

## SECULINK HD NVR Operation Instruction

Please read the instruction carefully before using, and keep it properly



Fit Models:

NVR1104PF, NVR1108PF, NVR1116PF,  
NVR1604PF, NVR1608PF, NVR1616PF,  
NVR5116PF, NVR5132PF,

.....

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## SECULINK HD NVR Connection Diagram

IP Camera (For reference only)

Network Cable

NVR

Router

APP(XMeye)



## CONNECTION AND SETUP

Before the HD NVR is powered on, make sure you have installed a hard disk and connected at least one WiFi or wired ip camera. For details, please refer to the following sections.

### HDD Installation

A SATA HDD is required before the HD NVR is powered on.

#### HDD Installation Steps (HDD Not Included)

01/ Twist down the screws of the DVR



02/ Access the hard disk



03/ Install the screws



Note: Pictures only for reference

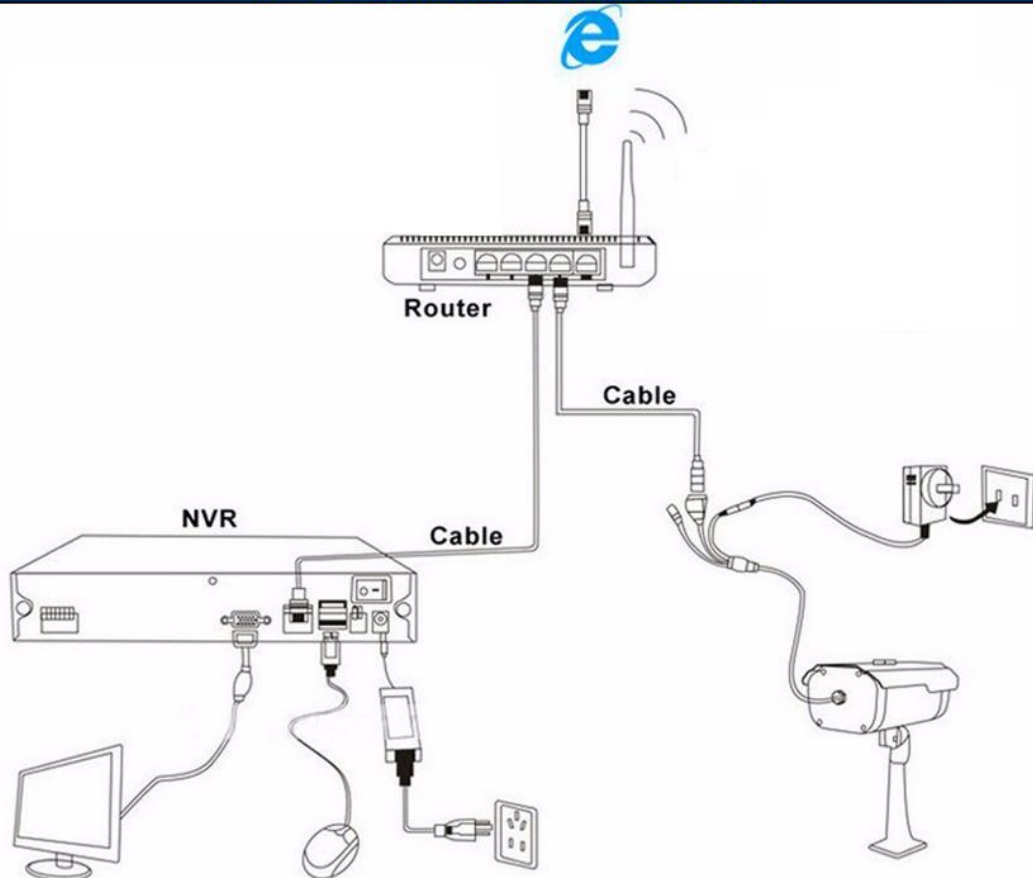
# Camera Connection

The ip cameras must be connected and power-supplied before the NVR is powered on.  
Connect the camera with the indicated power supply.

1) For wired ip camera.

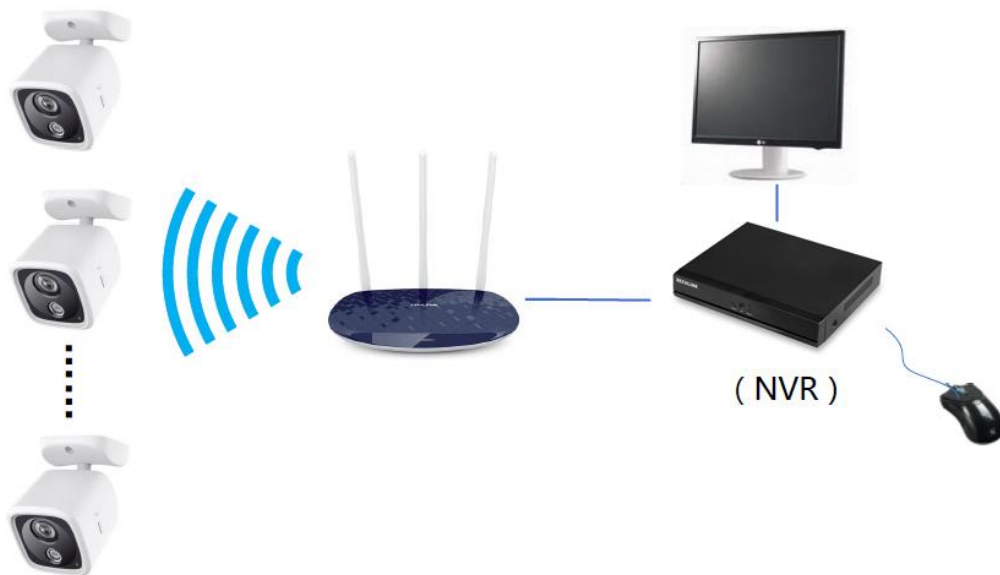
Please connect a wired ip camera using an Ethernet cable to the router.

## IP Camera Connections



2) For WiFi ip camera.

Please configure the network for your wireless camera in advance, and make sure it is in the same LAN as your video recorder. Usually the wireless camera needs to be connected to the network through the mobile phone APP. If you do not know how to configure the network, please contact your seller.



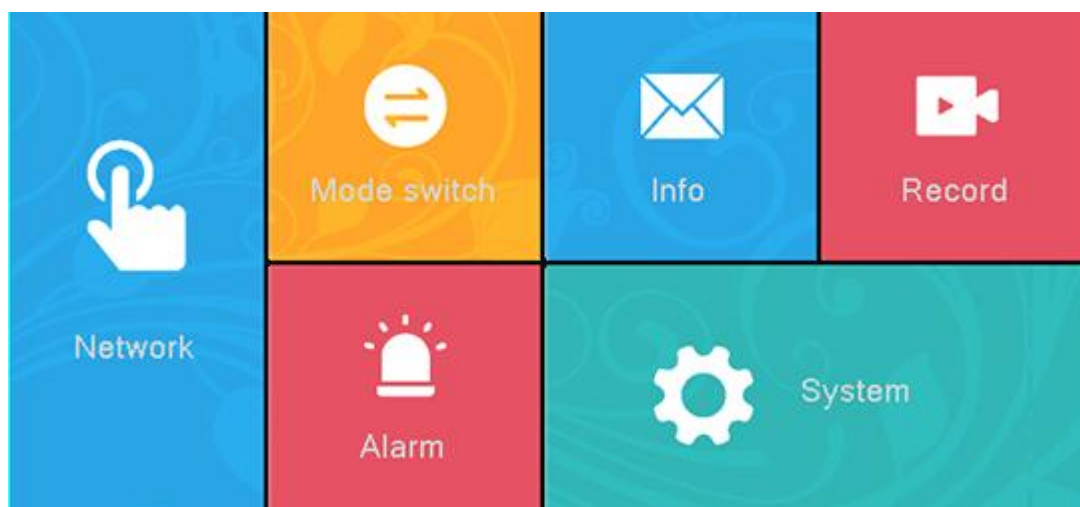
## Interface Specification

Symbol	Specification
DC 12V	DC12V Power Supply Input
USB	USB Port, for USB drive and mouse, etc
LAN	LAN Port, connects router and switches,etc.
HD-OUT	HD-OUT Port, HD audio and video output, for HDMI monitor or projector
VGA	VGA Port, for VGA monitor or projector
AV-OUT	AV video output,such as DVD/ digital TV video signal
AUDIO OUT	Audio output, 3.5mm coaxial audio plug connector, to connect audio output device

### Quick Menu

**Main Menu**  
**Network**  
**Guide**  
**Quick set**  
**Record Mode**  
**PlayBack**  
**PTZ Control**  
**HighSpeedPTZ**  
**Alarm Output**  
**Color Setting**  
**Logout**  
**Full Screen**

## Specification for main menu



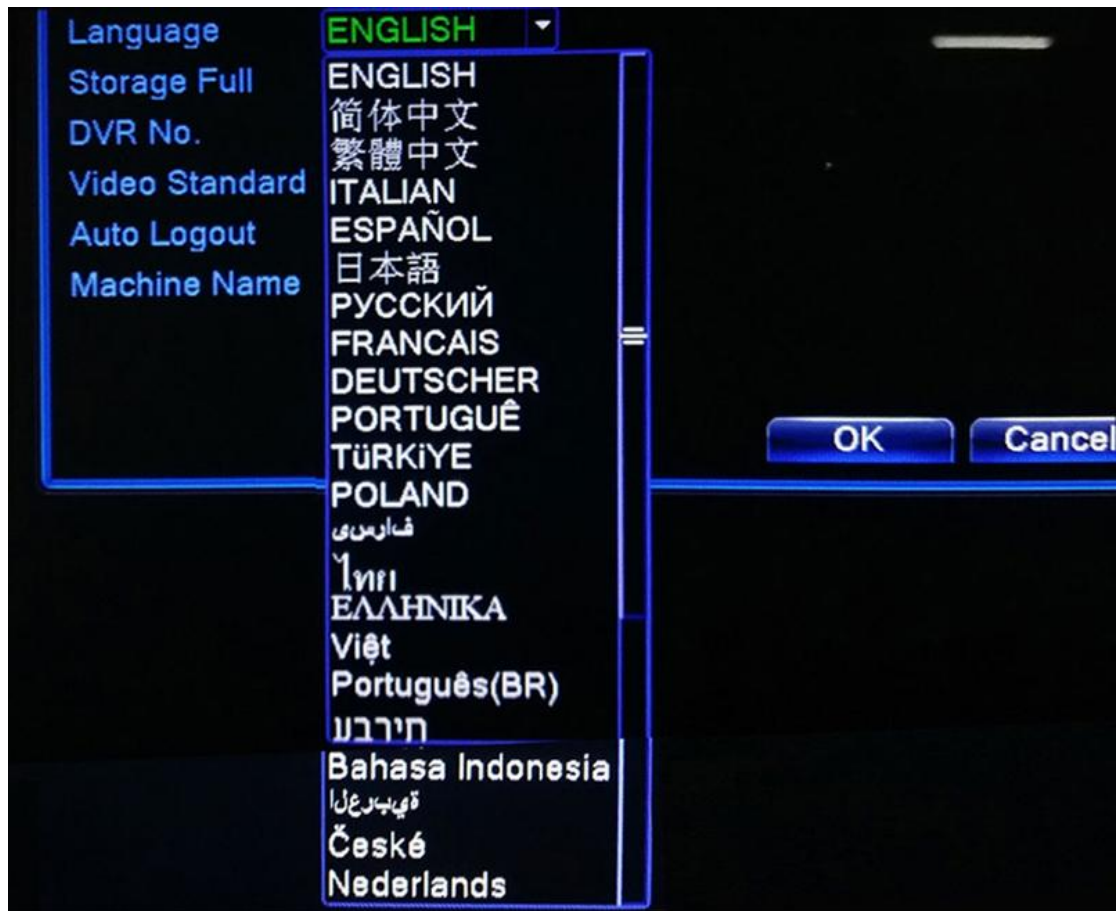
Main Menu	Sub Menu	Functional Outline
Recording	recording setting	Set each channel recording configuration, recording type, recording time period, etc.
	recording playback	Video query, video playback, video file save
	picture storage	Set each channel capture configuration, capture type, capture time period, etc.
	Recording backup	Detect backup devices, format backup devices, back up selected files
Alarm	Motion detection	Set motion detection alarm channel, sensitivity, area, and set linkage parameters: arming time period, alarm output, screen prompt, record, pan/tilt, round robin, buzzer, EMAIL, FTP upload, mobile phone report
	Video Shade	Set video shade alarm channel, sensitivity, and set linkage parameters: arming time period, alarm output, screen prompt, record, pan/tilt, round patrol, beep, EMAIL, FTP upload, mobile phone report
	Video Loss	Set the video loss alarm channel, and set the linkage parameters: arming time period, alarm output, screen prompt, record, pan/tilt, round robin, buzzer, EMAIL, FTP upload, mobile phone report
	Alarm Input	Set alarm input channel, device type, and set linkage parameters: arming time period, alarm output, screen prompt, record, pan/tilt, round robin, buzzer, EMAIL, FTP upload, mobile phone report

	Alarm Output	Set alarm mode:configuration,manual,close PS:Some devices don't support this function
	Exception handling	No hard disk, hard disk error, insufficient hard disk space, network disconnection event, IP conflict time, set linkage parameters: screen prompt or buzzer
	Smart Analysis	Determine algorithm rules: perimeter alert, item care, video diagnosis.  Set rules: display trace, sensitivity, minimum moving distance, alert mode, and set linkage parameters: arming time period, alarm output, screen prompt, record, pan/tilt, round robin, buzzer, EMAIL, FTP upload, mobile phone report
System	Normal setting	Set system time, date format, time format, language, hard disk full operation, device id number, video signal standards, output mode, standby time, device name, daylight saving time
	Code Setting	Set the main coding and combined coding parameters for each channel: coding mode, resolution, frame rate, code stream control, picture quality type, code stream value, one frame interval parameter, video/audio enable
	Network Setting	Set basic network parameters, and set DHCP, DNS parameters, network high-speed download, network transmission strategy
	Network Service	PPPOE, NTP, Email, IP permissions, DDNS parameters, PMS, FTP, alarm center, cloud service, RTSP, wireless dialing, WIFI, etc.
	Output Mode	Set the channel name of the front end, preview prompt icon status, transparency, area coverage, time title, and overlay of channel titles.
	PTZ Setting	Set channel, PTZ protocol, address, baud rate, data bit, stop bit, check
	RS485 Device	Set protocol, address, baud rate, data bit, stop bit, check. PS:full digital channel displays RS485 device
	Serial Setting	Set serial port function, baud rate, data bit, stop bit, check
	Round Robin Setting	Set the mode and interval of the round robin
	Spot Setting	Set round robin mode and interval time of Spot output end
Manage	Channel Management	Set the channel mode, view the channel status, and set the parameters of the digital channel.

	Storage Management	Set the specified hard disk as read/write disk, set as read-only disk, set to redundant disk, clear data, restore data, etc.
	User Management	Modify users, modify groups, change passwords, add users, add groups, delete users, delete groups
	Online Users	The network user who has logged in can be forcibly disconnected. After disconnection, the account will be frozen and can be restored after the next boot.
	Output Adjustment	Adjust the top margin, bottom margin, left margin, right margin, black border vertical and black border horizontal.
	Automatic Maintenance	Set the time to automatically restart the system and automatically delete files.
	Reset Default	Restore settings status: normal settings, encoding settings, recording settings, alarm settings, network settings, network services, output mode, serial port settings, user management
	System Updating	Upgrade with an external device such as USB
	Device Info	Set some hardware information of device
	Input/Output	Export the log information or configuration of the device to an external device (such as a USB flash drive); import the configuration of the external device (such as a USB flash drive) to the device.
System info	Storage Info	Display hard disk capacity and recording time
	Stream Statistics	Display stream information
	Log Info	Clear all log information based on log recording and time query log
	Version Info	Display version information
Close System		Perform logout, shutdown, and restart functions

Non-English users, please select your language from the drop-down menu.

Path: System - General - Language



## 1. System Login

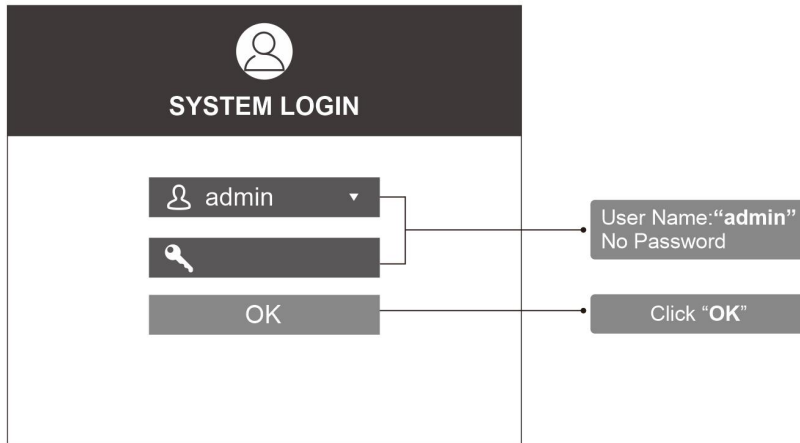
When you start the NVR, user name is "admin", no password , and then click"OK". As picture shows:

User Name: "admin" No Password

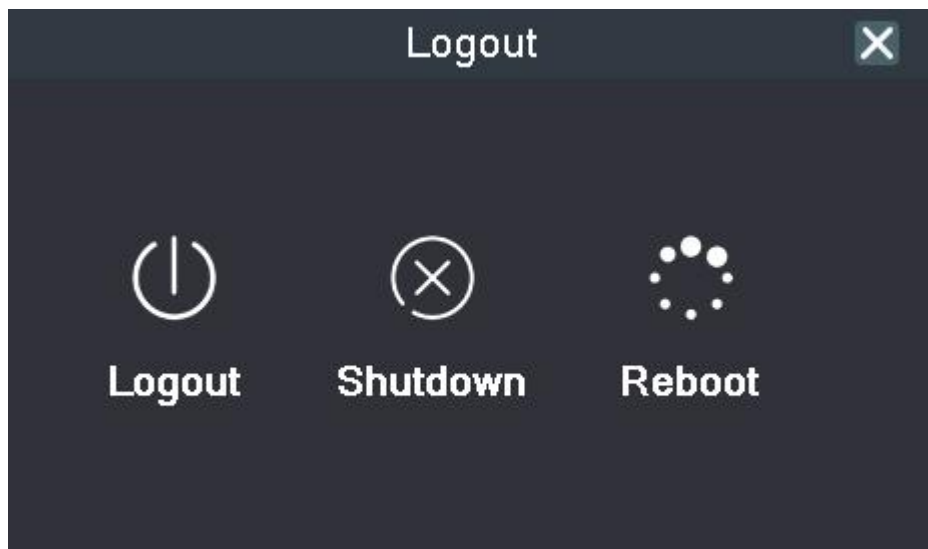
Click "OK"

### 1 System Login

\* When you start the DVR, user name is "admin", no password and then click "OK". As picture shows:



Shutdown/Reboot: Right click the mouse > enter [Main Menu] > [Close System] to select [Shutdown] or [Reboot]



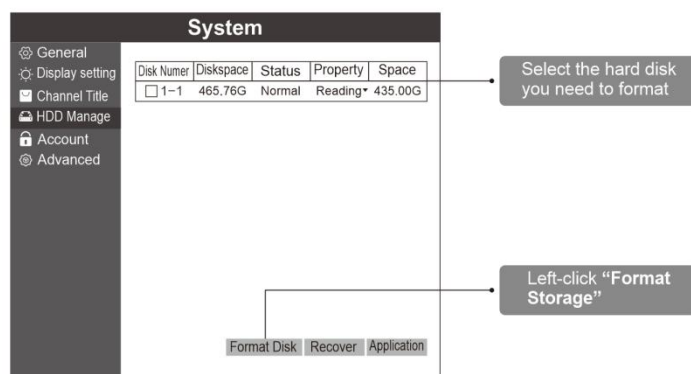
## 2. Format Storage

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

Select the hard disk you need to format  
Left-click "Format Storage"

## 2 Format Storage

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



FAQ: NVR does not recognize the hard disk drive (HDD)

1. The video recorder does not support hot swapping when connected to the hard disk. When the NVR is powered off, connect the hard disk and then power on to start the recorder;
2. Check whether the hard disk is properly powered and whether the SATA data cable is connected normally. You can replace the data cable to check whether the hard disk is normally powered.
3. It may be the compatibility problem of the hard disk and the device, try to replace other hard disks; it is recommended to use WD Purple Surveillance Drive.
4. Check if the power adapter used is the standard, it may be caused by insufficient power of the power adapter. 1TB hard drive uses 2A power supply, 4TB needs to use 3A or larger power supply.
5. It may be that the hard disk is damaged and cannot be used normally. Connect it to a computer or other recorder equipment to test whether the hard disk is damaged.
6. Restore the default setting of the video recorder, and confirm that the firmware of the NVR recorder has been updated to the latest version.
7. After the above steps are confirmed, it is still not recognized, you can contact Seculink service team to process.

### 3. Record Mode

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

Motion Detect: Motion detects alarm video

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

Manual: Not distinguish alarm video and Ordinary video

Stop: Stop recording

### 3 Record Mode

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

Record mode																	
Mode	All	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Motion Detect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedule	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Manual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

OK Cancel

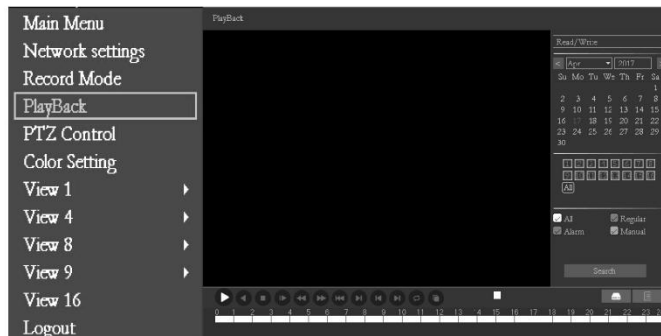
Motion Detect: Motion detects alarm video  
Schedule: Can regulate and control time period, distinguishes usual, alarm and detection video  
Manual: Not distinguish alarm video and Ordinary video  
Stop: Stop recording

#### 4. Playback

Right-Click and Click the “playback”,choose the channel and day that you want to play.  
And Click the “Search”, As the pictures show:

#### 4 Playback

\*Right-Click and Click the “**playback**”,choose the channel and day that you want to play. And Click the “**Search**”, **As the pictures show**:



FAQ: No image during playback

1. View the channel management-channel status, display the current resolution and the maximum resolution, the current resolution is the resolution of the camera, and the maximum resolution is the video recorder resolution;
2. If the resolution of the camera is higher than the resolution of the video recorder, the real-time preview screen is the sub stream, and you can see that the screen is normal.
3. During playback, the main stream of the camera is played back, the resolution is higher than the channel resolution, so there is no image display.
4. The resolution of the camera and video recorder can be adjusted to solve this problem.

## 5. Email Setup

Right-Click and Click the “Network settings→Email”,Click the “Enable”, choose“SMTP Sever” that you need. “Type user name-password-Receiver”. Then Click“ok”, As the pictures show:

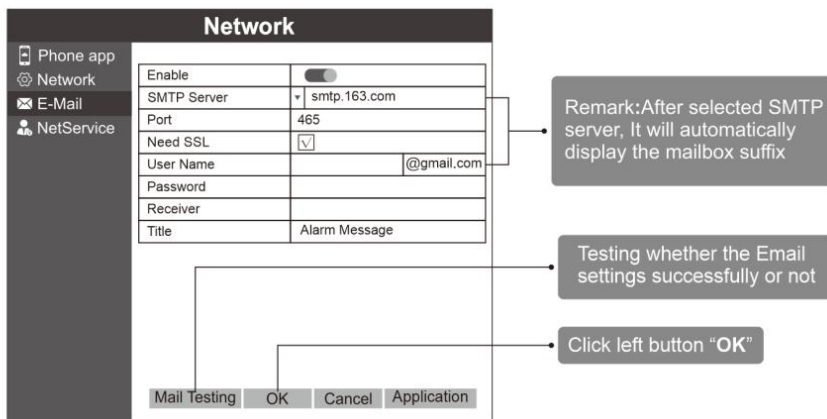
Remark: After selected SMTP server, it will automatically display the mailbox suffix

Testing whether the Email settings successfully or not

Click left button “OK”

## 5 Email Setup

\* Right-Click and Click the “**Network settings→Email**”,Click the “**Enable**”, choose “**SMTP Sever**” that you need. “**Type user name-password-Receiver**” .Then Click “**ok**”, As the pictures show:



All e-mail needs to be enabled with SMTP / POP3 protocol functions before they can be used.

The default subject of the email is Alarm Message, and it is very likely that the subject of the email will be blocked by the mailbox system.

## 6. Network setup

6.1. Connect internet, Right-Click and Choose the“Network settings→Network”. Choose “DHCP Enable”, Then Click “ok”. As Pictures show:

IP address Default: 192.168.1.10

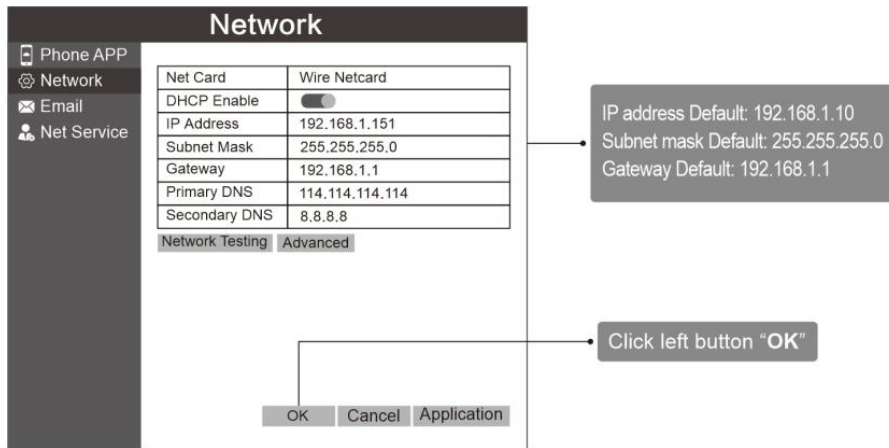
Subnet mask Default: 255.255.255.0

Gateway Default: 192.168.1.1

Click left button “OK”

## 6 Network setup

1. Connect internet, Right-Click and Choose the **“Network settings→Network”**. Choose **“DHCP Enable”**, Then Click **“ok”**. **As Pictures show:**



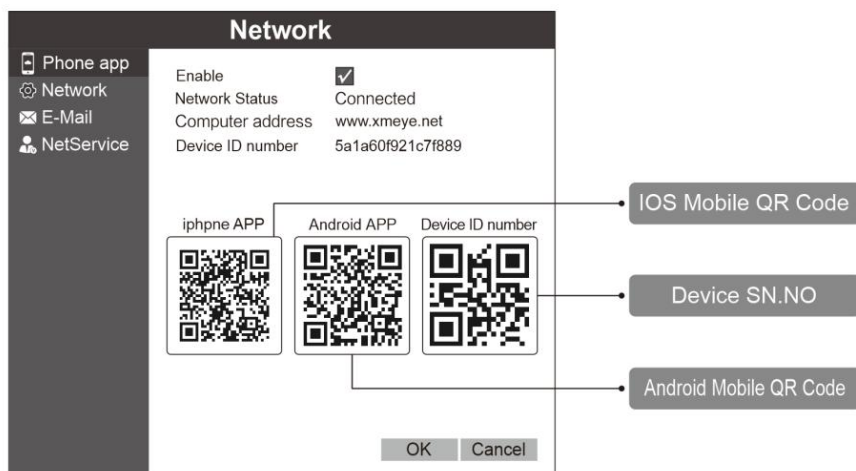
6.2. Click **“Phone app”** and check **“network status”**, when is showing **“connected”**, nvr was successfully connected the network. As picture shows:

After Click Register, it will auto showing the device ID

ISO APP QR code

Android APP QR code

2. Click **“Phone app”** and check **“network status”**, when is showing **“connected”**, dvr was successfully connected the network. **As picture shows:**



6.3. Open the smart phone, Scan the specified QR code,download and install APP. As picture shows :

3.Open the smart phone, Scan the specified QR code,download and install APP.  
**As picture shows :**



### **IOS APP**

(Iphone users recommend using the UC browser or Wechat)



### **Android APP**

( Android user recommend using the UC browser, Don't use Wechat )

6.4. Open “XMeye” app on the phone's desktop, click “Local login”, no need to register. As picture shows:

4. Open the icon of “**XMeye**” , click “**Local login**”, no need to register. As picture shows:



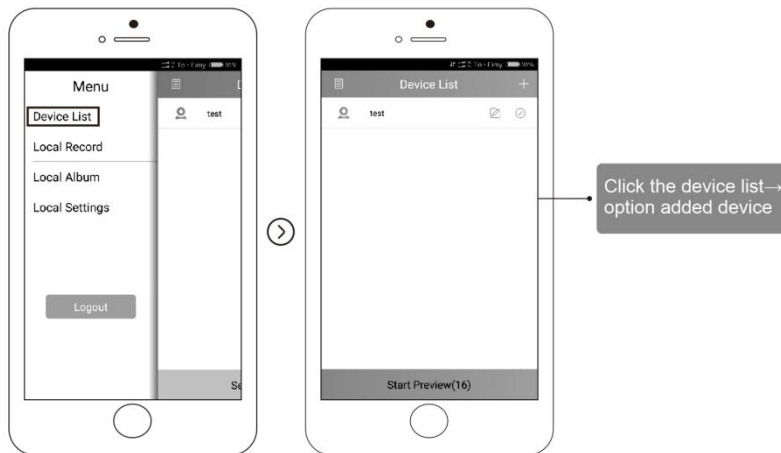
6.5. Click top right corner “+” to add device and input “Input name→Device ID→No password”. As picture shows:

5. Click top right corner “**+**” to add device and input “**Input name→Device ID→No password**”. As picture shows:



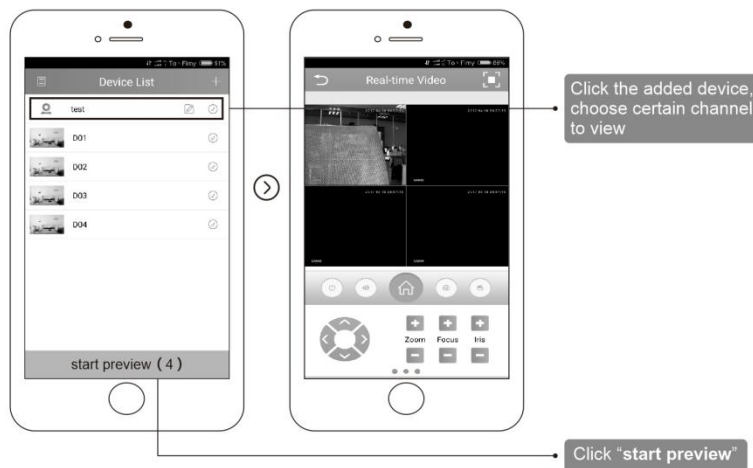
6.6 Choose device list, open the added device. As picture shows:

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



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

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



## 7. Remote of Computer

7.1 Search "www.cd-ipc.com/xmeye" in Browser, click "CMS" software, download the software and install it. As picture shows:

input "www.cd-ipc.com/xmeye"


Click "Download Now"

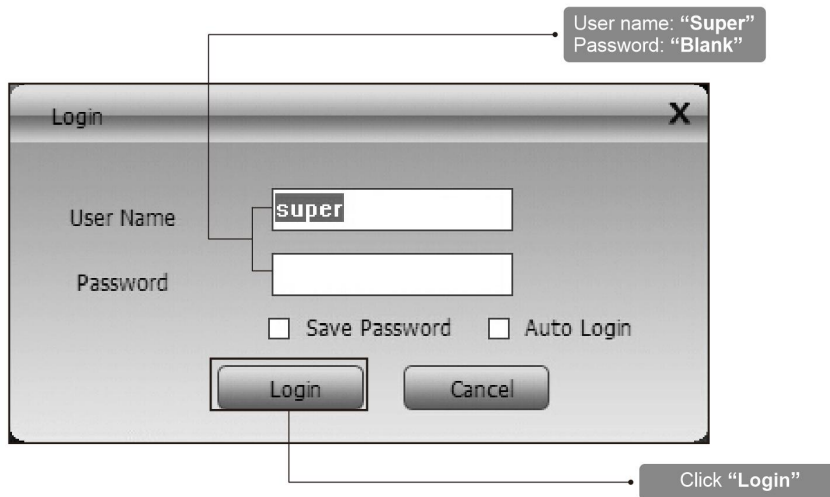
## 7 Remote of Computer

1. Search "[www.cd-ipc.com/xmeye](http://www.cd-ipc.com/xmeye)" in Browser, click "**CMS**" software, download the software and install it. **As picture shows:**



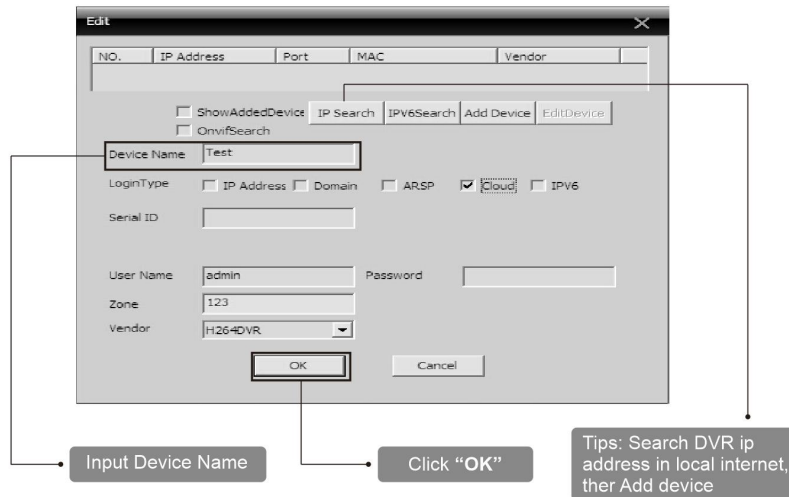
7.2 Open "CMS", user name is "super", No password. As picture shows:

2. Open "**CMS**" , user name is "**super**", No password. **As picture shows:**



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

3.Click “**System→Device Manager→Cloud→Add device ID**, NO Password,  
Choose OK. **As pictures shows:**



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

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

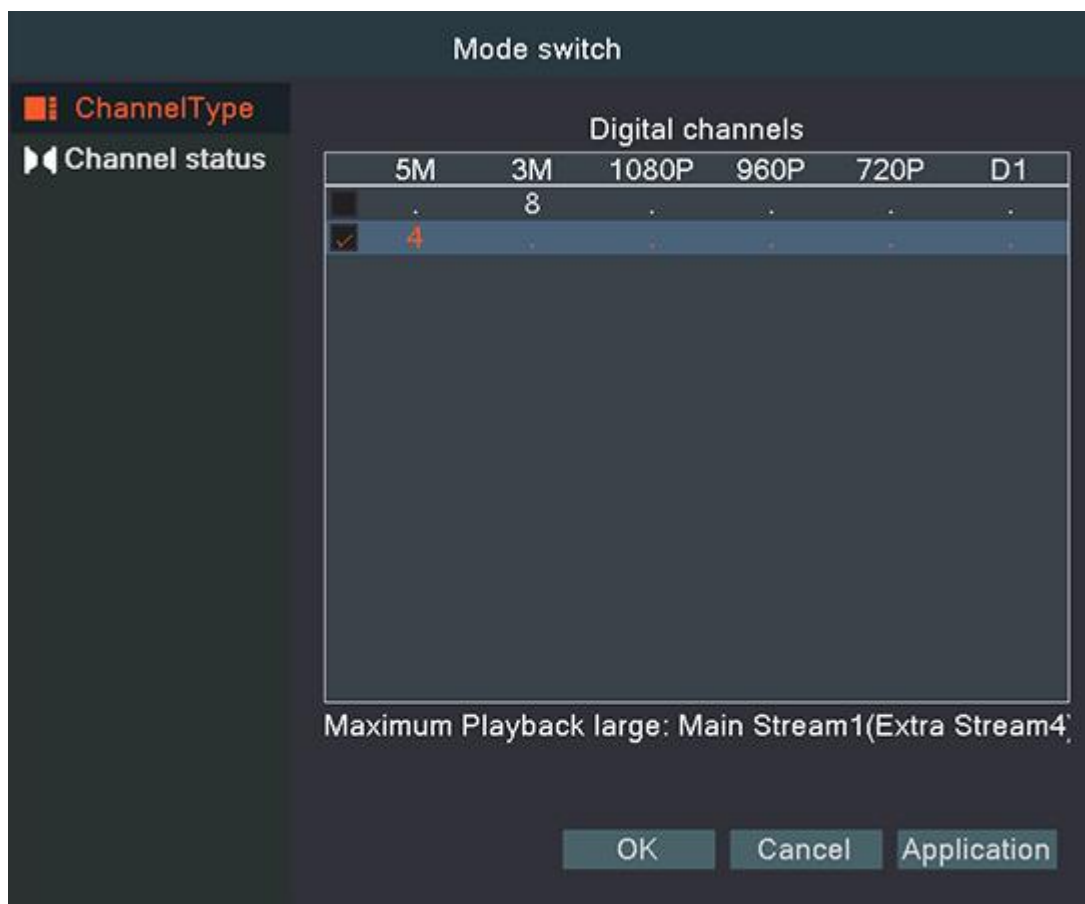


## 8. Channel Management

The HD NVR will automatically add IPC to NVR by default. If you need to manually add device, please operate as the following:

### 8.1 Channel Type

Channel type, displaying and setting channel mode supported by video recorder and displaying maximum playback channels of all channel modes at the meantime.



Channel status is to show the status of all the digital channel. When there is what existing, status including Max Resolution, This Resolution, Connection Status.

FAQ: Video recorder preview without image

- 1) First, see if the camera is successfully added to the video recorder. If it succeeds, check the channel status in the system settings-channel management-channel. If the resolution is recognized, there is no problem with the camera.
- 2) If the resolution here is unknown, or the device link status is not online, it means that the camera may be offline, or the password is not filled in. You can access the camera

separately to check whether the camera is normal.

3) Check if the resolution of the channel mode on the video recorder is smaller than that of the camera. For example, the camera is 1920P while the channel mode of the video recorder is 1080P, so there will be no image.

4) Generally speaking, the larger the bit rate is, the clearer video will become. But the bit rate configuration should combine well with the network bandwidth. When the bandwidth is very narrow, and bit rate is large, that will lead to video cannot play well. You can reset the bit rate on Settings-> Record-> Stream.

## 8.2 Camera Management

Right click the mouse on the monitoring interface, Quick Add button, you can enter into the camera management.

Then, click on Device Search to locate the IP address for your cameras that should be connected to the same network as your NVR.

A list of all connected cameras will appear. Select the camera from the list by clicking on the checkbox, click Add to add the camera into the Added Devices menu.

When it has been added, the camera will be ready to view on your NVR.

The screenshot displays the 'Camera Manage' interface. It features two main sections: 'Online Equipment' and 'Added device'. The 'Online Equipment' section contains a table with columns for ID, IP Address, Protocol, Add, Edit, Port, and MAC. The 'Added device' section contains a table with columns for Channel, IP Address, Protocol, Connection Status, Edit, and Delete. There are also buttons for Search, Add, Quick Add, Protocol (set to All), Delete, Manual Add, OK, and Cancel.

Camera Manage						
Online Equipment						
ID	IP Address	Protocol	Add	Edit	Port	MAC
11						
1	192.168.1.3	NPTS	+	o	34567	a6:88:e0:00:aa:b2
2	192.168.1.5	NPTS	+	o	34567	a6:88:e0:00:aa:ab
3	192.168.1.52	NPTS	+	o	34567	a6:88:e0:00:aa:ac
4	192.168.1.56	NPTS	+	o	34567	a6:88:e0:00:aa:aa
5	192.168.1.99	NPTS	+	o	34567	20:32:33:48:d4:fa
6	192.168.1.114	NPTS	+	o	34567	0c:8c:24:7f:3a:53
7	192.168.1.170	NPTS	+	o	34567	50:13:95:3b:6e:4c
8	192.168.1.171	NPTS	+	o	34567	50:13:95:3b:6d:7b
9	192.168.1.178	NPTS	+	o	34567	50:13:95:3b:64:f4
10	192.168.1.6	ONVIF	+	o	80	a6:88:e0:00:aa:ab
11	192.168.1.12	ONVIF	+	o	80	a6:88:e0:00:aa:b2

Added device						
Channel	IP Address	Protocol	Connection Status	Edit	Delete	
0						

## FAQ - NVR can't output images

Our NVR can't output images when connected to cameras of other manufacturers.

1. Confirm whether the added IPC supports ONVIF protocol, confirm the ONVIF port of IPC.
2. Confirm whether the IP address of IPC and NVR are in the same LAN and in the same network segment.
3. Confirm that the maximum supported resolution of the channel is greater than the resolution resolution of the current IPC.
4. If NVR channel management prompt password error, contact IPC camera manufacturer to confirm the camera password.
5. Confirm the NVR channel status to see if the channel is connected and the resolution has been recognized.
6. The channel is connected, the resolution is unknown, confirm whether the front-end and back-end firmware have been updated;
7. Restore the default setting of the NVR, add the IP camera again, or you can try to add it manually.
8. I have tried the above problems and solutions, contact Seculink Technology.

## FAQ: Connect Hikvision or Dahua Camera

Prompts wrong password when connecting Hikvision or Dahua camera

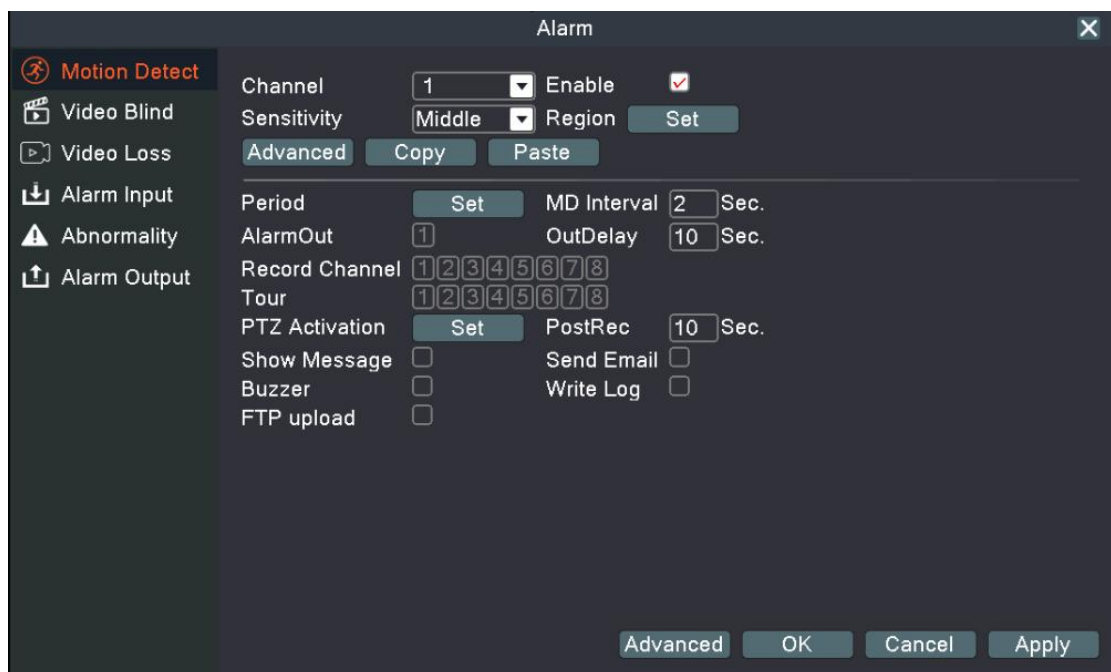
1. After upgrading the password of Hikvision device, it must be more than 8-digit password (mixed numbers and letters). Access Hikvision's camera, the security service setting, cancel the illegal login authentication.
2. Login Dahua's camera, network settings-connection-onvif-login verification, turn off it.

## 9. Alarm Setting

### 9.1 Motion detection

By analyzing the video image, when the system detects that a mobile signal that reaches the preset sensitivity occurs, the motion detection alarm is activated, and the linkage function is activated.

The motion detection function of the network channel and the full network channel mode of the full analog channel and the mixed channel mode is different: the network channel motion detection alarm not only needs to enable the motion detection function on the local end, but also the corresponding front-end network camera will also move. The detection function is enabled, otherwise the motion detection alarm function cannot be implemented, and the analog channel only needs to enable the motion detection on the local end.



#### FAQ: Motion detection does not work

1. Check whether the firmware of the video recorder and camera are updated to the version after 2015. Some old versions do not support the linkage setting of the IPC area.

2. At present, motion detection only supports the setting of devices connected by private protocol, check whether the camera is made by Seculink.

“Channel”Click the drop-down menu to select the channel number to set the motion

detection;

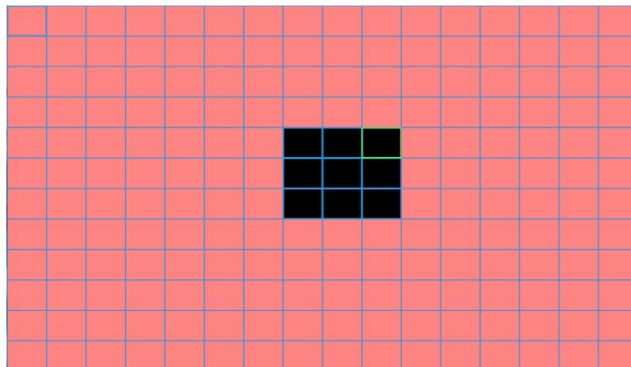
“Enable” Reverse display  indicates that the motion detection function is enabled, and the corresponding settings can be made after being enabled;

“Sensitivity”The alarm sensitivity has the lowest, low, medium, high, higher, and the highest six files are available. The higher the sensitivity, the easier it is to trigger the alarm, and the false alarm rate will also increase;

Note: Sensitivity settings are only available in the motion detection function of analog channel in hybrid mode / full analog mode.

“Region”Click Settings to enter the region setting page. The region is divided into PAL 22X18, the red region is the motion detection arming area, and the black region is the non-defending area, as shown in the following figure. Hold down the left mouse button and draw the setting area (the default all areas are selected as the monitoring region).

Note: Region settings are only available in the motion detection function of analog channel in hybrid mode / full analog mode.



“Period”:The recorder will trigger the motion detection alarm signal within the set time range. It can be set by week, or it can be set uniformly, and four time periods can be set every day. Check the check box before the time period , the set time will take effect.

“Interval” During the set interval time, the motion detection alarm is triggered multiple times to output only one alarm signal;

“Record Delay”After setting the motion detection alarm, the recorder will continue to detect the time period of the recording, and the setting range is 10~300 seconds.

“Recording channel”: Set the channel number of the linked recording when the motion detection alarm is triggered (can be checked); when the alarm occurs, the recorder will record the selected channel;

Note: To use this function, you need to change the recording mode to configuration and set the effective time period and start the detection recording in [Main Menu] > [Recording Function] > [Recording Settings].

“Tour”: Set the channel number of the full-screen display when the motion detection alarm is triggered (can be checked); when the alarm occurs, the recorder will cycle the full-screen display of the selected channel;

Note: The interval between the full screen display of the selected channel during the tour process is set in [Main Menu] > [System Settings] > [Tour Settings];

“PTZ Activation”: Set the recorder to call the preset point of the selected channel pan/tilt when the alarm occurs, and cruise or patrol between points;

Note: In the analog channel mode and the analog channel in the hybrid channel mode, the PTZ linkage is the camera PTZ corresponding to the analog channel. In the network channel, the PTZ linkage is the PTZ of the front-end network camera corresponding to the channel. Before connecting the PTZ, you need to set the PTZ preset point, inter-point cruise, interval time and other parameters in [Quick Menu] > [PTZ Control]; the analog channel needs to be connected to the RS485 control line.

“Show Message”: Set the recorder to pop up the alarm information dialog box in the local preview screen such as VGA, HDMI, etc. when the alarm is triggered;

“Send Email”: When this function is enabled, the recorder sends an alarm email to the specified mailbox when the motion detection alarm is triggered.

Note: Before using this function, you need to set the Outbox and Inbox in [Main Menu] > [System Settings] > [Network Service] > [Email] and ask the recorder to connect to the Outbox Server.

“FTP upload”: When this function is enabled, the recorder will upload an alarm video or picture to the specified FTP server when the motion detection alarm is triggered.

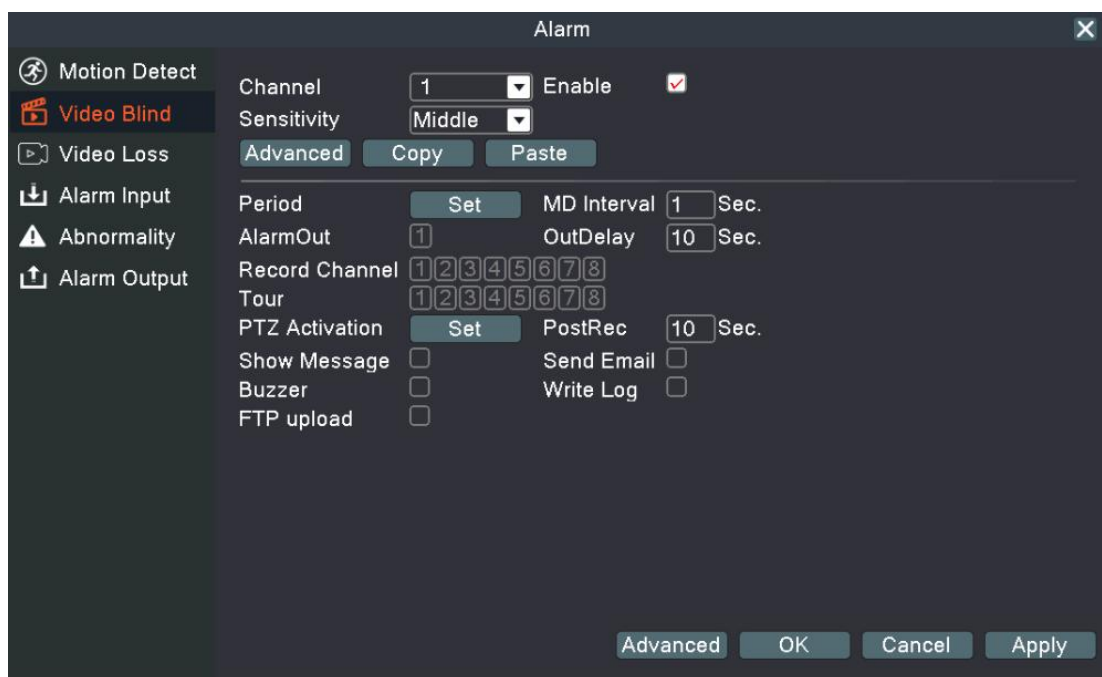
Note: Before using this function, you need to set the FTP server to be used in [Main Menu] > [System Settings] > [Network Service] > [FTP] and ask the recorder to connect to the FTP server.

“Buzzer”: When the recorder is set to trigger an alarm, the buzzer on the local host of the recorder issues a “beep” sound;

## 9.2. Video Blind

The video image transmitted by the front camera to the recorder is affected by the outside environment. When the light intensity reaches the set sensitivity parameter, the video blind alarm is triggered and the linkage function is activated.

Note: Like motion detection, the analog channel of hybrid mode /full analog channel and network channel video blind functions are different. The network channel video blind alarm function must not only enable this function in the recorder, but also the front-end network connected to the corresponding channel. The camera should also turn on the video blind function, otherwise the video blind alarm function cannot be realized, and the analog channel can be turned on by the video recorder as long as the video blind alarm is enabled.



The analog channel of the hybrid mode and the full analog mode can set the sensitivity, and the network channel cannot set the trigger sensitivity; the level of sensitivity is: lowest, lower, medium, high, higher, and highest.

### 9.3. Video Loss

When the recorder cannot obtain the video signal transmitted by the front camera, the video loss alarm is activated and the linkage function is activated.

Like motion detection, the video loss function of the hybrid mode/full analog channel and the full digital channel is different: the digital channel video loss alarm function not only needs to be turned on at the local end, but also the corresponding remote device end connected to the channel. To enable the video loss function, when the video corresponding to the remote device end has video loss, the local end can realize its alarm function. Otherwise, the video loss alarm function cannot be realized, and the analog channel only needs to turn on the video loss of the recorder.



Q 1:The NVR can not be boot up normally

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

Q 2:Forget Password

A:Contact supplier for new Password. If there is a wrong password, then there is a question mark on the login interface, there is a KEY below the answer, send this KEY to customer service.

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

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

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

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

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

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

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

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

Q 7:No audio signal in the surveillance window

- A:1. Not enable audio  
2. Pickup not match  
3. Audio cable broken

Q 8:Shows Wrong time

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

Q 9:NVR can not control the PTZ

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

Q10:Network connection is unstable

A: 1.Unstable network

2.Conflict IP address

Q11:Wrong burning/USB backup

A: 1. Too much data. The CPU occupies too much resources. Please stop recording and then back up. 2. The amount of data exceeds the capacity of the backup device, which will result in burning errors. 3. The backup device is incompatible. 4. The backup device is damaged.

Q12:The alarm doesn't work

A:1.Wrong alarm setting;

2.Wrong alarm cables connection;

3.Wrong input signal for alarm

## Product warranty

**Dear Buyer,**

When require warranty service , please show the warranty card and the purchase invoice, and please fill in the relevant content in detail, the company will provide clients product warranty within One year from the date of purchase of the product.

If has quality problems during the warranty period, we provide maintenance and replacement services free of charge, if it is man-made damage or beyond the warranty period, the company's maintenance and replacement service will be charged.

The damage caused by improper use: such as the appearance destruction of abnormal abrasion, extrusion deformation, the entry of foreign matter, moisture, The seal on the product is altered to tear up and any other visible damage, other cases: if users disassemble or modify the careless use, improper operation, the damage caused by the water. And the damage for the irresistible reason: such as earthquake, flood, typhoon or war, purchase invoices of product doesn't match Model encoding or beyond the warranty period.

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