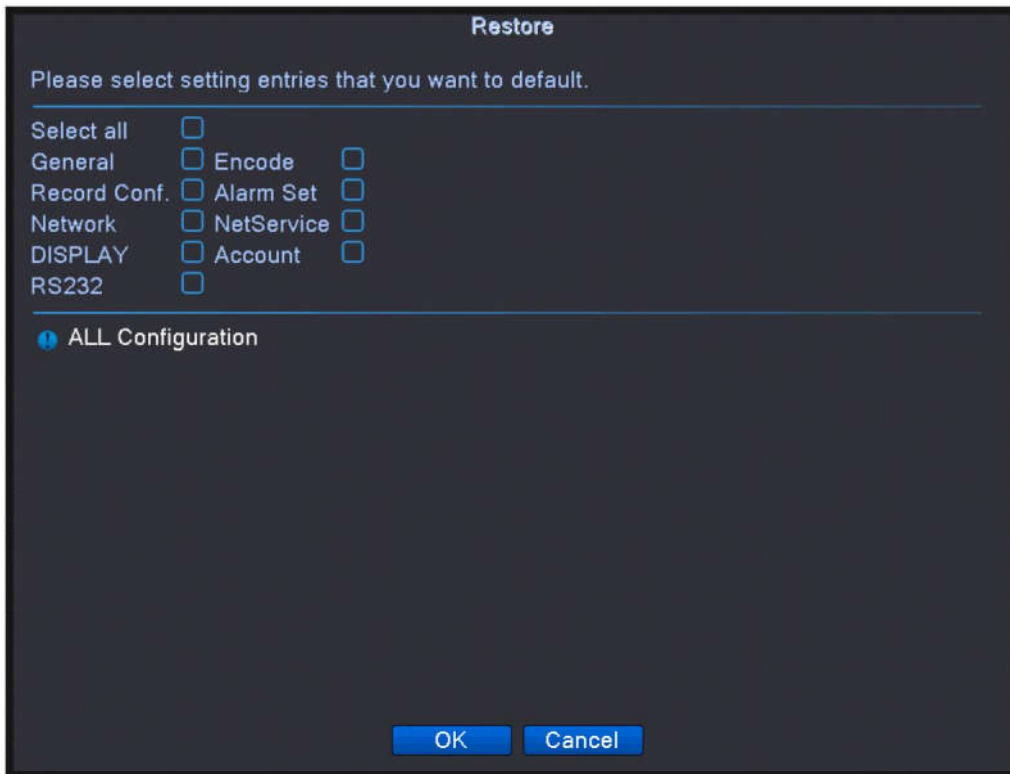
### 8.3 Output Adjust

Set DVR auto reboot or delete itself.



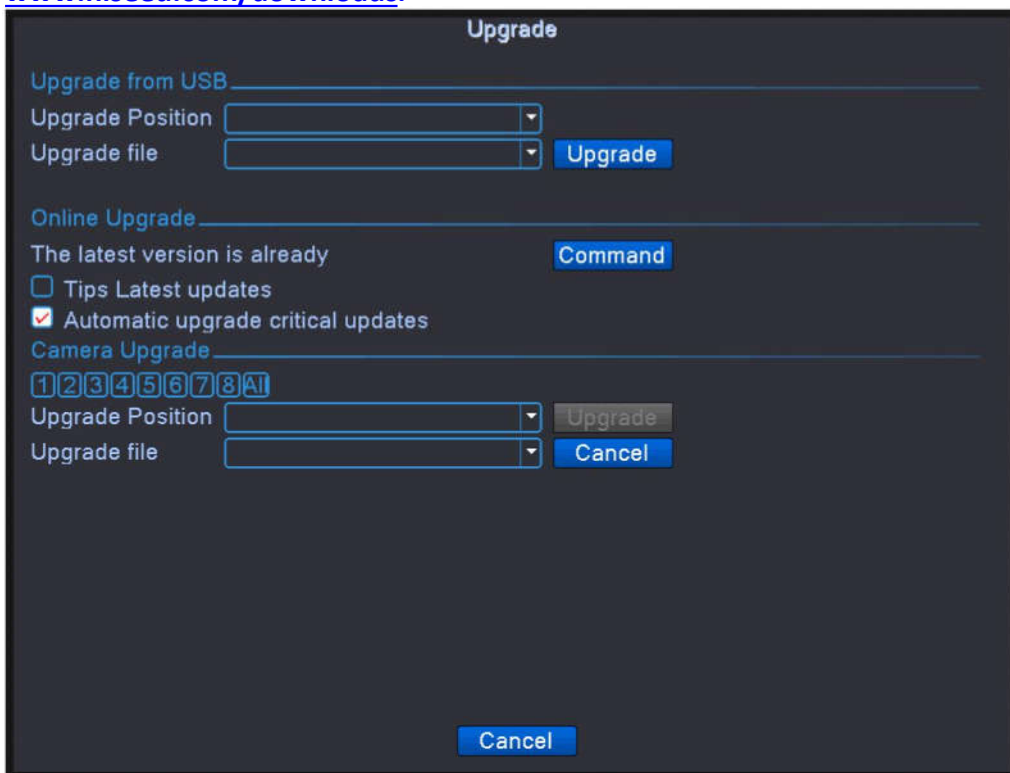
### 8.3 Restore

Set DVR to factory default. All your settings will be erased!



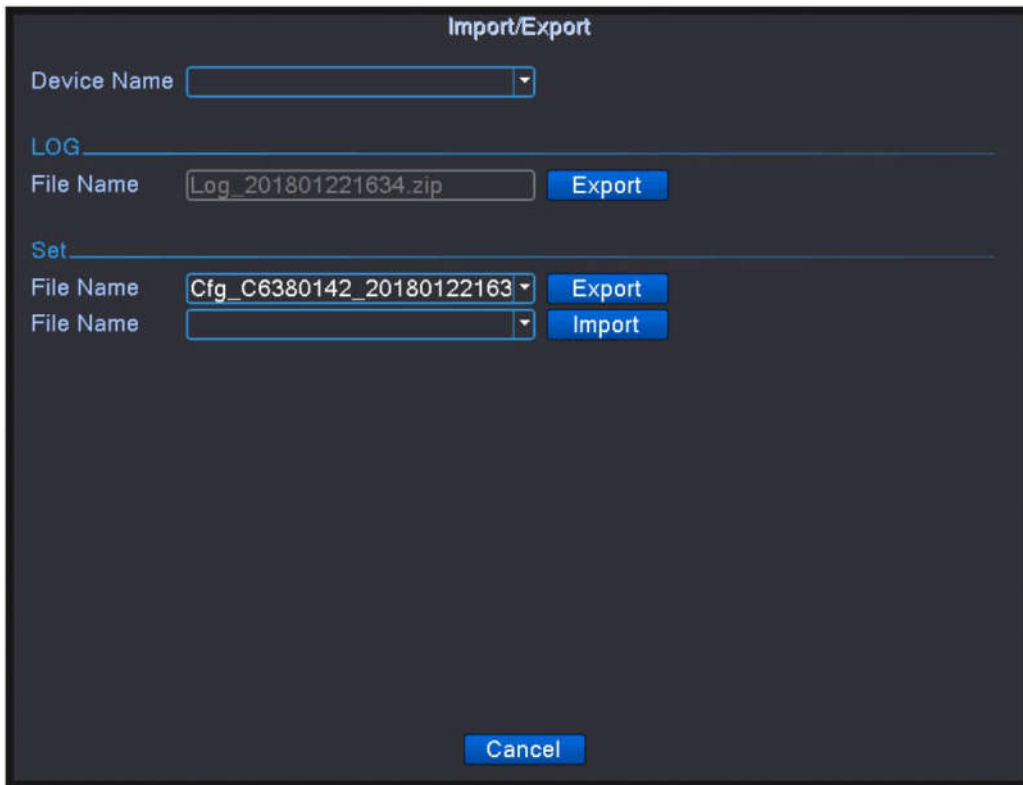
#### 8.4 Upgrade

Here you can update newest firmware, details you can refer to [www.hiseeu.com/downloads](http://www.hiseeu.com/downloads).



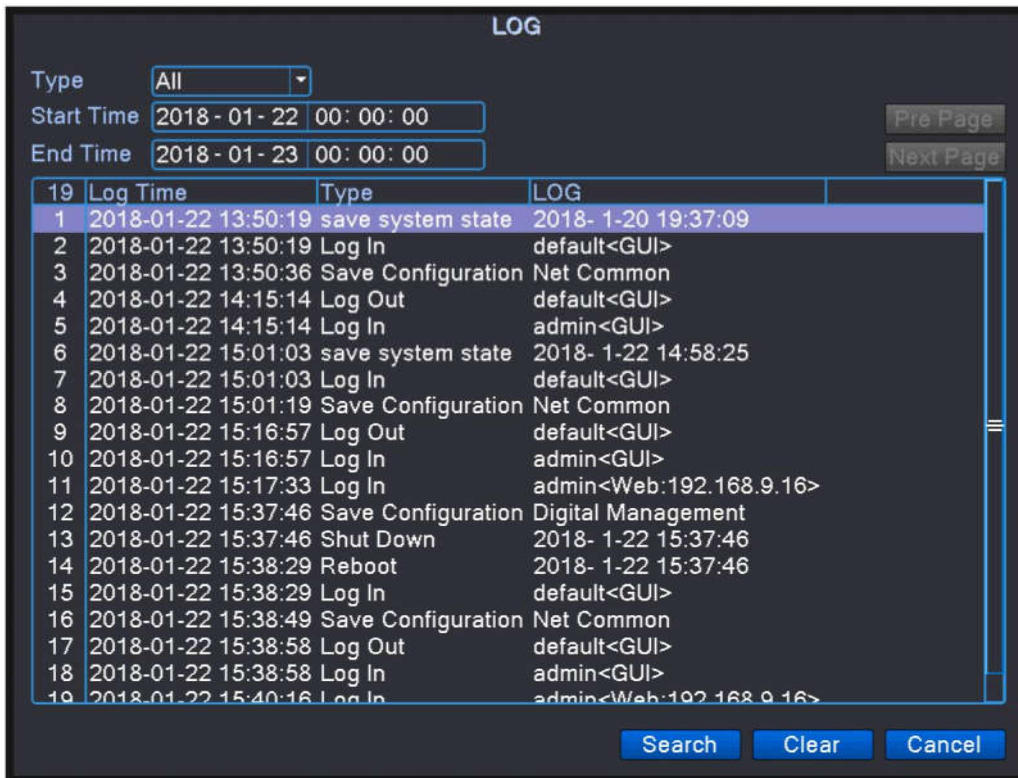
#### 8.5 Import&Export

Import&export files inside DVR or outside.



### 8.6 Log

DVR footages will be showed here.



### 8.7 BPS

Each channel record capacity per hour.


| BPS     |      |      |         |      |      |
|---------|------|------|---------|------|------|
| Channel | Kb/S | MB/H | Channel | Kb/S | MB/H |
| 1       | 25   | 11   | 5       | 0    | 0    |
| 2       | 36   | 12   | 6       | 0    | 0    |
| 3       | 36   | 12   | 7       | 0    | 0    |
| 4       | 25   | 11   | 8       | 0    | 0    |

[Cancel](#)

### 8.8 Version

DVR information will be showed here, you can also scan QR-Code to get access directly in mobile APP.

| Version         |                                       |
|-----------------|---------------------------------------|
| System          | V4.02.R11.C6380142.11201.141900.00000 |
| Build Date      | 2017-08-19 11:09:20                   |
| MAC             | 0012174a45a5                          |
| SerialNo        | 992447f957dfa398                      |
| Record Channel  | 8                                     |
| Status          | 16                                    |
| Nat status      | Connected                             |
| Nat status code | 2:120.92.226.110/1/+001               |



Serial number

[Device Info.](#)

[OK](#)

[Device Info](#)—click device info to check more details of this DVR.

### Device Info.

|                        |                                      |
|------------------------|--------------------------------------|
| Audio In Channels      | <input type="text" value="4"/>       |
| Alarm In Channels      | <input type="text" value="4"/>       |
| Alarm Out Channels     | <input type="text" value="1"/>       |
| Remote control type    | <input type="text" value="General"/> |
| Pad Type               | <input type="text" value="General"/> |
| Maximum Playback large | <input type="text" value="4"/>       |
| Default playback large | <input type="checkbox"/>             |
| Enable RS232           | <input checked="" type="checkbox"/>  |
| Enable PTZ             | <input checked="" type="checkbox"/>  |

---

Maintain

**Maintain**—This is for engineer use, ordinary users please do not click!!

### SystemMaintain

|             |                                     |
|-------------|-------------------------------------|
| SetPassword | <input type="text"/>                |
| MaintainDay | <input type="text" value="30"/> Day |

**This function is only applicable to engineering personnel debugging use, ordinary users do not use!**