

**H.264 Digital Video Recorder**

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# **Quick Star Guide**

*Easy to Set your surveillance system*

**Ver.1.1**

## Caution

Please read this User manual carefully to ensure that you can use the device correctly and safely

This manual is suitable for 4 channel, 8 channel, 16 channel and 32 channel series DVR. In this book, we take 200fps 8 channel DVR as a sample. All examples and pictures used are conforming to it.

- Please use the appropriate power adapter for the DVR
- Please use individual power instead of share electrical outlets with other electrical equipment.
- Please choose high quality hard disk which could meet the working demand of DVR.
- To protect the main chipset from thunder damage, please make sure the ground wire is correctly connected before using DVR.
- Do not expose DVR to rain or moisture.
- Avoid direct sunlight and stay away from heat source.
- Keep all liquid away from the DVR.
- Do not touch the power plug or case with wet hands as this could result electric shock.
- Do not put heavy objects on the DVR
- The DVR cannot be installed at the place with dust. And avoid potential mechanical vibration or impact.
- Do not disassemble or repair the DVR by yourself.
- Do not open the cover or insert any objects into DVR.
- Handle with care; avoid the collision or strong fall.

If the DVR run into hard objects accidentally, which leads to the DVR cannot work normally, please contact the authorized dealer to repair or replacement.

Operation Guide for H.264 4ch/ 8ch/16ch/32ch Digital Video Recorder  
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<b>ADVICES</b>
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Design and description of this product are subject to change or renewal without notice
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## Chapter 1- Introduction

### 1.1 DVR Introduction

This DVR (Digital Video Recorder) is designed especially for CCTV system. It adopts high performance video processing chips and embedded Linux system. Meanwhile, it utilizes many most advanced technologies, such as standard H.264 with low bit rate, Dual stream, SATA interface, VGA output mouse supported, IE browser supported with full remote control, mobile view(by phones), etc., which ensure its powerful functions and high stability. Due to these distinctive characteristics, it is widely used in banks, telecommunication, transportation, factories, warehouse, and irrigation and so on.

### 1.2 Main Features

Function	Description
<b>Compression Format</b>	H.264 High profile compression with low bit rate and better image quality
<b>Live Surveillance</b>	Support monitor, VGA and HDMI output Display the local record state and basic information
<b>Video Function</b>	Video quality, record resolution, video frame rate adjustable. Support different record modes: Record when power on, Manual, Schedule, Motion Detection, Alarm, Timing etc.
<b>Video Storage</b>	Support large capacity hard disk with SATA interface
<b>Playback</b>	Set recording search, recording play , video file storage Multi-mode playback mode
<b>Backup</b>	Support Backup from DVR to USB, removable hard disk, DVD writer; and backup from network to hard disk
<b>Alarm</b>	Alarm activate video record, tour, message, buzzer, email, ftp function Support external alarm signal input
<b>Network</b>	Support cloud access (www.dvrcenter.net),mobile view, Multi-kinds of browser remote view
<b>Mouse Operation</b>	Support USB mouse operation
<b>PTZ configuration</b>	Support RS485 decoder to control PTZ function Support various PTZ protocols, remote PTZ control through internet Support PTZ auto cruise tracks



**Feature:**

- H.264 High profile Video compression format
- G.711 Audio compression format
- Windows Style GUI, embedded real-time Linux operating system
- Combines the function of DVR/NVR/HVR together, support pure analog input, pure network HD video input, and analog + network HD video input. (not all models support this function, depending on actual machine)
- Full real-time Multi-operation(preview, record, playback, backup, network surveillance, mobile monitor)
- Support Dual stream network transmission(Main stream for local storage, sub-stream for network transmission)
- Support Cloud service, P2P function, easy to do remote control
- Support 3G & Wi-Fi extension
- Support Mobile phone view (Android\ iPhone\ iPad\ Blackberry\ Windows Phone)
- HDMI and VGA output at 1920×1080P resolution
- Support Multi-browser, including Windows IE\Firefox\Chrome\Safari
- USB 2.0 interface support backup, CD/DVD writer, software upgrade, mouse operation
- Support multi-kinds of language menu
- CMS Software Supported

### 1.3 DVR Remote controller

It uses two AAA size batteries and works after loading batteries as following:

Step1: Open the battery cover of the Remote controller.

Step2: Place batteries, please take care the poles (+ and -).

Step3: Replace the battery cover.








 **Notice:** *Frequently defect checking as following*

1. *Check batteries poles.*
2. *Check the remaining charge in the batteries.*
3. *Check IR controller sensor is mask.*


*If it doesn't still work, Please change a new remote controller to try, or contact your dealers.*

The interface of Remote controller showed as below:



Serial number	Name	Function
1	POWER Button	Same as POWER button on the front panel
2	SEARCH Button	Enter playback mode
3	Numeric button	Code input/number input/channel switch "10+"(press 0 and 1-6 to switch from channel 11 to 16 )
4	QUAD	Same function as QUAD button on the front panel
5	Direction button	Same function as direction button on the front panel
6	MUTE	Close the audio
7	INFO	Enter system information
8		Previous file
		Next file
9		Back Play
		Fast Play
10		Record
		Stop Playback
11		Play/Pause
12	PTZ	PTZ control

## Chapter2-DVR Installation

 **Notice:** Check the unit and the accessories after getting the DVR.

Please disconnect the power before connected to other devices. Do not hot plug in/out.

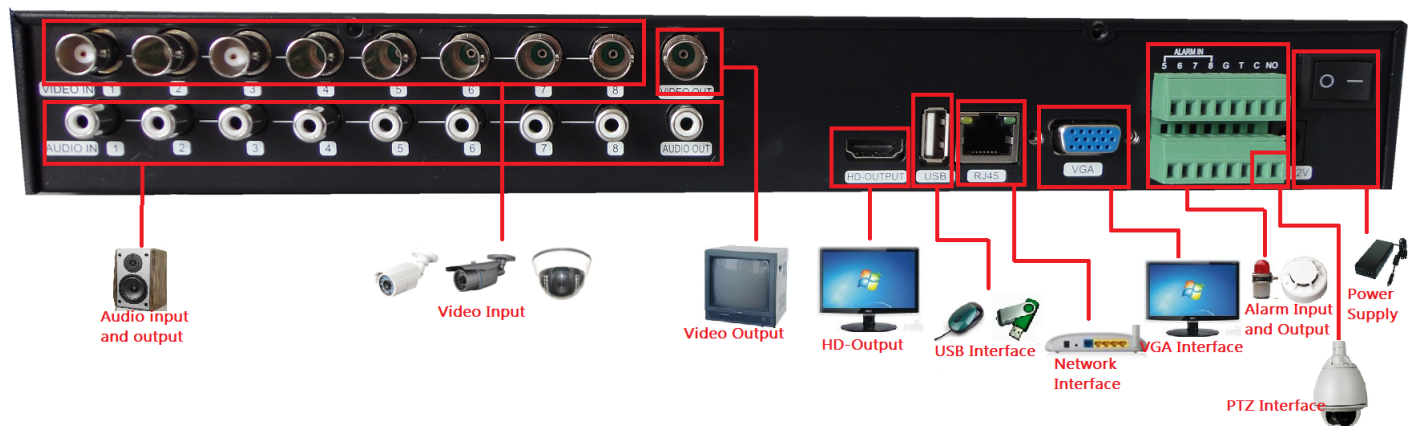
### 2.1 Install the Hard Disk Drive

- 1 .Please don't remove the hard disk when the DVR power is turned on.
2. Loosen the screws on the right sides When DVR power is turned off, and then remove the top cover.
3. Connect the data and power cables of hard disk with the DVR motherboard. Fix the HDD to the bracket using 4 screws.
4. If the user has high demand on HDD, we suggest using the special hard disk for security and protection.

## 2.2 Connect the cameras and monitors

2.2.1 Connect the camera signal to the DVR video input via BNC cable, and then connect the DVR video output to the monitor via VGA. If the camera supports PTZ control, connect the camera cable to the DVR video input via RS-485 interface.

2.2.2 System connection diagram, for example 8CH DVR connection as follows:



Picture 2.1 System connection diagram

## 2.3 Connect the Power

Please use the power adapt to the DVR. After connection, please checks to make sure that the audio and video input/output interface are well connected.

# Chapter3-Basic Operation Instructions

## 3.1 Power On/Off your DVR

- Notice:**
1. Before you power on the unit, please make sure all the connection is good.
  2. Proper startup and shutdown procedures are crucial to expanding the life of your DVR.
  3. Suggest using UPS to protect the power supply under allowable conditions.

### 3.1.1 Power on your DVR

Plug the power supply and turn on the power supply switch. Power supply indicator light shining indicates turning on the DVR. After startup you will hear a beep. The default setting of video output is multiple window output modes. If the startup time is within the video setting time, the timing video recording function will start up automatically. Then the video indicator light of corresponding channel is shining and the DVR is working normally.

### 3.1.2 Power off your DVR

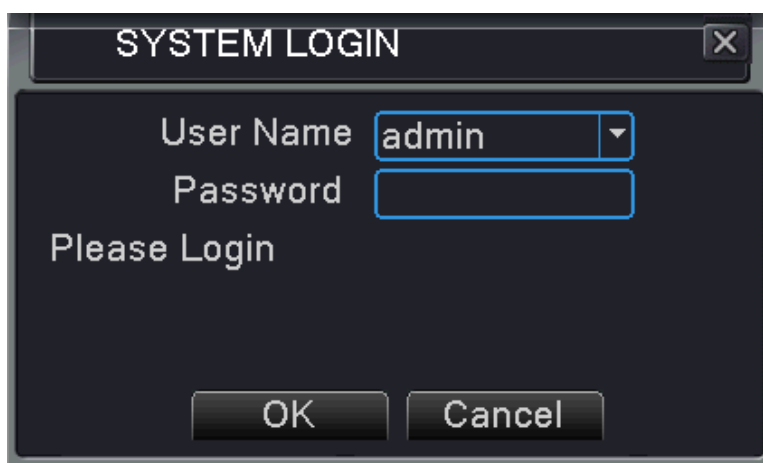
There are two ways to shut down your DVR:

Option 1: Standard Shutdown (soft switch): Enter the main menu, click on Menu→Shutdown.

2: Manual Shutdown (hard switch): Pressing the power supply switch, plug off the power supply.

## 3.2 Login DVR

When the DVR boots up, the user must login and the system will provide the corresponding function according to the user authority. There are 3 user settings: **Admin**, **Guest** and **Default**. If the user name default **Admin**, there is no password. **Admin** is as super user. **Guest and default** are the common users under factory settings.



Pic.3.1

**Password protection:** There is no password, just knock the “ok” and you will enter.





After you set a password, if the password is continuous wrong three times, the alarm will start. If the password is continuous wrong five times, the account will be locked. (Through Reboot or after half an hour, the account will be unlocked automatically)

For your system security, please modify your password after first login.

## 3.3 Preview

You can right click mouse to choose the switch between the windows.

The system date, time and channel name are shown in each viewing window. The surveillance video and the alarm status are shown in each window.

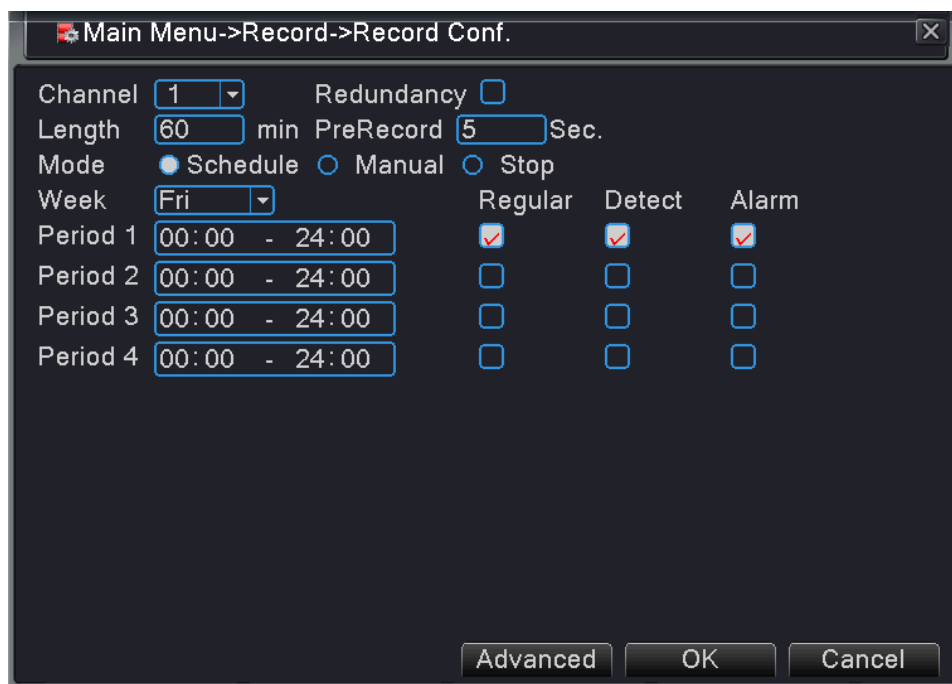
1		Recording status	3		Video loss
2		Motion detection	4		Camera lock

## 3.4 Record configuration

Set recording parameters, the system default setting is 24 hours consecutive recording. You can enter main

menu→record function→record configuration to set.

 **Notice:** There is at least one read-write hard disk in DVR.



Pic.3.2 Record configuration

Record configuration set the record plan for each channel.

**【Channel】** : Choose the corresponding channel number to set the channel. Choose “all” option to set all channels.

**【Redundancy】** : Choose the redundancy function to make the recording files double backup. 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.

**【Length】** : Set the time length of each video file.(default value is 60min).

**【Pre Record】** : Record 1-30 seconds before the action occurs.

**【Record Mode】** : Schedule, Manual or Stop.

**【Schedule】**: Record according to the set record type (regular, detection and alarm) and time section.

**【Manual】** : After choosing manual button, the related channel will do the regular recording whatever the state of current channel is.

**【Stop】**: Click the stop button and the channel stops recording

**【Week】** : Set Monday to Sunday or full week to record

**【Period】** : Set the time section of regular recording, the recording will start only in the set range.

**【Recording type】** : Regular, detection or alarm.

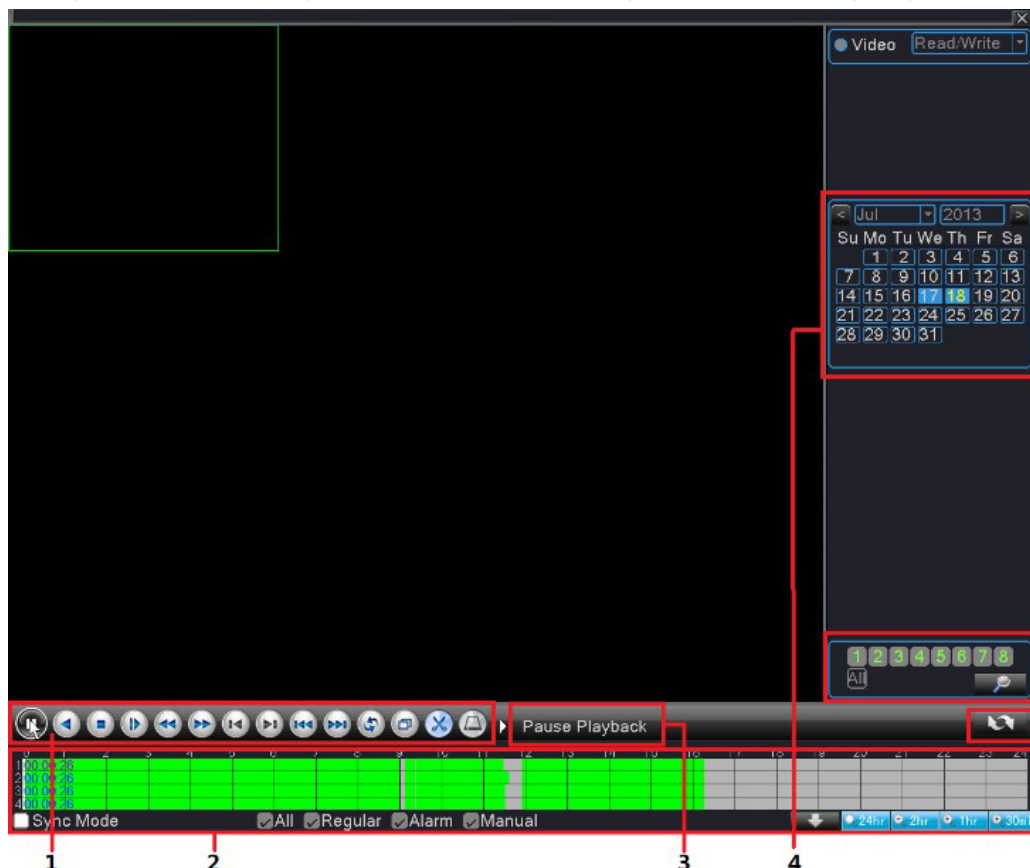
**【Regular】**: Perform the regular recording in the set time section. The video file type is “R”

**【Detect】**: Trigger the “motion detect”, “video blind” or “video loss” signal. The above alarm function is set as follows: when starting recording, the “detection recording” state is on. The video file type is “M”.

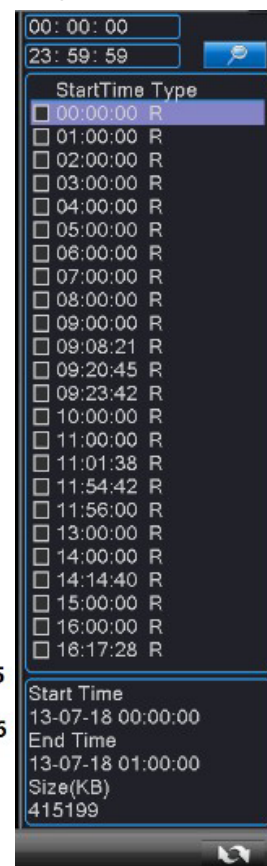
**【Alarm】:** Trigger the external alarm signal in the set time section. The above alarm function is set as follows: when starting recording, the “detection recording” state is on. The video file type is “A”.

### 3.5 Playback

**Playback:** Access playback mode, Set recording search, recording play, video file storage



Pic.3. 3 Playback









Pic.3.4 Listed files

- |                     |                                    |                                          |
|---------------------|------------------------------------|------------------------------------------|
| 1. Playback control | 2. Recording files time and status | 3. Operation Hints                       |
| 4. Date             | 5. Files searching                 | 6. Switch to recording files information |


Playback control details

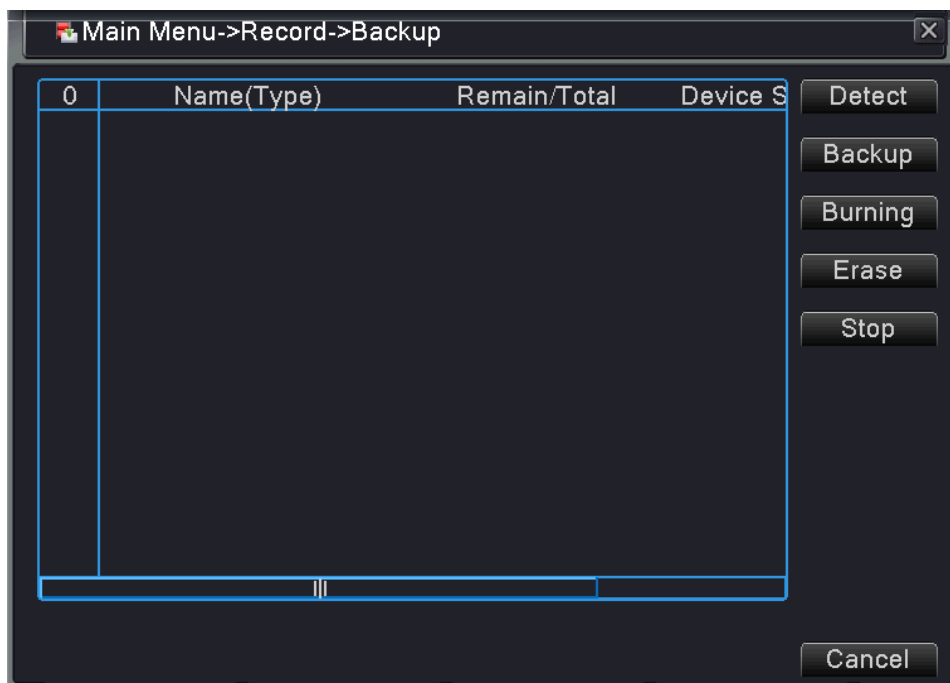
Key	Functions	Key	Functions
	Play/Pause		Backward play
	Stop		Slow play
	Fast backward		Fast forward
	Previous frame		Next frame

	Previous file		Next file
	Repeat Play		Full screen
	Edit		Record backup

### 3.6 Backup

You can back up the video files to external storage through setup

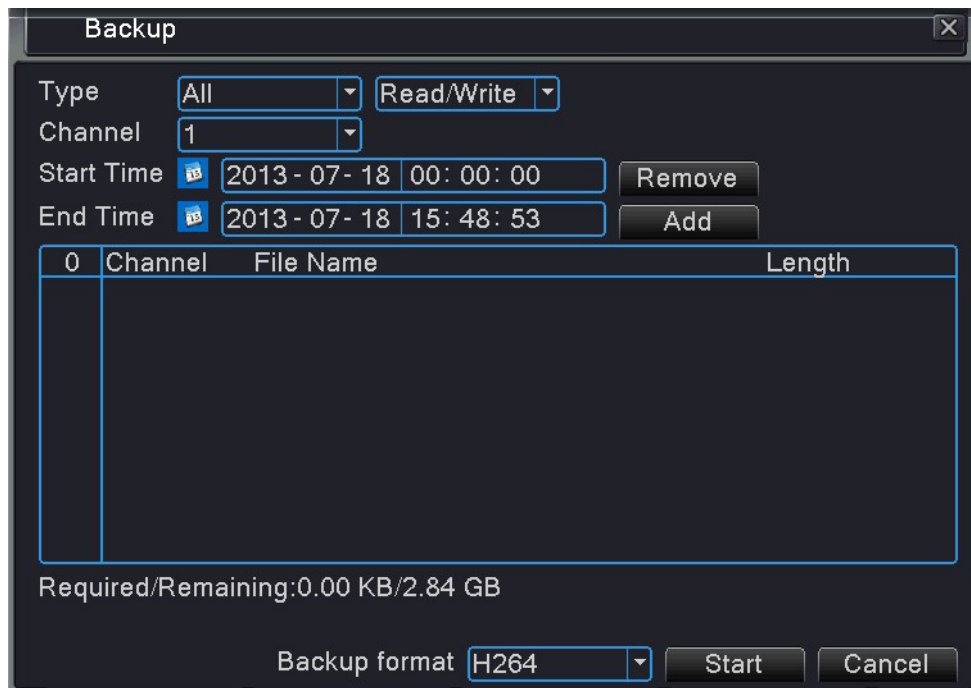
 **Notice:** You need to install storage device before backup. If the backup is terminated, the files already backup can playback individually.



Pic.3.5 Backup1

**【Detect】** : Detect the storage device connected with the DVR

**【Backup】**: Click backup button and the dialog box is popped up (Pic.3.6) . You can choose the backup files according to the type, channel and time.




Pic3.6 Backup2

**【Remove】** : Clear the file information.

**【Add】**: Show the file information satisfying the set file attributes.

**【Backup format】** : Choose the backup files format, there are two options: H.264 and AVI.

**【Start/Stop】**: Click Start button to start backup, Click stop button to stop the backup

 **Notice**: During backup you can exit this page to carry out other functions.

**【Burning】** the file will be burned synchronously after click it.

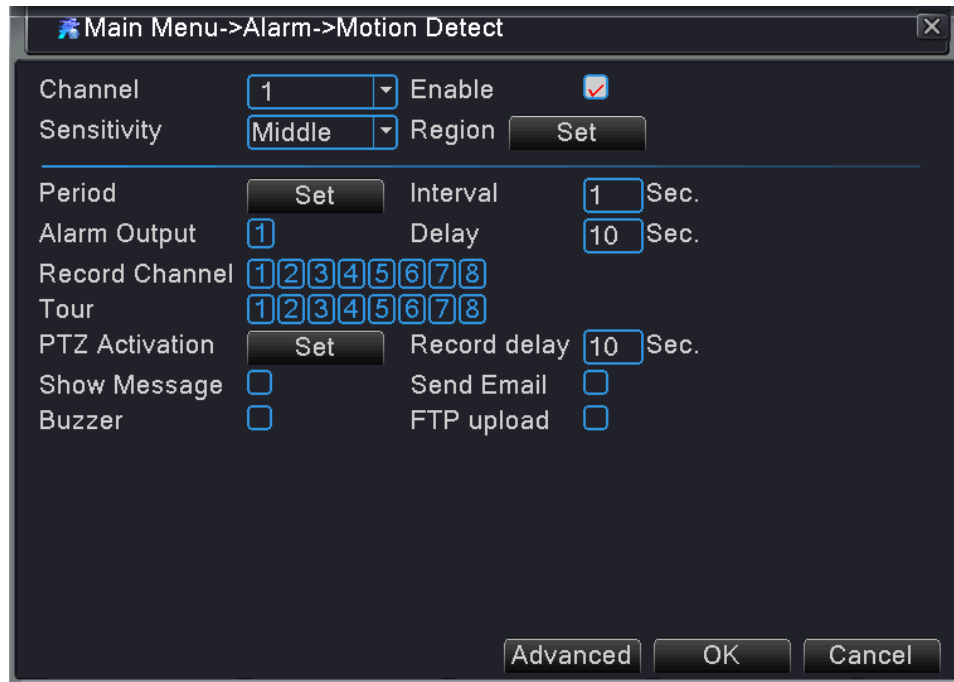
**【Erase】** Choose the file to delete and click erase to delete the file.

**【Stop】** Stop the backup

### 3.7 Motion Detection

When system detects the motion signal that reaches the set sensitivity, the motion detect alarm is on and the linkage function is turned on.





Pic.3.7 Motion Detect

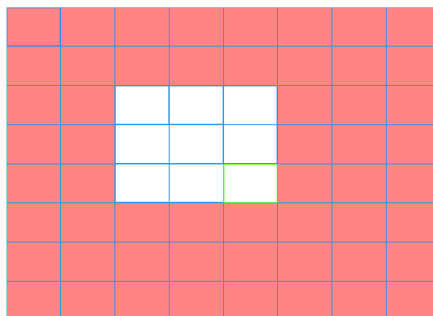
**【Channel】** : Choose the set motion detect channel.

**【Enable】** : Tick enable means the motion detect function is on.

**【Sensitivity】** : Choose from the six levels (Lowest, Lower, Middle, High, Higher, Highest) to set the sensitivity.

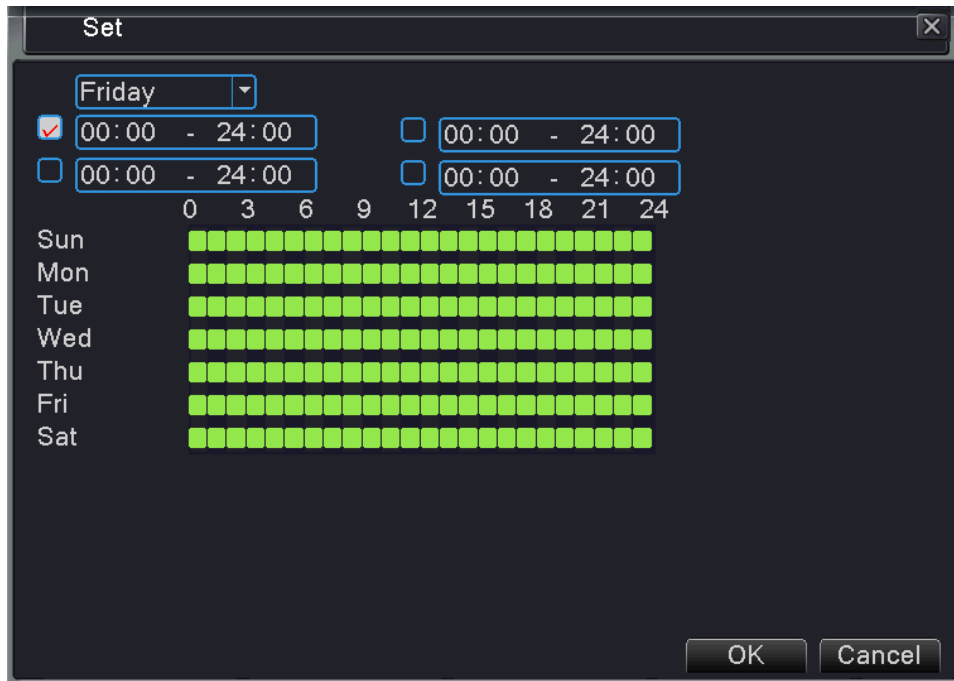
**Notice**: Only the motion detect under Hybrid mode/Full analog mode have can set the sensitivity, and only the analog channel can set region.

**【Region】** : Clicks set and enter the setting area. The area is divided into PAL16X12. Red block is motion detect defensive area, White block is unfenced area. You can set the area by mouse, drag the mouse and draw the area. Default: all selected blocks are detection area.



Pic.3.8 Motion detect area setting

**【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 setting is valid.



Pic.3.9 Set motion detection time

**【Interval】** : Only one alarm signal is triggered even there are several motion detect signals in the set interval

**【Alarm Output】** : Start the external equipment of corresponding linkage alarm when the motion detect alarm is turned on

**【Delay】** : Alarm lasts a few seconds when the alarm state is turned off. The time range is 10-300 seconds


**【Record Channel】** : Choose the recording channel; Trigger the video signal when alarm is turned on.

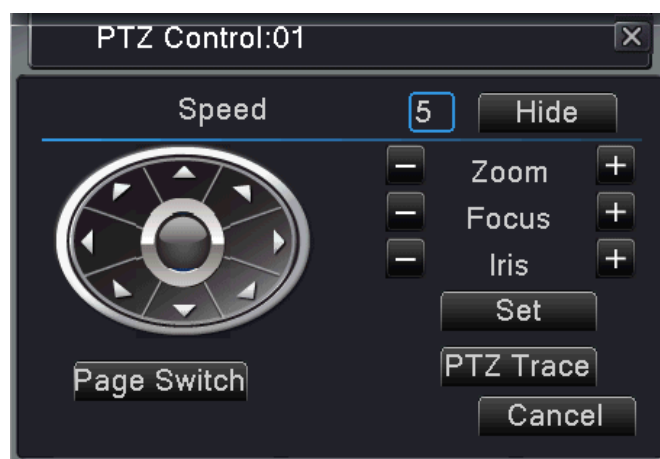
**【Tour】** : Tick tour means that the selective channel is single window alternate patrol preview. The interval is set in the main menu→system→tour

**【PTZ Activation】** : When alarms on, set PTZ activation.

### 3.8 PTZ Control

**PTZ Control:** Functions including PTZ direction control, step, zoom, focus, iris, setup operation, patrol between spots, trail patrol, boundary scan, assistant switch, light switch, level rotation and so on etc.

-  **Notice:** 1. Before operation, please make sure the Decoder 485+, 485- line well connected with DVR 485+, 485- line.
2. before operation, click main menu-> system-> PTZ config to set the PTZ parameters.
3. The PTZ functions are decided by the PTZ protocols.



Pic.3.10 PTZ control interface

**【Speed】** : Set the PTZ rotation range, Default range 1-8.

**【Zoom】** : Click -/+ button to adjust the zoom of cameras.

**【Focus】** : Click -/+ button to adjust the focus of cameras.

**【Iris】** : Click -/+ button to adjust the Iris of cameras.

**【Hide】** : Current interface will be temporarily hidden after click it.

**【Direction control】** : Control the PTZ rotation. 8 directions control is supportive.

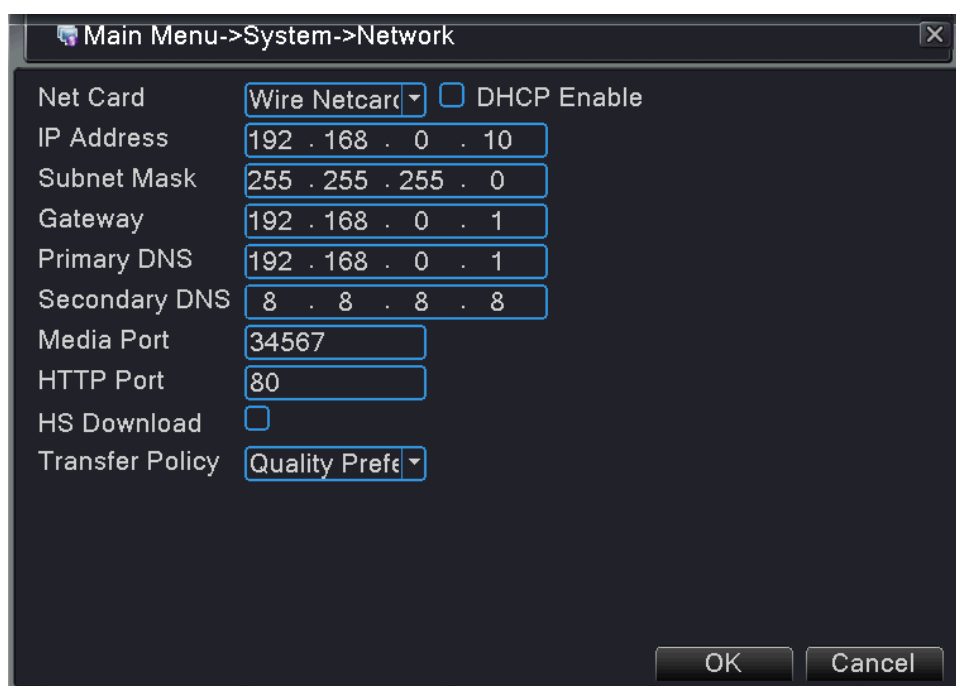
**【PTZ Trace】** : Full screen show channel image. Press the left mouse button, can control PTZ to rotate.

Press the left mouse button and rotate the mouse, can adjust the zoom of cameras.

**【Set】** : Enter the function operation menu.

**【Page switch】** : Switch between different setting pages.


### 3.9 Network setting



Pic.3.11 Network setup

**【Net Card】** : You can choose cable network card or wireless network card.

**【DHCP Enable】**:Obtain IP address automatically (not suggested).

 **Notice:** DHCP server is preinstalled.

**【IP address】**:Set the IP address. Default: 192.168.1.10.

**【Subnet mask】**:Set the subnet mask code. Default: 255.255.255.0.

**【Gateway】**:Set the default gateway. Default: 192.168.1.1.

**【DNS setup】**: 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.

**【Media port】**: Default: 34567.

**【HTTP port】**: Default: 80.

**【HS Download】**: HS Download

**【Transfer Policy】**:There are three strategies: self-adaption, image quality precedence and fluency precedence. The code stream will adjust according to the setup. Self-adaption is the tradeoff between the image quality precedence and fluency precedence. Fluency precedence and self-adaption are valid only when the assistant code stream is turned on. Otherwise image quality precedence is valid.

## Chapter 4-Network access settings and cloud technology introduction

### 4.1 LAN access settings

#### 4.1.1. Network connection

1. Before the WEB operation, need to connect this device with the network.

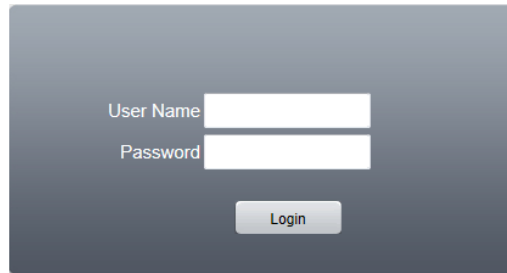
2.Enter DVR “main menu” →”system” → “network” to set correct IP address, subnet mask ,DNS and gateway port, default is ok (the IP segment of the device should be the same with that on PC computer, if disconnected, please check device IP was successfully connected .)

#### 4.1.2. Login

**Step 1:** After connecting successfully, you can login to view.

Open a web browser input the IP address of the login device in the address bar. For example the device IP address is 192.168.1.10; HTTP port is 80. Then input <http://192.168.1.10> in the address bar and connect. If HTTP port is not 80, such as 81, then need to add port when viewing, as: <http://192.168.1.10:81>

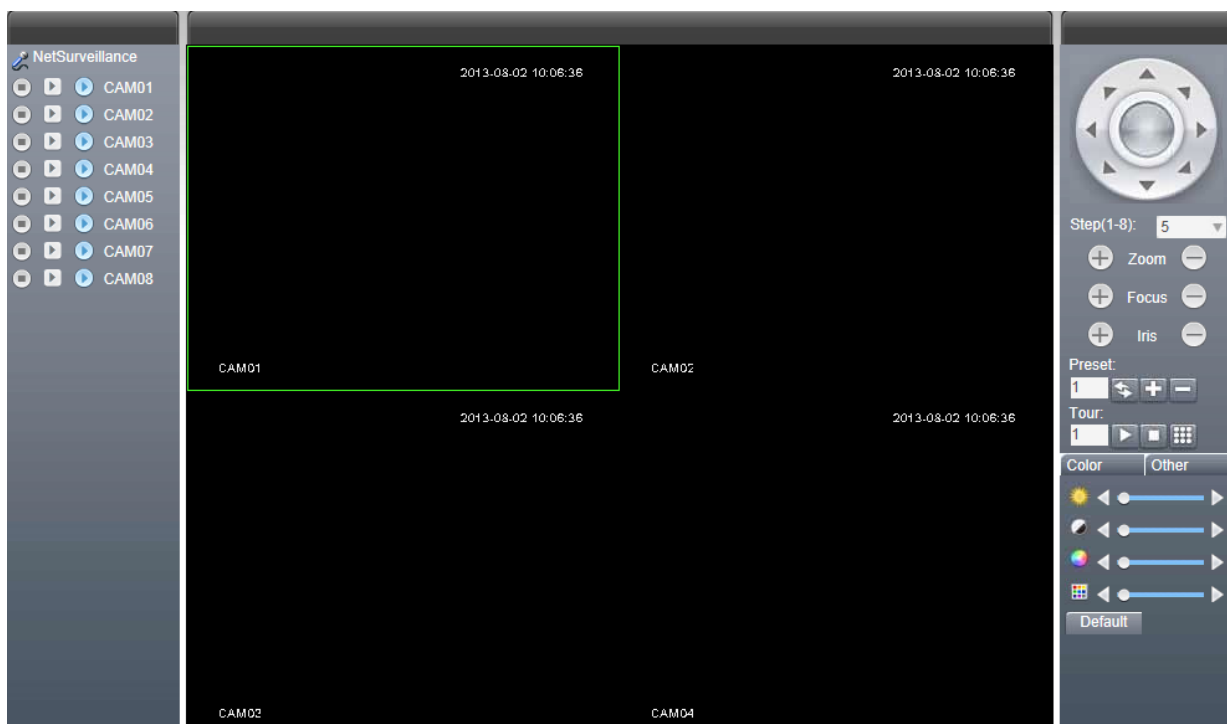
If the PC connects the device at first time, when open system, the security warning will pop up whether to accept the WEB control web, please choose to accept the user, the system will automatically identify the installation. (If the system is prohibited to download, please confirm whether you have other prohibited controls to download plug-ins, and reduce the IE security level, permit unsigned plug-in to operate. The following interface will pop up after successfully connected.



Pic.4.1 WEB Login interface

**Step 2:** Login. Enter the user name and password, the administrator user name of factory default is admin, password is blank. After login, please promptly modify the administrator password.

Login is successful, display the interface as shown below.



Pic.4.2 WEB control interface

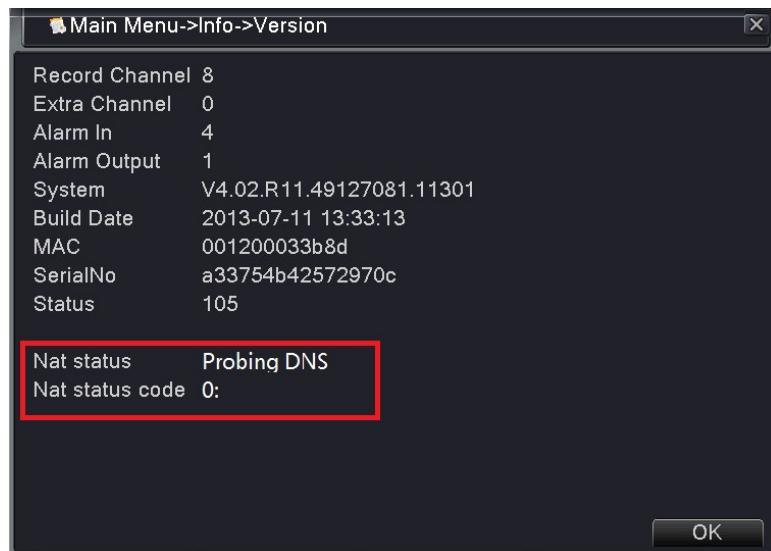
## 4.2 Cloud technology functions and using introduction

Cloud technology is the latest network remote access technology; Using cloud technology, you don't need to set the complex network settings to achieve remote access easily.

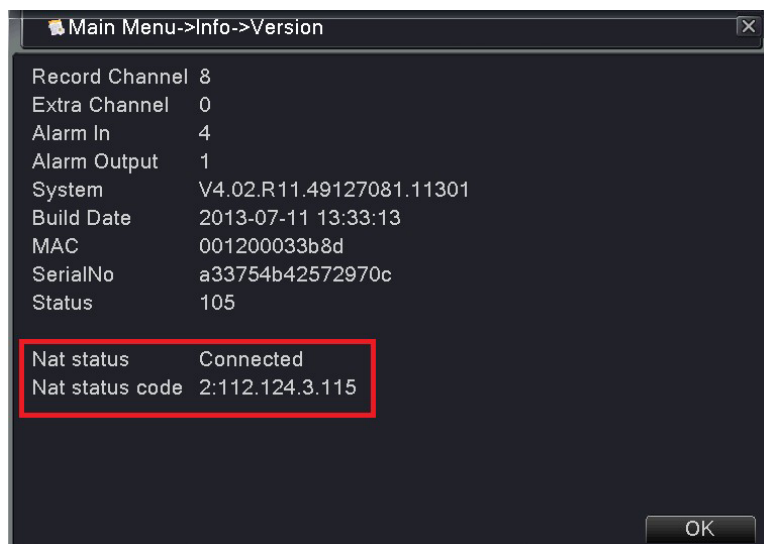


**Notice:** Some of the models don't have this function, according to the real products

Before using cloud technology, Make sure your device connect to WAN successfully. You can check the connection status of cloud technology from version submenu.



Pic.4.3 Connect failed interface



Pic.4.4 Connect successfully interface

Open web browser, enter cloud access website: [www.dvrcenter.net](http://www.dvrcenter.net) . Login interface as picture 4.5:



Pic.4.5 login

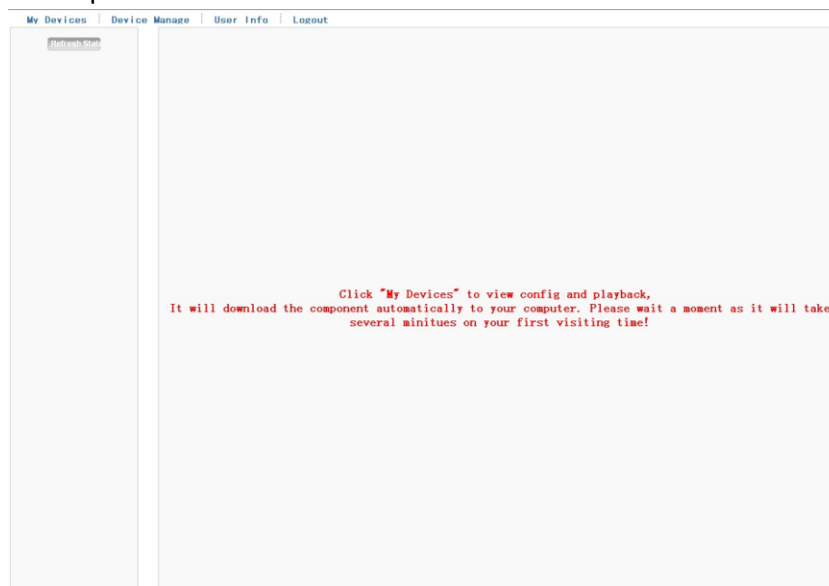
There are two ways to remote control the device with cloud technology: (1) By device serial No. (2) By user.

#### 4.2.1. Login by Device serial no.

Input Serial No. of DVR and verify code can do remote access (way to get Serial No: “main menu” → “info” → “version”)

#### 4.2.2. Login by User

Customers use their registered user name and password to log in (first time use need to register). After login, needs to add the device (enter “device management” page can finish adding device); after finish adding device, the added device will appear in the left column of “my devices”. Click on the current equipment for preview, playback, configuration and operation

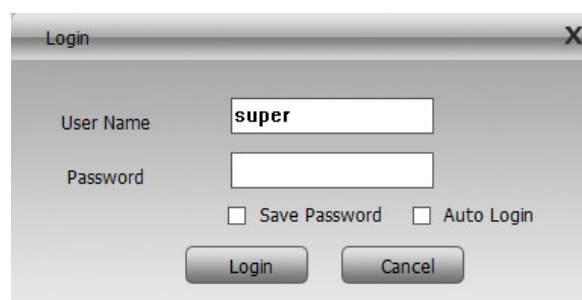


Pic.4.6 Remote operation

### 4.3 Client CMS software operation

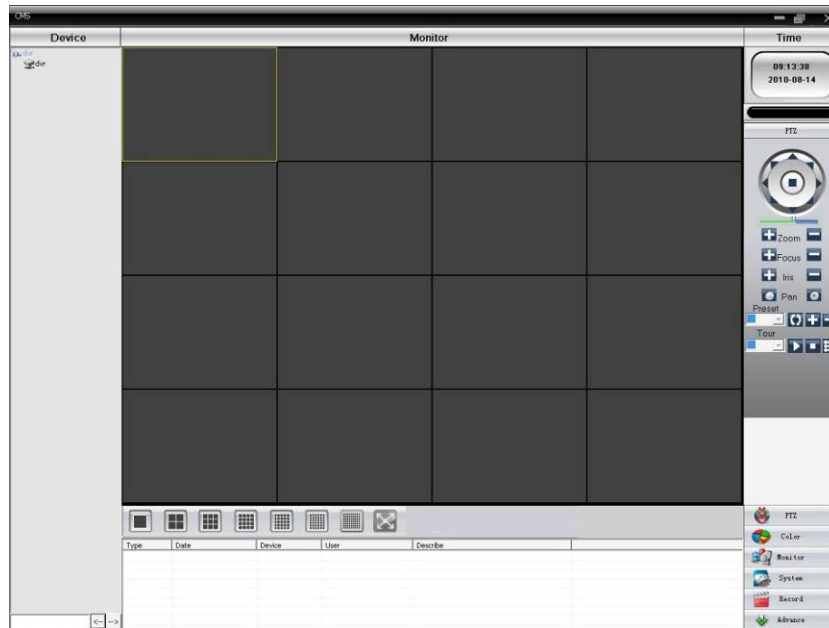
CMS software is used on the same PC, support control multiple DVRs at the same time.

Please take out the CD-ROM in the accessories, copy the CMS installation software in the CD-ROM After installation on the local PC, double click the “CMS”, open the control interface appears in Picture 4.7, default without password, the client can set the login password (**Note: The password is password of CMS client, non-DVR login password**).



Pic.4.7 CMS login

After enter into CMS interface, shown in Picture 4.8:





Pic.4.8 CMS control interface

Click the right corner of "System" settings, switch to the control of management options as below:



Pic.4.9 manage

First click  to add a domain, region name are free to take, after determining the list of selected regional areas to create a domain name, select  add device as shown below:



NO.	IP Address	Port	MAC

IP Search EditDevice

Device Name 192.168.1.180

LoginType ☒ IP Address ☐ Domain ☐ Serial ID

IP Address 192.168.1.180

Port 34567

User Name admin Password



Zone 45

Vendor H264DVR

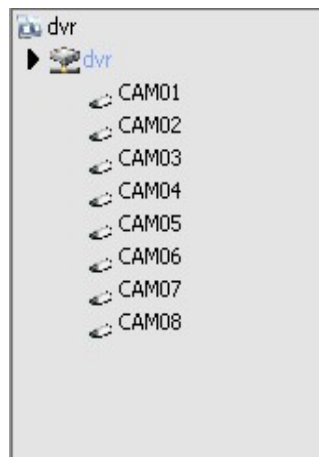
OK Cancel

Pic.4.10 edit

As the follow prompts to input required information of the DVR device, confirmed and added successful, repeat the above operation, can add multiple DVR equipments, management and monitoring operations.

If you want to modify the equipments which have been added before, selected the needed DVR at first, then click the  icon to modify the parameters, but also can delete the DVRs which have been added on the regional list through click  deletion.

After completed these steps to add DVR, click the label at the right corner for real-time monitoring, switch to multi-monitor screen interface, double-click the top left column of the DVR channel device can carry out real-time monitoring.



Pic.4.11 device

## 4.4 Mobile Phone Monitoring

This device supports the user to use the phone for remote video surveillance operation. Use extra stream technology to do mobile phone monitoring. Support channel switching and multi-channel monitoring simultaneously. (Android phone system as an example).

Step 1: DVR settings. The “main menu”→“record”, enable extra stream;

Step 2: Install the matching mobile phone monitoring software. Obtain corresponding client software from the optical disc (the client software of Android smart phone is vMEyeCloud.apk) and install it on the phone;

Step 3: After successful installation, find and run the corresponding client software from “start”→“program” of the mobile phone ( it is vMEyeCloud on Android mobile phone), as picture 4.12;

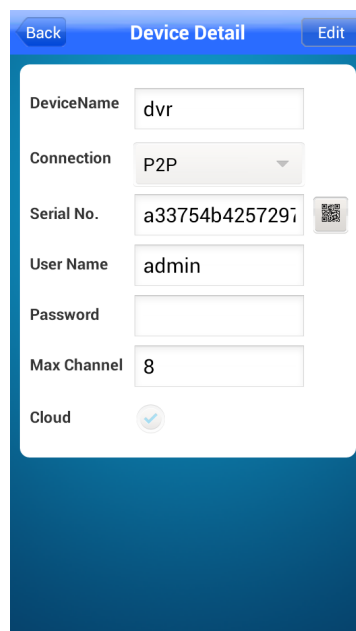


By user

By Device

Pic.4.12 Mobile client interface 1

Step 4: click the device list on picture 4.12, Add device, enter device name, serial No., user name, password.



By Device Serial No.

Pic.4.13 Mobile client interface 2

**Device Name:** Set by user;

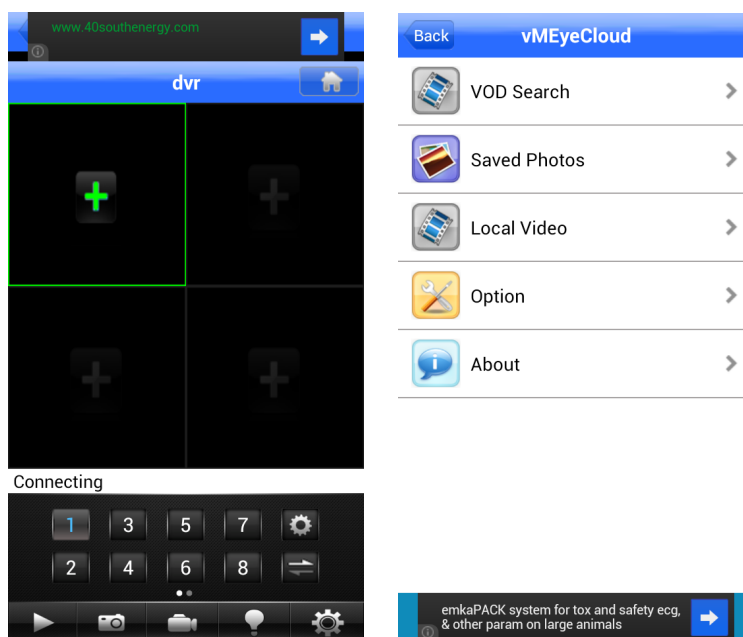
**User name:** Input user name to login DVR;

**Password:** Input password to login DVR;

**Serial No.:** DVR device No.;

**Port:** default port is 34567;

Click OK after finish adding, shown below. Choose the channel which needs to be monitored, preview screen will display properly.



Display screen

setting interface

Pic.4.14 Mobile client interface 2

**Note:** If the DVR is in LAN when monitoring, the mobile phone needs to connect wireless router to access the device;

The corresponding client software for different mobile phone system is shown as below (please refer auxiliary software in the optical disk because of different version):

Mobile phone client of the third version of Symbian S60 is: vMEYE\_SB\_S60\_3rd.sisx

Mobile phone client of the fifth version of Symbian S60 is: vMEYE\_SB\_S60\_5rd.sisx

Mobile phone client of Android system is: vMEyeCloud.apk

Mobile phone client of Blackberry system is: vMEYE\_RIM.cod

Mobile phone client of Apple system is: vMEye (please search and install in Appstore)

**Note:** Mobile phone monitoring software can also support cloud technology access.

## Chapter 5-FAQ and Maintenance

### 5.1 FAQ

#### 1. System cannot detect hard disk

Possible reasons are as follows:

- (1)The hard disk power supply line is not well connected.
- (2)The cables of the hard disk are damaged.
- (3)The hard disk is damaged.
- (4)The SATA port of main board is damaged.

#### 2 There are no video outputs in single channel, multiple channels and all channels.

Possible reasons are as follows:

- (1)The program is not matched. Please update the program.
- (2)The image brightness is all 0. Please resume the default setup.
- (3)There is no video input signal or the signal is too weak.
- (4)The channel protection or the screen protection is set.
- (5)The hardware of the DVR is damaged.

#### 3. Real-time image problems such as the image color or the brightness distortion.

Possible reasons are as follows:

- (1)When using the BNC output, the option between the NTSC mode or PAL mode is wrong and the image becomes black and white.
- (2)The DVR is not matched with the monitor impedance.
- (3)The video transmission distance is too far or the loss of the video transmission line is too large.
- (4)The color and brightness setting of the DVR is wrong.

#### 4. I cannot find the video files in local playback mode.

Possible reasons are as follows:

- (1)The data line of the hard disk is damaged.
- (2)The hard disk is damaged.
- (3)Update the different program with the origin program files.
- (4)The video files to search are covered, or search time is wrong, please refer to the device display time.
- (5)The recording stopped.

#### 5 The local playback video is not clear.

Possible reasons are as follows:

- (1)The recoding image quality is too bad.
- (2)The reading program is wrong. Reboot up the DVR.
- (3)The data line of the hard disk is damaged.
- (4)The hard disk is damaged.
- (5)The hardware of the DVR is damaged.

#### 6 There is no audio signal in the surveillance window.

Possible reasons are as follows:

- (1)It is not an active tone arm.
- (2)It is not an active sound box.
- (3)The audio lines are damaged.
- (4)The hardware of the DVR is damaged.

**7. There is audio signal in the surveillance window but no audio signal in the playback state.**

Possible reasons are as follows:

- (1)Setting issues: the audio option is not chosen.
- (2)The according channel is not connected with the video.

**8. The time is wrong**

Possible reasons are as follows:

- (1)Setting is wrong.
- (2)The battery is in bad connection or the voltage is too low.
- (3)The oscillation is damaged.

**9. The DVR cannot control the PTZ.**

Possible reasons are as follows:

- (1)There is something wrong with the frontal PTZ.
- (2)The setting, connection or the installation of the PTZ decoder is not correct.
- (3)The connections are not correct.
- (4)The PTZ setting of the DVR is not correct.
- (5)The protocols of the PTZ decoder and the DVR are not matched.
- (6)The address of the PTZ decoder and the DVR are not matched.
- (7)When multiple decoders are connected, the far port of the PTZ decoder line A (B) must connect a  $120\Omega$  resistance to reduce the reflection otherwise the PTZ control is not stable.
- (8)The distance is too far.

**10. The motion detect is not working**

Possible reasons are as follows:

- (1)The time range set is not correct.
- (2)The motion detect area set is not correct.
- (3)The sensitivity is too low.
- (4)Limited by some hardware edition.

**11 I cannot login via web.**

Possible reasons are as follows:

- (1)The system is windows 98 or windows me. We recommend updating to windows 2000sp4 or higher edition or installing the software for low edition.
- (2)ActiveX is hold back.
- (3)The edition is not exceeded dx8.1. Update the display card driver.
- (4)Network connection failure.
- (5)Network setting issues.
- (6)Invalid password or user name.
- (7)The user edition is not matched the DVR program edition.

**12 The image is not clear or there is no image in network preview state or video file playback state.**

Possible reasons are as follows:

- (1)Network is not stable.
- (2)The user machine is resource limited.
- (3)Choose the play-in-team mode in the network setup of DVR.
- (4)The region shelter or channel protection is set.
- (5)The user has no surveillance purview.
- (6)The real-time image of the hard disk recording machine itself is not clear.

**13 Network connection is not stable.**

Possible reasons are as follows:

- (1) Network is not stable.
- (2) IP address is conflicted.
- (3) MAC address is conflicted.
- (4) The network card of the computer or the hard disk recording machine is bad.

#### **14 There is something wrong with the USB backup or writing a CD.**

Possible reasons are as follows:

- (1) The rewritable machine and the hard disk are shared the same data lines.
- (2) The data is too much. Please stop recording and backup.
- (3) The data exceeds the backup storage.
- (4) The backup equipment is not compatible.
- (5) The backup equipment is damaged.

#### **15 The keyboard cannot control the DVR.**

Possible reasons are as follows:

- (1) The serial port of the DVR is not set correctly.
- (2) The address is not correct.
- (3) When multiple transformers are connected, the power supply is not large enough. Please give each transformer individual power supply.
- (4) The distance is too far.

#### **16 Alarm cannot be recessional.**

Possible reasons are as follows:

- (1) The setting of the alarm is not correct.
- (2) The alarm output is turned on manually.
- (3) The input machine is damaged or the connections are not correct.
- (4) There are some problems for specific program edition, Please update the program.

#### **17 Alarm is not working.**

Possible reasons are as follows:

- (1) The setting of the alarm is not correct.
- (2) The connection of the alarm is not correct.
- (3) The alarm input signal is not correct.
- (4) An alarm is connected with two loops synchronously.

## **5.2 Maintenance**

1. Please brush printed circuit boards, connectors, fans, machine box and so on regularly.
2. Please keep the grounding well done to prevent the video or audio signal interfered and the DVR from static or inductive electricity.
3. Do not pull out the video signal line or RS-232 port or RS-485 port with the power on.
4. Do not use the TV in the local video output port (VOUT) of DVR. It will damage the video output circuit easily.
5. Do not turn off the switch directly. Please use the turn-off function in the menu or press the turn-off button in the panel (3 seconds or longer) to protect the hard disk.
6. Please keep the DVR away from heat resource.
7. Please keep the DVR ventilated for better heat radiator.

*Thank you for choosing our DVR!*